

GOVERNMENT OF TRIPURA
DIRECTORATE OF EMPLOYMENT SERVICES & MANPOWER PLANNING
SHRAMA BHAWAN, OFFICE LANE, AGARTALA, WEST TRIPURA
www.employment.tripura.gov.in, Phone No: 03812324327

Dated Agartala the

October, 2024

NOTICE INVITING e-TENDER

The Director, Employment Service & Manpower Planning, Tripura, Shrama Bhawan, Office Lane, Agartala, West Tripura, Pin-799001 invites electronic bids through e-procurement portal of Government of Tripura (<https://tripuratenders.gov.in>) from reputed, resourceful and experienced Agencies/ Firms/ Institutions has capacity to conduct '**Coaching for Competitive Examinations(Graduate Level)**' in Hybrid Mode incorporating IT-Enabled System for Classroom Coaching as well as Online Coaching concurrently. Detailed tender notice, schedules and tender documents can be obtained from <https://tripuratenders.gov.in>. Last Date of submission of the e-Tender: 28th October, 2024 upto 5 pm.

(A.Saha, TCS SSG)
Director,
Employment Services & Manpower
Planning, Government of Tripura

GOVERNMENT OF TRIPURA
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SHRAMA BHAWAN, OFFICE LANE, AGARTALA, WEST TRIPURA
Website [https:// employment.gov.tr@gmail.com](mailto:employment.gov.tr@gmail.com)

Name of Work: e-Tender

Non-residential '**Coaching for Competitive Examinations(Graduate Level)**' in Hybrid Mode incorporating IT-Enabled System for Classroom Coaching as well as Online Coaching concurrently.

Issued by

Director,

**Directorate of Employment Services & Manpower Planning, Govt. of Tripura
Address:-Shrama Bhawan, Office Lane, Agartala, West Tripura, PIN 799001
email: [https:// employment.gov.tr@gmail.com](mailto:employment.gov.tr@gmail.com), Phone No: 03812324327**

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SECTION – I**6. BID DATA SHEET**

Sl no	Items	Description
i.	Tender Inviting Authority	Director, Directorate of Employment Services & Manpower Planning (ESMP), Government of Tripura
ii.	Name of the Work	‘Coaching for Competitive Examinations(Graduate Level)’ in Hybrid Mode incorporating IT-Enabled System for Classroom Coaching as well as Online Coaching concurrently.
iii.	Tender Reference ID	No.:6(1)/DESMP/TPSC-COACH/2023
iv.	Date of publishing of Tender	5 th October, 2024
v.	Period of availability of Tender at (https://tripuratenders.gov.in/)	5 th October, 2024 to 28 th October, 2024
vi.	*Start Date of submission of Tender (both technical & financial)	5 th October, 2024
vii.	Date for Pre-bid meeting in the Directorate of ESMP at Shrama Bhawan,Office Lane, Agartala.	22 nd October, 2024
viii.	*Last Date of submission of Tender (both technical & financial)	28 th October, 2024, upto 5 pm
ix.	Tender Fees	₹2,000/-
x.	Earnest Money Deposit (EMD) (refundable)	₹10,000/-
xi.	Time and Date of Opening of Technical bids	30 th October, 2024, 11:00 am.
xii.	Time and Date of Opening of Financial bids.	8 th November, 2024 at 11:00 am.
xiii.	Place of opening of Bids(online)	Directorate of Employment Services & Manpower Planning (ESMP), Government of Tripura
xiv.	Bid Validity	6 (six) months from the date of publishing of Tender.
xv.	Contract Period	24 (twenty-four) months from the date of publishing of Tender.
xvi.	Contact person name & designation	Gautam Majumdar, EO(special) Mob no. 9612020772

NOTE: The date, time and venue mentioned in the Notice Inviting e-Tender shall remain unchanged, unless extend by the tender inviting authority

SECTION – II

SCOPE OF WORK AND ELIGIBILITY

2. SCOPE OF WORK:

- 2.1 The Directorate of Employment Services & Manpower Planning (ESMP), Government of Tripura, wants to conduct an Information Technology based Integrated Coaching Program have facilities for classroom Coaching and Online Coaching simultaneously.
- 2.2 Today, it is difficult to ignore the role of technology in the training or test preparation sector. In an age where professionals are working from home, meetings are conducted online, institutions of excellence like the IITs and IIMs are conducting online courses, it is important to recognize the benefits of technology.
- 2.3 The intended coaching program shall be in hybrid mode, i.e. students may choose between classroom coaching and online coaching. The classroom coaching shall be conducted at Agartala and candidate resides outside Agartala and have interest may join classes using online mode. Such an arrangement can reduce travelling expenses and absentee of participants, increase access of prospective students on available choices and uses technology to increase the effectiveness and efficiency of preparation.
- 2.4 The coaching shall be conducted for the following recruitment exams:
Coaching for **‘Competitive Examinations(Graduate Level)’** in Hybrid Mode incorporating IT-Enabled System for Classroom Coaching as well as Online Coaching to prepare for Banking, SSC, Railways, TPSC etc examinations. The duration of coaching shall be 4(four)months. Students may choose the subject and the mode of coaching.

Coaching Classes will be arranged for 300(three hundred) Candidates. Of which 100(One hundred) candidates will attend regular Classroom Coaching conducted at Agartala Centre and 200(Two hundred) candidates will join in the Online Coaching simultaneously. The students who register for online coaching classes should attend at least 2(two) session in Offline Classes at the Agartala Centre every month.

