



भारत सरकार / GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

(आईएसओ 9001:2015 संस्था / AN ISO 9001:2015 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना)/ADMINISTRATIVE BLOCK,JNU

CAMPUS(OLD),

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दूरभाष / TELEPHONE - 011-26104038; टेलीफैक्स / FAX - 011-26104183

### **Request for Proposal (RFP)**

**For**

**Engagement of a Management Institute for Conducting One Week's (Six days from Monday to Saturday) Training Programme for Deputy Secretaries/ Directors of Central Secretariat Service (CSS) Cadre of the Government of India**

**January 2025**

## **Disclaimer**

1. The information contained in this Request for Proposal (RFP) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Institute of Secretariat Training and Management (ISTM) or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.
2. This RFP is not an Agreement and is neither an offer nor an invitation by the Institute of Secretariat Training and Management to the Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information contained in this RFP has been provided to the best of knowledge of Institute of Secretariat Training and Management and in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive. Specifically, the information regarding business processes provided in this RFP is based on the interim decisions taken by the Government and is expected to undergo changes in future. This RFP includes statements which reflect various assumptions and assessments arrived at by the Institute of Secretariat Training and Management in relation to this one week's (Six days from Monday to Saturday) training module. Information provided in this RFP is on a wide range of matters, some of which depends on the interpretation of law. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
3. While reasonable care has been taken in providing information in this RFP, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this RFP. Further, the Bidders are advised to conduct their own analysis of the information contained in this RFP, carry out their own investigations about the module, the regulatory regime which applies thereto and all matters pertaining to the Institute of Secretariat Training and Management and to seek their own professional advice on the legal, financial

and regulatory consequences of entering into an agreement or arrangement relating to this RFP.

4. The information contained in this RFP is subject to update, expansion, revisions and amendment prior to the last day of submission of the bids at the sole discretion of the Institute of Secretariat Training and Management. In case any major revisions to this RFP are made by the Institute of Secretariat Training and Management within seven days preceding the last date of submission of the Proposals, the Institute of Secretariat Training and Management may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Institute of Secretariat Training and Management nor any of its officers, employees nor any advisors nor Selected Bidders undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.
5. The Institute of Secretariat Training and Management, its employees and advisors make no representation or warranty and shall have no liability of any nature to any person including any Bidder or Vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP.
6. The Institute of Secretariat Training and Management reserves the right to change/ modify/ amend any or all provisions of this RFP document. The same shall be made available on the website of Institute of Secretariat Training and Management.

## Table of Contents

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## **1. Invitation for Bid**

Institute of Secretariat Training and Management (ISTM), established in 1948, strives to function as a capable capacity building institution to fulfil demand driven human development needs of government and support institutions across the country for improved workflow delivery through sustainable, innovative and contemporary means, with the motto of “Efficiency and the Public Good”.

ISTM invites responses (“Proposals”/ “Bids”) to this RFP from Indian Institutes of Management/MDIs etc to be engaged for conducting one week’s (Six days from Monday to Saturday) training programme for Deputy Secretaries/ Directors of Central Secretariat Service (CSS) Cadre. Interested Bidders are advised to study this RFP document carefully before submitting their proposals in response to this RFP Document. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

The time, date and venue details related to the pre-bid meeting and bid submission are mentioned in the Date Sheet. Proposals must be received not later than time and date as mentioned in the RFP. Proposals that are received after the deadline will not be considered. The Bidder shall submit the Proposal in the form and manner specified in this RFP. It is the responsibility of the Bidder to submit the bid before the last date and time, and ISTM shall not be responsible for any delay. To obtain first-hand information on the assignment, Bidder is encouraged to attend the pre- bid meeting on the date and venue mentioned. Attending the pre-bid meeting is optional.

Director  
Institute of Secretariat Training and  
Management Administrative Block, Old JNU  
Campus  
New Delhi - 110067

**One Week (Six days from Monday to Saturday) Training Programme for Deputy Secretaries/ Directors of Central Secretariat Service (CSS) Cadre of the Government of India**

**Date Sheet**

**File No. Y-11011/1/2023-ISTM**

**1. Important Dates**

<b>S.No.</b>	<b>Particulars</b>	<b>Deadlines</b>
1.	Issuance of RFP Document	22.01.2025
2.	Last date for Submission of Queries	28.01.2025
3.	Time, date and venue related to the pre-bid meeting	30.01.2025
4.	Start date and time for Bid Submission	03.02.2025
5.	Last date and time for Bid Submission	11.02.2025
6.	Date and time for opening Technical bids by Evaluation Committee	18.02.2025
7	Date and time for opening Financial bids of Technically Qualified Bidders	To be intimated later on after Technical Evaluation

