

Intelligent Communication Systems India Ltd. (ICSIL)
*(Joint Venture of TCIL – A Govt. of India Enterprise & DSIIDC – An
Undertaking of Delhi Govt.)*
*Administrative Building, 1st Floor, Above Post Office, Okhla Indl. Estate,
Ph.-III, New Delhi -110020*
*Phone: 26929051, 26830338, Fax: 26830347, e-mail: info@icsil.in,
www.icsil.in*

Expression of Interest

REF NO: ICSIL/04A/183/ICSIL-Health/2013-14

Dated: 17-09-2013

1. 1.1 Intelligent Communication Systems India Ltd. is a joint venture of Telecommunication Consultants India Ltd. (TCIL), a govt. of India enterprise, under Ministry of Communications & IT and Delhi State Industrial and Infrastructure Development Corporation (DSIIDC), an undertaking of Delhi government. From 1987, the year of its inception, it has provided exemplary service in the IT sector, specializing in providing complete solutions in computerization, networking and telecommunication. With a well-focused vision and a global mission, ICSIL look at greener pastures across the globe.

1.2 ICSIL invites offer for the Empanelment of agency to impart –training including e-training on Medical Health Sector. The offer is to be made as per the objectives given in the bid document. The requirements given in the bid are suggestive and tentative. Identified agency should be capable of delivering the aforementioned training to achieve the objectives of the program.

2. Objectives

2.1 To impart training including e-training to fulfill the growing need for skilled manpower in Medical Healthcare Education and related practical training in hospitals, Medical centers, Laboratory, Asha Workers, Social Workers Patient Welfare Centre, School Health Community Centre and specially departments in the area of Medical, Surgical, Pediatrics, Psychiatric and Obstetrical Nursing and community Health Nursing. Blood Banking, Nutrition Basics, Ophthalmic and Dental basics, Hospital Informatics, Insurance Health Literacy and Basic health Skills for those aspiring to work in the Healthcare Sector.

2.2 To keep Medical Professional abreast with current problems and update their knowledge and skill of the Healthcare personnel in the area of Medical Specialty, Educational Technology and Management Technique.

Tender Time-line is as under:-

Sl. No	Description of activities	Tenders Time-lines
1	Last date for submission of Sealed Bid	07/10/2013 by 2:30 PM
2	Date and Time of opening of Technical Bid	07/10/2013 by 3:30 PM

3. Eligibility Criteria:

- 3.1 The bidder should be registered with VAT Department. Copy of valid VAT Registration Certification must be submitted in the Technical Bid.
- 3.2 The bidder should have Income Tax PAN in its name and copy of the same must be enclosed in the Technical Bid.
- 3.3 A self certificate that the bidder has not been black listed by any department of the Central/State Government in the past three years, is to be submitted in the Technical Bid.
- 3.4 Service Tax Registration: Service Tax registration is mandatory. Please attach proof of valid Service Tax Registration Certificate.
- 3.5 Demonstrate ability to conceptualize new courses to meet clearly identified skill needs, also of the ability to write instruction approach, assignments and assessments approach, and support placements where ever applicable.
- 3.6 Turnover : The average annual turnover of the company should be minimum Rs. One Crore during the last three Financial Year i.e 2010-11, 2011-12 & 2012-13
- 3.7 The bidder should submit the detailed literature with reference to the firms credentials and training programmes offered for alongwith the suggestive course. The suggestive courses should be for Doctors, Nurses, Paramedical, Hospital Support Staff, etc.
- 3.8 Infrastructure including skilled/trained manpower available with the firm to undertake said job.
- 3.9 Certification obtained, if any, on the subject.
- 3.10 Minimum two years experience of conducting such training programmes.

3.11 Whether the training material/course contents are designed and developed in any electronic media.

4 TENDER FEE (Non-refundable)

An amount of Rs. 1000/- towards non-refundable Tender Fee must be submitted by Demand Draft / Pay Order of any Commercial Bank drawn in favor of "Intelligent Communication Systems India Ltd", payable at New Delhi.

5 EARNEST/SECURITY MONEY DEPOSIT

5.1 Earnest Money Deposit (EMD) of amount of Rs. 50,000/- must be submitted, by Demand Draft / Pay Order of any Commercial Bank drawn in favor of "Intelligent Communication Systems India Ltd", payable at New Delhi.

