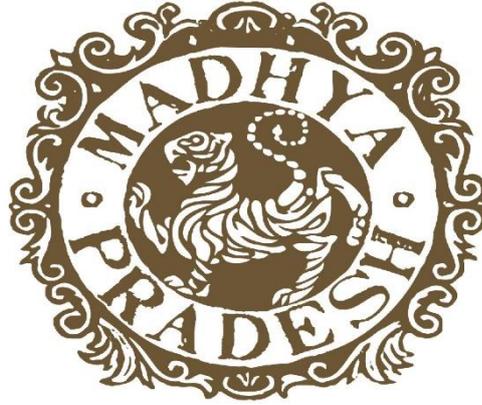


**REQUEST FOR TECHNICAL PROPOSAL**  
**FOR**  
**EMPANELMENT OF PRIVATE TRAINING SERVICE**  
**PROVIDERS IN TOURISM & HOSPITALITY SECTOR**  
**FOR**  
**IMPLEMENTING**  
**MUKHYAMANTRI KAUSHAL SAMVARDHAN YOJNA**  
**(MMKSY)&MUKHYAMANTRI KAUSHALYA YOJNA**  
**(MMKY)**



The heart of  
**Incredible India**

**RFP No. 01/MPTB/MMKSY&MMKY/2018-19**

Dated: 27/07/2018

**MADHYA PRADESH TOURISM BOARD (MPTB),**  
**6<sup>th</sup> Floor, Lily Trade Wing(Above D Mart) Jahangirabad, Bhopal-**  
**462008**



## **Madhya Pradesh Tourism Board**

Corporate Identification Number (CIN):

U75302MP2017NPL043078

6<sup>th</sup> Floor, Lily Trade Wing, Jehangirabad Bhopal

Madhya Pradesh, India. Pincode – 462008

Website: [www.tourism.mp.gov.in](http://www.tourism.mp.gov.in)

### **“RFP For empanelment of private training service providers in tourism & Hospitality Sector for Implementing Mukhyamantri Kaushal Samvardhan Yojna (MMKSY) & Mukhyamantri Kaushalya Yojna (MMKY)”**

Tender No. 01/MPTB /MPTB/  
MMKSY&MMKY/2018-19

Dated: 27th July, 2018  
Bhopal

Madhya Pradesh Tourism Board invites offers for “Empanelment of private training service providers in tourism & Hospitality Sector for Implementing Mukhyamantri Kaushal Samvardhan Yojna (MMKSY) & Mukhyamantri Kaushalya Yojna (MMKY)” from reputed service providers having requisite experience. The detailed terms & conditions can be downloaded from [www.mptourism.gov.in](http://www.mptourism.gov.in)

The last date for receipt of the proposals is 27/08/2018. The proposals shall reach MPTB latest by 05:00 PM of the mentioned last date.

For further information contact Madhya Pradesh Tourism Board Landline no. 0755-2780600.

**Managing Director**

# Contents

<b>Section A – Preface</b> .....	12
1. Introduction to MPTB .....	12
2. The key objectives of MPTB are: .....	12
3. Mukhya Mantri Kaushal Samvardhan Yojna (MMKSY) and Mukhya Mantri Kaushalya Yojna (MMKY).....	12
4. Architecture and Strategy for Schemes’ Implementation .....	12
<b>Section B – Instruction to Applicants</b> .....	14
5. Introduction to RFP .....	14
6. Compliant Process/Completeness of Response.....	14
7. Language of the Proposal .....	14
8. Right to Terminate the Process .....	14
9. Conflict of Interest .....	15
10. Confidentiality .....	16
11. Late Receipt of Technical Proposals .....	16
12. Disqualification .....	16
13. Right to Accept Any Proposal and to Reject Any or All Proposals .....	17
14. Signing of Contract .....	17
<b>Section C – Preparation of Proposals</b> .....	17
15. General Considerations .....	17
16. Proposal Validity .....	18
17. Subcontracting or Franchising .....	18
18. Empanelment to be non-exclusive.....	18
19. Earnest Money Deposit .....	19
<b>Section D – Proposal Submission and Evaluation</b> .....	20
20. Submission of Proposals .....	20
21. Proposal Evaluation.....	21
22. Eligible Organizations .....	21
23. Criteria for Technical Evaluation .....	23
24. Selection of districts.....	25
25. Training Target.....	26
27. Payment Terms.....	27
28. Signing of Contract .....	27
29. Performance Guarantee .....	27
30. Process Guidelines .....	28
31. Service level agreement .....	28

32.	Imposition of Penalties.....	29
<b>Section F – Scope of Work.....</b>		<b>32</b>
33.	Mobilization, counseling and registration of eligible candidates.....	32
34.	Course and curriculum design.....	32
35.	Training .....	32
36.	Placement of candidates.....	33
37.	Post placement tracking.....	33
Annexure – 1: List of Districts.....		34
Annexure - 2 – List of Sector .....		35
Annexure - 3: Format for submission of Pre Bid Queries .....		36
Annexure - 4A: Proposal Submission Cover Letter .....		37
Annexure - 4B: Format for Power of Attorney for Signing of Application .....		39
Annexure -4C: Applicant’s Overview and Application Parameters.....		41
Annexure – 4D: Qualifying Documents/Eligibility Related Documents .....		42
Annexure – 4E: Evaluation / Scoring of Proposal Related Documents .....		43
Annexure – 4F: Curriculum Vitae Template for Trainer.....		44
Annexure – 4G– Technical Capability .....		46
Annexure – 4H– Placement capability .....		47
Annexure –4I: Financial Capability .....		48
Annexure – 4J– Format for Declaration of Non-Blacklisted Organization.....		50
Annexure – 4K– Format for Bank Guarantee for EMD .....		51

## List of Abbreviations

<b>Terms</b>	<b>Description</b>
<b>BG</b>	Bank Guarantee
<b>DoTESD</b>	Department of Technical Education and Skill Development
<b>EMD</b>	Earnest Money Deposit
<b>GoI</b>	Government of India
<b>ITI</b>	Industrial Training Institute
<b>MES</b>	Modular Employable Skills
<b>MoSDE</b>	Ministry of Skill Development and Entrepreneurship
<b>MMKSY</b>	Mukhya Mantri Kaushal Samvardhan Yojna
<b>MMKY</b>	Mukhya Mantri Kaushalya Yojna
<b>MPCVET</b>	Madhya Pradesh Council for Vocational Education & Training
<b>MPSSDEGB</b>	Madhya Pradesh State Skill Development and Employment Generation Board
<b>MPTB</b>	Madhya Pradesh Tourism Board
<b>NOS</b>	National Occupational Standard
<b>NSDC</b>	National Skill Development Corporation
<b>PG</b>	Performance Guarantee
<b>QP</b>	Qualification Pack
<b>RFP</b>	Request for Proposal
<b>SDC</b>	Skill Development Centre
<b>SSC</b>	Sector Skill Council
<b>ToR</b>	Terms of Reference
<b>TSP</b>	Training Service Provider

## Schedule of Activities

<b>Sl. No.</b>	<b>Milestone</b>	<b>Date</b>
<b>1.</b>	Circulation of the RFP document	27/07/2018
<b>2.</b>	Submission of pre-bid queries	02/08/2018 (till 4.00 pm)
<b>3.</b>	Pre-bid meeting	06/08/2018 at 02.00 pm at Board Room, MPTB Campus, Jehangirabad, Bhopal – 462008
<b>4.</b>	Issue of pre-bid meeting clarifications and its circulation	07/08/2018
<b>5.</b>	Deadline for submission of Technical Proposal	28/08/2018 till 05.00 PM
<b>6.</b>	Opening of Technical Proposal	28/08/2018 at 05.30 PM at Board Room, MPTB Campus, Jehangirabad, Bhopal – 462008
<b>7.</b>	Notification / Empanelment of Selected Training Service Providers	To be informed
<b>8.</b>	Signing of Agreement with training service providers through MoU and sanction order	To be informed
<b>9.</b>	Commencement of work (Start of training ) by TSPs	To be informed