## 2. RFP Document on Quality and Cost Based Selection (QCBS) criteria for conducting One Week's Training Programme

### 2.1 Important

Reference	Topic
Section 2.4.5	The method of selection is Quality cum Cost Based Selection System (QCBS)
Section 2.2.2 Section 2.3.1 Section 2.3.2 Section 2.3.4.2 Section 2.4.5	<p>RFP will be published on Government of India's Central Public Procurement Portal (CPPP) for response by IIMs/MDIs etc. whose offices are located in India. RFP will be issued on 22<sup>nd</sup> January, 2025 by</p> <p>Shri Pushpendra Kumar Sharma Deputy Director, Institute of Secretariat Training &amp; Management Department of Personnel &amp; Training Room no.103, Administrative Block Old JNU Campus, Olof Palme Marg New Delhi- 110067 Tel. 011-26737603 <b>Email:</b> pushpendra.k@nic.in</p>
Section 2.5.2	Procurement is for services of a Training Institution/University/Academy for organising a "One Week's Training Module" in all the Level-F training programmes for Deputy Secretaries/ Directors of CSS Cadre to be conducted during 2024-25 and 2025-26.

Section 2.3.3.1	The queries can be submitted at the following address by the relevant date as in date sheet above. The queries will be addressed to through e-mail by (one week from issue of RFP)
Section 2.3.3.2	<p>Shri Pushpendra Kumar Sharma</p> <p>Deputy Director,</p> <p>Institute of Secretariat Training &amp; Management</p> <p><b>Email:</b> pushpendra.k@nic.in</p>
Section 2.3.1	Proposals should be submitted in English.
Section 2.2.4 (c)	<p>The estimated number of the participants per batch would be around 25 – 35 (there may be slight variation on upper or lower side).</p> <p>The one week's training module would consist of academic (classroom) inputs, exposure through field/institutional visits in India and assessment.</p>
Section 2.4.7	Proposals must remain valid for at least 180 days after the submission date.
Section 2.3.4.2 Section 2.4	<p>Bids must be uploaded in CPPP till the deadline for submission mentioned in RFP.</p> <p>3) No manual Bids shall be made available or accepted for submission Bidder must comply with the conditions of the eProcurement portal, including registration, compatible Digital Signature Certificate (DSC) etc.</p>

## 2.2 Background Information

### 2.2.1 (a) About the Training Institute (ISTM)

The Institute of Secretariat Training and Management (ISTM), established in 1948, strives to function as a capable capacity building institution to fulfil demand driven human development needs of government and support institutions across the country for improved workflow delivery through sustainable, innovative and contemporary means, with the motto of “Efficiency and the Public Good”.



ISTM implements the Cadre Training Plan of Central Secretariat Service (CSS) and Central Secretariat Stenographer's Service (CSSS) and other Organized Services functioning in the Central Secretariat. The Institute is entrusted with the task of providing orientation training to the officers joining the Central Government under the Central Staffing Scheme as Deputy Secretary and Director. The Institute also imparts training to the officers of the Central & State Government, Public Sector Undertakings, Autonomous Bodies, and also the Union Territory Administrations.

ISTM also conducts Management Development Programmes in the areas of Financial Management, Management Principles, Good Governance, Knowledge Management, Behavioral Techniques, Cabinet Note Preparation, Analytics of Big Data & Gender Sensitization, Behavioral Competencies and other emerging areas in governance in order to orient the officers in Government towards effective service delivery.

ISTM is the nodal institute for capacity building of Government officers for implementation of Right to Information Act, 2005. ISTM is the lead institute in the areas of Training of Trainers courses. ISTM conducts induction training for officers of Indian Cost Accounts Service on regular basis. Besides, probationers of various other organized services like IAS, IFS, IRS, IES, ISS, ITS, ICLS, IDES, IFoS, ICoS etc. attend short duration training programmes on Office Management, Personnel Management and Financial Management as well as Central Secretariat Practices.

ISTM conducts research and undertakes consultancy work for capacity building in the field of governance by collaborating with client institution in the areas of Training Need Analysis, Design of Training, Cadre Review/Restructuring, Audit of Proactive Disclosure under RTI Act, 2005, etc.

In addition to class room programmes, ISTM has also been conducting training programmes in blended and flipped mode. Recently, a Digital

Learning Lab has been established, which has the capacity of creating high quality e-Learning content.

