

EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF TRAINING PARTNERS FOR CONDUCTING TRAININGS FOR THE STAFF OF THE CENTRE FOR RAILWAY INFORMATION SYSTEMS

Expressions of Interest are invited by Managing Director/CRIS, Centre for Railway Information Systems (CRIS), Chanakyapuri, New Delhi-110021 for the scope of work detailed below

EOI No: 2019/CRIS/-----

Dated: ---,---,2019

1. BRIEF INTRODUCTION

Centre for Railway Information Systems (CRIS) is the nodal agency for providing IT services to the Indian Railways (IR). CRIS designs, develops and implements IT systems covering different domains on diverse technologies. CRIS has strength of approximately 600 technical professionals working in multiple projects and on varied technologies. For effective job performance, there is a need of continuous upgradation and acquisition of knowledge, skills and abilities through Training and Development program.

To impart quality trainings in alignment with the latest training methodologies, CRIS intends to empanel a set of **Training Organizations** upto January 2021 to provide Training to its Technical staff.

Training Organizations that meet the required Qualification Criteria and have the capability to deliver the given Scope of Work will be considered for empanelment.

The empanelled Training Organizations may also be considered for providing basic IT training to non-technical staff also.

The empanelled Training Organizations suiting the needs for particular courses will be asked to give their financial offers periodically for holding training courses as per requirements.

An indicative list of Training areas is provided at Annexure-B. However, this is not an exhaustive list, technology areas may be added/removed from this list as per the Organizational requirements.

The empanelled Training Organizations may also be asked to work for Training Need Assessment, Learning Management Systems and any other Skill upgrade related tasks. Work done in these areas should be mentioned under Technical capabilities.

2. INVITATION FOR PROPOSALS

CRIS invites Expressions of Interest from the eligible Training Organizations (bidders) for **Empanelment with CRIS upto January, 2021 for delivery of training of various types for CRIS technical staff**, with the conditions and in the manner prescribed in this EOI document.

Bidders are advised to study this EOI document carefully before submitting their proposals in response to the EOI notice. 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.

EXPRESSION OF INTEREST FOR EMPANELMENT OF TRAINING AGENCIES

Bidders are requested to attend the pre-bid conference on the date and time mentioned in the document.

3. CRITICAL INFORMATION

3.1 EOI SUBMISSION

S. No	Information	Details
1.	Bid inviting authority	Managing Director, Centre For Railway Information Systems
2.	EOI No. and Date	2019/CRIS/
3.	Last date for submission of written queries for clarifications (email only)	Date: email:
4.	Cost of EOI document	An empanelment fee of Rs. 5000.00 (Rupees Five Thousand only) should be submitted via NEFT / RTGS as per details at Annexure F at the time of submission of the offer but definitely before ___ hrs on ___, failing which the offer will be summarily rejected.
5.	Date of pre-bid conference	Date: Time: Venue:
6.	Release of response to clarifications and issuance of corrigendum, if any	Date:
7.	Opening of offers	Date:
8.	Offer Submission	Offers should be submitted in hardcopy as well as in soft copy, in a separate CD, inside a single envelope, containing the offer. The offer should be signed by an authorized signatory only. The offer documents must be submitted duly completed in prescribed formats as per the EOI Annexure-A. Proof of submission of the requisite fee should be attached (i.e. transaction number of the fund transfer).

EXPRESSION OF INTEREST FOR EMPANELMENT OF TRAINING AGENCIES

- 3.2** Each page of the bid documents should be signed and stamped (company seal) by the authorized signatory. Additional conditions/stipulations/deviations to the technical requirements and terms and conditions, if any, must be clearly brought out by the bidder in the deviation statement, CRIS reserves the right to consider or reject the same without assigning any reason.
- 3.3** The submission of the offer will be deemed to imply that the bidder fully understands the Scope of Work involved.
- 3.4** Incomplete or technically deviated bids will be summarily rejected, without assigning any reason. The bid is liable to be rejected if the bidder submits false information.
- 3.5** No financial bid is to be given at this stage.
- 3.6** Validity of the bid should be at least 90 days from the date of EOI opening.

