

INDIAN INSTITUTE OF MANAGEMENT SHILLONG
Umsawli, Shillong-793018

Website: www.iimshillong.ac.in

EOI No: V1-1601/10/2022-SPO/24-25/O5

Dated: 29 July 2024



Expression of Interest
for conducting Business Communications Program

Address To:

Chief Administrative Officer
Indian Institute of Management Shillong
Umsawli
Shillong – 793018

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DETAILED NOTICE INVITING EXPRESSION OF INTEREST

EOI is invited on behalf of Director, IIM Shillong from eligible, experienced agencies/ vendors for conducting Business Communications Program at IIM Shillong

EOI No	V1-1601/10/2022-SPO/24-25/O5
Name and Location of Work	Expression of Interest for conducting Business Communications Program at IIM Shillong
Date of Issue/e-Publishing at CPPP website https://eprocure.gov.in/eprocure/app	29 July 2024 at 17: 00 hrs
Document Download Start Date and time at CPPP website https://eprocure.gov.in/eprocure/app	29 July 2024 at 17: 00 hrs
Document Download End Date and Time at CPPP website https://eprocure.gov.in/eprocure/app	09 August 2024 at 17: 00 hrs
EOI Queries should reach by	Latest by 05 August 2024 till 17:00 Hrs. EOI queries received later than the date and time as mentioned above shall not be entertained. Pre-Bid queries should only be emailed to spo@iimshillong.ac.in
Pre-Bid Meeting	NA
Last Date and Time for receipts of EOI online at CPPP website https://eprocure.gov.in/eprocure/app	09 August 2024 at 17: 00 hrs
Date and Time for opening of EOI at CPPP website https://eprocure.gov.in/eprocure/app	10 August 2024 at 17: 00 hrs
Qualifying process	<ol style="list-style-type: none">1. The bidder must satisfy all the eligibility criteria2. The bidder must demonstrate capability to deliver as per the expectation of the Institute (to be demonstrated through a presentation)
Address for correspondence	Store and Purchase Office, IIM Shillong, Umsawli, East Khasi Hills, Shillong-793018, Meghalaya Office Contact No : 0364-2308012/2308070 Email: spo@iimshillong.ac.in

Sd/-
Chief Administrative Officer
IIM Shillong

1.0 INSTRUCTIONS FOR ONLINE BID SUBMISSION :

- 1.1 Bidders would be required to register on the Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app> using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.
- 1.2 Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
- 1.3 Bidders can download the bid document from Central Public Procurement Portal website at <https://eprocure.gov.in/eprocure/app> and required to submit the bid online by scanning and uploading all the relevant documents through the online Portal only.
- 1.4 EOI information is also available in the Institute's website at <https://www.iimshillong.ac.in/EOI-notices/>. Any further detail regarding Amendment
- 1.5 /Addendum /Extension/ Corrigendum (if any) will be upload online only at both the given websites.
- 1.6 The bid submitted shall become invalid if- The bidder doesn't upload all the relevant testimonials as mentioned in this EOI document.
- 1.7 The Bidders will be required to produce the original copies of the eligibility criteria documents along with other documents mentioned in the EOI whenever needed at the various stages of EOI {if required}. Any discrepancy is noticed in the uploaded documents with reference to the original documents, the bid will be treated as invalid.

Sd/-
Chief Administrative Officer
IIM Shillong

2.0 GENERAL TERMS & CONDITIONS:

2.1 INSTRUCTIONS TO BIDDERS

- 1) EOI document: One set of EOI documents are uploaded in the CPPP portal. Bidder shall download the EOI documents and are advised to read the instructions carefully to ensure that his response complies fully before participating in the CPPP portal along with their offer letter.

3.0 EOI submission:

- 3.0.1 Bidders must upload their documents by the time and date mentioned in the Notice Inviting e-EOI in the CPP Portal (www.eprocure.gov.in), within stipulated time. Bidder may go through the given special instruction before participation in e-EOI.
- 3.0.2 Bidder may request clarification at any time up to the mentioned last date of seeking Clarification. Such clarification requests shall be addressed to the Store & Purchase Officer, IIM Shillong (Email: spo@iimshillong.ac.in)

3.1 EOI requirement

- 3.3.1 The technical bids will be opened online by a committee duly constituted for the purpose at the time and date as specified in the EOI document. All required documents against Notice Inviting EOI documents need to be uploaded at CPP Portal as per checklist at Annexure II by the bidders and verified by the Digital Signature Certificate (DSC). The same will be downloaded for technical evaluation and the result of technical bid evaluation will be displayed on <https://eprocure.gov.in/eprocure/app> in which can be seen by all bidders who participated in the EOI.
- 3.3.2 It is important that bidder clearly demonstrates his ability, giving to Institute a high level of confidence that the bidder will be able to perform the works/ supply/ service within the schedule and meeting the other requirements listed in the EOI document. Failure to do so may result in disqualification of the EOI.