- 2.5 The successful bidder shall arrange a single day counseling session for selected candidates in a suitable venue at Agartala. On the day of counseling, venue, date and time of commencement of Coaching will be communicated to the selected candidates.

2.6 Duration of coaching classes and Class plan:

Class plan for conducting the coaching to be designed in between 10 am to 5 pm and subject matter of Coaching classes must be focus on the competitive examinations conducted for vacancies of Central and State Government that require minimum qualification equivalent to Graduate.

- 2.6.1 **Month:** Coaching classes for 4(four) months.
- 2.6.2 **Week :** 5(five) days in a week
- 2.6.3 **Day :** 3(three) classes (@1hour duration)
- 2.6.4 **Hour :** 240 hours in 4 months.

2.7 An online doubt clearing system shall be introduced by the implementing agency, where the students feel free to communicate instantly. For this dedicated mentor shall be made available.

2.8 Digital Classroom set-up(Hardware Equipment):

The institute should have atleast 2(two) classrooms having minimum 1,000 sq. ft. carpet area having at waiting area and separate washrooms for male and female. The institute must be at least one digital classroom equipped with following hardware:

- a) One number Smart TV-65 inches.
- b) One number Interactive Flat Panel - 75 inches.
- c) HD camera.
- d) Public Address System with microphone.
- e) Computer & accessories.
- f) Power Backup UPS.
- g) Whiteboard.
- h) Equipment and software for Video recording and editing facilities.
- i) High speed Internet connection.

Agency/Institute must have established office at Agartala City along-with the well equipped Class room set-up at the time of submission of the tender/bid. No, additional time will be allowed by the department in this regard.

2.9 LMS set-up:

There shall be a dedicated internet-based Learning Management System (LMS) exclusively owned and operated by the implementing agency and hosted on its own domain. The software has to be web based and app based.

Every student must be able to gain access to the LMS through login id password provided by the selected agency. It must have the provision of students accessing it from their mobiles/tablets/computers.

The LMS must include the following:

- a) Facilities for live and interactive classes, in Bengali, English and Hindi
- b) Facilities for recorded classes, in Bengali, English, and Hindi
- c) e-study materials and notes both in Bengali and English.
- d) Timed quizzes and/or tests, in Bengali and English
- e) Rating feature of session or faculty by the students
- f) Features of Course overview, FAQs etc. for each topic.

2.10 Career Call Centre:

A Career Call Centre must be established for career assistance of the selected students. The career assistance shall have a team of at least 3(three) certified career counselor including at least 1(one) Kokborok speaking. The Helpline of career call center will be open during office hours.

2.11 e-Library facility:

The institute/agency shall provide an e-Library facility within its premises which shall include the following learning resources:

E-Library must have Minimum: 150 audio-books, 500 video Contents and 1000 e-books.

It shall have sufficient number of furniture, a high bandwidth internet facility, a giant TV screen to show career information videos that helpful for the job-seekers.

2.12 Printed Study Material for the students:

In addition to the e-learning resources, printed study material of at least 500 pages shall be provided to each candidate free of cost. A sample copy of Study Materials to be submitted to this Directorate as a reference and for record.

2.13 Detailed guidelines for conducting the coaching centre would be issued to the successful bidder along with the work order. Directorate will provide list of the candidates along with address and Mobile numbers will be provided to the successful Bidder.

2.14 A fortnightly screening test has to be conducted by the Institute/coaching provider and progress report has to be submitted to this Directorate. A weekly feedback has also to be submitted to the Director for proper evaluation of the coaching classes. This office will also collect feedback from the participants.

2.15 If any candidates discontinue the course for whatsoever the reason, payment of the institute shall be made upto the period, the candidate attended the coaching classes.

3 **ELIGIBILITY:**

The Institutions must have the following Eligibility Criteria and to enclose the supporting document as proof, failing which the EOI shall not be considered for evaluation and will be summarily rejected:

Sl. No.	Criterion	Supporting Documents (valid/updated) to be Submitted
i.	Trade/ Commercial License/ registration of appropriate authority.	Copy of Trade/ Commercial/ Trust/NGO/Society License.
ii.	GSTN registered in the name of the Institution/Agency	Copy of document to be produced.
iii.	The Institute/Agency should have a valid PAN and TAN number in the name of the Institution/Agency. In case of Proprietorship firm, the PAN card may be in the name of the Proprietor, as per Income Tax laws.	Copy of PAN and TAN
iv.	Institute must have experience in conducting coaching funded/sponsored by the Govt./PSU organizations since the last 10 years.	Latest Work Experience/ Work Order documents.
v.	The implementing agency institute must have the work experience of conducting at least 5 (five) online or digital coaching with either Govt. or PSU agencies.	Latest document to be submitted as proof
vi.	<p>The institute must have owned and operated Learning Management System (LMS) software for this project only.</p> <p>LMS must contain sufficient contents like videos on different career aspects in Kokborok, Bengali and English languages, capacity for live videos streaming, e-study materials, rating facility of sessions/faculty etc.</p>	<ul style="list-style-type: none"> • Documents must include Screenshots, URLs, etc. • List of at least 100 recorded videos of different resource persons of minimum 3-5 minutes duration should be submitted along-with the proposal. • Sample Study Materials each of atleast 5(five) pages, minimum fifty (50) nos. in Bengali and English. The study materials should cover the relevant syllabus of at least 4 different sections including English, Quantitative Aptitude, Reasoning, and General Awareness..
vii.	The institute/implementation agency must be able to submit CVs of at least 10 resource persons who are eligible and can teach in Hindi, Bengali, English, and Kokborok language.	CVs/Resumes of all recommended faculty members.
viii	The details of physical infrastructure of the Coaching Centre set-up located at Agartala	Photographs and link of the recorded videos.
ix	Plan of action and implementation, including suggested timelines, of all aspects of the project should be outlined within maximum 4 pages.	Document duly signed by the authorized representative/ Head of Institution.
x	Undertaking by the respective head of agency/institution, Principal/ Director that the information provided in the tender is correct and that his organization has the ability to undertake this project comprehensively and provide a one-stop solution to the Tender Inviting Agency.	Franchisees will not be allowed. Only the mother institute shall participate directly. Undertaking with signature and seal.
xi	At least 1(one) Qualified counsellor with minimum 5 years experience of Psychological Counseling.	Certificate and CV of the qualified Counsellor.
xii	The agency must have and maintain a YouTube Channel at least for the last 3 years. This may ensure that the agency has the technical skills to conduct online coaching and create recorded videos.	YouTube Channel link and screen shots.
xiii	Income Tax return filling Statement of last Financial Year	Relevant (ITR) documents

