

Tender Document for the engaging the agency providing Digital Literacy to students of Delhi Skill and Entrepreneurship University

This tender document provides information regarding the Scope of Work, Technical requirements and other related information to the bidder. Bidders are expected to examine all instructions, forms, terms, project requirements and other information in the tender documents. Failure to furnish all information required by the tender document or submission of a proposal not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

1. Scope of the Work

- The agencies would provide the following services to enhance digital literacy amongst the students of Delhi NCR as per the following scope of work, deliverables and other terms outlined below.
- To organize online digital learning classes/ lectures and face to face/online training programs especially on the aspects of internet usage, cyber safety as well as the ability to create, handle, manage and share documents pertaining to word processing, spreadsheets and presentations.
- To develop a curriculum on digital literacy for a 1 credit course (20 hours) and training content for online training on digital literacy.
- To create a cadre of trainers with capacities to impart training on Digital literacy to the specified students of Delhi NCR.
- To train the teachers/trainers to standardize the delivery, propose and implement a suitable delivery and evaluation mechanism.
- To have certain sessions campus wise/ batchwise as advised by DSEU based on options proposed by agency at least 6,500 students across 14 campuses to be trained with knowledge about basic digital tools and processes.

2. Bidding Data Sheet

S.No.	Particulars	Details
a)	Tender Id	2021_DSEU_211208_!
b)	Location of the Project	New Delhi
c)	Total Estimated Cost	Rs. 35 Lakhs
d)	Fee of Tender/Tender Processing Fee	NIL

S.No.	Particulars	Details
e)	Earnest Security Money (EMD)	Exempted
f)	Performance Security Deposit	3% of the Contract Value
g)	Tender Starting Date	18-11-2021 1615 hrs
h)	Tender Ending Date	26-11-2021 1600 hrs
i)	Tender Submission starting Date	20-11-2021 1500 Hrs
j)	Bid Opening Date	29-12-2021 1100 Hrs
k)	Pre-bid Meeting	20-11-2021 1100 hrs (Virtual Link) query may sent to registrar@dseu.ac.in upto 20-11-2021 1400 hrs
l)	Bid Validity Period	90 days
m)	Address of Pre-bid Meeting	Virtual link will be posted on university website
n)	Address for Opening of Qualification Bid and Technical bid	DSEU Dwarka Campus Sector -9 Delhi 110077
o)	Date of opening of Financial Bid	Will be communicated to eligible bidders
p)	Duration of work	6 months
q)	Method of Evaluation	QCBS (QUALITY COST BASED SYSTEM)

3. Instruction To Bidders to submit the Bid

The complete tender document can be downloaded from the e-procurements portal of the Delhi government and university website. The bid submitted online on portal shall be considered for evaluation and awarded if selected. To bid the offer, firms shall be registered on the e-procurement portal of Delhi government.

The bid has two covers 1. Technical/Pre-qualification and 2. Financial Bid. Bidder shall have to upload the required document as per the respective covers separately. All the document shall be uploaded in pdf format only. The financial bid will be accepted in the Excel format and uploaded in the same format and file downloaded from the tender page on portal.

The University reserves the right to issue addendum/corrigendum/modification or to accept or reject any or all proposal(s) or to cancel the whole of this tender at any stage without assigning any reason thereof and no bidder shall have any cause of action or claim against the University for the same.

The bidder shall upload the authorization of the person signing the bidding document.

Only one bid from a firm will be accepted.

4. Bidder Pre-Qualification

The firm/bidder shall have the minimum average turnover of last three financial year (2018-19, 2019-20, 2020-21) shall not be less than 15 lakhs from all sources. The firm should upload attached CA Certificate along-with Auditor Certified Balance Sheet with UDIN for last 3 Financial years.

The firm should have a minimum of 10 years of experience in developing and delivering the academic special short-term course related to digital literacy/computer knowledge or participated in the Government Digital Initiatives. The bidder must have experience for number of years as indicated above (prior to the bid opening) of providing similar type of services to any Central/State Govt Organization/PSU/Public Listed Company. Copies of relevant contracts/orders to be uploaded along with bid in support of having provided services during each of the financial year.