## Other Key Information

Item	Reference
<b>Proposal Issuing Date</b>	27/07/2018
<b>RFP No.</b>	01/MPTB/MMKSY&MMKY/2018-19
<b>Title</b>	Request for Proposal for empaneling Training Service Providers (TSPs) in Tourism & Hospitality Sector for implementation of Mukhya Mantri Kaushal Samvardhan Yojna (MMKSY) & Mukhya Mantri Kaushalya Yojna(MMKY) in Madhya Pradesh
<b>Issuing Authority</b>	The Managing Director of the Madhya Pradesh Tourism Board (MPTB), Bhopal
<b>Contact person details</b>	Dr. Manoj Kumar Singh, Director, MPTB, Bhopal Contact No.: 0755-2780600; email – <a href="mailto:trainingcellbpl@mptourism.com">trainingcellbpl@mptourism.com</a>
<b>E-mail address for Pre-bid queries</b>	Please send your queries regarding this proposal prior to stipulated date on <a href="mailto:trainingcellbpl@mptourism.com">trainingcellbpl@mptourism.com</a> Queries received on above email address before stipulated time would only be considered in the pre bid meeting.
<b>Website address</b>	<a href="http://www.mptourism.com">www.mptourism.com</a>
<b>Brief Description</b>	MPTB invites sealed technical proposals from the Training Service Providers in Tourism & Hospitality Sector for empanelment for implementation of <b>Mukhya Mantri Kaushal Samvardhan Yojna (MMKSY) and Mukhya Mantri Kaushalya Yojna (MMKY)</b> in Madhya Pradesh. The successful Training Service Providers will be empaneled to provide short-term employment-oriented training to the youths of the state.
<b>Bid Price/Tender Fee</b>	INR 5000 (Non-Refundable) payable in form of a demand draft / pay order / bankers' cheque in favour of Madhya Pradesh Tourism Board, Bhopal with the proposal.
<b>Earnest Money Deposit</b>	INR 25,000 in form of a FDR or bank guarantee of scheduled commercial bank in favour of <b>Madhya Pradesh Tourism Board, Bhopal</b> with the proposal with validity of 6 months of submission of proposal.
<b>Performance Guarantee</b>	5% of total sanctioned project cost in form of bank guarantee or FDR of scheduled commercial bank in favour of <b>Madhya</b>

	Pradesh Tourism Board, Bhopal at the time of signing of agreement with validity of 24 months from empanelment
<b>Validity of the Proposal</b>	90 days from the last date of submission of the Technical Proposal. However, this may be extended by MPTB. In such a case, consent from the applicant TSPs would be sought in advance. If the applicant is not willing to provide its consent for extension, then its proposal with EMD would be returned.

### **Important Notes:**

1. MPTB reserves the right to amend any or all conditions of this RFP document before the last date of submission of proposals, or to change the above schedule at any time, without assigning any reasons whatsoever.

In case any applicant fails to submit the original Demand Draft/Banker's Cheque of Tender Fee and bank guarantee for Earnest Money Deposit along with the bid, the Technical Proposal of the applicant will be returned unopened. The Technical Bid will not be considered for further evaluation. The Demand Draft / Banker's Cheque should be of a Scheduled Commercial Bank drawn in favor of "**Madhya Pradesh Tourism Board**", payable at Bhopal. The **Tender Fee/Bid Fee** and **BG of EMD** need to be placed inside a separate sealed envelope and marked as "Tender Fee/Bid Fee and BG of EMD" and should be placed in the main envelope alongside the sealed envelope of Technical Proposal clearly marked as " Technical Proposal".

## **DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicants, whether verbally or in documentary form or any other form by or on behalf of the Authority/Client or any of their employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

**This RFP is not an agreement and is neither an offer nor invitation by the Authority/Client to the prospective Applicants 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 pursuant to this call for proposal. This RFP may include information, which may reflect the assumptions arrived at by the Authority/Client in relation to the programme implementation. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant is therefore encouraged to conduct its own investigation and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

The Authority/Client accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Authority/Client, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant 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 or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in anyway in this Selection Process. The Authority/Client also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP. The Authority/Client may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the Authority/Client is bound to empanel one or more Applicant(s) or to appoint the Selected Applicants, as the case may be, for the implementation of the programme and the Authority/Client reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

## Definitions and Glossary

Terms	Description
<b>Aadhar linked Biometric Attendance</b>	Aadhar linked Biometric attendance machine captures unique biological/physical feature such as finger(s) print cross verified with data fetched through the UIDAI portal for identity verification. All centres must capture the biometric attendance of trainers and trainees as per the specifications provided on the web-portal of MPTB.
<b>Agreement/Empanelment</b>	Contract between MPTB and TSPs selected for implementing MMKSY and / or MMKY signed in form of a Memorandum of Understanding (MoU).
<b>Batch Size</b>	The total no. of candidates getting trained in a particular job role at a particular time in a single classroom or practical room. The approved batch size, under these schemes, is minimum 20 candidates to maximum 30 candidates.
<b>Centre affiliation fees</b>	All TSPs are required to get their training centres affiliated from MPTB. One-time affiliation fee @ INR 10000.00 per centre would be charged by MPTB. This fee would be non-refundable.
<b>Client/Authority</b>	The Managing Director Madhya Pradesh Tourism Board (MPTB), who has invited proposals for empanelment with whom the selected Training Service Provider signs the Contract for the Services and to whom the selected Training Service Provider shall provide services as per the terms and conditions and Terms of Reference (ToR) of the contract.
<b>Disqualification</b>	<p>The exclusion of the Applicant from the empanelment process or de-empanelment due to any of the following reasons:</p> <ul style="list-style-type: none"> <li>• The Applicant has wrongly stated/manipulated the facts and figures in the proposal at any stage before/after the award of the Assignment.</li> <li>• The Applicant tries to influence the evaluation process by any means.</li> </ul> <p>In case of disqualification, Earnest Money Deposit or Performance Guarantee, as applicable, shall be forfeited.</p>
<b>Earnest Money Deposit</b>	All applicants would be required to submit Earnest Money Deposit of INR 25,000 applied for in form of a FDR or bank guarantee drawn in favour of " <b>Madhya Pradesh Tourism Board, Bhopal</b> ".

Terms	Description
<b>Mobilization</b>	Conveying the correct message to the target audience, thereby motivating them to participate/register for schemes.
<b>National Occupational Standards (NOS)</b>	<p>National Occupational Standards (NOS) specify the standard of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Essentially NOS are benchmark of good practices.</p> <p>Each NOS defines one key function in a job role. NOS describe functions, standards of performance and knowledge/understanding. The NOS are laid down by employers (through their SSCs). A set of NOS, aligned to a job role, called Qualification Pack (QP), would be available for every job role in each industry sector. These drive both the creation of curriculum and assessments.</p>
<b>National Skill Development Corporation (NSDC)</b>	National Skill Development Corporation (NSDC) aims to promote skill development by catalyzing creation of large, quality, for-profit vocational institutions. It provides funding to build scalable, for-profit vocational training initiatives. Its mandate is also to enable support systems such as quality assurance, information systems and train the trainer academies either directly or through partnerships.
<b>Performance Guarantee (PG)</b>	A Performance Guarantee would need to be submitted by the Training Service Provider for an amount equal to 5% of sanctioned total project cost in form of a bank guarantee drawn in favour of " <b>Madhya Pradesh Tourism Board, Bhopal</b> ".
<b>Placement</b>	<p>Placement under schemes is defined if a candidate fulfills the following criteria:-</p> <ul style="list-style-type: none"> <li>• He/ she continue in job for 3months or run his/her own set-up for 3 months, post completion of training programme.</li> <li>• Salary received as per the minimum wages of Semi-Skilled labour in the state of Madhya Pradesh or earned income as per the minimum wages of Semi-Skilled labour in the state of Madhya Pradesh.</li> <li>• He/she should receive the salary in his/her dedicated bank account or should have earned the income in his/her dedicated bank account</li> </ul>

<b>Terms</b>	<b>Description</b>
	The mandatory documentary proof of every candidate placed should be uploaded on the MPTB portal.
<b>Placement Rate</b>	The number of students placed as a proportion number of students completed training of the batch size.
<b>Qualifications Pack (QP)</b>	QP comprises the set of Occupational Standards, together with the educational, training and other criteria required to perform a job role.
<b>Sector Skill Councils (SSCs)</b>	<p>SSCs are national partnership organizations that bring together all the stakeholders – industry, labor and the academia, for the common purpose of workforce development in particular industry sectors. They operate as autonomous bodies. These councils are registered as a Section 25 Co., or Society. Funding is initially done by NSDC &amp; Industry.</p> <p>Objectives of SSCs:</p> <ul style="list-style-type: none"> <li>• Conducting Research</li> <li>• Building Quality Assurance</li> <li>• Providing training curriculum</li> <li>• Affiliation of training centres</li> <li>• Assessment &amp; certification</li> <li>• Setting up sectoral Centre of Excellences (CoE)</li> </ul>
<b>Post Placement Tracking</b>	<p>Tracking of candidates for a period of 6 months (at least once every month) post completion of training. Candidate wise records are to be maintained regarding mode of tracking, date of tracking, person by whom tracking was done, latest status of the candidate (working/not working, satisfied/unsatisfied with job, wants new job etc.) and remedial measures to be taken (if required). A three-tier mechanism would be followed to track the candidates after placement:-</p> <ol style="list-style-type: none"> <li>1. Desk verification.</li> <li>2. SMS and Telephonic Verification.</li> <li>3. Physical Verification</li> </ol>
<b>Training Service Provider(TSP)</b>	Any entity which has submitted its proposal and may provide Services to the Client under the Contract.
<b>Terms of Reference (ToR)</b>	ToR means the document included in the RFP, which explains the objectives, scope of work, activities and tasks to be performed, respective responsibilities of the Client and the

<b>Terms</b>	<b>Description</b>
	Training Service Provider, and expected results and deliverables of the Assignment/job.
<b>Sponsoring Agency</b>	For the purpose of this RFP, the sponsoring agency is defined as any State Government/Central Government / Ministry/Department/Government Agency / any company conducting CSR activities or any accreditation body as defined in the respective eligibility criteria which has empanel the Training Service Provider to conduct training programs and funded the training project of the Training Service Provider.
<b>Validity of the proposal</b>	The proposal shall remain valid for a period of 90 days from the last date of submission specified in the tender document. However, it may be extended by MPTB. In such a case, consent from the applicant TSPs would be sought in advance. If the applicant is not willing to provide its consent for extension, then its proposal with EMD would be returned.