3.4 BACKGROUND:

IIM Shillong was established as the seventh Indian Institute of Management of the country during 2007 by Government of India. It is involved in the following activities:

- 3.4.1 Running degree programs – Post Graduate Program (PGP) in Management, Post Graduate Program for Executives (PGPEX), Post Graduate Program for Working Executives (PGPWE)
- 3.4.2 Running doctoral programs – Doctoral Program in Management, and Doctoral Program in Management for Working Professionals
- 3.4.3 Running other short-term programs, Management development programs, Certificate programs, etc.
- 3.4.4 Helping entrepreneurs to develop through its IIMS Foundation for Incubation and Enterprises
- 3.4.5 Helping the local community to enhance their employability through the Centre for Development of North Eastern Region (CeDNER)
- 3.4.6 Helping the governments in the region with cross functional research and data for policy development through the Dr. APJ Abdul Kalam Centre for Policy Research and Analysis

4. Scope of Work and Deliverables:

The following topics need to be covered in the course:

- a) Career Success Communication
- b) Verbal Communication
- c) Non-Verbal Communication
- d) Narrating Self
- e) Working on Narratives
- f) Interview pitch
- g) Aspect of Cross Culture Communication
- h) Perfecting Presentation skills (I & II)
- i) Reflection on Business Communication

5. Period of assignment:

- The period of the empanelment will be initially for a period of three years, renewable annually based on satisfactory performance of the concerned agency.

6. ELIGIBILITY CRITERIA:

- The bidder should be registered as a Company as per the Companies act. Appropriate documents/certificates issued from appropriate authorities should be enclosed to support this and if it is a partnership bidder, a certified copy of the Partnership Deed.
- The Agency should have PAN Number and GST Registration. (Proof to be attached)
- The bidder should have at least 10 years experience in training and delivery of the program. (Proof of similar programs conducted is to be attached)
- Resource person(s) should have a Masters degree. (Details of resource persons is to be attached along with details of programs conducted by them)
- Resource person should have at least 15 years experience in Training, Consulting and Coaching. (Resume of resource person(s) is to be attached)

7. EOI EVALUATION PROCESS:

7.1 Interested bidders should submit comprehensive proposals that include.

7.1.1 Previous experience in Training, Consulting and Coaching for educational institutions/ other institutions/organizations/ corporations, etc.

7.1.2 Detailed Portfolio showcasing relevant work

7.2 The submitted EOI will be opened by a Committee duly constituted for this purpose. The proposals (complete in all respects) received will be opened as mentioned at “EOI Schedule” in the presence of the Agency’s representative if available. Only one representative will be allowed to participate in the Proposal opening and evaluation process, subject to the submission of a valid authorization letter.

7.3 The Agencies may depute their authorized representatives to remain present during the

Proposal opening process subject to the submission of a valid authorization letter in the name of the representative to attend the Proposal opening process.

7.4 In case the day of the opening of proposals is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.

7.5 Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.

7.6 IIM Shillong reserves the right to reject any application without assigning any reason.

7.7 IIM Shillong reserves the right to relax/ amend/ add/ withdraw any of the terms and conditions contained in the EOI Document without assigning any reason thereof.

7.8 The decision of the Competent Authority, IIM Shillong will be final in all matters relating.

7.9 Presentation for Bidders:

7.9.1 A Separate online meeting for presentation will be conducted through Online platform as decided by IIM Shillong, to assess the competence of the bidders.

7.9.2 The presentation will be the part of evaluation of bids and the date for the presentation will be declared later on, after the opening of bids. The link to online meeting for presentation will be shared with only those bidders, whose bid/application would have been received by the closing time and date as indicated in the beginning of this document.

7.9.3 Maximum of two representatives per bidder will be permitted to attend an online meeting for presentation, subject to the submission of a valid authorization letter.

7.9.4 Basis Presentation and satisfying all criteria as mentioned, the Bidder will be shortlisted.

8. EMOLUMENTS AND PAYMENT

8.1. Per session emolument is Rs **7500/- (excl. taxes)** for 1.5 hrs i.e 90 mins. The 400 participants of PGP 24 batch will be divided into 10 sections i.e 40 participants per section. Each section will go through 10 sessions each on the topics mentioned at the scope of work and deliverables. Therefore, there would be a total of 100 sessions for the entire batch of 400 students and the total expenses for emoluments would be **Rs 7,500/- * 100 sessions amounting to Rs 7,50,000/- excluding taxes.**

8.2 Transport, Food and Lodging for the Resource persons for the program will be separate and would be as per actuals as per IIM Shillong rules.

Name, Signature and Seal of Authorized Signatory of Agency

**PROFORMA FOR SUBMISSION OF OFFER LETTER OF EOI DOCUMENT,
DECLARATION AND BIDDER DETAILS**

(THIS “OFFER LETTER” TO BE SUBMITTED IN BIDDER’S LETTER HEAD)

Ref no.