**b. Vision**

“Function as a capable capacity building institution to fulfil demand driven human development needs of government and support institutions across the country for improved workflow delivery through sustainable, innovative and contemporary means”

**C. Mission**

- i. Provide training to the civil servants for encouraging learning & creativity leading to efficiency and public good.
- ii. Undertake research, consultancy and system analysis for capacity building in governance.
- iii. Collaborate with customer organizations with continued interface for enhancing the quality of training.
- iv. Provide opportunity to the faculty members and the support staff to grow, develop and promote best training practices

**2.2.2 Basic Information**

- i. The Institute of Secretariat Training and Management (ISTM) invites a comprehensive proposal Request for Proposals (RFP) from IIMs/MDIs for conducting at their premises a OneWeek's (Six days from Monday to Saturday) Training Module for the Level F Training Programme for senior Central Secretariat Service (CSS) Officers. The Institute (ISTM) is the nodal agency for this public procurement.
- ii. In a calendar year, 5-6 such training modules are required to be conducted by the training institute. Number of officer trainees in each of these training modules may vary from 25 - 35. They will be accompanied by one faculty Coordinator and one Observer.

- iii. Institutions interested in conducting this 'One Week's Training Module' may like to enter into a long-term agreement (minimum two years, maximum two and half years) with the ISTM, Department of Personnel and Training, Government of India, and a letter of intent with a comprehensive proposal including the academic inputs, field visit, exposure to some best practices may be sent.
- iv. Any contract that may result from this bidding process will be issued for a term of two years extendable upto two and half years from the date of award of contract.
- v. Proposals must be received not later than the time, date and venue mentioned in the Date Sheet. Proposals that are received after the deadline **WILL NOT** be considered in this procurement process.

### **2.2.3 Training Background**

The training is a part of the Cadre Training Programme of the Government of India for the Central Secretariat Service (CSS) Officers.

The CSS Officers at this level of Deputy Secretaries/ Directors are required to act on behalf of the Secretary to the Government of India. They hold charge of a Secretariat Division and are responsible for the disposal of Government business dealt within the Division under their charge. They should not only provide able leadership but also ordinarily dispose of the majority of cases coming up to them on their own. They should use their discretion in seeking orders of the higher authorities on important issues either orally or by submission of papers.

One of the other major responsibilities involves providing input in public policy formulation as well in monitoring of policy implementation.

### **2.2.4 Key Information**

#### **a. Objectives of Training Module are as under:-**

At the end of the one week's (Six days from Monday to Saturday) Training Module the participants will be able to:-

- i. Demonstrate the capacity to detect gaps and improvement needs in existing policies in order to translate policy concepts into policy formulation for addressing emerging needs and the public good.
- ii. Demonstrate the capacity to optimally utilize the public finances by promoting financial prudence.
- iii. Demonstrate ability to manage projects, including plans for phasing/staging the project and identifying key activities, dependencies towards achieving the milestones of the project
- iv. Demonstrate the potential to adopt a structure approach for the effective initiation and implementation of multi-level, multi-faceted changes in the government ecosystem with the aim of achieving a prescribed mandate, objective of a program, scheme, project or government initiative.
- v. Demonstrate the ability to analyse current and future trends in the political, economic, social and technological landscape, and develops long-term implementation strategies that maximize opportunities to improve the lives of citizens and promote their sustainable, multi-faceted growth.

#### **b. Methodologies to be adopted during the Training**

The Training Programme will expose participants to best practices and effective tools and techniques drawing on exposure visits, case study method, project-work, film based discussions and conferencing, stimulation, motivational talks by experts.

The training programme should focus on:

- i. Broadening the vision of the officer.
- ii. Developing the competencies of the Officer in Public Policy formulation, Financial prudence, Project Management, Change Management and Transformational Leadership
- iii. Use of Case study method and presentations, project work and field visits.

The Institute shall evaluate the trainees as per evaluation criteria finalized in consultation with ISTM

### **c. Other details about the training component**

- i. The estimated number of the participants would around be 25 – 35 (plus/minus 5) per batch. The training module would consist of academic (classroom) inputs and field visits/Institution visit.
- ii. The proposal should include all the logistic arrangements for all the participants from the time participants reach the nearest Airport to your Management Institute till their departure from the airport to Delhi for activities listed as under:-
  - a. Training and stay arrangements: Training and stay arrangements of participants are to be arranged within the campus of the Management Institute.
  - b. Accommodation: Single room accommodation (on single occupancy basis) for all the participants and the Course Coordinator is to be arranged. Single room accommodation is to be provided to the Director, ISTM and/or the Course Observer from DoPT for two days. The arrangements for the Course Coordinator, Director, ISTM and the Course Observer are to be made on complementary basis.
  - c. Arrangement for exposure to various schemes/projects/programmes and best practices in Governance, as may be necessary.
  - d. All meals, including Breakfast, evening Tea/Coffee/Snacks [vegetarian & non- vegetarian food, drinking water in rooms, classrooms as well as while travelling].
  - e. The per participant cost of conducting the One week's training module is to be quoted taking all expenses towards travel, stay, training, visits, etc. into consideration, while the expenses towards the Course Coordinator, visit of Director, ISTM and/ or Course Observer from DoPT are treated as complementary irrespective of the number of participants in the Training Programme.
  - f. All the relevant training material be provided to participants in a pen drive at the end of the training programmes.