4. Eligibility criteria

The EOI can be responded by Training Organizations from the private sector and Training Institutes / organizations in the Government / public sector. Training Organizations fulfilling the eligibility criteria and interested in offering their services are invited to submit their interest and provide complete and detailed information on their eligibility and experience in training services.

The bidders should meet the following minimum pre-qualification criteria. Offers from bidders who fail to meet the following minimum criteria shall be summarily rejected and will not be considered for further evaluation.

SN	Pre-Qualification Criteria	Requirement	Supporting documents
1	Registration under Companies Act / as a partnership / sole proprietorship/ Training Institute	Valid registration as a company in existence for a minimum period of 5 years.	The bidder should furnish a Certificate of Registration/Incorporation showing registration more than 5 years ago.
2	Annual turnover	The bidder should have average annual turnover of at least Rs. 4 Crore or above during the financial years, i.e. year, 2015-16, 2016-17 and 2017-18	Audited balance sheets and profit and loss accounts authenticated by the Statutory auditor or firm of Chartered Accountants

EXPRESSION OF INTEREST FOR EMPANELMENT OF TRAINING AGENCIES

3	Total no of corporate and/or Government trainings conducted per year for last three years 2016-17, 2017-18 & 2018-19	Minimum 100 Corporate and/or Government trainings covering at least 1500 participants / trainees.	Certificate of completion / other document showing successful completion of the training programs. References (contract details, contact details of customers, completion certificates, customer satisfaction certificate, etc.) for these projects to be provided.
4	Faculty / Resource Persons/ Training Coordinators strength	No. of on-roll faculty/ Resource Persons/ Training Coordinators providing technical trainings including permanent employees, present contractual employees, empanelled subject matter experts	At least 20 such on-roll faculty / Resource Persons/ Training Coordinators providing IT-related trainings including permanent employees, present contractual employees, and empanelled subject matter experts.
5	Quality certification	The bidder should be an ISO 9001:2015 / ISO 9001:2008 / ISO 29990:2010 certified organization.	Copy of quality certificate. The certificate should remain valid during the empanelment period i.e. till January 2021). The firm would not be considered for submission of financial bids, if certifications are not valid at that time.
6	Blacklisting / debarring	The bidder must not be blacklisted/ debarred/ suspended/banned by any Ministry/ Department of State or Central Government/PSU on the closing date of this EOI	A Self Declaration stating to this effect is required to be signed by authorized signatory of the agency with seal.

- a. CRIS reserves the right to establish the veracity of any documents submitted by the bidder with their customers.
- b. CRIS reserves the right to keep any bidder out of the zone of consideration without specifying any reason.
- c. The selection of the panel will be made on the basis of the qualifying criteria specified above.

- d. Once empanelment process is complete, Financial bids will be sought from the empanelled Training Organizations for a particular course or group of courses based on the information and credentials (for technical capabilities) provided by them along with their EOI offer in regard to their experience of similar work executed.
- e. CRIS may decide at its discretion to visit any or all of the vendors' sites during the evaluation of the EOI to better appreciate the capabilities of the Training Organizations.
- f. Notwithstanding the above, CRIS reserves the right to ask for any additional credentials / information from any of the vendors during the evaluation as it deems fit.

5. Technical Capability of the Training Organization

The Training Organizations are required to submit the documents which establish their credentials and competency as per the required Scope of Work (Clause 6). Documents for the same should be submitted as per the Annexure-A (2).

- 1. Details of company profile & Strength:
 - i. Company background, history and why the proposer is qualified to provide training on particular courses / group courses
 - ii. A description of the firm's / Agency's/ Institution's structure, including CVs of key personnel / trainers
 - iii. Any other documents
- 2. Past experience in services executed of similar nature. Bidders must demonstrate their experience by submitting documentary proof. This can be in addition to the required eligibility criteria.
- 3. Methodology used/capability for pre-assessment and post-assessment for trainees in Instructor led Trainings.
- 4. Other Training capabilities – e-Learning, Virtual Classroom, Instructor led training and other formats. Experience in each training format (e-Learning, Virtual Classroom) should be indicated in terms of
 - i. No. of trainings conducted
 - ii. No. of years training has been provided in each of the above formats
- 5. Capabilities to design and deliver custom content courses for e-learning.
- 6. The list of own training centers/ATC/Franchise training centers for conducting regular technical training courses at Delhi/NCR /Mumbai/Chennai/Kolkata/Secunderabad. If no permanent centers of own, then capability to organize infrastructure to conduct trainings should be indicated in the offer.
- 7. Copy of the agreement duly signed by authorized official of OEM / Professional Body in case bidder is an authorized partner of any major OEM / Professional Body.
- 8. LMS/ TNA and Skill upgrade program design/management implementation experience, if any.
- 9. ISO 27001 certification, if any.