## Section A – Preface

### 1. Introduction to MPTB

Madhya Pradesh Tourism Board, under Tourism Department as a separate entity and constituted as a non-profit company under Companies Act. Madhya Pradesh Tourism Board also referred to as the 'MPTB', established in 2017 with an objective to promote tourism in the state of Madhya Pradesh.

### 2. The key objectives of MPTB are:

- Development of tourism with Public Private Partnership in sustainable manner
- Investor Facilitation
- Publicity/Promotion of Tourist destinations Nationally & Internationally
- Identification and Development of Tourism Infrastructure through Public-Private Partnership (PPP).

### 3. Mukhya Mantri Kaushal Samvardhan Yojna (MMKSY) and Mukhya Mantri Kaushalya Yojna (MMKY)

Madhya Pradesh State Skill Development and Employment Generation Board has been acting as the nodal agency for all the Skill Development initiatives in the State of Madhya Pradesh. In order to ensure that the State is able to translate the large availability of working age population into a demographic advantage, the State has launched the **Mukhya Mantri Kaushal Samvardhan Yojna (MMKSY)**. MMKSY aims at raising the skilling quotient of the youth in the State by providing access to short term demand driven training courses in employable trades.

A similar scheme “**Mukhya Mantri Kaushalya Yojna (MMKY)**” has also been launched exclusively for women of the State for skill development and enhancing their employment quotient with an aim of increasing financial independence of women.

MMKSY & MMKY aim at providing the ‘Skill Set’ which is sufficient to allow an individual to be gainfully employed or self-employed. These schemes have been launched with an overall target of 4,50,000 candidates. These schemes also have the provision for skills’up-gradation and formation, vertical and horizontal mobility and a framework to **Recognize Prior Learning (RPL)**.

### 4. Architecture and Strategy for Schemes’ Implementation

The schemes’ aim to train 4,50,000 candidates (3,10,000 candidates by MPSSDEGB & 1,40,000 candidates by other departments) and gainfully employ at least 70% of trained candidates till March, 2019. Out of 3,10,000 trainees to be trained by MPSSDEGB, it is planned that 30,000 candidates would be trained with engagement

of private sector Training Service Providers (TSPs) in Tourism & Hospitality Sector through Madhya Pradesh Tourism Board.

MPTB plans to engage TSPs in Tourism & Hospitality Sector through this RFP who would act as the Implementing Agencies for the Scheme by mobilizing, training, placing and tracking the candidates.

The TSPs will be responsible for candidate mobilization, training, placement and post placement tracking under the overall supervision of MPTB. MPTB shall monitor the program performance as per the envisaged monitoring & evaluation framework. The entire task of Programme Monitoring and Evaluation shall be completed through an online portal based MIS (Management Information System) that would be designed, developed and deployed by MPTB.

The district and the sector-wise bifurcation of targets is provided in **Annexure-1 and Annexure-2 respectively.**

## Section B – Instruction to Applicants

### 5. Introduction to RFP

MPTB invites technical proposals from the Training Service Providers in Tourism & Hospitality Sector for empanelment with the department for implementing MMKSY & MMKY.

Applicants are advised to study this RFP document carefully before submitting their proposals. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. Failure to furnish all information required as mentioned in the documents or submission of a proposal not substantially responsive to RFP in every aspect will be at the Applicant's risk and may result in rejection of the proposal.

### 6. Compliant Process/Completeness of Response

Applicants are advised to study all instructions, forms, terms, requirements and other information in the documents carefully. Submission of the proposal should be deemed to have been done after careful study and examination of the document with full understanding of its implications. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Applicants should:

- i. Include all documentation specified in this document
- ii. Follow the format of this document and respond to each element in the order as set out in this document
- iii. Comply with all the requirements as set out within this document.

### 7. Language of the Proposal

The proposal as well as all the supporting documents relating to the proposal exchanged by the Applicant shall be written in English or Hindi language only. **Proposal received in any other language shall not be allowed / evaluated.**

### 8. Right to Terminate the Process

MPTB may terminate the Proposal Evaluation process at any point of time and without assigning any reason thereof. MPTB makes no commitments, expressed or implied that this process will result in a business transaction with anyone.

This document does not constitute an offer by MPTB. The Applicant's participation in this process may result in MPTB selecting the proposal to engage towards execution of the contract.

## 9. Conflict of Interest

MPTB requires that the empaneled Training Service Providers provide professional, objective and impartial services and at all times hold the Client's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interest and act without any consideration for future work. Without limitation on the generality of the foregoing, the Training Service Provider shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

- i. **Conflicting Assignment/Job:** A Training Service Provider selected to provide Skill Development Training for this project shall be disqualified from providing subsequent downstream works or services resulting from or directly related to this project if the Training Service Provider is found to provide any other activity to the Client under the same Scheme resulting in clash of interest.
- ii. **Conflicting Relationships:** A Training Service Provider that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of the project shall not be awarded the Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract. Training Service Providers have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the norms of technical proposal provided herewith. If the Training Service Provider fails to disclose said situations and if the Client comes to know about any such situation at any time, it may lead to the disqualification of the Training Service Provider during bidding process or the termination of its contract during execution of the assignment. Training Service Provider shall submit only one proposal for this project. If a Training Service Provider submits or participates in more than one proposal, such proposals shall be disqualified.

## 10. Confidentiality

- i. From the time, the submitted proposals are opened to the time the Empanelment is announced, the Applicant should not contact MPTB on any matter related to its Proposal Evaluation. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Applicants who have submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Empanelment announcement.
- ii. Any attempt by shortlisted Applicants or anyone on behalf of the Applicant to influence the Client improperly in the evaluation of the Proposals or Agreement award decisions may result in the rejection of its Proposal.
- iii. Notwithstanding the above provisions, from the time of the Proposals' opening to the time of empanelment notification, if an Applicant wishes to contact MPTB on any matter related to the selection process, it should do so only in writing.

## 11. Late Receipt of Technical Proposals

- i. Technical Proposals received after the due date and specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- ii. The Technical Proposals shall be accepted in hard copy on or before the proposal submission deadline only in person/ registered post/ speed post or courier.
- iii. The Technical Proposals submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- iv. MPTB shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents.
- v. MPTB reserves the right to modify and amend any of the above-stipulated condition/criteria depending upon project priorities vis-à-vis urgent commitments.

## 12. Disqualification

The proposal would be disqualified at any time during the Technical Evaluation process at the sole discretion of the MPTB, for the following reasons:

- i. Submitted the Proposal after the due date and specified time;
- ii. Made misleading or false representations or suppressed relevant information in the proposal (including documents, forms, statements, attachments, etc.) submitted as proof of the eligibility requirements or as part of their proposal;

- iii. Incomplete proposals or proposals with incomplete information may be rejected. Applicants may be asked to submit any supplementary information / document / clarification after submission of proposal to MPTB. Any such request by MPTB for submission of additionally required information / clarification by applicant TSPs would be made in writing;
- iv. Failure to meet any of the eligibility criteria as mentioned in the document; and
- v. Blacklisted or bankrupt by the Government of India (GoI), State Government or any other Government owned agency including quasi-Government sector organization or company or any bank, for corrupt, fraudulent practices or reasons related to nonperformance in an engagement on the date of opening of proposal

### **13. Right to Accept Any Proposal and to Reject Any or All Proposals**

MPTB reserves the right to accept or reject any proposal, and to annul the evaluation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected proposal or Applicants or any obligation to inform the affected proposal or Applicants of the grounds for MPTB action.

### **14. Signing of Contract**

After the notification of empanelment of Training Service Providers, MPTB will sign a contract with the empaneled Training Service Provider. The contract template will be shared with applicants who become eligible for empanelment after evaluation of Technical Proposals.

## **Section C – Preparation of Proposals**

### **15. General Considerations**

- i. In preparing the Proposal, the Applicant is expected to examine this RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal and will be the sole responsibility of the Applicant.
- ii. The Applicants shall bear all costs associated with the preparation and submission of its Proposal. MPTB shall not be responsible or liable for those costs, regardless of the conduct or outcome of the empanelment process. MPTB is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to the Empanelment, without thereby incurring any liability to the Applicant.

- iii. All correspondence and documents relating to the Proposal exchanged between the Applicant and MPTB shall be written in English or Hindi language only.
- iv. Correspondence by e-mail would also be considered official.

## 16. Proposal Validity

- i. The Applicant's Proposal must remain valid for at least 90 days after the Proposal submission deadline. A bid valid for a shorter period shall be rejected by MPTB as non-responsive bid.
- ii. During this period, the Applicant shall maintain its original Proposal without any change.
- iii. In exceptional circumstances, prior to the expiration of the proposal validity period, the Client may request Applicants to extend the period of validity of their Proposals. The EMD shall also be extended for a corresponding period. An Applicant may refuse the request without forfeiting its EMD. An Applicant granting the request shall not be required or permitted to modify its Proposal. The request and the responses shall be made in writing.
- iv. Further, the client may ask any information / clarification / document from any or all bidders before the notification of empanelment, if so required. Any such request for submission of any information / clarification / document from any or all bidders would be made in writing through the web-portal.