Please Note:

- i. Franchisees will not be allowed. Only the mother institute/agency shall participate directly.**
- ii. No institute shall be allowed to participate with a different name i.e. name of the Institute/agency whose credentials are given/mentioned and the name of the participating organization must match.**

SECTION - III
INFORMATION TO THE BIDDERS

4 AVAILABILITY OF TENDER DOCUMENTS:

4.1 The tender documents will be available in the website <https://tripuratenders.gov.in>.

4.2 All future modification/ Corrigendum shall be made available only in the <https://tripuratenders.gov.in> portal, so bidders are requested to get the update themselves from the e-Tender web portal.

4.3 The interested bidder(s) are requested to download and go through the instructions/terms & conditions/ critical dates/ eligibility criteria noted in the DNIT minutely. Downloaded DNIT has to be duly signed and stamped in every pages and uploaded along with back of the document as a part of technical bid and as a proof of acceptance of all terms condition in the DNIT.

5 COST OF BIDDING:

The bidder shall bear all costs associated with the preparation and submission of the bid. The e-Tender Inviting Authority, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6 NUMBER OF BID PER BIDDER:

Each Bidder shall submit only one Bid for the work. A bidder who submits more than one bid will cause disqualification of all the bids submitted by the bidder.

7 CLARIFICATION ON BID DOCUMENTS:

A prospective bidder requiring any clarification of the Bid Documents shall submit query to the Directorate of Employment Services and Manpower Planning online (email at employment.gov.tr@gmail.com) or may communicate to the address of the Dept with prior permission through e-mail within suitable date before last date of submission of bid.

8 AMENDMENT OF BID DOCUMENTS:

8.1 Before the last date for submission of Bids, the Bid Inviting authority may modify any of the Contents of the Bid Notice, Bid documents by issuing amendment/addendum/corrigendum.

8.2 Any addendum/ amendments/ corrigendum issued by the Bid Inviting Authority shall be part of the bid Document and it shall be published in the e-procurement portal <https://tripuratenders.gov.in>. However, Directorate of Employment Services and Manpower Planning, Government of Tripura shall bear no responsibility or liability arising out of non-receipt of the same on time or otherwise. Bidders are requested to visit the website frequently to check whether there is any related Corrigendum(s) or not.

8.3 To give prospective Bidders reasonable time to take an amendments/ addendum

/corrigendum into account in preparing their bids, the Bid Inviting Authority may extend, if necessary, the last date for submission of the bid.

9 **LANGUAGE OF THE BID:**

All documents relating to the bid shall be in English Language only.

10 **BID VALIDITY PERIOD:**

- 10.1 The bid for the work shall remain valid for acceptance for a period of **180 (one hundred-eighty)** days from the publishing date of this e-Tender.
- 10.2 During the above-mentioned period, no plea by the bidder for any sort of modification of the bid based upon or arising out of any alleged misunderstanding of misconceptions or mistake or for any reason will be entertained.
- 10.3 In exceptional circumstances, prior to expiry of the original time limit, Directorate of Employment Services and Manpower Planning may request the bidders to extend the period of validity for a specified additional period. Such request to the bidders shall be made in writing. A bidder may refuse the request without forfeiting his EMD. A bidder agreeing to the request will not be permitted to modify his bid.

11 **BID OFFER/BID PRICES:**

- 11.1 The price bid formats which is provided with the uploaded tender is an Excel file. This is an item wise BOQ (Bill of Quantity) Template, where a bidder has to provide the item rate (**Course fee inclusive of tuition fee, study materials, test paper, Taxes & Service charges as per present prevailing rate**)

Sl. No	Name of Coaching and Place	Fees/ cost per student for 1(one) hour duration class	Cost for 240 hours coaching in 4 months								
			Per student		For 100 students		For 200 students		For 300 students		
			Without Tax	With Tax	Without Tax	With Tax	Without Tax	With Tax	Without Tax	With Tax	
Total in figure											
TOTAL RATE QUOTED IN WORDS											

- 11.2 The prices quoted by the bidder shall remain firm and fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation is to be treated as non-responsive and rejected.
- 11.3 The proposal shall remain valid for 1 (one) month from the date of opening of Financial Bid and in respect of accepted Bid the prices quoted shall remain valid during the entire period of contract.
- 11.4 All duties, taxes and other levies payable by the Bidder as per State/Central

Government rules shall be included in the rate quoted by the bidder.