10. Any other document establishing the performance of the bidder in Training services.

6. SCOPE OF WORK (SOW) TO BE PROVIDED BY THE EMPANELLED TRAINING ORGANIZATIONS

The purpose of the present EOI is to empanel competent and experienced Training Organizations for technical training to CRIS staff. Broad course categories/subcategories are given in Annexure-B. The Training Organizations can apply for empanelment even if all course categories listed in this document (Annexure-B) are not available with them.

The empanelled Training Organizations will be asked to give their financial offers periodically for holding training courses as per requirement. Course details, timelines of deliverables, payment terms, penalty clauses, and other relevant details will be shared at that time.

The scope of work detailed in this section is with respect to the training services to be provided once work is allocated to an empanelled Training Organization.

The empanelled Training Organizations may also be considered for providing basic IT training to non-technical staff also.

Empanelled Training Organizations may also be asked to implement a Learning Management System/TNA/Skill Management Program in CRIS. For this, separate bids will be sought from the empanelled vendors.

6.1 COURSES

Classification of Courses: The classification of courses is on the basis of type of content and the level of knowledge imparted through the course. The courses scheduled have been classified into the following four categories.

- a. **Basic Level Courses:** The participants appearing in this Category of courses will have to be taught the basics of the specific course.
- b. **Intermediate Level Courses:** The participants appearing in this category of courses will have the basic knowledge of the specific course as well as the experience of having worked in the specific technology area.
- c. **Advanced Level Courses:** The participants appearing in this category courses will have the intermediate knowledge of the particular course as well as the experience of having extensively worked in the specific technology area.
- d. **Specialized Level Courses:** These courses will be conducted for the advanced topics for experienced technical professionals in thrust areas as per CRIS organizational directives.

At the time of asking for financial bid from the empanelled Training Organizations, the course and its level will be clearly specified.

Only those Training Organizations will be called for a particular course or set of courses who have provided information and credentials about related areas.

6.2 INSTRUCTOR

- a. The instructor should be either on the rolls of the Training Organization itself or should be from an authorized partner/sub-contractor of the Training Organization. However, responsibility for quality of the instructor will lie with the Training Organization.
- b. The Training Organization is to provide one instructor for each course for imparting training. The instructor should have relevant experience in the field of IT training / teaching and for the specific course. He or she should be deputed for the entire duration of the course, and should be changed only if required as given in Para d below. Other instructors may assist him / her or impart specialized content if required.
- c. The instructors deputed by the Training Organization may be required to give a demo on the specific course in front of the Training Monitoring Team of CRIS at least one week prior to the commencement of course.
- d. If the Training Monitoring Team of CRIS finds an instructor to be inadequately competent at the time of execution of the course, the instructor is to be changed immediately (within one working day) without affecting the flow of the course.
- e. The instructor who has been cleared by the Training Monitoring Team for a particular course and has had a positive feedback from participants would not be required to give a demo on the same subject for future courses.
- f. For OEM based / specific certification trainings, OEM authorized/certified instructor should be made available.

At the time of asking for financial bid from the empanelled Training Organizations, the instructor's qualifications/certifications/experience will be sought.

6.3 CONTENT AND COURSEWARE

- a. The Detailed Course Content and sample Courseware will be provided by the firm for perusal of CRIS minimum 3 weeks in advance of the course. Courseware is to be designed by the firm as per the syllabus for a course.
- b. Final course content will be provided by the firm as based on the inputs of CRIS. The firm will submit the same 2 weeks in advance.
- c. The courseware should broadly consist of following:-

- Suitable handouts with details of steps, tips, best practices and precautions in soft and hard copies. The soft copies will be in Adobe Acrobat format to provide easy navigation between chapters.
 - Lab exercises with ideal answers both soft and hard copies.
 - Suggested textbooks.
 - Slide shows both soft and hard copies, which do not violate copyright of other organizations.
 - Assignments to trainees with ideal answers in both soft and hard copies.
- d. Pre – requisites for the course participants for each course based on the current syllabus will be forwarded (in soft and hard copies) by the firm within one week of award of the training contract.