## 17. Subcontracting or Franchising

- i. Training Service Providers cannot sub contract the conduct of training.
- ii. Training Service Providers cannot operate the training centers via franchise agreement.
- iii. In case any Training Service Provider is found violating Clause 17(i) & (ii), the Client may consider cancelling the contract, withholding all payments and forfeiture of the PG. The Client may also blacklist the Training Service Provider who violates this condition.

## 18. Empanelment to be non-exclusive

This common empanelment of the Training Service Providers is being done on non-exclusive basis. MPTB reserves the right to empanel more Training Service Providers as and when required, for any geography/location, sectors or for any other reason and in the manner in the sole discretion of MPTB.

## 19. Earnest Money Deposit

- i. Every applicant participating in the bidding process must furnish the required Earnest Money Deposit (EMD).
- ii. The EMD should be deposited in the form of a FDR or bank guarantee of a scheduled commercial bank drawn in favor of “**Madhya Pradesh Tourism Board, Bhopal**”, payable at Bhopal. Format of the BG is enclosed at Annexure- 4K.
- iii. The EMD shall be valid for the period of 180 days (6 months) from the last date of submission of tender.
- iv. In case the time taken for empanelment process stretches beyond the validity period of the EMD (if submitted in form of BG), the applicant will have to furnish a fresh BG for EMD with further 3 months validity till the time period the empanelment is completed.
- v. **Refund of EMD:** The EMD of unsuccessful applicants shall be refunded within 30 days of completion of agreement signing process.
- vi. **Forfeiture of EMD:** The EMD taken from the applicant shall be forfeited in the following cases:
  - a. When the applicant does not sign the contract within the stipulated period as mentioned in the "**Schedule of Activities**".
  - b. When the Applicant withdraws or modifies the proposal after opening of proposals.
  - c. When the Applicant does not deposit the Performance Guarantee in the form of Bank Guarantee before the Agreement is signed.
  - d. Rejection of proposal on account of Corrupt and Fraudulent Practices.

## Section D – Proposal Submission and Evaluation

### 20.Submission of Proposals

- i. The Proposal shall comprise all the documents as listed in **Annexure - 4A to Annexure- 4K**.
- ii. The Applicants shall bear all costs associated with the preparation and submission of its proposal, and MPTB shall not be responsible or liable for those costs, regardless of the conduct or outcome of the empanelment process. MPTB is not bound to accept any proposal, and reserves the right to cancel the selection process at any time prior to the Empanelment, without thereby incurring any liability to the Applicant.
- iii. An authorized representative of the Applicant should sign the original submission letters in the required formats (**Annexure –4A**) for the Proposal. The authorization should be in the form of a **written power of attorney (Annexure –4B), executed on a non-judicial stamp paper of Rs. 100.00 duly notarized / registered and attached with the Proposal**. The Power of Attorney should be duly signed and sealed by the Principal and the Attorney in presence of two witnesses. This document should be in accordance to the by-laws / MoA / Trust Deed / any such other document of the organization.
- iv. All pages of the proposal and where corrections or amendments have been made should be signed by the authorized signatory except where the attestation by Chartered Accountant is required. In case of detection of any forgery, the proposal may summarily be rejected, and MPTB may also resort to a legal action against the Applicant(s).
- v. Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initials done by the person signing the Proposal.
- vi. The Proposal shall be placed inside a sealed envelope clearly marked “**Request for Technical Proposal for Empanelment of Private Training Service Provider in Tourism & Hospitality Sector for Implementing Mukhya Mantri Kaushal Samvardhan Yojna(MMKSJ) & Mukhya Mantri Kaushalya Yojna (MMKY)**”
- vii. The **Tender Fee/Bid Fee** and **BG of EMD** need to be placed inside a separate sealed envelope and marked as “**Tender Fee/Bid Fee and BG of EMD**” and **should be placed in the main envelope** along side the sealed envelope of Technical Proposal clearly marked as “Technical Proposal”. Technical Proposals received without the Tender Fee/Bid Fee and EMD will not be considered for evaluation. The main envelope shall highlight the consignor and consignee's name, address and contact details in CAPITAL letters. The main envelope should clearly mention “PLEASE DO NOT OPEN - THIS IS A BID”.

- viii. A soft copy of the details of candidates trained and placed shall be submitted in the specified format as per Annexure –4G &4H respectively in an editable MS Excel Format in a CD / DVD / Pen Drive which shall be enclosed in the sealed envelope along with the ORIGINAL.
- ix. If the envelopes and packages with the Proposal are not sealed and marked as required, MPTB will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.
- x. The Proposal must be sent to the address indicated in the Notice Inviting Technical Proposal section and received by MPTB no later than the deadline indicated in the Notice Inviting Technical Proposal section, or any extension to this deadline. Any Proposal or its modification received by MPTB after the deadline shall be declared late and rejected, and promptly returned unopened.

## 21. Proposal Evaluation

- i. The Project Appraisal / Bid Evaluation Committee constituted by MPTB shall evaluate the responses to the Proposals and all supporting documents/ documentary evidence.
- ii. The decision of the Committee in the evaluation of responses to the proposal shall be final.
- iii. The Committee reserves the right to reject any or all proposals on the basis of any deviations.
- iv. The Committee, under approval by the MPTB, may ask for clarifications and / or additional information from any or all applicants, if required.
- v. Each of the responses would be evaluated as per the criteria and requirements specified in this document.

## 22. Eligible Organizations

- i. Eligibility –
  - a. A company/partnership/society/trust with a minimum of two years of existence as on 31.03.2018 (i.e. organizations registered on or before 31.03.2016 are eligible to apply). Organizations must not be black-listed or bankrupt from any government/semi-government/other entities.

**Consortiums are not allowed under the schemes.**

***Certificate of Incorporation under relevant Act, PAN Card, TAN No.(if applicable) and Self declaration regarding non-blacklisting (as per Annexure-4J) need to be submitted.***

ii. **Financial Capability**

- a. Any Organization (Company/Society/Trust/Firm etc.) defined in Clause 23 (i) (a)
- i. Should have an average annual turnover of INR 50 Lakhs from conducting training programs during the last two financial years (FY2016-17 and FY 2017-18).

***Audited P&L/Income statements for and FY 2017-18 and FY 2017-18 (provisional balance sheet should be accepted) CA Certificate as per Annexure – 4I indicating turnover from skilling need to be submitted.***

- ii. Should have INR 17.5 lakhs net-worth as on 31.03.2018 from conducting Skill Development Programs.

iii. ***Audited Balance Sheet for FY 2017-18 and FY 2017-18 and CA Certificate as per Annexure – 4I indicating net-worth need to be submitted.***

iv. **Technical Capability**

- a. Any Organization (Company/Society/Trust/Firm etc.) defined in Clause 23 (i) (a)
- i. Should have successfully trained atleast 1,000 candidates on a consolidated basis in Tourism & Hospitality Sector during the last two years (FY 2017-18 and FY 2017-18) as per clause mentioned below.

“**Trained**” means vocational training of duration more than 120 hours in the sectors or modules pertaining to:

- Modules or job roles notified by DGT under Modular Employable Skills / Sector Skill Councils or any Training programmes sponsored by any state or central government department/ministry/CSR initiatives.

***Project completion certificates mentioning the sector-wise no. of trainees trained (“Trained” means vocational training of duration more than 120 hours in the sectors or modules pertaining to:***

- Modules or job roles notified by DGT under Modular Employable Skills / Sector Skill Councils or any Training programmes sponsored by any state or central government department/ministry/CSR initiatives.) ***for completed projects and certificate from the sponsoring agency mentioning the sector-wise number of trainees trained as on 31.03.2018 in case of ongoing projects. It will not include any training that is done as part of Recognition of Prior Learning (RPL). Documentary evidence of number of candidates trained needs to be provided as per Annexure 4G.***

v. **Placement Capability**

- a. Any Organization (Company/Society/Trust/Firm etc.) defined in Clause 24 (i)
  - (a)
    - i. Should have placed atleast 500 candidates in employment on a consolidated basis in Tourism & Hospitality Sector during the last two financial year FY 2016-17 and FY 2017-18.

***“Placed” means wage employment for minimum three months post completion of training.***

***Project completion certificates mentioning the sector-wise no. of trainees placed for completed projects and certificate from the sponsoring agency mentioning the sector-wise number of trainees placed as on 31.03.2018 in case of ongoing projects. Documentary evidence of number of candidates placed needs to be provided as per Annexure 4H.***

- vi. *Operational Capability for Training Service Providers defined as per Clause 23 (i)* Should have operations in at least 1 State and minimum 5 districts (within India) with a track record of operating a minimum of 5 training centres in last two financial years (2016-17 & 2017-18).