- 11.5 The rates quoted shall remain firm during the period of contract.
- 11.6 The rates shall be quoted by the bidder entirely in Indian Rupees.
- 11.7 The e-Tender Inviting Authority reserves the right to reject those bid(s) which are abruptly high/low.

12 **TENDER FEE (TF) & EARNEST MONEY DEPOSIT (EMD):**

12.1 The participating bidders have to pay a non-refundable amount of ₹ **2,000/- (Rupees Two Thousand only)** as tender fee (TF) and Earnest Money Deposit (EMD) a refundable amount of ₹**10,000/-(Rupees Ten Thousand only)**.

12.2 Tender Fee and EMD are to be paid electronically using the Online Payment facility provided in the Portal. For online payment of Tender Fee and EMD, please follow the following process:

i).After initiating the Bid Submission Process from "My Tender" option, an "Online Payment" page will appear which will display the total TF and EMD amount.

ii).On submission of TF and EMD payment option, System will redirect to the SBI Bank MOPS window.

iii).SBI MOPS will have two options for Net Banking- "SBI" & "Other Banks". Bidder can choose any of the options as desired and can complete the Online Payment process.

12.3 The EMD amount shall be refunded online to all the bidders including selected bidder(s) in the respective Bank Account, after the Award of Contract (AoC) event is completed in the Tripura e-procurement Portal on receipt of Performance Bank Guarantee from the selected bidder.

12.4 No interest will be paid to the bidders on EMD submitted.

12.5 EMD of the bidder may be forfeited if in any case the bidder is found to have made false Declaration or Claims.

12.6 **There shall be no exemption of Tender Fee for Micro, Small & Medium Enterprise (MSME) or other notified agencies.**

13 **ALTERATION:** -

Any alteration which is made by the bidder in the contract form, regarding the conditions of the contract, specifications or statements/ formats or quantities accompanying the same will be recognized and if any such alterations are made, the bid will be void.

14 **CONFLICT OF INTEREST:**

A bidder shall not have conflict of interest with other bidders. The bidder found to have a conflict of interest shall be disqualified and blacklisted.

15 MODE OF SUBMISSION OF BIDS: -

- 15.1 The interested bidders may submit their online copy of the bid at <https://tripuratenders.gov.in>. Bidder(s) may note that **ONLINE BIDS will ONLY be accepted**. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
- 15.2 The Bidder shall follow all the instructions given at **SECTION-V** (Instruction to Bidders) for submission of on-line bid.
- 15.3 The Bidder shall examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

16 SCHEDULE OF SUBMISSION OF BID:

- 16.1 Bids must be submitted within the Bid Submission Start and End date and time specified in **SECTION-I** of DNIT.
- 16.2 Bidders are allowed to bid 24x7 until the time of Bid Closing.
- 16.3 The Directorate of Employment Services and Manpower Planning, Government of Tripura reserves the right to extend the date and time of receipt of Bids by issuing Corrigendum, in which case all rights and obligation of the Directorate of Employment Services and Manpower Planning, Government of Tripura and Bidders will remain same as previously.
- 16.4 The e-Procurement application <https://tripuratenders.gov> in will not allow any Bidder to attempt bidding after the scheduled date and time prescribed in DNIT.

17 RE-SUBMISSION/ RE-UPLOADING OF BIDS:

Re-submission/Re-uploading of bid is allowed before the date and time of closing of bid.

18 BID OPENING:

- 18.1 The Technical Bid(s) mentioned in Eligibility Criteria will be opened online in the portal on the date, time mentioned at **SECTION-I**.
- 18.2 In case of any un-scheduled holiday(s) or occurrence of some event beyond the control of the bid inviting authority on the day of opening, the e-tender will be opened on the next working day at the same time.
- 18.3 Due to any technical issue/unavailability of internet connectivity, the date and time of opening of online Technical Bid(s) may be deferred until availability of connectivity/resolving the technical issue.
- 18.4 Summary of Technical Bid opening shall be uploaded in the Portal.
- 18.5 Once the Technical Bid(s) is accepted, the Financial Bid(s) of the vendor(s) (whose

Technical Bids have been qualified and accepted shall be opened online only, the date for which shall be communicated to the vendors through system generated Email/SMS.

- 18.6 In case of any ambiguity, the decision taken by Bid Accepting Authority on bids shall be final.

19 EVALUATION OF TECHNICAL & FINANCIAL BID:

- 19.1 Eligibility Criteria & Financial bids will be evaluated by the Tender Evaluation Committee to be formed for the purpose by the Directorate of Employment Services and Manpower Planning, Government of Tripura.

- 19.2 Tender Evaluation Committee (TEC) constituted by the Directorate of Employment Services and Manpower Planning, Govt. of Tripura shall evaluate the Eligibility Criteria to determine whether the bids received are complete, required securities/sureties have been furnished, the documents have been properly signed and the bids are generally in order in compliance with clauses of the DNIT. **Only agency fulfilling all the eligibility criteria as mentioned in Clause 2 of SECTION II shall be eligible for evaluation of Technical Marking and shall be called for presentation. The Technical marking and Financial Weightage shall be determined based on the Quality Cost Based Systems (QCBS) in the ratio of 70:30.** Decision of the Tender Evaluation Committee (TEC) will be final in this regard.