5.2 EMD Shall be forfeited if the bidder withdraws the bid after last date for submission of bid.

5.3 The Earnest Money Deposit (EMD), without any interest accrued will be refunded in case of those Bidders who fail to qualify the eligibility criteria, and whose technical bids do not qualify, the Earnest Money Deposit (EMD) will be refunded without any interest after empanelment of short-listed bidders.

6 Submission of Bids/Tender Documents:

The sealed tenders should be submitted with superscription “**TENDER NO: ICSIL/04A/183/ICSIL-Health/2013-14, Dated: 17/09/2013**” and submitted to:

Managing Director
INTELLIGENT COMMUNICATION SYSTEMS INDIA LIMITED
ADMINISTRATIVE Building, 1ST FLOOR,
ABOVE POST OFFICE,
OKHLA INDUSTRIAL AREA, PHASE-III,
NEW DELHI-110 020.
TELEPHONE: 26830338, 26830347.
FAX: 26929051.
E-MAIL: info@icsil.in

7 Bid Submission Process.

- 7.1 Firms are requested to submit the proposal in English language only
- 7.2 In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
- 7.3 Sealed Tenders in the prescribed tender form submitted in two separate envelopes super scribed “No. 1” (Earnest Money & Tender Fee) and “No.2”(Technical bid) both the envelope be placed in one cover scribed with Tender No: ICSIL/04A/183/ICSIL-Health/2013-14, Dated: 17/09/2013 for the Empanelment of agency to Impart Training including e-training on Medical Health Sector.
- 7.4 A certificate from bidder's must enclosed with the bid certifying that the person signed the bid is authorized person to sign on behalf of company.
- 7.5 Un-signed, un-stamped and without certificate for authorized person from bidder's, bid shall not be accepted.
- 7.6 Ambiguous bids will be out rightly rejected.
- 7.7 ICSIL will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids
- 7.8 The offers submitted by telegram/ fax/ E-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- 7.9 Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be out rightly rejected.
- 7.10 .All the un-opened sealed bid envelopes will be returned to the bidder who failed to qualify for the next stage of bid processing starting from opening of EMD envelope to Technical Bid Envelope.
- 7.11 Technical Bid not accompanied by desired documents, the same would be rejected. Undertaking for subsequent submission of any of the above document will not be entertained. However, ICSIL reserves the right to seek fresh set of documents or seek clarifications on the already / submitted documents.

8 Bid Opening Process

8.1 The tender bids will be opened in the presence of representatives of bidders at 15:30 hrs. on 07/10/2013 at Intelligent Communication Systems India Ltd., Ist Floor, Above Post Office, Okhla Industrial Estate , Phase-III, New Delhi 110020. Only one representative per bidder shall be permitted to attend Bid Opening Process.

8.2 The sealed covers containing EMD and Tender Fee only will be opened in the first instance. Technical bids of only those bidders, who's EMD and Tender Fee are found to be in order, will be opened afterwards

9 Evaluation of technical bids

9.1 All offers received in response to this tender enquiry will be evaluated initially based on the eligibility criteria. An expert committee constituted for this purpose will review proposals and the following criteria will be used for competitive evaluation:

- The extent to which the company demonstrates prior understanding of and experience in Course and instruction design and delivery- to address a broad range of skills needed in the health sector.
- The company's technical managerial , ability to manage such activities proposed under this enquiry, using e-learning and digital classroom
- Whether the Agency is equipped with or has a way of deploying simulated learning techniques for practicing clinical skills and procedures. There is an emphasis on practical demonstrations and hands on learning to ensure skills enhancement, which will be reflected in the practice setting.
- The course contents have been designed and developed at par with international standards where appropriate, and, by experts on the subjects or in partnership with other accredited educational organization.
- The Training be designed and delivered by highly experienced (and certified wherever applicable) faculty – directly or via e-learning with an emphasis on interactive approached as far as possible... Learning

objectives are clearly defined, and outcomes evaluated to ensure learning effectiveness.

- Whether the Courses/ content put together by the Firm/Company have received any approval / accreditation from Medical Council of India or similar other Government Regulatory Bodies like Paramedical Boards, etc..

9.2 When deemed necessary, ICSIL may seek clarifications on any aspect of their bid from the agency. However, that would not entitle the agency to change or cause any change in the substance of the tender submitted. This would also not mean that their proposal quote has been accepted.