***Certificate from the sponsoring agency / agencies mentioning the addresses of the Training Centres operated by the Training Service Provider clearly mentioning the name of state, district and training centre.***

### **23. Criteria for Technical Evaluation**

A Project Appraisal Committee constituted by MPTB will carry out evaluation of the Technical Proposals received by it in order to determine whether they are substantially responsive to the requirements set forth in the Proposal. In order to reach such a determination, the committee will examine the information furnished by the Applicants, and shall evaluate the same as per the evaluation criteria specified in this proposal.

The technical evaluation shall involve:

- i. Document based evaluation of the Technical Proposal

Final score will be assigned to the Applicants after assessing Technical Proposal document.

**Marking criteria for document based technical evaluation will include the following parameters:**

<b>Marking Dimensions</b>	<b>Means of Verification / Documentary Proof</b>	<b>Marking Pattern</b>	<b>Max Marks</b>
<b>Sector Specific Training Capability (in Tourism &amp; Hospitality Sector)</b>			<b>35</b>
<b>No. of trainees trained in last 2 years.</b>	Certificate of Completion from sponsoring agency / details uploaded on portal certified (duly signed and sealed) by sponsoring agency	For every 50 trainees trained one mark will be given subject to maximum 35 marks. No marks will be given for less than 50 trainees trained.	
<b>Sector Specific Placement Capability (in Tourism &amp; Hospitality Sector)</b>			<b>40</b>
<b>No. of trainees placed in the particular sector in last 2 years.</b>	Certificate of completion from sponsoring agency / details uploaded on portal certified (duly signed and sealed) by sponsoring agency	For every 50 trainees placed two mark will be given subject to maximum 35 marks. No marks will be given for less than 50 trainees placed.	35
<b>Industry Tie-ups / MoUs for placement</b>	Tie-ups / MoUs with the Industry and placement Partners for FY 2018-19& 2019-20 mentioning the number of Trainees to be hired, Job role, salary and any other relevant details of employment	For every sector specific Tie-up/MoUs for placements more than 100 candidates one mark will be awarded subject to maximum of 5 marks	5
<b>Operational Capabilities (Overall Capabilities irrespective of Sector)</b>			<b>25</b>
<b>Presence in Madhya Pradesh (number of Training Centres)</b>	Certificate from sponsoring agency / details uploaded on portal certified (duly signed and sealed) by sponsoring agency mentioning the addresses of the Training Centres operated by the Training Service Provider clearly mentioning the name of state, district and training centre	For every training centre two marks will be given subject to maximum of 10 marks	10
<b>Presence outside Madhya Pradesh (number of Training Centres)</b>	Certificate from sponsoring agency / details uploaded on portal certified (duly signed and sealed) by sponsoring agency mentioning the addresses of the Training Centres operated by the Training Service Provider clearly mentioning the name of state, district and training centre	For every training centre one mark will be given subject to maximum of 5 marks	5
<b>Qualified Faculty/Trainers (Certified by SSC)</b>	CV of trainers as per Annexure - 6F with the valid certificate of completion of Training of Trainers by SSC	For every trainer certified by Tourism and hospitality sector skill council one mark will be given subject to maximum of 10 marks	10
<b>TOTAL</b>			<b>100</b>

**The Project Appraisal Committee of the MPTB shall evaluate all eligible proposals, based on the criteria of this RFP.**

## Section E – Training Partner Empanelment

### 24. Selection of districts

The Training Service Provider only needs to provide the list of districts in which the TSP is willing to work. It will be considered that the Districts mentioned by the TSP are an expression of interest by the TSP to work in that district. There is no minimum or maximum restriction on the no. of districts that a Training Service Provider can choose.

The applicants would be ranked in accordance with the technical score obtained by them as per technical evaluation scoring criteria mentioned in **Section D above**. Postscoring of TSPs, a consolidated / final score for all TSPs would be calculated.

A ranking sheet of all short-listed TSPs would be prepared based on the final score obtained by the TSP. It would be displayed at public domain (on our designated portal). The MPTB would then invite TSPs, based on the ranking sheet, in order of their ranking, for the purpose of allocation of district wise targets. If the rank of two or more TSPs is equal, then the number of trainees trained in last two financial years (2017-18 & 2017-18) would be considered as the criterion for inviting the TSPs i.e. TSP with highest number of trainees trained would be invited first and so on.

In the course of target allocation, if the targets are exhausted / not available of the preferred districts by the TSPs; then the MPTB would allocate targets based on the existing needs of the other districts on mutual consultation with the TSP. If the TSP is not willing to accept the targets of other districts, then MPTB would invite the next ranked TSP and so on.

The major conditions for allotment of targets to TSPs would be –

1. The maximum training target allocated to a single TSP would be 3,000 OR four times of its average annual turnover from skill training programmes for last two years, whichever is lower.
2. Target more than 600 will not be allocated in a particular district. The target will be distributed to the Training Service Providers according to their merit and their district preference given at the time of target allotment process.
3. Maximum 04 training provider, basis their merit, will be eligible to take target for a particular district.
4. If the performance is found satisfactory by MPTB, a training service provider can be allocated target more than 3000. However the final rights for this allocation are reserved with MPTB.
5. MPTB reserve the right to forfeit the target if the performance of a TSP is not found satisfactory.
6. The target allocated under this RFP, can be doubled based on the successful training target achievement by the TSPs.

7. MPTB reserves the right to modify aforementioned conditions for target allotment.

To provide training facilities to every area of the state, adequate number of centers will have to be opened by the Training Service Providers in rural and urban areas. The number of centers and their distribution between rural and urban areas will be decided based on the additional guidelines issued by the MPTB after the first round of empanelment.

The above represents the broad approach and guidelines for allocation of districts and targets; MPTB reserves the right to make any amendment in the allocation process which it may deem fit.

## 25. Training Target

- I. The overall training target for a TSP should not exceed 3000 or four times of its average annual turnover from skill training programmes for last two financial years whichever is lower. The training targets would be allocated to TSPs based on their preferences. MPTB reserves the right to either approve or revise the training target proposed by the TSP. In case, a TSP is not able to complete the allotted training target in stipulated time period (as mutually agreed between MPTB & TSP), MPTB may transfer the allocated target to any other TSP.
- II. Initially the targets under Mukhya Mantri Kaushal Samvardhan Yojna and Mukhya Mantri Kaushalya Yojna are being given up to one year from the date of signing of contract. The allotted targets would be reviewed on a quarterly basis or as decided by MPTB. The TSPs should make all possible efforts for inclusion of STs, SCs, OBCs, and other marginalized sections of society as per their proportion in the total population in the district based on their interests and preferences. This would be one of the important parameters during the quarterly review and target extension.
- III. The targets for subsequent years, upon the discretion of the MPTB, may be allotted keeping in view the performance of the TSPs and based on geographical / sectoral needs as per the prevalent policies and norms.

## 26. Training Cost

Training cost shall be paid on a per hour basis as per the Training Cost guidelines issued by MoSDE based on the recommendations of the Common Cost Norms committee. The rate will be updated as and when the Common Norms are revised by MoSDE, GoI through its notification. The training cost will be applicable on the Qualification Packs based on the category in which the course falls. As of now the Category wise training cost are as follows:

<b>Category/Module</b>	<b>Per hour Rate (for FY 2017-18)</b>
<b>Category I</b>	42.40
<b>Category II</b>	36.30
<b>Category III</b>	30.30

GST is exempted for skill development activities.

### 27. Payment Terms

Training cost payments would be paid in three installments as per the Common Norms Notification issued by MoSDE, GoI.

### 28. Signing of Contract

After the notification of selection to successful applicants, the Training Service Provider is required to submit the Performance Guarantee (PG) equivalent to 5% of the contract value before signing the contract within stipulated time as mentioned in the Schedule of Activities. MPTB will then issue the letter of empanelment and publish the names of empaneled TSPs on its website.

The empaneled TSPs are expected to commence the work within 30 days. This would include:

- Mobilization of manpower for candidate registration and setting up a training centre
- Submission of work plan for the districts for which the TSP is empaneled.

### 29. Performance Guarantee

After the notification of selected TSPs is issued, the TSP has to submit the PG (5% of the total sanctioned cost<sup>1</sup>), failing which the agreement with MPTB will not be signed and the empanelment of the TSP will stand cancelled. The PG shall be submitted in the form of a BG and should be valid for a period of minimum 24 months.

**Return of PG:** The PG shall be returned after 6 months from the date of completion of project after adjustment for any deductions.

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<sup>1</sup>The sanctioned project cost would be calculated based on the sanctioned target multiplied by the Category B course hourly rate (Rs. 36.30) for training duration of 300 hours. For example, if the sanctioned target is 2000 then sanctioned project cost would be = 2000 \* 36.30 \* 300 = INR 2,17,80,000/- only

**Forfeiture of PG:** PG shall be forfeited in the following cases unless decided otherwise by MPTB:

- a. When any terms and conditions of the Agreement are breached.
- b. When the TSP fails to provide the services as specified in the RFP & sanction order within the timeframe provided
- c. If the TSP is found to be indulged in any fraudulent or corrupt practices, the PG will be forfeited.

