

SECTION - I



Government of Bihar
Schedule Caste & Schedule Tribe Welfare Department
BIHAR MAHADALIT VIKAS MISSION
C.M. Secretariat, 4- Deshratna Marg (4 – K.G.), Patna, Bihar



Notice Inviting Expression of Interest for Vocational Training

The Bihar Mahadalit Vikas Mission is running various vocational courses in the districts of Bihar for Mahadalit Youths under Dasharath Manjhi Kaushal Vikas Yojana. Expression of Interest is invited from the **Vocational Training Providers** who are registered Institutions/ Organizations/ Companies/ Trusts/ Societies for **Vocational Training** for providing Employability Skills and Entrepreneurship Development Training in below mentioned engineering/non-engineering/service sector trades in districts of Bihar, for Mahadalit youths.

Specialized Vocational Training Skills in the following Trades

1	Agricultural and allied activities	13	Dressing (Surgical)
2	Waiter in Hotels / Restaurant etc.	14	ECG / X-ray Technician
3	Media and Entertainment Industry	15	Medical and Nursing/ Bed side attendant
4	Motor Driving	16	Computer Accounting
5	Mechanic (Agricultural Machinery including Tractor, Diesel Pump set etc.)	17	IT/IT and communication Technology related trades
6	Art & Craft articles (Jute, Coir and Bamboo Handicrafts, Soft toys making etc.)	18	Telephone and Mobile Set repairing
7	Photography/Videography	19	Construction Site Support Supervisor
8	Beauty Culture and Hair Dressing and related trades for both Male and Female	20	Draftsman (Auto CAD, 3D Max, CATIA etc.)
9	Laundry dyeing and drycleaners	21	Security Guards
10	Tailoring and Embroidery	22	Hospitality & Solid Waste Management
11	Domestic Helper	23	Electrical Household wiring
12	Medical Laboratory Technician		

Cost of EoI document is Rs. 500/- (Rs. Five Hundred) only acceptable through Demand Draft in favor of Project Director, Bihar Mahadalit Vikas Mission, Payable at Patna. Average annual turnover must be minimum Rs. 25 lakhs during last three years.

EoI document containing terms of reference, scope of work, eligibility criterion, EoI format, etc can be obtained from the office of Project Director, BMVM in working day from 10:00 AM to 05:00 PM (except Saturday, Sunday and Government Holiday) or can be downloaded from www.mahadalitmission.org. In case EoI document downloaded from mission web site then enclose Demand Draft of Rs. 500/- (Five Hundred) only with filled up EoI Application. EoI must be submitted in sealed envelope super scribing the envelop **“EoI for Vocational Training”** before 1700 hours on or before 2nd July 2010, to

The Project Director,
Bihar Mahadalit Vikas Mission,
C.M. Secretariat, 4-Deshratna Marg, (4 K.G.), Patna, Bihar (INDIA)
Ph: 0612 2215115 Fax: 0612 2215083.

ToR document can be downloaded from: <http://www.mahadalitmission.org>

Submission after this deadline or not in conformity with the specified format will be rejected. Only short-listed agencies will be invited to submit their detailed technical and financial proposal. The BMVM reserves the right to cancel or extends the date of the EoI without assigning any reason, whatsoever.

Project Director

Section –II

Bihar Mahadalit Vikas Mission is a Society registered under section 21 of Society Registration Act, 1860, under SC & ST Welfare Department, Government of Bihar constituted with the objective of socio-economic, educational and cultural uplifting of the most deprived section among schedule caste community.

It has been proposed to provide training in different trades which has high acceptability in the market. Experts of different fields will be engaged to impart training to Mahadalit youths to improve the social and economic status of Mahadalit. The training institute will facilitate them in developing and sharpening their skills to meet market demand at the higher wage rate.

1.0 **Instructions to Applicants for the EOI :**

1.1 Expression of Interest is invited from **the Vocational Training Providers** who are registered Institutions/ Organizations/ Companies/ Trusts/ Societies for **Vocational Training** for providing Employability Skills and Entrepreneurship Development Training in below mentioned engineering trades, non-engineering trades and service sector trades in districts of Bihar, for Mahadalit youths as per the following details :-

1.2 **Basic compulsory training/ skills to be essentially imparted to all Candidates/ Students**

- Art of Public Speaking
- Basic Communication Skills- Soft Skills
- Basic IT/ Computer Skills
- Corporate Etiquettes and Manners
- Customer Care Services
- Front Office Management
- Guest Handling
- Inter-personnel skills development
- Interview Skills
- Job / Employment Scenario
- Skills to work overseas
- Team Building Exercises
- Telephone skills