The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company/University. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

The Bidder or its OEM {themselves or through re-seller(s)} should have completed 2 years' experience with any reputed university in last 5 years, Copies of relevant contracts to be submitted along with bid in support of experience in the relevant financial year.

The Firm/bidder should have registered and should have valid licence of Incorporation, bidder shall upload the copy of self-attested copy of the licence with the bid. Bidder should also upload the GST registration proof and PAN of the proprietor/company.

The firm key resource person shall be having experience of 20 years in education, including development of study material and experience of online training. The firm shall upload the CV (shall contain link of LinkedIn profile) of resource person.

The firm shall have experience of 03 years' experience in delivering online lectures/short term courses. Firm shall upload the certificate of appreciation or feedback collected from the participants of the any three events organized in online mode in last three years (one for each year).

The firm/bidder should have membership/association/Affiliation with a Skill Council in Govt of India/Govt of NCT of Delhi. Bidder/firm shall upload the valid certificate of partnership.

5. Evaluation of the Bids

The bids are evaluated by the Quality-cum- Cost Based Selection Method (QCBS). The technical and financial bids are evaluated as given hereunder

Technical Bid Weightage	Financial Bid Weightage
70%	30%

The bid that obtains the highest Total Score (TS) value will be rated as the successful bidder.

As stated above, the Evaluation Methodology proposed to be adopted by DSEU will be Quality cum Cost Based System (QCBS) method of evaluation where Technical Bid Score will get a weightage of 70% (denoted by T) and Commercial Bid Score a weightage of 30% (denoted by C).

Description of variables used:

- ST is the Technical Score for each Bid as calculated out of 100%
- SF is Total Commercial Score (normalized) for each Bid

Bids will be ranked according to their combined Technical Score ST and Financial Score SF using the weights (T = the weight given to the Technical Bid; C = the weight given to the Commercial Bid; T + C = 100%):

Total Score (TS) for each Bid shall be computed as follows: $TS = ST \times T\% + SF \times C\%$

Minimum score to pass in technical evaluation is 70%. The firm achieving the highest Total Score (TS) will be invited for award of work after Preliminary Examination of Proposals and acceptance of terms and condition of the Tender document/Delhi Skill and Entrepreneurship University.

Best Evaluated Bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

6. Criteria of Technical Bid

Expertise and experience of the agency in education sector and ability to work with local language.	Maximum Marks :30
Experience in between 10-15 Years	15
Experience in between 15-20 Years	20
Experience in between 20-25 Years	27
Experience Greater than 25	30
Methodology its appropriateness Evaluation will include curriculum design, methodology of delivery, details of assessment etc	Maximum Marks 25
Qualification and experience of key personnel.	Maximum Marks: 15
Experience in between 20-22 Years and Ph.D	10
Experience in between 22-25 Years and Ph.D	12
Experience greater than 25 and Master & Above	15
Timeliness of the implementation plan. Evaluation will include details about plan for rolling out to 6500 students	Maximum Marks: 30

7. Working Arrangements:

- a) No space for office shall be given to the service provider in any premises of the University.
- b) The service provider shall set up responsive mechanism of the query received via email/calls.
- c) The university will provide the relevant information if any required for the execution of the tasks under this project.
- d) The University is not responsible for providing any kind of working items/IT equipment to the service provider, the service provider should arrange them at their own.
- e) Service provider shall place request before university for providing support like MS office and MS Team to trainers. The University at its discretion may deny or accept the request.
- f) DSEU shall manage the creation and management of batches as per the agreed delivery format/ batch sizes.

8. Methodology

The following methodology may be followed but not limited to it:

- a. Deliver through their own Trainers/ part time professionals
- b. Keep a practical angle to the entire Project, so that the learnings are applicable and useful for the students.
- c. Use Batches created by DSEU to deliver the content-based on agreed batch formats/ sizes
- d. Students may be provided with practical assignments wherever possible.