Date:

To

The Chief Administrative Officer

IIM SHILLONG

Umsawli, Shillong – 793 018.

Sub:

“

_____.
_____.” *against EOI No:* ____ **Dated** ____/____/____

1. I/ We had read entire EOI and unconditionally accept all the terms and conditions laid down in the EOI document.
2. I/We enclose herewith documentary evidence of my/our experience of execution of work/ supply/ service of similar nature and magnitude carried out by me/us as per the eligibility criteria along with the other documents mentioned in the tender document.
3. I/ We confirm and declare that we are not blacklisted/ debarred/ de-registered by any Government department/ Public Sector Undertaking/ Autonomous bodies or any other agency for which we have executed/ undertaken the works/ supply /services during the last 5 years.
4. It is certified that all the information given hereby as well as in the enclosed eligibility bid documents are correct to the best of my knowledge and believe. It is also understood that I/We shall be liable to be debarred, disqualified in case any information furnished by me/us found to be incorrect.

Date.....day of.....2024

Name of the Bidder with Address:

Name:

Address:

Signature of Bidder(s), with the seal of Firm

ANNEXURE-II

INDEX COMPLIANCE SHEET

(To be submitted on the letterhead of the Agency/ Bidder)

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1	Details of the Agency As per Annexure – II				
2	Copy of Permanent Account Number (PAN) in the name of the bidder, if not proprietorship bidder.				
3	Copy of GST Registration Certificate.				
4	Proof of Income / Turnover to claim the eligibility related to Turn Over (CA Certificate)				
5	Proof of Experience: PO/ WO/ Agreement/ Experience Certificate/ Performance certificate from the clients.				
6	Duly signed and stamped of the entire EOI document along with its addendum/corrigendum, if any				
7	All other documents, as required to claim eligibility				

Place:

Date:

(Signature with stamp of the Agency)

Details of the Company

(To be submitted on the letterhead of the Agency/ Bidder)

Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist

1	Name of the Agency (In Block Letters)	
2	Registered Office Address (With telephone no. & email address)	
3	Status of the organization : Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	
4	Year of incorporation /constitution of agency	
5	PAN No.	
6	GST No.	
7	Authorized Signatory Details	Name: Designation: Mobile No: Email:
8	Details of Contact Person Other than Authorized Signatory:	Name: Designation: Mobile No: Email:
9	Total No. of Year of Similar Experience Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria.	
10	Annual Business turnover for last three financial years, duly certified by the Chartered Accountant	FY 2019-20: Rs FY 2020-21: Rs FY 2022-23: Rs
11	Volume of business revenue during the last two years	
12	Total number of employees	
13	Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	
14	Any other information	

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Shillong, if it deems fit.

Note:

- 1) Please enclose all supporting documents.
- 2) If documents are not included in the application, the bid will be automatically rejected.

Signature of authorized signatory Name:

Seal:

DETAILS OF EXPERIENCE

(To be submitted on the letterhead of the Agency)

Sr. No	Name of the organization/ Institute where goods /services were provided with	Value of the contract in INR	Duration of contract		Total years of experience (YY/MM)	Copy of contract along with the performance report
	Name of Contact Person, Contact No. & email id.		From (MM/ YYYY)	To (MM/ YYYY)		(Yes/No)
1						
2						
3						
4						
5						
6						
7						
8						

Add more line if required

Note:

- Agencies are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Agencies may add row / rows in the above format, if No of organizations / Institutions are more or may add additional sheet also.
- The bidder should provide the contact information (i.e., names of two contact persons, phone number, email address, URL of the company) of clients that IIM Shillong may contact in order to obtain the required information.

Signature of Agency**Name:**

Designation:

Organization Name: _____**Contact No.:** _____

Annexure V

Presentation Requirements

S.no	Particulars to be evaluated in the Presentation	Yes/ No
1	Whether the portfolio of the bidder demonstrated, aligns with the requirements of the Institute.	
2	Whether the bidder has demonstrated relevant experience in conducting training/ consulting/ coaching in educational institutions/ corporates/ PSUs/ Govt etc	
3	Whether the bidder demonstrated the quality of the design of the program in the portfolio is as per the expected standards of the institute	
4	Whether the bidder has demonstrated the capabilities to create a program that commensurate with the objective of the program etc	
5	Whether the bidder demonstrated the sample of design of the program that could showcase the conceptualization capabilities of such work, including program content etc. as per the requirements of the institute.	

ANNEXURE-VI

SELF-DECLARATION ABOUT NON-BLACK-LISTING

(To be submitted on the letterhead of the Agency/ Bidder)

To
Chief Administrative Officer,
Indian Institute of
Management Shillong

Date:

Subject: Self Declaration About Non-Black-Listing

Sir,

In response to EOI under reference, I/ We hereby declare that presently our bidder/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / bidder / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of Proposal.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the proposal if any to the extent accepted may be cancelled.

Yours faithfully,

(Name & signature with stamp of the Agency)