Specialized Vocational Training Skills in one of the following service sector areas

- Agriculture and allied activities
- Waiter in Hotels / Restaurant etc
- Media & Entertainment Industry
- Security Service/Security Guards
- Motor Driving
- Domestic Helper
- Computerized Accounting

Specialized Vocational Training Skills in one of the following Engineering Trades

- Draftsman (Auto CAD, 3D Max, CATIA etc.)
- Building Maintenance/Construction Site Support Supervisor
- IT/ IT and communication Technology and related trades
- Mechanic (Agricultural Machinery including Tractor, Diesel Pump set etc.)
- Telephone and Mobile Set Repairing
- Household Electrical Wiring

Specialized Vocational Training Skills in one of the following Non-Engineering Trades

- Art & Craft articles (Jute, Coir and Bamboo Handicrafts, Soft toys making etc.)
- Beauty Culture and Hair Dressing and related trades for both Male and Female
- Medical Laboratory Technician

- Dressing (Surgical)
- ECG / X-ray technician
- Tailoring and Embroidery
- Hospitality & Solid Waste Management
- Laundry dyeing and drycleaners
- Medical and Nursing/ Bedside Assistant
- Photography/ Videography

- 1.2 Cost of Document:** Cost of EoI document is Rs. 500/- only. The applicant shall bear all costs associated with preparation and submission of the application.
- 1.3** The Applicant is expected to carefully examine all instructions, forms, terms and conditions and specifications in the Document. Failure to furnish all information required in the Document or submission of an Application not substantially responsive to the Document in every respect will be at the Applicant's risk and may result in the rejection of the Application.
- 1.4** BMVM reserves the right to reject any or all the applications (expressions of interest received) or stop the process of EOI at any stage, at its sole discretion, without assigning any reasons.
- 1.5** BMVM reserves the right to disqualify and/or reject the applications of such parties who do not meet the contractual obligations, as per BMVM's sole judgment.
- 1.6** All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator i.e. the Project Director to Bihar Mahadalit Vikas Mission, Patna. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration Act, 1940 or by statutory modification reenactment thereof for the time being in force. Such arbitration shall be held at Patna.
- 1.7** In all matters and disputes arising hereunder, the appropriate Courts at Patna alone shall have jurisdiction to entertain and try them.

2.0 Eligible Applicants (Pre-Qualification Criteria)

2.1 The Vocational Training Provider Applicant should be

- 2.1.1 registered Institution/ Organization/ Company/ Trust/ Society in existence for at least 3 years conducting the Vocational Education / Job oriented/ Self-employment/ Entrepreneurship Development Training course competent to enter into agreement and,
- 2.1.2 should have a valid Permanent Income Tax Account Number or Service Tax Number and,
- 2.1.3 Should have adequate financial strength to undertake the contract. The Applicant should have a minimum average annual turnover of Rs. 25 lakhs from Education and Training services in the last three years.

Documentary proof to be attached in each case

3.0 Technical Specifications: Technical Documents to be provided/terms & Conditions

3.1 The Applicant should submit the following details

- 3.1.1 Provide course/programme wise Affiliation/ Accreditation with University, Education Boards, Technical Education Boards, State / central Governments or their Agencies, any other body recognized by the employers. The BMVM or his representatives may inspect the training centers of the Applicant already in operation for verification purposes.
 - 3.1.2 Various courses conducted in last three years, duration of the courses, No. of students trained category wise, the candidates placed in the jobs after such training programmes as per pro forma enclosed at Annexure II.
 - 3.1.3 Number of Offices and centers in Bihar/India with location addresses. Provide the list of their owned centers and franchises separately, if any.
 - 3.1.4 Total Number of students per batch the Applicant is capable of training and placing (subject to the terms and conditions given in this document) in the appropriate jobs without diluting the quality.
- 3.2 The Applicant should have adequate no. of qualified instructors. One instructor for a batch of not more than 30 for theory and 15 for practical hands on trainings.
- 3.3 The BMVM reserves the right to carry out the capability assessment of the Applicants and the BMVM's decision shall be final in this regard.
- 3.4 The Applicant's commitment for minimum percentage of students to be placed with minimum salary as per the course offered.(Annexure III)