- 19.3 **The Bid Evaluation Scheme shall be as under:**

- i) As per this scheme, the Bidder quoted lowest **Financial Proposal (Fm)** is given the maximum **Financial Score (Sf)** of 100.
- ii) Methodology for calculating/determining the **Financial Scores (Sf)** of all other Financial Proposals is as following:

$$\text{Financial Scores (Sf)} = \frac{100 \times \text{Fm}}{\text{F}}$$

[Where 'Sf' stands for **Financial Scores**, 'Fm' stands for lowest quoted Financial Proposal, and 'F' stands for Financial Proposal quoted by a bidder under consideration.

- iii) **The weights given to the Technical (T) and Financial (P) Proposals are:**

$$\text{Technical (T)} = 70\% \quad \text{and} \quad \text{Financial (P)} = 30\%$$

- iv) As per following principle, Bids/ Proposals are ranked according to their combined Technical Score(St) and Financial (Sf) score using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; where, T + P = 100%):

$$\text{Grand Total Score of a bidder (S)} = \text{St} \times \text{T}\% + \text{Sf} \times \text{P}\%.$$

- 19.4 The Tender Evaluation Committee shall evaluate the Eligibility Criteria as per the response to the DNIT and supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence shall lead to non-consideration of bid for evaluation and will be summarily rejected.

- 19.5 Incomplete and conditional tenders will not be entertained.

- 19.6 The Tender Evaluation Committee may call upon any bidder(s) for clarification on the statements and supporting documents/documentary evidence relating to the technical bid.

- The bidder has to furnish the clarification called for in writing within the stipulated time as fixed by the Tender Evaluation Committee. Failure to do so will lead to disqualification of the bidder.
- 19.7 The rates are to be quoted as per BOQ template. Prices should be firm and fixed and including of all taxes. In order to decide the lowest bidder, the calculation will be made considering prices of items mentioned in BOQ (**including tuition fee, study materials, test paper, Taxes & Service charges as per present prevailing rate**).
- 19.8 The Automatic generated computerized Comparative Statement (BOQ Comparative Chart) to be displayed in the Financial Bid Opening Summary page of the E-Tender portal will not be final. The Bid Evaluation Committee will prepare an 'Evaluation Statement' considering all parameters based on **QCBS** as per conditions given in the bid document. This 'Evaluation Statement', will be uploaded along with the details of Evaluation Committee in the e- procurement portal subsequently for information to the bidders.
- 19.9 The Bill of Quantity/Price Bid if found modified/tampered by a bidder except for the permitted cells, shall lead to rejected of that bidder.
- 19.10 Subject to Eligibility Criteria and acceptance of the offers in the bids by e-Tender Evaluation Committee, financial score evaluation shall be done. Decision of the e-Tender Evaluation Committee will be final and binding on the part of the bidders. Also the result of Financial Evaluation would be uploaded online in the Portal.
- 19.11 The Tender Evaluation Committee will select the bidder who scores the highest points(**based on technical marking and financial bid by QCBS method in 70:30 ratio**) among those who will qualify/fulfill Eligibility Criteria.
- 19.12 Even after opening of financial bid, till completion of the entire process including period of agreement, if it is found that any information or certificates produced by the bidder is false or tampered, the e-Tender Inviting Authority shall without prejudice to any other right or remedy be at liberty to reject the bid and forfeiture the EMD and invocation of the performance warranty.
- 19.13 Tender Evaluation Committee reserves the right to relax any terms and condition of the EOI in Government interest subject to approval of competent authority.

20. AWARD OF CONTRACT:

- 20.1 **The Director, Directorate of Employment Services & Manpower Planning, Government of Tripura** will award or recommend to the competent bid accepting authority for award of the contract to the recommended bidder of TEC .The Award of Contract shall be published in the e-Tender portal and also may send the same through registered letter to the successful bidder.
- 20.2 Failure to attend the **Directorate of Employment Services & Manpower Planning, Government of Tripura**, on the date fixed, in the written intimation, to enter into the required agreement, shall entail forfeiture of the Earnest Money Deposit.
- 20.3 An MoU shall be signed between the Department and the selected agency.

21. CORRUPT OR FRAUDULENT PRACTICES:

The Government requires that the Bidders/ Agency/ Firm under Government financed contract, observe the highest standard of ethics during the procurement and

execution of such contracts. In pursuance of this policy, the Government:

- (a) define for the purposes of the provision, the terms set forth below as follows:
 - (i) “Corrupt practices” means the offering, giving, receiving or soliciting of anything of value to influence the action of a Government official in procurement process or in contract execution; and
 - (ii) “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Government and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Government of the benefits of free and open competition.
- (b) Will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- (c) Will blacklist/debar an individual Service Provider/firm/organization, either indefinitely or for a stated period of time, if at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a Government Contract.

22. ADDRESS FOR COMMUNICATION:

All the communications with respect to the tender shall be addressed to: **The Director**, Directorate of Employment Services & Manpower Planning, Government of Tripura, Shrama Bhawan, Office Lane, Agartala, West Tripura, PIN 799001.

23. RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

The Employment Services & Manpower Planning, Government of Tripura, reserves the right to accept or reject any Bid or all Bid stand to cancel during the Bidding process, at any time prior to the Award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the reasons for such action.

SECTION-IV

GENERAL CONDITIONS OF THE CONTRACT

24. GENERAL TERMS & CONDITIONS:

The bidder shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Company/Firm/Agency/Individual Service Provider.