9. Earnest Money Deposit

In Compliance of Office Memorandum No. F.9/4/2020-PPD Dated the 12th November 2020 issued by Procurement Policy Division, Department of Expenditure, Ministry of Finance, Government of India, EMD is exempted for this tender but a declaration shall be submitted/upload as per annexure-1 on company letter head.

10. Performance Bank Guarantee

In Compliance of Office Memorandum No. F.9/4/2020-PPD Dated the 12th November 2020 issued by Procurement Policy Division, Department of Expenditure, Ministry of Finance, Government of India, vendor will deposit 3% of the value of the contract/bid in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment in an acceptable form and should remain valid for a period of sixty days beyond the date of completion of all obligations of the service provider.

11. Term and Condition

- a) The term —CONTRACT shall mean and include the Notice Inviting Tender (NIT), the Instructions to tenderer, the Tender, Letter of Intent accepting the tender in part or full, Special & General Terms & Conditions, directions and comments conveyed in writing, the Purchase Order or Work Order, and its subsequent variations, if any, or any other authorized contract documents and those general and special conditions that may be added subsequently.
- b) The term “service provider” shall mean the person(s) firm, or company with whom a CONTRACT has been entered into and shall be deemed to include their representatives, heirs, executors and administrators, successors and permitted assignees of such person(s), firm or company.
- c) The term “Tenderer” shall mean the person(s), firm or company, who offers a tender or quotation duly signed in response to this Notice Inviting Tenders (NIT) issued by University and shall include their representatives, heirs, executors and administrators, successors and permitted assignees of such person(s) firm or company.
- d) The number of students mentioned in NIT is indicative and actual number will be mutually agreed to by University and Service Provider. However, University reserves the right to order part quantity at its sole discretion.
- e) All tender documents shall be in English language. All other information shall also be supplied by the service provider in English language. All quoted prices shall be indicated by provider both in figures and words and where there is difference between quoted in figures and quoted in words, the prices quoted in words shall prevail. Tenders should be duly signed on all pages by the proprietor of the service provider or by legally authorized representative, in longhand along with the firm“s/ company“s seal. No oral, telephonic or telegraphic tenders or modifications in the tenders shall be considered under any circumstances.
- f) University reserves the right to accept at their sole and unfettered discretion any tender for whole or part quantities or reject any or all tenders without assigning any reason thereof. No claims for compensation or otherwise whatsoever will be considered by university from the tenderer.
- g) If a tenderer resorts to any frivolous, malicious or baseless complaints/ allegations with an intent to hamper or delay the tendering process or resorts to canvassing/ rigging/ influencing the tendering process, University reserves the right to debar such tenderer from participation in the present/ future tenders up to a period of 2 years.
- h) The tenderers shall not be entitled to claim any cost, charges or incidentals for or in connection with the preparation and submission of the tenders.
- i) University reserves the right to split the tender in whole or in part at its sole discretion without assigning any reason and can place the Purchase Order(s) on more than one service provider.
- j) University reserves the right to reject the tender on receipt and/or on evaluation, if the past performance of the tenderer has not been found satisfactory.
- k) Tenderer shall quote rate in Rs.(INR) only.
- l) All entries in the tender documents should be in Ink/Typed. Corrections, if any, should be attested by full signature of tenderer. Every page of tender documents shall be signed by the tenderer or his authorized representative.
- m) Purchaser reserves the right to issue any corrigendum to the tender even upto five days prior to the due date of opening of the tender. Tenderers are also advised to check the website for the purpose of submitting their e-bids or revising their e-bids, whether any such corrigendum to the tender has been issued or not.