9.3 Training Classes will be held in a safe, non-threatening and friendly environment.

9.4 The agency obtained less than 70% marks in technical evaluation based on the matrix at Annexure A will not be considered as technically eligible for the Medical Education training programme.

9.5 The bidder should have sufficient infrastructure and latest technological tools and expertise to impart practical training.

10 Selection criterion

10.1 The bidder has to fulfill the eligibility criteria given in the Bid Documents. If fails to achieve 70% marks in the technical evaluation then bid shall be rejected and shall not be processed for further evaluation.

10.2 A duly constituted expert committee will evaluate the capability of the Company/Firm in Design, Development and implementation of Medical Education training programmes for candidates pursuing Medical Education and Skill Development for those in the profession of Medical , on the basis of the Proposal submitted by the bidder and qualifications mentioned in Tender The Committee shall examine all the documents enclosed with the technical bid including, Eligibility criteria, Technical specifications of equipment, if any, training, and services offered, etc.

10.3 The committee may invite the shortlisted vendors for making presentation/demonstration/discussion on Training Programmes offered. Calling for presentation/demonstration/discussion does not imply that the technical bid is accepted.

10.4 Bidders have the opportunity to get a clarification on bidding conditions and processing system beforehand i.e. before last date for submission of bid

11 **Validity of Proposal:-**

The proposal is valid for a period of six months (i.e.180 days) from the last date of submission of the bid. The validity time may be extended by ICSIL.

12 **ARBITRATION:**

ICSIL and Agency will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute will arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the Chairman, ICSIL, New Delhi and the award of the arbitration, as the case may be, will be final and binding on both the parties. Such arbitration will be governed in all respect by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held in New Delhi only, wherein appropriate Appellate Authority shall also be the Hon'ble High Court of Delhi at New Delhi.

13 **Scope of Work:**

- 13.1 Design, Development and Implementation of Medical / Health Education training programme in all over India.
- 13.2 Design and develop health education course material
- 13.3 Develop infrastructure for training programmes in various State of India
- 13.4 Skill Development Training Programme for Govt. Organisation
- 13.5. A database of the trainees will be maintained by agency. This information will be passed on to ICSIL from time to time
- 13.6 ICSIL shall be entitled to evaluate the performance of the students and facilities available at the Identified Agency from time to time and shall also have the right to demand correction/up gradation if any degradation of standard norms prescribed are noticed during such evaluation.

- 13.7 Assistance to trainees with respect to connection with Employment Exchange
- 13.8 Agency will assist ICSIL to establish and operate network of Franchisee in all over India for imparting training in the Healthcare Sector.
- 13.9 Certification to students/Trainees shall be generated and issued by ICSIL and not by the firm

14. General Terms & Conditions

- 14.1** Bidders are advised to study the Bid Document carefully. Submission of the Bid shall be deemed to have been done after carefully studying and examination of all instructions, eligibility criterion, terms and requirement specifications contained in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the bidder's risk and may result in the rejection of the bid.
- 14.2** ICSIL will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids
- 14.3** The offers submitted by telegram/ fax/ E-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- 14.4 Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be out rightly rejected.
- 14.5 Conditional tenders shall not be accepted on any ground and shall be rejected straightway.
- 14.6 If any clarification is required, the same should be obtained before or during pre-bid meeting only
- 14.7 No interest shall be payable for the Earnest Money Deposit.
- 14.8 The Security Deposits without any interest accrued, shall be released only after the expiry of contract period..
- 14.9 The decision of ICSIL arrived during the various stages of the evaluation of the bids is final & binding on all vendors. Any representation towards these shall not be entertained by ICSIL.