25. TERMS OF PAYMENT:

- 25.1** The agency shall raise the bill, in triplicate copy. Payment (as per the amount quoted in BOQ) shall be made after successful completion of delivery of the services. No claim for interest in case of delayed payment will be entertained by the Directorate of Employment Services & Manpower Planning, Government of Tripura.
- 25.2** No advance payment shall be made under any circumstances to the bidder.
- 25.3** All remittance, commissioning charges will be borne by the bidder.
- 25.4** In case the bidder fails to execute the contract, Directorate of Employment Services & Manpower Planning, Government of Tripura shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to losses if any and penalty.
- 25.5** Amount payable to the Agency as stated in the Contract shall remain non-negotiable and fixed during the tenure of the Contract. The prices quoted shall not be conditional /optional.

26. TAX DEDUCTION AT SOURCE:

- 26.1** All Central/ State Govt./Local Body Levies as applicable from time to time shall be deducted at source from the payment to the Service Provider/Bidder as per the respective law in force at the time of execution of contract. Directorate of Employment Services & Manpower Planning, Government of Tripura shall deduct at source taxes/duties under any other law/statute as may be applicable at the time of making payments.
- 26.2** If any rates of Tax are increased or decreased or a new Tax is introduced or an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Bidder or its employees in connection with performance of the Contract, an adjustment as per the terms of this DNIT shall be applicable and Contract Price shall be taken into account and such change in such manner as prescribed herein the DNIT.

27. ANNULMENT OF CONTRACT:

- 27.1** Failure of the successful bidder to comply with the requirement or for violation of any other Clause of the e-Tender document shall constitute sufficient ground for the annulment of the award in part or full and for feature of the Performance Security Guarantee in which event the Directorate of Employment Services & Manpower Planning may make the award to any other bidder at the discretion of e-TIA or call for new bids.
- 27.2** The contracting agency will be bound by the details furnished to Directorate of Employment Services & Manpower Planning, Government of Tripura, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making the Service Provider liable for legal action besides termination of contract.
- 27.3** In the event of breach/violation or contravention of any terms and conditions contained herein by the agency, the agency will be black listed in addition to termination of

contract.

27.4 The Directorate of Employment Services & Manpower Planning may at any time terminate the Contract by giving written notice to the Service Provider, if he/she becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue to the Directorate of Employment Services & Manpower Planning, Government of Tripura.

28. ARBITRATION:

The resultant contract will be interpreted under Indian Laws. Any legal disputes arising out of this are subject to jurisdiction of Agartala only.

29. FORCE MAJEURE:

29.1 The agency shall not be liable for forfeiture of its performance security, liquidated damages 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.

29.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Tender Inviting Authority either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, strikes, earthquakes etc.

29.3 If a Force Majeure situation arises, the agency shall promptly notify the e-Tender Inviting Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the e-Tender Inviting Authority in writing, the agency shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

30. PERFORMANCE SECURITY:

30.1 Within 15 (fifteen) days from the issue of Award of Contract, Successful bidder has to furnish "Performance Bank Guarantee" as Performance Security for an amount equal to 5% of the total contract value, drawn on any Nationalized Bank / Scheduled Bank having branch at Agartala in the format provided in **Annexure-IV** in favour of Drawing & Disbursing Officer, Directorate of Employment Services & Manpower Planning, Tripura with a validity of 180 days(six months). Any request for time extension by a bidder will not be accepted.

30.2 In the event of breach / violation or contravention of any terms and conditions contained herein by the agency i.e., if the Firm fails to execute the contract, the security Deposit, part/whole (as per decision of Directorate of Employment Services & Manpower Planning, Government of Tripura), will be forfeited from the guarantor.

SECTION- V

INSTRUCTION TO THE BIDDERS

31. INSTRUCTION TO BIDDERS:

- 31.1 Tender documents may be downloaded from Procurement Portal <https://tripuratenders.gov.in>. Bidders need to go through the tender document to where instructions are given.
- 31.2 Possession of valid Digital Signature Certificate (DSC) and enrolment/registration of the contractors/bidders/agencies on the e-procurement/e-tender portal (<https://tripuratenders.gov.in>). For detailed instruction for online registration and submissions -procurement module, the bidder is requested to visit the website <https://tripuratenders.gov.in>.
- 31.3 Bidder shall download and carefully read all terms conditions and other contents of the DNIT. Downloaded DNIT has to be uploaded back as a part of technical bid and as a proof of acceptance of all terms and conditions in the DNIT. Bidders to note that the very act of using DSC for uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender.
- 31.4 Bidder, in advance, should prepare the bid documents to be submitted as indicated in the e-tender document. If there is more than one document, they can be clubbed together and can be provided in the requested format. Each document to be uploaded through online for the e-tenders. Bid documents should be scanned with 100 dpi with black and white option.
- 31.5 Do not quote any rate in the BOQ screenshot/ anywhere in DNIT. Bidder has to download the BOQ excel sheet from Tripura tender website and quote the rate and upload the same in the Financial cover only.
- 31.6 The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in the cover as specified will result in rejection of the-tender.
- 31.7 No claim shall be entertained on account of disruption of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical nags.
- 31.8 The bidder shall bear all the costs associated with the preparation and submission of the bid. The e-TIA, in no case, be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.
- 31.9 The time settings fixed in the server side & displayed at the top of the e-tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 31.10 Each bidder shall submit only one bid for the work. A bidder who submits more than one bid (may be by obtaining different user ID) will cause disqualification of all the bids submitted by the bidder.
- 31.11 Resubmission/ Re-uploading of bid is allowed before the date and time of closing of the bid.
- 31.12 If any of the certificates/documents furnished by the Bidder are found to be false/

fabricated/ bogus, the bidder will be liable to be blacklisted and their EMD will be forfeited.