- n) The firms submitting the e-bid should indicate the details of the digital signatures, name, user id etc of their Authorised representative signing the tender or any other documents connected therewith.
- o) The e-bids shall be kept valid for acceptance for a minimum period of 90 days from the date of opening of the tender. In case the tenderer stipulates validity period of less than 90 days, the offer may be treated as unresponsive and is liable to be ignored. If necessary, the purchaser may obtain clarification on the offers on matters other than having financial implications by requesting for such information from any of the tenderers as considered necessary. Tenderer will, however, not be permitted to revise rates and any other terms and condition of offer which alter substance of the offers after the tenders have been opened.
- p) All tenderers are advised to indicate their Banker's name and account number in their offers. This information is needed for the purpose of payment against the contract through cheques, being issued with indication of bank account number. etc. to safeguard against misappropriation of cheque.
- q) Conditional bids or the bids not accepting the terms and conditions will be rejected.
- r) No tenderer/firm/company should have been blacklisted /debarred from participating or executing contract with any of PSU or Public Agency or Institution, as the case may be during the last 3 year for the reason whatsoever.
- s) Selected agency shall not assign or sublet contract or any part of it to any other agency in any form. In the event of doing so, it shall result in termination of empanelment and forfeiture of Security Deposit.
- t) The faculty/resource provided by the outsourced Institute (successful bidder) should possess requisite skill and experience.
- u) The agency shall indemnify Delhi Skill and Entrepreneurship University against all third-party claims of infringement of patent, trademark or licenses arising from use of the software or any part thereof in product delivered under this contract.
- v) The empanelled agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to Delhi Skill and Entrepreneurship University to concerned tax collection authorities from time to time as per the extant rules and regulations on the matter.
- w) DSEU will retain the absolute copyright and all such related rights including and not limited to rights for adaptations/ translation, reproduction, alteration and archiving without any restriction of time period to all such creative/content and their inputs which might be produced by the agency for executing a work and such creatives could be used in any such future campaigns that the University may consider appropriate.
- x) Performance of the Contract is governed by the terms and conditions of the Contract made at the time of awarding scope of work, however, at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then following clause of Contract shall become applicable.
- y) Any dispute, difference or question arising out of this agreement shall be settled amicably between the parties, failing which the same shall be referred to a sole

arbitrator to be nominated by the Govt. of NCT of Delhi for arbitration under the Arbitration Conciliation Act 1996, and the place of arbitration shall be Delhi.

- z) Under these terms and conditions University may, by written notice terminate the Agency in the following ways –
 - a) Termination by Default for failing to perform obligations under the Contract or if the quality is not up to the specification/scope of work or in the event of non-adherence to time schedule.
 - b) Termination for Convenience in whole or in part thereof, at any time.
 - c) Termination for Insolvency if the Agency becomes bankrupt or otherwise insolvent.
 - d) University reserves the right to terminate any agency at any point of time, in case the overall training feedback for 4 batches conducted by the agency falls below 70%.
- aa) University shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the empanelled Company/ Firm/ Agency in the course of their performing the functions/ duties or for payment towards any compensation.
- ab) Bills chargeable to the University shall be paid after every month of services rendered, if found in order. Payment will be released on a monthly basis within a month after receipt of the bill subject to satisfactory provisions of services to the following conditions: -
 - i. Bills should be submitted along with certificate from the designated officer of the Sector/Course/Program concerned about successful completion of the programme.
 - ii. Income tax or any other applicable taxes shall be deducted at source at the time of payment to the agency in accordance with the provisions of the relevant Acts as applicable.

**Bid Declaration format
(on firm/Company Letterhead)**

Date : _____

Tender : _____

To

The Registrar
Delhi Skill and Entrepreneurship University
DSEU Dwarka Campus
Sector-9 Delhi -110077

Subject: Bid Security Declaration

Sir,

I/We the undersigned declare that:

- 1) I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.
- 2) I/We accept that I/We may be disqualified / debarred from bidding against Delhi Skill and Entrepreneurship University tenders for a period of one year from the date of notification if I/We are in a breach of any obligation under the bid conditions, because I/We
 - a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our bid during the period of bid validity specified in the form of Bid; or
 - b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security within the timeline, in accordance with the instructions to Bidders & as per tender terms & conditions.
- 3) I/We understand this Bid Securing Declaration shall cease to be valid on the Thirty First day from following,
 - a) if I am/we are not the successful Bidder, the receipt of your notification of the name of the successful Bidder; or
 - b) the expiration of the validity of my/our Bid or any extension thereof.