## **2.3 Instructions to the Bidders**

### **2.3.1 General**

- a. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the services required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the ISTM on the basis of this RFP.
- c. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the ISTM. Any notification of preferred bidder status by the ISTM shall not give rise to any enforceable rights by the Bidder. The ISTM may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the ISTM.
- d. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- e. If a bidder quotes NIL charges/ consideration, the bid shall be treated as unresponsive and will not be considered.

### **2.3.2 Compliant Proposals / Completeness of Response**

- (a) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- (b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - (i) Comply with all requirements as set out within this RFP.

- (ii) Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
- (iii) Include all supporting documentations specified in this RFP.

### **2.3.3 Clarifications**

#### **2.3.3.1 Bidders Queries**

- a. ISTM shall clarify all the bidders' queries by e-mail. All those queries may be sent through e-mail by one week from issue of RFP to:

Shri Pushpendra Kumar Sharma  
Deputy Director,  
Institute of Secretariat Training & Management  
**Email:** pushpendra.k@nic.in

- b. ISTM shall not be responsible for ensuring that the bidders' queries have been received by ISTM. Any request for clarifications after the indicated date and time may not be entertained.

#### **2.3.3.2 Responses to Pre-Bid Queries**

The Nodal Officer notified by the ISTM will endeavour to provide timely response to all queries. However, ISTM makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does ISTM undertake to answer all the queries that have been posed by the bidders.

## **2.3.4 Key Requirements of the Bid**

### ***2.3.4.1 Right to Terminate the Process***

- a. ISTM may terminate the RFP process at any time and without assigning any reason. ISTM makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by ISTM. The bidder's participation in this process may result in ISTM selecting the bidder to engage towards execution of the contract.

### ***2.3.4.2 Submission of Proposals***

The bidders shall submit their responses in the following manner

- a. Bids must be uploaded in CPPP till the deadline for submission mentioned in RFP.
- b. No manual Bids shall be made available or accepted for submission.
- c. Bidder must comply with the conditions of the eProcurement portal, including registration, compatible Digital Signature Certificate (DSC) etc.

## **2.4 Preparation and submission of Proposal**

### ***2.4.1 Proposal Preparation Costs***

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ISTM to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. ISTM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



#### **2.4.2 Language**

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language duly attested by the Bidders has to be submitted along the with original. For purposes of interpretation of the documents, the English translation shall apply.

#### **2.4.3 Venue & Important Dates for online Submission of proposals**

Proposals, in its complete form in all respects as specified in the RFP, must be uploaded in the e- portal not later than 1730 hours on the relevant date as in the date sheet.

#### **2.4.4 Late Bids**

- a. Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.
- b. ISTM reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

#### **2.4.5 Evaluation process**

- a. The proposals will be evaluated on the basis of Quality and Cost Based Selection (QCBS).
  - i. Under QCBS, the technical proposals will be allotted **weightage of 70%** while the financial proposals will be allotted **weightage of 30%**.
  - ii. Proposal with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices/cost per participant.
  - iii. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

- iv. Highest points basis: On the basis of the combined weighted score for quality and cost, the Training Institute shall be ranked in terms of the total score obtained.
  - v. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc.
  - vi. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.
  - vii. In case there is a tie of marks between any two or more bidders, the bidder which has acquired the highest in the 'Class room inputs' criteria of technical proposal would be given the preference. However, if even then there is a tie, then the decision of the Evaluation Committee and the competent authority would be final.
- b. Evaluation Committee for evaluation of the letters of intent/proposals received from various IIMs/MDIs etc. for conducting One week's Training Module will evaluate the responses of the bidders.
  - c. The Evaluation Committee constituted by the ISTM shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
  - d. The decision of the Evaluation Committee in the evaluation of responses to the RFP and the approval of the competent authority shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
  - e. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
  - f. The Evaluation Committee reserves the right to reject any or all proposals without assigning any reason.
  - g. Each of the responses shall be evaluated as per the criterion and requirements specified in this RFP.

#### **2.4.6 Tender Opening**

Proposals received shall be opened online on or after the date and time as specified in para 1 of this RFP. If the office is closed on the specified date of opening of the Proposals, the opening shall be done on the next working day at the same time.

#### **2.4.7 Tender Validity**

The offer submitted by the Bidders should be valid for minimum period of **180 days** from the date of submission of Tender.