Note: in any case, the salary should not be below the Minimum Wages

4.0 Documents to be furnished for the EOI and other terms and conditions:

- 4.1 Attested copy of Service Tax Number (if applicable).
- 4.2 Attested copy of Permanent Income Tax Number.
- 4.3 Proof of Turnover (Audited report of last three years).
- 4.4 All documents are required to be submitted as specified or stated elsewhere in this document of Expression of Interest.
- 4.5 The Applicants should submit their Applications with complete course modules in terms of hours and supporting documents, which prove the experience of the institution/organization/ company/ society /Trust in providing similar vocational skills and training and placement records of candidates in the past.
- 4.6 Incomplete Applications: Applications with incomplete information or not in accordance with the instructions are liable to be rejected.
- 4.7 The authorized signatory : The authorized signatory signing the document in connection with the EOI must certify as to whether he or she has signed as :-
 - A "Sole proprietor "of the firm or constituted attorney of such sole proprietor.
 - A partner of the firm, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative all the partners should sign the Application.
 - Constituted attorney of the firm, if it is a company.
 - If the Applicant is a franchisee of a reputed franchiser, he must have an exclusive authorization of the master franchiser to participate in this bid.
- 4.8 **Duration of Training Programme:** The duration of the training course/ programme for graduates, 10+2 or 10th pass candidates should be between 300 to 500 hours, including skill development/ practical hands on lab training in the institute, spread over 3 to 6 months. However for candidates below 10th pass the duration of skill course could be 150 to 300 hours spread over to 1 to 3 months.

In very special cases deviation from this schedule could be considered if supported by appropriate/ proper reasons for shorter or longer duration programme.

- 4.9 **Theory vs. Practical Training:** The training hours shall be distributed between theory and practical skill development/ hands on training in the ratio of 40:60 with minor permissible deviations specific to the proposed programs.
- 4.10 **Course Curriculum & Certification:** - Normally the BMVM will define the curricula. However, if no detailed curricula has been given by the BMVM, it will be the responsibility of the Applicants to prepare the curriculum which shall be got examined from the expert committee constituted by the Project Director of the Bihar Mahadalit Vikas Mission. Once the course is approved, the same shall not be changed without prior permission from BMVM. The Applicant may submit proposal with complete course module and supporting documents which proves their experience in providing similar training and placement records of the past candidates. The course must also result into certification duly recognized by the Government/ appropriate Government or industry Bodies/ industry/job Market.
- 4.11 **Admissions/Selection of Trainees** - The admissions shall be made by the institution on the basis of criterion decided by the BMVM. However, the District Coordination Committees on Employment Generation and Training may also recommend candidates for admission to various courses.
- 4.12 **Medium of instructions:** - The Applicant shall impart training normally in Hindi and/or English as the medium of instruction or depending upon the requirements of the course and trainees. The preferential mode of communication with the rural students should normally be in Hindi (along with English, wherever required) and the instructors should have adequate knowledge of Hindi along with English.
- 4.13 **Contract Duration:** The contract duration shall be of one year subject to the availability of funds and training needs which could be extended with mutual consent of the parties. In case of unsatisfactory performance, the contract can be terminated any time by giving a 30 days notice after the completion of the training batch in hand.
- 4.14 The BMVM reserves the right to negotiate for further rationalization of offers and reduction of rates. The BMVM reserves the right to reject any or all offers without assigning any reasons.
- 4.15 **Payment Terms :-**
- 4.15.1 The fee amount per student would be payable to the Applicant subject to the condition that students/candidates would be placed in suitable jobs by them with a minimum gross salary as committed by applicant.
- 4.15.2 Out of the total fee payable, only 50 % fee would be released to the Applicant in two installments while remaining 50 % would be released on successful completion of the training and submission of placement records that students have been placed as per page 4 item No. 3.4 (considered along with the specified time period). Installment will be released as per the agreement.
- 4.16 The Applicant Vocational Training Provider should apply for cluster of districts or a particular district, in decreasing order of preference.
- 4.17 The BMVM reserves the right to offer the rates quoted by the Applicant with lowest bid to other Applicants who fulfill the pre-qualification and technical bid conditions. All qualified Applicants who agree to work on the lowest rates would then be empanelled as the qualified and approved Applicants.
- 4.18 The BMVM also reserves the right to split the order for the delivery of training services between the qualified and approved Applicants who have been empanelled at the lowest rates.