Date and Place

Signature and Name of Authorised Signatory
(Insert legal capacity of person signing the Bid Security Declaration)

Form of Agreement

THIS AGREEMENT is made on the ___ day _____ (Month) _____ (Year) Between the President of India through the _____ (Name and address of the University) hereinafter called "the University", which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____ (Name and address of the contractor) through Shri _____, the authorized representative (hereinafter called "the service provider") (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrators, representatives and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavours to provide digital literacy to the students of _____ (Name of the University) for providing adequate information about the information about the digital improvements and technologies growth.

NOW THIS AGREEMENT WITNESSETH as follows: -

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions;
 - c. Notice inviting Tender;
 - d. Bill of Quantities;
 - e. Scope of work;
 - f. Addendums, if any; g. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the University to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the employer to execute and the literacy services w.e.f _____ as per the provisions of this Agreement and the tender documents.
4. The University hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this Agreement and the tender documents, the contract price of Rs. _____ (_____ Rupees in words).
5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions therefrom as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

<p>For and on behalf of the Contractor Signature of the authorized official</p> <p>Name of the official Stamp/Seal of the Contractor</p> <p>By the said _____ Name on behalf of the Contractor in the presence of: Witness _____ Name _____ Address _____ Telephone No: _____</p>	<p>For and on behalf of the President of India Signature of the authorized Officer</p> <p>Name of the Officer Stamp/Seal of the Employer</p> <p>By the said _____ Name on behalf of the employer in the presence of: Witness _____ Name _____ Address _____ Telephone No: _____</p>
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<On the Letterhead of the Company/Firm>

Date

To,
The Registrar,
Delhi Skill and Entrepreneurship University
DSEU Dwaraka Campus,
Sector-9 Dwarka
New Delhi-110077

Subject: Offering bid against the Tender ID <>

Sir,

We would to extend your offer against the tender id cited in the subject. We have downloaded all the relevant documents from the Delhi state government e-procurement portal and understood.

By offering our services We/I undertake that

- 1) I/We hereby agree to abide by all terms and conditions laid down in tender document.
- 2) This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
- 3) I/We shall provide trained trainers.
- 4) I/We do hereby undertake that quality of knowledge shall be ensured by our Agency, as well as any other point considered by our Agency.

The details and information for technical evaluation has been attached here with.

With thanks and Regards

Name of Person
Seal/Stamp of the Firm

Application form and Technical Bid Checklist

Tender No : _____

S.No.	Particulars	
1	Name of the Firm/Company	
2.	Legal Entity of the Company/Firm	
3.	Address of the Firm	
4.	Name of Proprietor/CEO	
5.	Contact Details of the Proprietor	Telephone Email
6.	Name of Authorised Person	
7	Contact Details of the Authorised Person	Telephone/Mobile Email
8.	Firm/Company GST and PAN Number	PAN GST
9	Turnover in the previous three financial year	
10.	Work Order/Experience	
11	Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations (Attached list if required)	
12	Details of Business Licenses	
13	Accreditation – Skill Council or other accreditation.	
14	Curriculum CV of the Lead Resource	
15	Details and Curriculum CV of the Other Staff Members	
16	Methodology its appropriateness and time plans for implementation	

Name and Signature of Authorised Person with Seal

Commercial Bid

Firm/Company may offer their financial bid in the following format in the BOQ downloaded with tender. The Commercial received in any other manner summarily rejected. The Unit price includes the services charges of all type to incur for all types of expenditure. Firm/Company shall not demand expenditure more than quoted at any stage of the project.

S.No.	Nature of Work	No. of Students	Unit Price (for entire course)	GST		Total Price
				%	Amount	
1.	Digital Literacy of DSEU Students	6500				

Our Commercial Bid shall be binding upon us.

- 1) The Commercial Bid has been signed by the Authorized Signatory.
- 2) We understand and hereby accept that DSEU will evaluate our Bid on the basis of Total Contract Value quoted by us.
- 3) It is hereby confirmed that I/We are entitled to act on behalf of our corporation /company / firm /organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Name and Signature of Authorised Person
Seal and Stamp