Empanelled Training Organizations may be asked for sample course contents at any time to enable CRIS to plan its training schedule.

At the time of asking for financial bid from the empanelled Training Organizations, the courseware requirements will be further specified.

6.4 TRAINING LOCATION

Trainings can be held at Delhi, Kolkata, Secunderabad, Chennai and Mumbai. However, most of the trainings will be conducted at Delhi.

At the time of asking for financial bid from the empanelled bidders, the Training location will be clearly specified.

6.5 TRAINING VENUE

Training venue can be at CRIS, Training Organizations' premises, or OEM authorized labs as per the course requirements.

For trainings with venue as CRIS, all infrastructure and hardware will be provided by CRIS. However, if required, the installation and configuration of software at CRIS will be completed by the bidder prior to the commencement of the course.

The same will be specified with each course at the time of asking for financial bids from the empanelled Training Organizations.

6.6 TRAINING DURATION

Training shall be conducted for 5 days a week, 08 teaching hours a day, excluding one hour for tea and lunch. The training shall preferably be conducted from Monday to Friday. However, in special circumstances, it may be conducted on Saturday / Sunday. In some special circumstances, courses may be conducted for half-days only, which will be indicated at the time of empanelled bidders for future work allocation as per specifications / requirements.

6.7 TRAINING BATCH SIZE

The maximum strength of participants for all courses is 25. Normally, 15-20 participants would be nominated. However, the courses with smaller number of the candidates can also be planned, as per the requirements. The approximate number of participants of each course will be intimated to the firm one week prior to commencement of course. The actual number of participants of each course will be decided by GM, Training based on the performance in screening test etc., and will be intimated before two days of the commencement of the course.

6.8 TRAINING METHODOLOGY

Training Monitoring Team

A Training Monitoring Team comprising suitable CRIS representatives will be formed for monitoring individual courses and their progress, effectiveness etc.

Trainings can be Instructor led training(ILT) in a physical classroom, or ILT in a virtual classroom mode, e-learning (Self Learning), or a mix of e-learning and ILT based (hybrid model). The desired model will be specified in the tender.

A. Instructor led training (ILT) (face-to-face or in virtual classrooms)

- i. Training coverage shall be exhaustive using audio and video tools. Power point slides are to be used wherever feasible, for better assimilation. The trainer must be acquainted with using latest teaching aids such as interactive boards/idea boards.
- ii. Training shall be conducted for 35Hrs per week (excluding tea and lunch breaks) unless specified otherwise. The firm should ensure that 25% of total training is devoted towards the practical/ hands-on activities/case studies as applicable.
- iii. The classroom teaching should conform strictly to the subject lesson plan, which should be prepared and approved well in advance before the course commencement.
- iv. The instructor will identify the weak participants if any and will give extra guidance till their knowledge gets updated at par with the rest of the participants. The names of the weak participants are to be intimated to the Training Monitoring Team by the instructor.
- v. The instructor and coordinators will interact with the training monitoring team on regular basis. For OEM based trainings, OEM authorized trainers/labs will be arranged by the Training Organization selected in the process.

B. e-Learning/Mixed mode trainings

- i. These would have capabilities to provide e-learning courses for standard courses as per the requirements.
- ii. Capabilities to design and deliver custom content courses for CRIS.
- iii. The e-learning module should have all conventional features of management and monitoring of the training courses.
- iv. The courses can be basic (passive) and interactive (basic to moderate).
- v. The design should be responsive in its design i.e. the layout should adapt across devices such as smart phones and tablets and should run on different OS (specifically iOS and Android).
- vi. The system should also give evaluation mechanism to monitor the progress through assessments – and generate the feedback needed in order for employees to improve.
- vii. The platform should be scalable and preferably in cloud. A suitable Learning Management System for e-Learning should be provided by the Training Organization offering its services for CRIS.