32. DOCUMENTS TO BE SUBMITTED ONLINE:

- 32.1 e-Tenders are to be submitted in two folders, one in '**Technical Proposal (Cover-I)**' & the other is '**Financial Proposal (Cover-II)**' before the prescribed date & time. Both Technical Proposal and Financial Proposal will be submitted concurrently.
- 32.2 **Following self attested documents are to be uploaded in the 'Technical Proposal (Cover-I)' folder** [Legible scan copy in PDF format (to be scanned in 100 dpi resolution)]:
- 32.3 Scanned copy of Firm Registration/Trade License, GSTN, PAN, TAN, Income Tax Return (ITR) of the previous assessment year.
- 32.4 Work contract/Order of conducting Coaching Classes, detail Class Plan, Experience document, Work experience of Online Coaching Classes with Govt./PSU Organization, detail CVs of faculty members.
- 32.5 Detailed supporting document of Learning Management System (LMS), including links of videos, access id and password for the LMS, Plan and Timeline of Coaching Classes, Undertaking of Principal / Director of ability to undertake this project Comprehensively addressed to the Tender inviting authority. Organizations who's LMS does not conform to the specifications of the Eligibility criteria, shall be summarily rejected.
- 32.6 Details/documents regarding Career Counsellor, as mentioned in eligibility, for the Career Call center.
- 32.7 Scanned copy of **Annexures I & II** (Declaration & Undertaking and Bidder Information Sheet) in a single pdf file. [Bidder shall take printout of the Annexures and shall fill the necessary information & put ink signature with stamp/seal where necessary, and then scan them into a single PDF file. Finally, those documents should be uploaded and any other relevant documents]. In addition, the photographs and link(s) of recorded videos of the physical infrastructure of the institute's premises, including at least 2(two) classrooms and 2(two) washroom with at least 1(one) washroom reserved for ladies, and an e-library facility.
- 32.8 Where applicable, the eligibility conditions and the technical marking shall be done from marking

33. 'Financial Proposal (Cover-II)' should be submitted as per the Bill of Quantity (BOQ) MS-Excel File.

- 33.1 The bidders are requested to first download the BOQ file corresponding to this tender from the <https://tripuratenders.gov.in> and save it without changing the name of the file.
- 33.2 To quote the price, bidders are requested to open the downloaded BOQ file and enable macros on it.
- 33.3 After that they will get an area to quote **item rate** and name of the Firm/Organization and save it **without changing the name of the BOQ file (bidders cannot allow to alter the name of BOQ file)** and upload the same after digital signing.
- 33.4 Bidders are hereby warned not to tamper with the MS-Excel Sheet, make copies and work in a copied Sheet or break through the default Work-Sheet Security. Such BOQ

with stated violations will be treated as Tampered BOQs and bids uploaded with Tampered BOQs will be summarily rejected.

- 33.5 The bidders are cautioned that uploading of financial bid elsewhere i.e., other than in the cover as specified will result in rejection of the-tender.

34. Presentation in the office of the Directorate of Employment Services & Manpower Planning, Govt. of Tripura

The date and time of the Presentation shall be notified by the Directorate, in due course, after the opening of the Technical Bids and prior to the opening of the Financial Bids.

A committee will be formed to evaluate the presentation of the institute/agency. The Directorate of Employment Services & Manpower Planning, Govt. of Tripura shall arrange a presentation session for the technically qualified agency to ascertain the eligibility.

Directorate of Employment Services & Manpower Planning, Govt. of Tripura, reserves the right to re-verify the information provided during the presentation and disclose the marks after due process.

All necessary documents related to Eligibility and Technical Marking shall be produced during the Presentation of Qualified bidder.

SECTION- VI

ANNEXURES

ANNEXURE-I

DECLARATION AND UNDERTAKING BY THE BIDDER

To,
The Director,
Directorate of Employment Services & Manpower Planning,
Government of Tripura,
Shrama Bhawan, Office Lane,
Agartala, West Tripura, 799001.

Sub: Self-declaration in respect of submission of bid for “IT-Enabled Coaching in Hybrid Mode, concurrently both Classroom and Technology based Online Coaching”.

Dear Sir,

I / We hereby agree to abide by all terms and conditions laid down in tender document referenced above.

2. 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 confirm that we have not been levied financial penalty or any major penalty in the past by any of our client/principal employer and also declare that my/our firm/agency/company doesn't have any existing litigation, never blacklisted, and terminated by any client in India.
4. I/We confirm that we never filed any law suits or requested arbitration with regard to any contract within the last five years. No judgment, claim, arbitration proceeding or suit pending or outstanding against us or our officers. Bankruptcy was never filed by us, our subsidiaries or our parent companies. We were never cited by any regulatory agency for a safety violation in the last 1(one) year.