- 14.10 In case the vendor is found in-breach of any condition of tender or supply order, at any stage during the course of supply/ installation/commissioning or warranty period, the legal action as per rules/laws, shall be initiated against the vendor and EMD/Security Deposits shall be forfeited, besides debarring & Black listing the vendor concerned for at least 3 years, for further dealing with ICSIL.
- 14.11 Any attempt by vendor to bring pressure towards ICSIL's decision making process, such vendors shall be disqualified for participation in the present tender and those vendor may be liable to be debarred from bidding for ICSIL tenders in future for a period of three years.
- 14.12 Printed conditions mentioned in the tender bids submitted by vendors will not be binding on ICSIL All the terms and conditions for the supply, testing and installation, payment terms, penalty etc. will be as those mentioned herein and no change in the terms and conditions by the vendors will be acceptable. Alterations, if any, in the tender bids should be attested properly by the vendor, failing which, the tender will be rejected.
- 14.13 Upon verification, evaluation / assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- 14.14 No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.
- 14.15 Indemnity: The selected vendor shall indemnify the ICSIL/User departments against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied items and related services or any part thereof. ICSIL/User department stand indemnified from any claims that the vendor's manpower may opt to have towards the discharge of their duties in the fulfillment of the purchase orders. ICSIL/User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the vendor's manpower while discharging their duty towards fulfillment of the purchase orders.
- 14.16 ICSIL will not be responsible for any misinterpretation or wrong assumption by the vendor, while responding to this tender.
- 14.17 The vendor shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- 14.18 All disputes in this connection shall be settled in Delhi jurisdiction only.

- 14.19 ICSIL reserves the right to cancel this tender or modify the requirement without assigning any reasons. ICSIL will not be under obligation to give clarifications for doing the aforementioned.
- 14.20 ICSIL also reserves the right to modify/relax any of the terms & conditions of the tender.
- 14.21 ICSIL, without assigning any further reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect.
- 14.22 ICSIL also reserves the right to award works/supply order on quality/technical basis, which depends on quality/capability of the system and infrastructure of the firm. Bidder(s) are, therefore, directed to submit the tender carefully along with complete technical features of the products/systems as well as other documents required to access the capability of the firm.
- 14.23 In case the delay in completion of the work pertains to the ICSIL, ICSIL will grant extension of time for completion of the work and the Tenderer shall not make any claim for compensation or damages in relation thereof.
- 14.24 The ICSIL has the right to alter the nature of work and to add or omit any item of work or has the right to get the same carried out departmentally or otherwise and such alterations shall be carried out without prejudice to the Tenderer.
- 14.25 The ICSIL has the right to terminate the contract, if the Tenderer abandons the work or fails to commence and complete the work in time, or fails to abide by the contract conditions.
- 14.26 No interim payment will be made.
- 14.27 Bidders are not permitted to alter or modify their bids after the expiry of the deadline for receipts of bids.
- 14.28 No price negotiation will be entertained
- 14.29 Bidders are being given the opportunity to obtain the clarification from ICSIL upon rejection of their bid.

15 . Particulars of Applicant Company/Organization

S.No	Description	
1	Name of the Company / Organization	
2	Registration No. of Company / Organization	
3	Date of incorporation of Company / Organization	
4	Trade Tax / VAT No.	
5	PAN No. of Company	
6	Service TAX Registration No. & Date	
7	Telephone Nos	
8	Fax No	
9	e-mails	
10	Website Address	
11	Type of Organisation	
12	Details of Tender Document Fee (Non-refundable)	
13	Details of EMD	
14	Particulars of Managing Director/CEO/Proprietor/ Managing Partner	
15	Particulars of Contact Person	
16	Location of Other Offices in Delhi and Other Parts of India	

17	Average Annual Turnover of the Company/Organization for last three financial years	
18	2010-2011 (Attach Audited/Certified copy)	
19	2011-2012 (Attach Audited/Certified copy)	
20	2012-2013 (Attach Audited/Certified copy)	
21	Certifications & Valid up to	Yes/ No
22	ISO-9000 Series (Please specify)	
23	SEI- CMM Level (indicate the level)	
24	Any other Quality Certificate (Please specify)	
25	Any other relevant information that Applicant Bidder may like to mention	

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with the ICSIL in future. I also certify that the period of validity of this Bid is 180 days from the date of opening of the Financial Bid.

Signature, name and designation of authorized signatory

	<p>can be delivered on line.</p> <p>2. Imparting Training with the help of Simulators (20Pts)</p> <p>3. Interactive Programme (20 Pts)</p> <p>A. Does the Company training resource uses interactive session for problem solving.</p> <p>B. Does the Company training resource use progressive evaluation method.</p> <p>4. Practical Demonstrations (20 Pts)</p> <p>5. Renowned Experienced Facility (20 Pts)</p>	
6	Approval/Accreditation of Course/content by Medical Council of India or similar Governing bodies like paramedical board., etc	50