5. Procedure for submission of EOI.

- 5.1 The application for Expression of Interest must be submitted in sealed envelopes, super scribed “**Expression of Interest for empanelment of Vocational Training Providers**” and addressed to the **Project Director, Bihar Mahadalit Vikas Mission**, indicated in this EOI.
- 5.2 The EOI should be submitted only through Registered Post to

**Project Director
Bihar Mahadalit Vikas Mission
C.M. Secretariat, 4- Deshratna Marg (4-KG), Patna
Bihar**

6 Process of Evaluation of EOI will involve following stages:

Pre-Qualification

Technical

Evaluation criteria to be finalized on the basis of discussion with the Selection Committee

Consensus on Number of Hours for each Group of courses

Applicants to quote the rates for each group in terms of per hour per trainee and total cost per trainee

APPLICATION FOR THE EXPRESSION OF INTEREST FOR VOCATIONAL TRAINING

To

Project Director
 Bihar Mahadalit Vikas Mission,
 C.M. Secretariat, 4-Deshratna Marg (4-KG)
 Patna, Bihar

1.	Applicant's Proposal Reference No. & Date	
2.	Name of the Applicant	
3.	Address of the Applicant	
4.	Name of the Vocational Skills and Soft-Skills Training Services Institute/ Company/ firm	
5.	Year of Establishment	
6.	Mailing Address	
7.	Office Address of Project Manager / Contact Person (with Telephone & Fax No.)	
8.	Name of the affiliated firms (if any)	
9.	Annual turnover of the firm for the last 3 successive years.	
10.	Name of the Dept./Institution where the consultancy services have already been rendered	
11.	Telephone No.	
12.	Fax No.	

As of the this date the information furnished in all parts of this form is accurate and true to the best of my knowledge

Note: The Applicants should attach complete details of courses for which they are interested to impart training along with course conducted till date in Annexure II and the number of hours and committed placement after training in the Performa at Annexure III.

Date:

Place:

Business Address

Signature of Applicant

Name

Designation

Seal

Performa for Details of Courses conducted till date (Ref Point 3.1.2) Year wise

Name and address of the Institution

Sl.No.	Courses conducted till date	Duration of the courses	No. of Students trained	Nos. of candidates placed in jobs after such Training Programme

Date:
Place:
Business Address

Signature of Applicant
Name
Designation
Seal

***Performa Regarding Courses to be conducted
And
Committed %age for employment***

Courses	No. of hours				Committed %age for employment
	Level I	Level II	Level III	Level IV	

Note I: The module “The Basic Compulsory training/Skills” as defined on Page 2, Section II, Pt 1.2, has to be an integral part of each and every course. Therefore every course should include the hours allotted to this module also.

Note II:

Level I	Graduate Students, Diploma holders and equivalent
Level II	10+2 Students
Level III	10 th Pass Students
Level IV	Others

Section IV

Indicative Minimum Curricula of some of the areas

1. Communication Skills - Communication Tools

1.1. Basic Grammar

- 1.1.1. Nouns
- 1.1.2. Adjectives
- 1.1.3. Pronouns
- 1.1.4. Verbs
- 1.1.5. Adverbs
- 1.1.6. Prepositions
- 1.1.7. Conjunctions

1.2. Pronunciation –

- 1.2.1. Different sounds of English (consonants/vowels)
- 1.2.2. Words (syllable/word stress/intonation)
- 1.2.3. Sentences (reading/formation)
- 1.2.4. Listening Exercises
- 1.2.5. Problem Sounds (s/sh/p/v/b/ch)
- 1.2.6. Tongue Twisters
- 1.2.7. Conversational Skills
- 1.2.8. Expression & Spontaneity
- 1.2.9. Dialogues

1.3. Vocabulary Exercises

1.4. Business Communication : letter writing, fax, memo, e-mail, writing reports

1.5. Reading Exercise

1.6. Writing Skills

1.7. Public Speaking and Group Discussion

1.8. Presentation skills

2. Customer Care & Guest Relations

2.1. What is Customer Care?

2.2. Principles of Customer care

2.3. Characteristics of good customer care

2.4. Understanding Customer psychology and behavior

2.5. Questioning the customers

2.6. Handling different customers

2.7. Delivering Customer Care-Non verbal communication

2.8. Conversations and Role Plays

2.9. Customer Care phrases and Punch lines

2.10. Telephone Skills

2.11. Looking good for good customer care

2.12. Complaint management

2.13. Ways to improve customer service

2.14. Case studies

3. Personality Development & Career Management

3.1. Personality Development

- 3.1.1. The dynamics of personality
- 3.1.2. Personality traits
- 3.1.3. Self image
- 3.1.4. Body language
- 3.1.5. Overcoming speaking anxiety
- 3.1.6. Motivation
- 3.1.7. Assertiveness/positive thinking
- 3.1.8. Winning personality
- 3.1.9. Time management
- 3.1.10. Stress management
- 3.1.11. Presentation skills
- 3.1.12. Posture
- 3.1.13. SWOT analysis and self-appraisal
- 3.1.14. Art of listening
- 3.1.15. Team work

3.2. Personal Grooming

- 3.2.1. Body Language
- 3.2.2. Personal Hygiene and Dressing
- 3.2.3. Manners and Etiquette
- 3.2.4. Social grooming (art of being courteous, confidence building)