C. Assessment – Instructor Led Trainings

- i. If required by CRIS, the firm will provide a screening test of 30 minutes duration to CRIS at least two days before commencement of the course. Based on that, the list of participants will be finalized.
- ii. Module tests are to be conducted during the course and the final test will be conducted at the end of each course. The tests will preferably be objective type.
- iii. The assessment may be manual tests or online tests. This would be specified at the time of calling for Request for Financial bids for specific courses
- iv. If manual tests are conducted by the firm, the answer sheets are to be evaluated within two days of the test. Answer sheets are not to be taken outside the CRIS building without the permission of training monitoring team.
- v. The assessment will be based on the contents of the training as finalized and not a general one.

At the time of asking for financial bid from the empanelled Training Organizations, CRIS will clearly specify the training format and assessment requirements.

7. THE BID PROCESS

7.1 PRE-BID CONFERENCE

- CRIS may hold a pre-bid conference as per the dates indicated above.
- The bidder or its official representative will be invited to attend the pre-bid conference.
- Bidders may confirm their participation one day in advance.
- The purpose of the meeting is to provide bidders with information regarding the EOI and the Project requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the EOI and the Project. Pre-bid shall be held at training lab Annexe -7 CRIS, Chanakyapuri, New Dehi-21. Shri Ashutosh Goyal PPE/Training is the contact person whose mail-id is goyal.ashutosh@cris.org.in
- The response of the pre-bid conference shall be uploaded on the website: www.cris.org.in
- CRIS may make modifications to the EOI if necessary, as a result of pre-bid conference. All such modifications made to the EOI by CRIS will be issued as a corrigendum to the EOI shall be uploaded on the website: www.cris.org.in

7.2 SUBMISSION OF EOIs

- Hardcopy (Original only) + Softcopy (on a non-rewritable CD) – enclosed and sealed in one cover. The sealed cover containing the Bid should be clearly marked “**EOI for Empanelment of Training Organizations for Conducting Training for the Staff of the Centre for Railway Information Systems**”. This envelope is to be superscribed with the EOI Number/Date and the name of the Bidder and submitted to Shri Ashutosh Goyal PPE/Training at training lab Annexe -7 CRIS, Chanakyapuri, new Dehi-21.
- No Financial bid to be submitted.
- The Bids received after the due date and time shall be summarily rejected and returned to the Bidder declaring as “Late Submission” and the same shall not be opened.
- Each copy of the Bid should be a complete document of good print quality and should be bound properly as a volume. If not properly bound, CRIS shall not be in any way responsible for loss of sheets due to inadvertent opening of the document at any stage and that affecting the prospects of the Bidder during the evaluation due to loss of these documents. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different (original/ true) copies of bid must be placed along with their relevant packets mentioned above.

7.3 CONTENTS OF BIDS

7.3.1 Eligibility Documents

- The offer documents must be submitted duly completed in prescribed formats as per the EOI Annexure-A (1) for eligibility criteria for empanelment.

7.3.2 Technical Capabilities Documents

- The offer should include documents for establishing the credentials / technical capabilities of the Training Organizations as per the EOI Annexure-A (2) for meeting the above scope of work. Technical capability documents are defined in clause 5 of the EOI.

8. EVALUATION PROCESS

8.1 Overall Bid Evaluation

An Evaluation Committee will evaluate the bids on the basis of the Eligibility Criteria and Technical capabilities to select suitable Training Organizations for empanelment.

9. SELECTION PROCEDURE

9.1 NOTIFICATION OF AWARD OF EMPANELMENT

- CRIS will notify the successful bidder in writing or by fax or email that the bidder has been empanelled.
- The bidder shall acknowledge in writing to CRIS, the acceptance of the empanelment.
- An MoU will be signed between the empanelled Training Organization and CRIS based on the above Scope of Work.

10. POST EMPANELMENT CONSIDERATION OF TRAINING ORGANIZATIONS SUBMISSION OF FINANCIAL BIDS FOR SPECIFIC TRAINING COURSES

- The technical capability documents (under Clause 5) will form the basis of selection of an empanelled Training Organization for submission of financial bids for a set of training courses.
- However, if for two continuous trainings, assessment by the Training Monitoring Committee is consistently not positive, then the Training Organization may not be considered for submission of financial bids for upcoming trainings.