#### **2.4.8 Tender Evaluation**

- a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive:-
  - i. Not submitted in the proforma as specified in the RFP document;
  - ii. Received without the Letter of Authorization;
  - iii. Are found with suppression of details;
  - iv. With incomplete information, subjective, conditional offers and partial offers submitted;
  - v. Submitted without the documents requested in the checklist;
  - vi. Have non-compliance of any of the clauses stipulated in the RFP; and
  - vii. With lesser validity period.
- b. All responsive Bids will be considered for further processing as below.

ISTM will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

#### **2.4.9 Consortiums**

*No consortiums are allowed.*

## 2.5 Criteria for Evaluation

### 2.5.1 Technical Qualification Criteria

As indicated in para 2.4.5 (a), Quality and Cost Based Selection (QCBS) will be followed for evaluation of bids. The technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightage of 30%. For evaluation of Technical Bids, the following criteria will be followed:

S.No.	Criteria	Max Marks															
1.	<b>PROFESSIONAL EXPERIENCE OF CONDUCTING SIMILAR TRAININGS FOR THE PUBLIC SERVANTS</b> <table border="1"> <tr> <th>No.</th><th>Experience in yrs</th><th>marks</th></tr> <tr> <td>a.</td><td>10 yrs or above</td><td>30</td></tr> <tr> <td>b.</td><td>Below 10 upto 7 yrs</td><td>25</td></tr> <tr> <td>c.</td><td>Below 7 upto 5 yrs</td><td>20</td></tr> <tr> <td>d.</td><td>Below 5 yrs</td><td>15</td></tr> </table>	No.	Experience in yrs	marks	a.	10 yrs or above	30	b.	Below 10 upto 7 yrs	25	c.	Below 7 upto 5 yrs	20	d.	Below 5 yrs	15	30
No.	Experience in yrs	marks															
a.	10 yrs or above	30															
b.	Below 10 upto 7 yrs	25															
c.	Below 7 upto 5 yrs	20															
d.	Below 5 yrs	15															
2.	<b>COMPLETE DETAILS (INCLUDING SESSION PLAN, LEVEL OF PARTICIPANTS, SPONSORS, RESOURCE PERSON/FACULTY, FEEDBACK ETC.) OF LAST 3 TRAINING PROGRAMMES CONDUCTED BY THE INSTITUTION FOR PUBLIC SERVANTS</b>																
	Training imparted for Joint Secretary to Govt. of India/equivalent and above level officers of Govt. of India/Autonomous Bodies/ PSUs/ Banks etc. - marks.	5															
	Training imparted to below the Joint Secretary/equivalent and upto Under Secretary/equivalent level	3															
	Training imparted to below Under Secretary/equivalent level or no training imparted to Public servants	0															

3.	<b>The latest NATIONAL STANDING (RANK) OF THE INSTITUTION AS AWARDED BY NATIONAL INSTITUTIONAL RANKING FRAMEWORK (NIRF), MINISTRY OF EDUCATION IN THE CATEGORY “MANAGEMENT”</b> <table border="1"> <tr> <th>No.</th><th>Rank</th><th>marks</th></tr> <tr> <td>a.</td><td>1 to 5</td><td>25</td></tr> <tr> <td>b.</td><td>6 to 10</td><td>20</td></tr> <tr> <td>c.</td><td>11 to 15</td><td>15</td></tr> <tr> <td>d.</td><td>16 to 20</td><td>10</td></tr> <tr> <td>e.</td><td>21 and above</td><td>5</td></tr> </table>	No.	Rank	marks	a.	1 to 5	25	b.	6 to 10	20	c.	11 to 15	15	d.	16 to 20	10	e.	21 and above	5	25
No.	Rank	marks																		
a.	1 to 5	25																		
b.	6 to 10	20																		
c.	11 to 15	15																		
d.	16 to 20	10																		
e.	21 and above	5																		
4.	<b>CLASS ROOM INPUTS –</b> <ul style="list-style-type: none"> <li>a. Relevance of the Content with the training objectives.</li> <li>b. Suitable training methodology such as case studies, role play etc. suitable with the objective of the training session.</li> <li>c. Any other innovative feature.</li> </ul>	5 5 5																		
5.	<b>FIELD AND INSTITUTIONAL VISITS PROPOSED</b> <ul style="list-style-type: none"> <li>a. Proposed Field Visits of two or more Institutions of National importance.</li> <li>b. Proposed Field Visits of one Institutions of National importance</li> <li>c. No proposed Field Visits.</li> </ul>	05 03 0																		
6.	<b>INSTITUTION HAVING SEPARATE DEPARTMENT/WING ON PUBLIC POLICY &amp; GOVERNANCE</b> <ul style="list-style-type: none"> <li>a. with enrolment of at least 25 students.</li> <li>b. with less than 25 enrolments.</li> <li>c. without any enrolment in current academic year</li> </ul>	10 5 3 0																		

	d. no separate Department/Wing on Public Policy and Governance.	
	<b>TOTAL</b>	<b>100</b>

Bidders, whose bids are responsive, based on minimum qualification criteria and score at least **60% (overall and not component wise)** in the technical evaluation criteria would be considered technically qualified. Financial Bids of all those organizations whose Technical Bid do not qualify will be returned un-opened.