No interest will be paid by MPTB on the EMD or PG amount. Notice will be given to the TSP before forfeiting the PG. Forfeiture of PG shall be without prejudice to any other right of MPTB to claim any damages as admissible under the law as well as to take such action against the TSP such as severing future business relation or black listing, etc.

### 30. Process Guidelines

The TSP will need to follow the Standard Operating Procedures (SOP) and brand book issued by MPTB from time to time for conduct any of the activities. The changes made to the guidelines will be done as addendum and will be binding on all the applicants for any/all future activities with respect to the program.

### 31. Service level agreement

The selected TSP needs to follow the minimum acceptable level of service standards in implementation of the project under the scheme.

### Performance criteria

By the end of 12th week, the TSP is required to have minimum 500 or 15% of the total allocated target whichever is applicable, By the end of 24th week, the TSP is required to have minimum 35 % of the total allocated target and By the end of 36th week, the TSP is required to have minimum 75 % of the total allocated target candidates under training or completed trained.

### Performance Reviews

There will be a quarterly review (after every 12th week, 24th week & 36th week of target allocation), MPTB shall review and evaluate the Training Service Provider's performance in line with the performance matrix described below.

### Training Service Provider (TSP) Performance Matrix

S. No.	Performance Indicator	Unit of measure	Service Level
1	Training Initiation	No of Candidate under training	The candidates undergoing training or completed training at the <b>end of 12<sup>th</sup> week</b>

			should be minimum <b>500 or 15%</b> of the total target allocated whichever is applicable.
2	Training Initiation	No of Candidate under training	The candidates undergoing training or completed training at the <b>end of 24<sup>th</sup> week</b> should be minimum <b>35%</b> of the total target allocated
3	Training Initiation	No of Candidate under training	The candidates undergoing training or completed training at the <b>end of 36<sup>th</sup> week</b> should be minimum <b>75%</b> of the total target allocated

### 32. Imposition of Penalties

For the TSPs having allocated target greater than 500, they are required to start the training of minimum 500 or 15 % of allocated target trainees within first 12 weeks of target allocation. In case of delay in meeting the above criteria the respective TSP will be levied a penalty as per following rule.

**01% OF TOTAL TRAINING COST PER STUDENT x (500 – number of candidates enrolled).**

This penalty will be levied on a weekly basis and will be continued to be levied till end of 14<sup>th</sup> week.

Below is the numerical representation for reference of the concerned stakeholders:

**Example 1 :** for an A Category QP , with a target size of 500 , if only 200 students are under training for a course duration of 300hrs with training cost / student / hour @ INR 42.40 at the end of 12<sup>th</sup> week.

**Penalty applicable on end of 12<sup>th</sup> week**

**{01% (42.40 x Total Training Hours of the QP)} x (500- Total Candidates under Training or completed training)**

**Example 2 :** for an A Category QP , with a batch size of 500 , if only 300 students are under training for a course duration of 300hrs with training cost / student / hour @ INR 42.40 at the end of 13<sup>th</sup> week.

**Penalty applicable on end of 13<sup>th</sup> week**

**{01% (42.40 x Total Training Hours of the QP) } x (500- Total Candidates Under Training or completed training)**

**The same formula will be used to calculate the penalty to be levied in the blocks of 3 weeks as follows**

- At the end of 24<sup>th</sup> , 25<sup>th</sup>& 26<sup>th</sup> week
- At the end of 36<sup>th</sup> , 37<sup>th</sup>& 38<sup>th</sup> week

**Penalty Exception Cases**

- If the respective SSC fails to organise a TOT for the trainers of the respective TSPs
- If delay occurs due to pending affiliation at SPMU / DPMU Level

### After completion of the training

The penalty on the performance guarantee will be levied on Training Service Providers in delay of starting training/post completion of training based on the following norms:-

- If the Training Service Provider fails to open even one centre in the half of the allotted district within 6 months of the signing of agreement, the entire PG i.e. 5 % of the total training cost will be forfeited.
- If a Training Service Provider is not able to complete the targets in terms of candidates trained and placed, following matrix would be used by MPTB for considering percentage of amount of forfeiture of PG submitted by TSP. The percentage mentioned below is in terms of the total training cost which would be recovered from the Performance Guarantee submitted by the TSP.

The matrix below shows the different penalty rates for a Training Service Provider:

		<b>Placements of trained candidates(%Placed of trained candidate)</b>				
		<b>Less than 20%</b>	<b>20% - 40%</b>	<b>41% - 55%</b>	<b>56%-70%</b>	<b>&gt;70%</b>
<b>Training Target Achievement (% Trained of target allocated)</b>	<b>Less than 20%</b>	7.5%	6%	4.5%	3.75%	3%
	<b>20%-40%</b>	5.25%	4.5%	3.75%	3%	2.25%
	<b>41% - 60%</b>	4.5%	3.75%	3%	2.25%	1.5%
	<b>61%-80%</b>	3.75%	3%	2.25%	1.5%	.75%
	<b>More than 80%</b>	3%	3%	1.5%	.75%	Nil

Example 1: If the placement of the trained candidates is less than 20% of the total trained candidate and the training target achieved is less than 20% of total candidates allocated, a 7.5% penalty of the Total Training cost will be levied on the TSP would be recovered from the performance guarantee and training cost of successfully trained candidates.

Example 2: If the placement of the trained candidates is greater than or equal to 20% but less than or equal to 40% of the total trained candidate and the training target achieved is greater than or equal to 20% but less than or equal to 40% of total candidates allocated, a 4.5% penalty on the Total Training cost will be levied on the TSP and would be recovered from the performance guarantee.

**Similar penalty structure will be applicable for all TSP basis the above matrix**

**NOTE: The total penalty levied as per all clauses should not be greater than 7.5% of the total training cost of the Training Service Provider. The deduction in performance guarantee will be calculated accordingly keeping in view that the total penalty levied is not greater than 7.5% of total training cost.**

## Section F – Scope of Work

The scope of work to be undertaken by the empaneled Training Service Provider will be as follows:

### 33. Mobilization, counseling and registration of eligible candidates

- a. Awareness creation in the district in which the TSP has been empaneled
- b. Counseling for the job seekers
- c. Registration of interested candidates for the courses being run by the TSP
- d. Selected TSPs ensure that there is no duplication in terms of selection of trainees i.e. the enrolled trainees should not be trained under DDU-GKY / PMKVY / any other schemes sponsored by Central / State Government or District Administration in the particular QP/Trade/Module for the trainees is enrolled in a batch. Similarly s/he should also not be trained in any other QP/Trade/Module under aforementioned schemes/ programmes in the past six months. The MPTB may cross-verify the databases of enrolled trainees under these schemes with the databases of other schemes. If the Second Party is found violating this condition, strict action up to the extent of blacklisting the Second Party, would be taken by the MPTB.

### 34. Course and curriculum design (To be done by TP with SSC) no role of MPTB

- a. The TSP shall follow QP/NOS based courses.
- b. TSP needs to mention the sector in which it intends to provide training in the Technical Proposal.
- c. TSP would inform MPTB the QP/NOS selected by them, post empanelment.
- d. Training Service Provider will have to prepare the course content as per the QP/NOS norms prescribed by the concerned Sector Skill Council (SSC) and the same will have to be validated by MPTB before initiation of the training programmes or at the time of Centre Affiliation.
- e. In case QP/NOS for a trade is not available, then the Empowered Committee of State Government may decide on commencement of such training programmes. The norms of the training would be decided by this committee on case-to-case basis.

### 35. Training

- a. Setting up of Training Centre by the Training Service Provider
- b. Getting the training centre affiliated by Sector Skill Council/MPTB
- c. Installation of biometric devices and CCTV cameras (as per the specifications specified by MPSSDEGB) at the training centre has to be ensured prior to the commencement of the training
- d. The TSPs will have to assign trainers to the batches

- e. The trainers for QP/NOS batches will have to be certified by respective SSCs
- f. Conducting training of the registered candidates
- g. Ensuring involvement of local and sectoral industries for
  - Conducting training programmes as per industry needs
  - Quality assessment of training programmes
  - On-the-Job training
  - Placement of trained candidates

### 36. Placement of candidates

A minimum placement of 70% (minimum 50% wage and maximum 20% self-employment) would be mandatory for Training Service Providers. Failing to achieve minimum placement requirement may lead to monetary penalty or de-registration of Training Service Provider. The TSP will make sure of the following:

- a. Placing the trained candidates in industries through placement tie-ups
- b. Bank linkages for candidates who opt for self-employment

### 37. Post placement tracking

- a. The TSP will have to maintain a tracking system of all candidates placed and report the status on a monthly basis. MPTB retains the right to validate the reports from the employer/trainees.
- b. Post placement tracking of the candidates who are placed in the industries

Selected TSPs shall comply with the norms as specified under MMKSY/MMKY SOP 2017, the brand book and any other additional requirements arising out of revisions / modifications / clarifications/addendum in the SOP thereto. In case of any revision / addendum / modification / clarification in the SOP, a revised version of the SOP will be made public and supersede the earlier version of the SOP. The revised version of the SOP would become the part of the contract. The conditions and the processes laid down in the prevailing SOP would become the mandatory norms for implementation of the project by all the stakeholders.