(Signature of the bidder)

Date:

Name :

Place:

Seal:

ANNEXURE – II**BIDDER'S INFORMATION SHEET**

1.	Name of the Institution/ Firm/Organization:	
2.	Full address of Institution's organization :	
3.	Telephone no :	
4.	E-mail address :	
5.	Website:	
6.	PAN No. :	
7.	TAN	
8.	GSTN :	
9.	<u>Particulars of Registration with Government Body</u> Organization/Place of registration: Registration No. :	
10.	<u>Contact Person:</u> Name: Mobile No:	

I do hereby certify that the above-mentioned particulars are true and correct.

(Signature of the bidder)

Date:

Name:

Place:

Seal:

Annexure III

TECHNICAL MARKING SCHEME.

All Relevant documents/resources shall be shown during the presentation by the bidders including live demo of the LMS.

Sl. No	Heading	Slabs	Slab wise Marking	Maximum Marks Allocated	Remarks
1.	No. of Govt./PSU funded coaching programmes conducted by the institute/agency.	Less than 5	5	15	Individual Work orders may be produced as evidence. One Work order may indicate only one coaching programme.
		5 to 10	10		
		More than 10	15		
2.	Total number of relevant learning based recorded videos in Bengali/ English/ Hindi (as an indication of the competence for online trainings/ coaching)	Less than 100	5	15	Screenshots of videos and links to be shared. In addition, videos to be shown during presentation.
		100 to 200	10		
		More than 200	15		
3	Learning Management System (LMS) set-up:	There shall be a dedicated internet-based Learning Management System (LMS).	5	5	Resourceful and Live streaming of LMS exclusively owned and operated by the bidder/implementing agency
4	Live YouTube Channel at least for the last 3 years.	Ensure that the agency has the technical skills to conduct online coaching and create recorded videos.	5	5	YouTube Channel link and screen shots.
5	Qualified Counsellor	Counsellor must have minimum 5	5	5	

		years experience of Psychological Counseling.			
6	Physical Infrastructure /premises of the Coaching Centre, with at least 1,000 sq. ft. area. Marks to be allocated only if the premises – rented or otherwise, are ready for use and located in Agartala.	Classroom with a seating capacity of more than 50 students.	5	15	Photos and links of relevant videos.
		Total power backup for Class room and have atleast 4 KVA-UPS	5		
		2(Two) live streaming and video recording facilities in the institute. One for regular use, the other as a back-up	5		
7	E-library facility	More than 500 audio books	5	15	Photos and links of relevant videos.
		More than 1000 e-books	5		
		TV screen (minimum 32 inches) for the e-library facility	5		
8	Presentation including: understanding of requirements and conceptualization, Implementation Approach, Teaching Methodology, Resource persons suitability, readiness of the Career Call	Overall readiness of the Project	5	25	Proof of empanelment may be produced as evidence. One Work order may indicate only one coaching programme.
		Implementation Approach	5		
		Teaching Methodology and resource persons	5		

	Centre.	Communication and confidence	5		
		Readiness of the Career Call Centre	5		
Overall Marks				= 100	Overall Minimum Qualifying Marks: 70 marks

Note:

- I. *The agency must secure the overall minimum qualifying marks (70 out of the total of 100), to be eligible for the Financial Bid.*
 - II. *Showing the live working of the LMS, as mentioned in the eligibility criteria, is a 'Mandatory feature' of the presentation. Without it, the institute/agency shall be deemed to have failed the technical bid entirely, and shall not be entitled to be considered for the financial bid.*
 - III. *Overall Maximum Marks is a summation of all the maximum marks allocated under each heading.*
-

Annexure IV**FORMAT FOR PERFORMANCE BANK GUARANTEE**

From

Bank:

To

Guarantee No.....Dated

Bank Guarantee Amount.....

Sir,

Whereas the **Directorate of Employment Services & Manpower Planning, Government of Tripura** has entered into a contract No. _____ dated _____ with _____ (hereinafter referred to as the "Service Provider") for conducting Coaching for competitive examinations as defined in the said Contract and whereas the Service Provider has undertaken to produce a bank guarantee for _____ 5% of total contract value amounting to Rs _____ (amount in figures and words) to secure its obligations to the Service in accordance with the said Contract.

2. We _____ (the Bank) hereby expressly, irrevocably and unreservedly undertake and guarantee as principal guarantor on behalf of the Service Provider that, we will pay you on your demand declaring the Service Provider to be in default under the said Contract, without demur or contest, all and any sum up to a maximum of Rupees _____ only. Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said Contract.

3. We undertake to effect payment upon receipt of such written demand, notwithstanding any dispute or disputes raised by the Service Provider in any suit pending before any Court, Tribunal, Arbitrator or any other authority, our liability under this present being absolute and unequivocal.

4. We shall not be discharged or released from this undertaking and guarantee by any arrangements or variations made between you and the Service Provider, indulgence to the Service Provider by you or by any alterations in the obligation of the Service Provider or by any forbearance whether as to payment, time, performance or otherwise.

Cont. page:2

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5. In no case shall the amount of this guarantee be increased.

6. This guarantee shall remain in full force and effect until 6(six months) period as specified in the contract i.e. up to _____ (expiry date) In case of delay in fulfillment of obligations by the Service Provider, the expiry date shall be extended by us as per intimation from the Service Provider.

7. Unless a demand or claim under this guarantee is made to us in writing on or before the aforesaid expiry date or extended expiry date, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

8. This guarantee shall be continuing guarantee and shall not be discharged by any change in the constitution of the Bank or in the constitution of the SELLER.

9. We lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Service Provider in writing.

Yours faithfully,

for _____ Bank
(Authorised Signatory)

Place : _____

Date : _____

Seal of the Bank