## 2.5.2 Services to be provided for all the training programmes for officers of CSS Cadre to be conducted during 2024-25 & 2025-26.

- i. The estimated number of the participants per batch would be 25 – 35 (+/- 5). The training module would consist of academic (classroom) inputs and field visits/ Institutional Visit.
- ii. The proposal should include all the logistic arrangements for all the participants from the time participants reach the nearest Airport to the selected Management Institute till their departure from that place for activities listed as under:-
  - a) **Training and stay arrangements:** Training and stay arrangements of participants are to be arranged by the Management Institute preferably within the campus of the Management Institute.
  - b) **Accommodation:** Single room accommodation (on single occupancy basis) for all the participants and the Course Coordinator is to be arranged. Single room accommodation is to be provided to the Director, ISTM and/or the Course Observer from DoPT for two days. The arrangements for the Course Coordinator, Director, ISTM and the Course Observer are to be made on complementary basis.
  - c) Arrangement for exposure to various schemes/projects/ programmes and best practices in Governance, as may be necessary.
  - d) All meals, including Breakfast, evening Tea/Coffee/Snacks [vegetarian & non- vegetarian food, drinking water in rooms, classrooms as well as while travelling].

e) The **per participant cost** of conducting the One week's training module is to be quoted taking all expenses towards travel, stay, training, visits, assessment, softwares etc. into consideration, while the expenses towards the Course Coordinator, visit of Director, ISTM and/ or Course Observer from DoPT are treated as complementary irrespective of the number of participants in the Training Programme. The Management Institutes shall quote finally cost per participant which is to be all inclusive.

### **2.5.3 Financial Bid Evaluation**

(a) The Financial Bids of technically qualified bidders will be opened on the date and time as mentioned in para 1 of this RFP.

(b) Proposal with the lowest cost will be given a financial score of 100 and other proposals are given financial scores that are inversely proportional to their prices. Under QCBS, the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightage of 30%. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weightage for quality and cost, the Training Institute shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3, etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.

(c) Any conditional bid would be rejected.

## **2.6 Selection of Management Training Institute**

### **2.6.1 Award Criteria**

ISTM will award the Contract to the successful H -1 bidder.

### **2.6.2 Right to accept any Proposal and to reject any or all Proposal(s)**

ISTM reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidder.

### **2.6.3 Notification of Award**

- a. Prior to the expiration of the validity period, ISTM will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, ISTM, may like to request the bidders to extend the validity period of the bid.
- b. The notification of award will constitute the formation of the contract.

### **2.6.4 Signing of Contract**

Upon clearance by the Evaluation Committee and approval of the competent authority, ISTM shall enter into a contract with the bidder. The draft Legal Contract will be provided as a separate document as a template to the successful bidder.

### **2.6.5 Submission of e-PBG.**

The successful bidder will have to deposit Performance Guarantee within 14 days of the notification of the award, to be furnished in the form of Insurance Surety Bond/ Account Payee Demand Draft/ Fixed Deposit Receipt from a Commercial Bank/ Bank Guarantee [including e-Bank Guarantee] from a Commercial Bank or Online Payment, equivalent to 3% of total contract value for 12 batches of 35 participants each in the period of two years.



Performance Guarantee should remain valid for a period of sixty days beyond the date of successful completion of all training programme during two years contractual period, or extended period, if any.

#### **2.6.6 Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Contract document shall constitute sufficient grounds for the annulment of the award, in which event ISTM may award the contract to the next best value bidder or call for new proposals from the interested bidders..