Annexure – 1: List of Districts

<b>Sr. No.</b>	<b>District</b>	<b>Sr. No.</b>	<b>District</b>
1	Harda	26	Vidisha
2	Alirajpur	27	Mandsaur
3	Umaria	28	Tikamgarh
4	Sheopur	29	Seoni
5	Dindori	30	Ratlam
6	Burhanpur	31	Rajgarh
7	Anuppur	32	Shajapur
8	Datia	33	Dewas
9	Ashoknagar	34	Betul
10	Neemuch	35	Shivpuri
11	Jhabua	36	Chattarpur
12	Panna	37	Bhind
13	Sidhi	38	Balaghat
14	Shehdol	39	Khargone
15	Mandla	40	Morena
16	Singrauli	41	Ujjain
17	Narsinghpur	42	Dhar
18	Guna	43	Gwalior
19	Damoh	44	Satna
20	Barwani	45	Chhindwara
21	Sehore	46	Rewa
22	Khandwa	47	Sagar
23	Katni	48	Bhopal
24	Raisen	49	Jabalpur
25	Hoshangabad	50	Indore
		51	Agar

Annexure - 2 – List of Sector

<b>Sl . N o.</b>	<b>Industry/ Sector</b>	<b>Job Role(QP)</b>	<b>Targets under MMKSY</b>	<b>Targets under MMKY</b>	<b>Total Target</b>
<b>1</b>	Tourism & Hospitality	Housekeeping Manual cleaner	10000	10000	20000
<b>2</b>	Tourism & Hospitality	Counter Sales Executive	1500	1500	3000
<b>3</b>	Tourism & Hospitality	F & B Service Steward	1750	1750	3500
<b>4</b>	Tourism & Hospitality	Home delivery	1250	1250	2500
<b>5</b>	Tourism & Hospitality	Multi Cuisine Cook	250	250	500
<b>6</b>	Tourism & Hospitality	Front office associate	250	250	500
<b>Total</b>					<b>30000</b>

Annexure - 3: Format for submission of Pre Bid Queries

<b>Sl. No.</b>	<b>Section</b>	<b>Sub section</b>	<b>Reference/Subject</b>	<b>Clarifications sought</b>

Annexure - 4A: Proposal Submission Cover Letter

(On the letterhead)

No.: 01/MPTB/MMKSY&MMKY/2017-18

{Location, Date}

To:

Managing Director  
Madhya Pradesh Tourism Board  
Jahangirabad  
Bhopal – 462008

Subject: - Submission of Technical Proposal for empanelment as a Training Service Provider under Mukhya Mantri Kaushal Samvardhan Yojna (MMKSY) and Mukhya Mantri Kaushalya Yojna (MMKY).

Dear Sir / Madam,

We, the undersigned, wish to be empaneled as Training Partner with Madhya Pradesh Tourism Board in accordance with your request for proposal no. 01/MPTB/MMKSY&MMKY/2017-18 dated [REDACTED] (T); we are hereby submitting our proposal, as per the specified format.

We hereby declare that:

- a. All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in this Proposal may lead to our disqualification by MPTB.
- b. We have no conflict of interest as stated in this document.
- c. We meet the eligibility requirements as stated in this document.
- d. Our proposal shall remain valid for 90 days from the last date of bid submission deadline.
- e. In competing for (and, if we are empaneled) the Empanelment, we undertake to observe the laws against fraud and corruption, including bribery as per document.
- f. Our Proposal is binding upon us and subject to any modifications resulting from the Agreement negotiations.
- g. We undertake, if our Proposal is accepted, we will be entered into an Agreement to initiate the Training no later than the date specified by MPTB.
- h. We are submitting the tender fee and EMD as per following details

Item	Amount (Rs.)	DD/BC or FDR / BG No.	Date	Bank
------	--------------	-----------------------	------	------

<b>Processing Fee</b>	5,000/-			
<b>EMD</b>	25,000/-			

- i. We understand that MPTB is not bound to accept any Proposal that MPTB receives.

Yours sincerely,

Authorized Signature

{In full and initials}

Name and Designation of Signatory:

Name of Applicant Organization:

Address:

Contact information (phone and e-mail)

Annexure - 4B: Format for Power of Attorney for Signing of Application

(To be submitted along with Covering Letter)

Know all men by these present that We..... (Name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./Ms. (name) ..... son/daughter/wife of ..... and presently residing at..... who is presently employed with us and holding the position of .....as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for the “Empanelment as a Training Service Provider under Mukhya Mantri Kaushal Samvardhan Yojna (MMKSY) and Mukhya Mantri Kaushalya Yojna (MMKY)”. The attorney is fully authorized for providing information/ responses to the MPTB, representing us in all matters before the MPTB including negotiations with the MPTB, signing and execution of all agreements and undertakings consequent to acceptance of our proposal, and generally dealing with the MPTB in all matters in connection with or relating to or arising out of our proposal for the said Empanelment.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,.....(Name of Organization) THE ABOVE NAMED PRINCIPAL (Name & Designation of Executant) HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS .....DAY OF ..... IN.....;

(Signature, name, designation and address)

Accepted

..... (Signature)

(Name, Title and Address of the Attorney)

Witnesses:

1.

2.

**Notes:**

1. To be executed on Rs. 100/- non-judicial stamp paper
2. By-laws / Memorandum of Association need to be attached.
3. Signatures of Attorney, Principal and two witnesses are must.
4. It must be notarized

Annexure -4C: Applicant's Overview and Application Parameters

<b>Name and details of the Applicant and Authorized representative</b>	
<b>Name of Organization/Institution</b>	
<b>Type</b>	Whether Industry/Industry associate or training , Education, Learning and Skill Development service partner/Others (please specify)
<b>Registered address</b>	
<b>Corporate Head Office address</b>	
<b>Phone</b>	
<b>Fax</b>	
<b>Mobile</b>	
<b>Email</b>	
<b>Website</b>	
<b>Whether blacklisted or bankrupt by any Govt./semi Govt. organization/any bank (If yes, by whom)</b>	
<b>Name of authorized representative</b>	
<b>Designation</b>	
<b>Mobile</b>	
<b>Email</b>	

Annexure – 4D: Qualifying Documents/Eligibility Related Documents

<b>Sl. No.</b>	<b>Criteria</b>	<b>Mandatory Documents</b>	<b>Page No.</b>
<b>1</b>	<b>Past Experience</b> <ul style="list-style-type: none"> <li>Organization Type: Company/Partnership/Society/Trust</li> <li>Number of years in operations of firm as on 31.03.2018</li> </ul>	<ul style="list-style-type: none"> <li>Certificate of Incorporation under relevant Act.</li> <li>PAN card</li> <li>TAN number</li> <li>Affiliation from NCVT/SSC/SCVT/AICTE</li> <li>MoU signed with NSDC (wherever applicable)</li> <li>MoU / Sanction Order from NSDC under PMKVY (wherever applicable)</li> <li>Self-Certificate for non-blacklisting (Annexure-4J)</li> </ul>	
<b>2</b>	<b>Financial Capability</b> <ul style="list-style-type: none"> <li>Average Annual Turnover from conducting training programs as per Clause 22(ii)</li> <li>Net Worth as on 31.03.2018 as per Clause 22(ii)</li> </ul>	<ul style="list-style-type: none"> <li>Audited P&amp;L / Income Statements for two FYs out of FY 2016-17 and 2017-18 and CA Certificate in required format</li> <li>Audited balance sheet(provisional shall be accepted) as 31.03.2017 &amp; 31.03.2018 and CA Certificate in required format</li> </ul>	
<b>3</b>	<b>Technical Capability</b> <ul style="list-style-type: none"> <li>Successfully trained at least minimum no. of candidates [as per Clause 22 (iii)] on a consolidated basis during the last two FY (2016-17 &amp;2017-18)</li> </ul>	<ul style="list-style-type: none"> <li>Project completion certificates from sponsoring agency clearly highlighting the number of trainees trained, in case of completed projects&amp; partial project completion certificate in case of ongoing project</li> </ul>	
<b>4</b>	<b>Placement Capability</b> <ul style="list-style-type: none"> <li>Should have placed at least minimum no. of candidates [as per Clause 23(iv)] candidates on a consolidated basis during the last two FY (2017-18 &amp; 2017-18)</li> </ul>	<ul style="list-style-type: none"> <li>Project completion certificates from sponsoring agency clearly highlighting the number of trainees placed, in case of completed projects&amp; partial project completion certificate in case of ongoing project</li> </ul>	
<b>5</b>	<b>Operational Capability</b> <ul style="list-style-type: none"> <li>Should have operations in at least one state and minimum 5 districts with operating 5 training centres in last three FY(any two FYs out of FY 2016-17 to 2017-18)</li> </ul>	<ul style="list-style-type: none"> <li>Certificate from the sponsoring agency / agencies mentioning the addresses of the Training Centres operated by the Training Service Provider clearly mentioning the name of state, district and training centre</li> </ul>	