3.3. Career Management Skills- (Resume writing/interview skills)

- 3.3.1. Team Work and Leadership
- 3.3.2. Developing research skills
- 3.3.3. Project management
- 3.3.4. Conflict management
- 3.3.5. Time management
- 3.3.6. Presentation skills
- 3.3.7. Self assessment exercise
- 3.3.8. Covering letters

4. Computer Skills

- 4.1. Computer fundamentals
- 4.2. Windows
- 4.3. Microsoft word
- 4.4. PowerPoint
- 4.5. Introduction to Excel
- 4.6. Introduction to internet
- 4.7. Typing

5. Hospitality Mgt

- 5.1. Introduction to hospitality
- 5.2. Front Office
- 5.3. Define hotel
- 5.4. Overview of travel and tourism industry
- 5.5. Different dept in hotel
- 5.6. Hierarchy of f/o
- 5.7. Room status terminology/room type definitions
- 5.8. Guest cycle/types of plans
- 5.9. Types of reservations/CRS/GDS

- 5.10. Seven steps reservations process
- 5.11. The reservation record
- 5.12. The registration record
- 5.13. Room status (typical H/K status description)
- 5.14. Different modes of payments/methods of settlement
- 5.15. Log Book, Info directory
- 5.16. Different telephonic services/building telephonic skills
- 5.17. Security and emergency procedure
- 5.18. Vouchers
- 5.19. The F/O audit/night audit
- 5.20. Guest Relations
- 5.21. House Keeping
- 5.22. Housekeeping personnel
- 5.23. Org structure of a large hotel
- 5.24. Imp of job description of House keeping
- 5.25. Room and floor- practices and procedure
- 5.26. Public area
- 5.27. Housekeeping procedure
- 5.28. Housekeeping terms
- 5.29. Food and Beverage (Operations)
- 5.30. F&B- an overview
- 5.31. F&B- menus
- 5.32. F&B- hierarchy
- 5.33. Conference & events
- 5.34. Hotel/resorts- types and categories
- 5.35. Course of menu
- 5.36. Table layout- cover
- 5.37. Waiting on the table
- 5.38. Restaurant equipment- an introduction
- 5.39. Food & beverage service equipment
- 5.40. Cutlery
- 5.41. Crockery
- 5.42. Service ware- furniture
- 5.43. Glass ware- linen
- 5.44. Restaurant hierarchy
- 5.45. Mise-en-scene
- 5.46. Mise-en-place
- 5.47. Banquets
- 5.48. K.O.T
- 5.49. Fast food in India
- 5.50. Sectors- retails service standards
- 5.51. Cocktails
- 5.52. Mock-tails
- 5.53. Spa management
- 5.54. Case studies
- 5.55. Interpersonal skills
- 5.56. Customer service in hospitality
- 5.57. Video and Audio Presentations
6. **Entrepreneurship**
 - 6.1. What is Entrepreneurship
 - 6.2. Who is an Entrepreneur?
 - 6.3. Classifications of countries by presence of entrepreneurship activities.
 - 6.4. Entrepreneurship from society point of view
 - 6.5. Classification of entrepreneurship
 - 6.6. steps in starting a business in service industry

- 6.7. what is business plan
- 6.8. Entrepreneurial opening in the service sector

7. **Media**

- 7.1. Basics of media
- 7.2. Types of media
- 7.3. Opportunities in this industry
- 7.4. Leaders of industry
- 7.5. Duties of respective positions
- 7.6. Skills required for respective position

8. **Entertainment & Leisure**

- 8.1. Introduction
- 8.2. Industry Scenario
- 8.3. Various Sections of Entertainment & Leisure
- 8.4. Career Opportunities
- 8.5. Skills Required

9. **Fitness, Beauty and healthcare**

- 9.1 Job/career opportunities in beauty & healthcare
- 9.2 What is beauty and healthcare
- 9.3 Landmarks in beauty & healthcare
- 9.4 What is fitness?
- 9.5 Career opportunities in fitness

10. **Advertising & public relations**

- 10.1 What is public relations
- 10.2 Job opportunities in public relations
- 10.3 Skills required to be in this area
- 10.4 Communication and public relations

Proforma for Rate Quotation (To be submitted after Technical Evaluation Round)

- 1. Name of Institution/ Organization/ Company/ Trust/ Society:**
- 2. Name of course:**
- 3. Duration of the course (in terms of hours):**
(Hourly detailed Course Break-up must be submitted)
- 4. Rate per hour per candidate:**
- 5. Total cost per candidate:**