#### **2.7 Fraud and Corrupt Practices**

- a. The Applicants/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the ISTM shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the ISTM shall, without prejudice to its any other rights or remedies, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the ISTM for, inter alia, time, cost and effort of the ISTM, in regard to the RFP, including consideration and evaluation of such Applicant’s Proposal.
- b. Without prejudice to the rights of the ISTM under Clause above and the rights and remedies which the ISTM may have under the Contract, if an Applicant is found by the ISTM to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the execution of the Contract, such Applicant shall not be eligible to participate in any tender or RFP issued by the ISTM during a period of THREE YEARS from the date such Applicant is found by the ISTM to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent

practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

c. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

i. “corrupt practice” means (aa) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the ISTM who is or has been associated in any manner, directly or indirectly with the Selection Process or has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the ISTM, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ab) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Award or the Contract, who at any time has been or is a legal, financial or technical Training Institute / adviser of the ISTM in relation to any matter concerning the Project;

ii. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

iii. “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;

iv. “undesirable practice” means (aa) establishing contact with any person connected with or employed or engaged by ISTM with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ab) having a Conflict of Interest; and

v. “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of

restricting or manipulating a full and fair competition in the Selection Process.

## **2.8 Conflict of Interest**

a. An Applicant shall not have a conflict of interest that may affect the Selection Process or the Training component (the “**Conflict of Interest**”). Any Applicant found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the ISTM shall claim, as mutually agreed genuine pre-estimated compensation and damages payable to the ISTM for, *inter alia*, the time, cost and effort of the ISTM including consideration of such Applicant’s Proposal, without prejudice to any other right or remedy that may be available to the ISTM hereunder or otherwise.

b. The ISTM requires that the Institute provides professional, objective, and impartial advice and at all times hold the ISTM’s interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Institute shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the ISTM.

c. Without limiting the generality of the above, an Applicant shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

- i. the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest;
- ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
- iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a

position to have access to each others' information about, or to influence the Proposal of either or each of the other Bidder; or

iv. there is a conflict among this and other consulting assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Institute will depend on the circumstances of each case. While providing training and other services to the ISTM for this particular assignment, the Institute shall not take up any assignment that by its nature will result in conflict with the present assignment; or

d. A Bidder eventually appointed to provide such services for this Project shall be disqualified from subsequently providing goods or services related to the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to consultancy services performed for the ISTM in continuation of this Consultancy or to any subsequent consultancy/ advisory services performed for the ISTM where the conflict of interest situation does not arise.

e. In the event that the Institute, its Associates or affiliates are auditors or financial advisers to any of the Bidders (for System Integration or any other activity) for the Project, they shall make a disclosure to the ISTM as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the receipt of such proposals and any breach of this obligation of disclosure shall be construed as Conflict of Interest. The ISTM shall, upon being notified by the Institute under this Clause, decide whether it wishes to terminate this Consultancy or otherwise, and convey its decision to the Institute within a period not exceeding 15 (fifteen) days.

## **2.9 Payment Schedule**

The advance payment of 40% is proposed to be paid based on the number of participants in each batch and per participant agreed cost of training. Thus, for every batch proposed to be deputed to IIMs/MDIs, the payable amount for the particular batch will be worked out (keeping in view the number of participants and the agreed rate per participant) and 40% of the same is proposed to be paid in advance. The Remaining 60% would be paid after completion of the Course.

## **2.10. Payment Terms & Conditions**

The cost quoted would be treated as inclusive of all taxes at the prevalent rates and no additional taxes would be paid as extra.

## **2.11 Support to be provided by ISTM**

The ISTM will provide the following support, post the award of the contract to the successful bidder:

- a. ISTM will contact the successful bidder Institute before commencement of every Training Programme and share the details of the participants, the Course Coordinator and the Observer.
- b. ISTM will provide further details of conception, designing and implementation of the training inputs and the exposure visits in consultation with the Institute.

### **3. Data Protection**

To the extent Selected Bidder collect, use, store or otherwise process (collectively, "Process") Confidential Information that can be linked to specific individuals ("Personal Data") in connection with the performance of their Services under a contract, Selected Bidder shall process such personal data in accordance with applicable law, rules and regulations including (without limitation) the Information Technology Act, 2000 (the "Act"), and the Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 (the "Rules"). Without prejudice to the generality of the preceding clause, Selected Bidder shall implement and maintain reasonable security practices and procedures (including, without limitation, managerial, technical, operational and physical security control measures) designed to protect such Personal Data against unauthorized access, damage, use, modification, disclosure or impairment, as required by the Rules ("Data Protection Procedures"). Selected Bidder shall not further disclose or transfer Personal Data to any other person or entity, except as required by applicable law or court order. Selected Bidder shall not retain Personal Data for longer than is reasonably required for the performance of their Services.