Annexure-A

1. Documents Required in Support of Qualification Criteria

Qualification Criterion no.	Documents to be Submitted
1	Certificate of Registration/Incorporation. (Government agencies should provide necessary Memorandum of Association / Government order).
2	Audited balance sheets and profit and loss accounts authenticated by the Statutory auditor or firm of Chartered Accountants for turnover. Not applicable for Government/Public sector agencies.
3	Certificate of completion / other document showing successful completion of the training programs. References (contract details, contact details of customers, completion certificates, customer satisfaction certificate, etc.) for these projects to be provided for the required number of training days as per the eligibility criteria.
4.	Proof for at least 20 such on-roll faculty / Resource Persons/ Training Coordinators providing IT-related trainings including permanent employees, present contractual employees, and empanelled subject matter experts. CV of at least 10 key resources should be presented.
5.	Copy of quality certificate (ISO 9001:2008 / ISO 9001:2015 / ISO 29990:2010)/ISO 27001- not applicable for Government institutes / agencies
6.	Proof of submission of requisite fee for EOI document
7	Annexure-C, Annexure-D, Annexure-E and Annexure-F -on the company letter head
8..	A Self Declaration stating – for not being blacklisted / debarred- is required to be signed by authorized signatory of the agency with seal.

2. Deviations Statement. Please submit NIL statement in case of no deviations.
3. Signed copy of Empanelment document.

2. Documents Required in Support of Technical Capabilities

S.No.	Documents to be Submitted
1	<p>Details of company profile & Strength:</p> <ul style="list-style-type: none"> • Company background, history and why the proposer is qualified to provide training on particular courses / group courses. • A description of the firm's / Agency's/ Institution's structure, including CVs of key personnel / trainers
2.	<p>Past experience in services executed of similar nature. Bidders must demonstrate their experience by submitting documentary proof. This can be in addition to the required eligibility criteria.</p>
3.	<p>Methodology used/capability for pre-assessment and post-assessment for trainees in Instructor led Trainings.</p>
4.	<p>Other Training capabilities – e-Learning, Virtual Classroom Instructor led training and other formats. Experience in each training format(e-Learning, Virtual Classroom) should be indicated in terms of:</p> <p>No. of trainings conducted</p> <p>No. of years in providing Trainings in the above formats</p> <p>The above should be supported with suitable documents</p>
5.	<p>Documentary evidences for Capabilities to design and deliver custom content courses for e-learning.</p>
6.	<p>The list of own training centers/ATC/Franchise training centers for conducting regular technical training courses at Delhi/NCR /Mumbai/Chennai/Kolkata/Secunderabad. If no permanent centers of own, then capability to organize infrastructure to conduct trainings should be indicated in the offer</p>
7.	<p>Documentary evidence for LMS/ TNA and Skill upgrade program design/management implementation experience, if any</p>
8.	<p>Copy of ISO 27001 certification, if available</p>
9.	<p>Any other documents to establish Technical capabilities</p>