Annexure – 4E: Evaluation / Scoring of Proposal Related Documents

Sr. No.	Criteria	Mandatory Documents	Supporting Documents	Page No.
1	<p>Training Capability (Sector wise)</p> <ul style="list-style-type: none"> <li>• Training conducted in the sector in last two years</li> </ul>	<ul style="list-style-type: none"> <li>• Project completion certificates from sponsoring agency clearly highlighting the number of trainees trained, in case of completed projects &amp; partial project completion certificate in case of ongoing project</li> </ul>	<p>Details of candidates trained in soft copy as per Annexure - 4G</p>	
2	<p>Placement Capability (Sector wise)</p> <ul style="list-style-type: none"> <li>• Placement completed in the sector in last two years</li> </ul>	<ul style="list-style-type: none"> <li>• Project completion certificates from sponsoring agency clearly highlighting the number of trainees placed, in case of completed projects &amp; partial project completion certificate in case of ongoing project</li> </ul>	<p>Details of candidates placed in soft copy as per Annexure – 4H</p>	
	<ul style="list-style-type: none"> <li>• Industry tie-ups / MoUs with industry and placement partners</li> </ul>	<ul style="list-style-type: none"> <li>• Self-attested copy of MoUs signed with industry and placement partners mentioning the number of Trainees to be hired, Job role, salary and any other relevant details of employment.</li> </ul>		
3	<p>Operational Capability</p> <ul style="list-style-type: none"> <li>• Presence in Madhya Pradesh</li> </ul>	<p>Certificate from the sponsoring agency / agencies mentioning the addresses of the Training Centres operated by the Training Service Provider clearly mentioning the name of state, district and training centre</p>		
	<p>Operational Capability</p> <ul style="list-style-type: none"> <li>• Presence outside Madhya Pradesh</li> </ul>			
4	<p>Qualified Faculty / Trainers</p>	<ul style="list-style-type: none"> <li>• CVs of faculty / trainers along with their appointment letter,</li> <li>• Certification document from SSC</li> </ul>		

Annexure – 4F: Curriculum Vitae Template for Trainer

1. Name of the trainer:
2. UID (AADHAR) No. -
3. Sector & Module:
4. Date of Birth:
5. Educational qualifications:

<b>Sl. No.</b>	<b>Education Qualification</b>	<b>University and College/Location</b>	<b>Passing year</b>	<b>Marks scored/GPA</b>

6. Work Experience

<b>Sl. No.</b>	<b>Employer</b>	<b>Designation</b>	<b>Date from</b>	<b>Date to</b>	<b>Duration (in months)</b>	<b>Brief description of responsibilities</b>

7. Details of project

<b>Sl. No.</b>	<b>Name of the client</b>	<b>Name of the project</b>	<b>Employer</b>	<b>Date from</b>	<b>Date to</b>	<b>Duration (in months)</b>	<b>Brief description of responsibilities</b>

8. Details of special achievements like certifications, trainings, etc.

<b>Sl. No.</b>	<b>Type of achievement</b>	<b>Date</b>	<b>Details of achievement</b>	<b>Remarks if any</b>

9. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of trainer]

(Authorized signatory)

Stamped and signed

Please enclose appointment letter and certification document received from SSC

## Annexure – 4G– Technical Capability

(“On the Letter Head of the Organization” Ref. No.: Date)

### **Self-Certificate**

This is to certify that we have trained.....candidates over the last three years as specified in the document.

The skill development training provided to the candidates as mentioned above relates to vocational training duration of more than 120 hours in the sectors or modules pertaining to one or more of the following courses or modules or job roles notified by SSC/MES sponsored by any state or central government department/ministry or CSR initiatives.

Training details (mandatory):

<b>Sl. No.</b>	<b>Project sponsoring agency</b>	<b>Name of the Project</b>	<b>Project Status (Completed / Ongoing)</b>	<b>Financial Year (2016-17/ 2017-18)</b>	<b>Name of Sector</b>	<b>Number of Trainees trained</b>

(Authorized signatory)  
Stamped and signed

Notes – This self-attested document should be enclosed with –

- Project completion certificates from sponsoring agency clearly highlighting the sector-wise number of trainees trained, in case of completed projects
- Certificate from sponsoring agency specifying the sector-wise number of trainees trained till 31.03.2017, in case of ongoing projects
- Work Orders/Sanction order/ MoU / Agreement / any other document mentioning the sector-wise no. of trainees trained / to be trained for completed / ongoing projects

#### **Trainee Details\*:**

<b>Sl. No.</b>	<b>Project sponsoring agency</b>	<b>Name of the Project</b>	<b>Project Status (Completed / Ongoing)</b>	<b>Financial Year (2016-17/ 2017-18)</b>	<b>Name of Sector</b>	<b>Name of trainee</b>	<b>Mobile No.</b>

\*Supporting documents to be submitted in softcopy.  
DD/MM/YYYY format to be followed

Annexure – 4H– Placement capability

(“On the Letter Head of the Organization” Ref. No.: Date)

**Self-Certificate**

This is to certify that we have placed.....candidates which is ....% of the trained candidates over a period of three years as specified in the document.

Placement details (mandatory):

Sl. No.	Project sponsoring agency/ Self Sponsored	Name of the Project	Project Status (Completed / Ongoing)	Financial Year (2016-17/ 2017-18)	Name of Sector	Number of Trainees placed

(Authorized signatory)

Stamped and signed

Notes – This self-attested document should be enclosed with –

- Project completion certificates from sponsoring agency clearly highlighting the number of trainees placed, in case of completed projects
- Certificate from sponsoring agency specifying number of trainees placed till 31.03.2018, in case of ongoing projects
- Self certificate / any other document mentioning the sector-wise no. of trainees placed for completed projects.

**Placement (wage employment) Details\*:**

Sl. No.	Project sponsoring agency	Name of the Project	Project Status (Completed / Ongoing)	Financial Year (2016-17/ 2017-18)	Name of Sector	Name of trainee placed	Mobile No.	Employer Name & Contact	Monthly Wage (in INR)

\*Supporting documents *to be submitted in softcopy*

**Annexure –4I: Financial Capability  
“On the Letter Head of the Organization”**

Ref. No.:

Date:

Certificate

With reference to the Clause No. 24 (ii) (Financial Capability) of the RFP No. 01/MPTB, this is to certify the below:

<b>Sl. No.</b>	<b>Financial Year*</b>	<b>Turnover/Receipts (in Rs. Lakhs)</b>	
		<b>Total</b>	<b>From Skill Development Training Programs</b>
<b>1.</b>	2016-17		
<b>2.</b>	2017-18		

Net Worth as on 31.03.2017 (in Rs. Lakhs):

(Authorized Signatory)

Stamped and signed

## CA Certificate

This is to certify the below details for the company .....

Sl. No.	Financial Year*	Turnover/Receipts (in Rs. Lakhs)	
		Total	From Skill Development Training Programs
<b>1</b>	2016-17		
<b>2</b>	2017-18		

Net worth as on 31.03.2017 (in Rs. Lakhs):

(Signature and Seal)

Certified by CA

Membership No.:

(On the letter head of the TSP)

**TO WHOMSOEVER THIS MAY CONCERN**

This is to certify that we \_\_\_\_\_ (Name of the TSP) registered under \_\_\_\_\_ (Name of the Act) vide registration no. \_\_\_\_\_ do hereby declare and confirm that we have neither been black-listed nor bankrupt by any Ministry/ Department/ Board/Corporation / Any other entity of the Central or State Government or by any quasi-government or any Public Sector Undertaking or any bank or any Other Entity till date.

(Authorized signatory)

Stamped and signed

**Annexure – 4K– Format for Bank Guarantee for EMD  
(on letterhead of Scheduled Commercial Bank)**

Bank Guarantee No. \_\_\_\_\_ (to be issued by the Guarantor) dated \_\_\_\_\_

To

Madhya Pradesh Tourism Board  
Jahangirabad  
Bhopal

WHEREAS \_\_\_\_\_ [Name and address of TSP] (hereinafter called “the TSP”) has undertaken, in pursuance of your EOI No. \_\_\_\_\_ dated \_\_\_\_\_ to provide the training services to the Madhya Pradesh Tourism Board (MPTB), Department of Technical Education & Skill Development, and Government of Madhya Pradesh on terms and conditions set forth in the said letter.

AND WHEREAS it has been stipulated by you in the said letter that the TSP shall furnish you with a Bank Guarantee by a Scheduled Commercial Bank for the sum specified therein as security for compliance with his obligations in accordance with the terms and conditions set forth in the said letter;

AND WHEREAS we have agreed to give the TSP such a Bank Guarantee;

NOW THEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the TSP up to a total of \_\_\_\_\_ [amount of Guarantee] \_\_\_\_\_ [in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of \_\_\_\_\_ [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We further agree that no change or addition to or other modification of the terms of the Contract or of the services to be performed there under the MoU which may be made between you and the TSP shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification. The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the TSP or of the Bank notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) and the guarantee shall remain valid till \_\_\_\_\_

Unless a claim or a demand or a request for extension in writing is made upon us on or before \_\_\_\_\_ all our liability under this guarantee shall cease.

This guarantee shall be valid till \_\_\_\_\_ and may be extendable, if required.

Signature and Seal of the Guarantor
Name and Designation:
(Name, Signature & Occupation)
Name of the Bank:
Address:
Date:
Address