**TECHNICAL PROPOSAL TEMPLATE**

S.No.	Criteria	As possessed by the Institute												
1.	<b>PROFESSIONAL EXPERIENCE OF CONDUCTING SIMILAR TRAININGS FOR THE PUBLIC SERVANTS</b> <table border="1"> <thead> <tr> <th>No.</th><th>Experience in yrs</th></tr> </thead> <tbody> <tr> <td>a</td><td>10 yrs or above</td></tr> <tr> <td>b</td><td>Below 10 upto 7 yrs</td></tr> <tr> <td>c</td><td>Below 7 upto 5 yrs</td></tr> <tr> <td>d</td><td>Below 5 yrs</td></tr> </tbody> </table>	No.	Experience in yrs	a	10 yrs or above	b	Below 10 upto 7 yrs	c	Below 7 upto 5 yrs	d	Below 5 yrs			
No.	Experience in yrs													
a	10 yrs or above													
b	Below 10 upto 7 yrs													
c	Below 7 upto 5 yrs													
d	Below 5 yrs													
2.	<b>COMPLETE DETAILS (INCLUDING SESSION PLAN, LEVEL OF PARTICIPANTS, SPONSORS, RESOURCE PERSON/FACULTY, FEEDBACK ETC.) OF LAST 3 TRAINING PROGRAMMES CONDUCTED BY THE INSTITUTION FOR PUBLIC SERVANTS</b>													
3.	<b>LATEST NATIONAL STANDING (RANK) / QUALITY CERTIFICATION OF THE INSTITUTION AS AWARDED BY NIRF, M/O EDUCATION, GOVT. OF INDIA IN THE CATEGORY "MANAGEMENT"</b> <table border="1"> <thead> <tr> <th>No.</th><th>Rank</th></tr> </thead> <tbody> <tr> <td>i</td><td>1 to 5</td></tr> <tr> <td>ii</td><td>6 to 10</td></tr> <tr> <td>iii</td><td>11 to 15</td></tr> <tr> <td>iv</td><td>16 to 20</td></tr> <tr> <td>v</td><td>21 and above</td></tr> </tbody> </table>	No.	Rank	i	1 to 5	ii	6 to 10	iii	11 to 15	iv	16 to 20	v	21 and above	
No.	Rank													
i	1 to 5													
ii	6 to 10													
iii	11 to 15													
iv	16 to 20													
v	21 and above													
4.	<b>CLASS ROOM INPUTS – contents, methodologies etc. to meet the purpose of the training as mentioned in the RFP document</b>													
5.	<b>FIELD AND INSTITUTIONAL VISITS PROPOSED connected with the purpose of the training</b>													
6.	<b>INSTITUTION HAVING SEPARATE DEPARTMENT/WING ON PUBLIC POLICY &amp; GOVERNANCE</b>													

## Financial Proposal Template

S.No.	Cost	Amount (in Rupees)
1.	Cost Per head inclusive of all taxes *	

**Cost Per Head (in words)** \_\_\_\_\_

**Inclusions**

- i. Cost of conducting the training module (all inclusive) and treating the expenses towards Course Coordinator, Director, ISTM and DoPT Observer as complimentary.
- ii. The cost should include all boarding and lodging charges (breakfast, lunch & dinner) from the participants reaching the airport nearest to the Institute/Organisation till their departure from there.
- iii. All transportation charges during their stay in the Institute/Organisation (if require) **except** to and fro airfare from New Delhi to the airport nearest to the Institute/Organisation which will be arranged by ISTM.
- iv. The batch size may vary from 25-35 (plus/minus 5) participants, depending upon the requirement in consultation with the IIMs/MDIs.

**Authorised Signatory**



**Bid Securing Declaration**

**Date:** \_\_\_\_\_

**Tender No.** \_\_\_\_\_

To

The Director  
Institute of Secretariat Training and Management  
Administrative Block, Old JNU Campus  
New Delhi – 110067

Subject: Submission of the bid for \_\_\_\_\_ <Bidder's Name>

I/We, The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you and Contracting Department for a period of one year from the date of notification if I am /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 reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am /we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

**Authorised Signatory**

**Name:**

**Designation:**

**Bidder's General Information**

Bidders are requested to furnish the following information and enclose along with quotation.

Sl. No.	Item	Bidder's Response
1.	Institute Name	
2.	Name & Designation of Authorized person	
3.	Mobile Number	
4.	Email ID	
5.	Telephone Number	
6.	Postal Address	
7.	Number of Faculty Members	
8.	Brief Description of the Organisation	
9.		
10.		
11.		
12.		

<Original signed copy on Institute letter head>

**Appendix-V**

**No Deviation Certificate**

To

The Director  
Institute of Secretariat Training and  
Management Administrative Block, Old  
JNU Campus, New Delhi – 110067

Dear Sir,

This is to certify that our offer is exactly in line with your Request for Proposals (RFP) (including amendments) no. \_\_\_\_\_ dated \_\_\_\_\_. This is to certify that our offer contains no deviation on the Scope of Work, Legal or Commercial aspects in either direct or indirect form.

**Authorised Signatory**

**Name:**

**Designation:**

\*\*\*\*\*