Annexure-B

Proposed Training Areas – Indicative List

	Major Area	Sub -Area (Indicative)
1.	System Administration	HP, IBM, RHEL, Microsoft, Virtualization etc.
2.	RDBMS and Related products	Oracle, Sybase, DB2, Postgres, Replication tools etc.
3.	Analytics	Big Data, Hadoop and Spark, Data Analytics languages/tools:R, Python, Machine Learning etc.
4.	Design Methodology and Architecture	Agile Design Methodology, Cloud ready applications-Design Methodology and Architecture, Container architectures and tools (Open stack etc.), SOA Architecture etc.
5.	Project Management	Project Management training etc.
6.	DR and BCP	Concepts, Implementation, processes, DR and BCP (DC-DR Network Technology)
7.	Development Platforms	Advanced Java, Mobile development -Android, iOS development, HTML 5.0, J2EE, node.js, responsive design, Secure Application Development etc.
8.	Integration Platforms	Tibco, API Gateway etc.
9.	Application Servers Administration	Weblogic, WebSphere, JBoss etc.
10.	Network	Migration and transition from IPv4 to IPv6, Troubleshooting Routing in wide area network, Network Virtualization Platform for data centers, QOS (Quality of Service) management in network, Datacenter cabling standards, Troubleshooting Switching in Datacenter and LAN network etc.
11.	Quality and Process Improvement	Software Sizing and Estimation, ISO 9001 Implementation Training, IEEE standard Documentation, Requirement Gathering, Testing - Principles of Software Testing and Test Design, Test Management - Managing the Testing Process, Test Executions and Defect Tracking etc
12.	Security	Information Security Management System Auditor Training, ISO 27001 Implementation, Certified Ethical Hacking, Securing Network devices, EC-Council Certified Security Analyst, PCI-DSS awareness training, Vulnerability Assessment and Penetration Testing(VAPT) - Architecture Review, Device Auditing, Configuration Review - Nipper, Firewall – Rule Based Auditing, Securing Network devices etc.
13.	Datacentre	Power and cooling for datacenters, DCIM systems, cabling standards, etc.
14.	Soft Skills	Presentation skills, Team Working, etc.
15.	Basic IT skills	Office Automation software etc.
16.	UI/UX	Design and development of user interface

Annexure-C:

Covering letter with the Proposal in response to EOI Notice (On the Bidder's Letterhead)

{Place}
{Date}To
GM/CC & Training
Centre for Railway Information Systems
Chanakyapuri,
New Delhi-110021

Ref: EOI for the empanelment of training agency for CRIS, reference EOI no. _____ dated _____

Subject: Submission of proposal in response to the EOI for“

Dear Sir/Madam,

1. Having examined the EOI document, we, the undersigned, here with submit our proposal in response to your EOI no. _____ dated _____ for “ _____,”in full conformity with the said EOI document.
2. We have read the provisions of the EOI document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We agree to abide by this proposal, consisting of this letter, the detailed response to the EOI and all attachments, for a period of **90 days** from the date of submission of the bid.
4. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

EXPRESSION OF INTEREST FOR EMPANELMENT OF TRAINING AGENCIES

5. We would like to declare that there is no conflict of interest in the services that we will be providing under the term and conditions of this EOI.

6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

7. We understand you are not bound to shortlist/accept any proposal you receive. Please find enclosed details of your company in the format as given in Annexure-E.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

FIRM'S NAME

Signature of Authorized Signatory and Seal of the bidder

Name

Title

Date:

Annexure-D:

Details(On the Bidder's Letterhead)

S. No.	Particulars	Details to be Furnished
1	Details of the Firm	
	Name	
	Address Corporate Office, Local Office	
	Telephone	
	Fax	
	Website	
	e-Mail	
2	Details of the Authorized person for the bid	
	Name	
	Designation	
	Telephone	
	Fax	
	e-Mail	
3	Status of the firm/Company(Public/Pvt.Ltd.)	
	Details of Registration	
	ROC Ref No	
	Date	

Annexure-E:
Financial information Summary-(On the Bidder's Letterhead)

Sr. No.	Name of the Bidder	Turnover (in INR-Crores)		
		FY 2015-16	FY 2016-17	FY 2017-18

Note: Please enclose balance sheet and Profit & Loss statement duly certified by authorized auditor.

Annexure-F

S. No.	Investor/Customer's Name	Centre for Railway Information Systems.
1	Particulars of Bank Account	
	A. Bank Name	Syndicate Bank
	B. Branch Name	Akbar Bhawan, New Delhi
	C. Address	Syndicate Bank, Akbar Bhawan, Chanakyapuri, New Delhi-110021
	D. Telephone No. (Bank)	011-24672822
	E. 9-digit code number of the Bank & Branch appearing on the MICR cheque issued by the bank (cancelled or photo copy of the cheque to be enclosed)	110025107
	F. Type of the Account	Saving A/c
	G. Ledger and Ledger folio No.	
	H. Account No. (as appearing on the cheque book)	91462010020726
	I. IFSC Code	SYNB0009146
	J. E-Mail of the organization/Officer	mgraccounts@cris.org.in
	K. Pan No.	AACFC6749G
	L. Service Tax No.	AACFC6749GST001
	M. Tan No.	DELC07281B