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Sub: **Expression of Interest (EOI) for Organizational Study of NIELIT for its  
“Sustainability and Delivery of Efficient and Effective Service”**

Sir,

I would like to inform that the National Institute of Electronics and Information Technology (NIELIT), is an Autonomous Scientific Society (registered under Societies Registration Act 1860) under the administrative control of Ministry of Electronics and Information Technology (MeitY), Govt. of India. NIELIT was set up to carry out Human Resource Development and related activities in the area of Information, Electronics and Communications Technology (IECT) through formal and non-formal courses. At present, NIELIT has established its presence PAN India through its own Centres at 42 locations

2. NIELIT intends to engage an Organization/Research Institution of National Repute to undertake a detailed Organizational Study of NIELIT and invites ‘**Expression of Interest**’ from your organization presuming that you have experience of successfully carrying out at least two such studies at National or International level and your organization may like to take up this opportunity by submitting a detailed proposal by **17<sup>th</sup> January, 2020** to “*The Registrar, National Institute of Electronics and Information Technology, Plot No.3, PSP Pocket, Sector-8, Dwarka, New Delhi-110 077*”.

3. A copy of detailed ‘**Invitation for Expression of Interest**’ is enclosed for ready reference.

Thanking you,

Yours faithfully,

(Janak Raj)  
Registrar

Encl: As above

# **INVITATION FOR**

## **EXPRESSION OF INTEREST (EOI)**

**For**

### **Organizational Study of NIELIT**

**For**

**Its Sustainability and Delivery of Efficient and Effective  
service**

**National Institute of Electronics and Information Technology (NIELIT)  
Ministry of Electronics and Information Technology,  
Government of India**

**NIELIT Bhawan, Plot No.3, PSP Pocket,  
Institutional Area, Sector-8, Dwarka, New Delhi-110 077**

**December, 2019**

**National Institute of Electronics and Information Technology (NIELIT)  
Ministry of Electronics and Information Technology, Govt. of India,  
NIELIT Bhawan, Plot No.3, PSP Pocket, Institutional Area  
Sector-8, Dwarka, New Delhi-110 077**

**INVITATION FOR EXPRESSION OF INTEREST**

The National Institute of Electronics and Information Technology (NIELIT), Ministry of Electronics and Information Technology, Govt. of India intends to engage a nationally reputed Consultancy Organization/ Research Institution to undertake a detailed study cum survey to assess the Organizational Study of NIELIT for its sustainability and delivery of efficient and effective services in India according to the national perspective as well as in respect of the International Market.

2) Organizations/ Research Institutions which can demonstrate successful experience of carrying out at least two such studies at National or International level will be eligible for participating in the Expression of Interest (EOI).

3) The EOI may be submitted by 17<sup>th</sup> January, 2020 at the above address. Proposal so submitted should include the organization's mandate, its past experience and credentials (with relevant documentation) and with justification as to why it should be considered as a suitable organization for undertaking such a study. The details should specifically include:

3.1) Full particulars of the constitution, organizational structure, and main activities including details of fulltime professionals of the prospective consultant, organization/s.

- Audited financial statements for the last three years.
- Names and short CVs of the key professionals/researchers proposed to be involved in the work (the names of only such professionals should be furnished who are in a position to make a commitment of availability of their time and service for the assignment).
- Details of major assignments of a similar nature and magnitude undertaken by the consultant including methodology, time span, outcome etc.
- Organization study or any other study of any government organization/autonomous body/educational institution.

3.2) Eligibility Criteria:

- To select and choose the most competent and reputed Organizations/Marketing Research Institutions having an experience of atleast 5 years in conducting such studies and a minimum average annual turnover of atleast Rs. five crore during the last three years will be eligible.

- Due consideration will be given to organizations with professionals having relevant background expertise in emerging areas in IECT, Human Resources, focus on education and growth, keep the customers in mind, use technology and work on quality services, tapping new areas of business in emerging areas, Manpower Review and mapping as per the requirement and review of staff rules/policies and Finance & Economic, HR, Academic of Industry knowledge etc.
- Invited organisations / Research Institutions may submit their EOI proposal as per above would be invited for discussion to make presentation of their proposals covering their strengths, proposed approach and methodology, time lines, IT interventions, limitations etc. and to substantiate their eligibility and capability to carry out such a study sharing salient outcomes of similar studies conducted earlier by them for various organizations..

**Registrar,**  
National Institute of Electronics and Information Technology (NIELIT)  
Ministry of Electronics and Information Technology  
Govt. of India

**Note:**

- 1) NIELIT reserves the right to interpret all clauses of this EOI in a manner as deemed fit in the interest of the core objective of NIELIT for which applications of EOI are being invited and may reject all or any of the proposals without assigning any reason thereto.
- 2) The detailed advertisement together with Terms of Reference and Evaluation Criteria can be downloaded from the NIELIT website at [www.nielit.gov.in](http://www.nielit.gov.in)

## **1.0 BACKGROUND:**

National Institute of Electronics & Information Technology (NIELIT),(erstwhile DOEACC Society), an Autonomous Scientific Society under the administrative control of Ministry of Electronics & Information Technology (MoE&IT), Government of India, was set up to carry out Human Resource Development and related activities in the area of Information, Electronics & Communications Technology (IECT). NIELIT came into existence after amalgamation of DOEACC Society, RCC Chandigarh and Kolkata and CEDTI (conceived for R&D activities and formal degree courses since 1974) location at Aurangabad, Gorakhpur, Calicut, Imphal, Aizwal, Tezpur/Guwahati and Srinagar Jammu were merged with DOEACC Society. Prior to this, these merging entities were independent Societies having their own post structures, Recruitment Rules, Purchase Procedures, Promotion Policies etc. and were accordingly functioning independently. NIELIT is registered under Societies Registration Act XXI of 1860 through Registrar of Societies, Govt. of NCT of Delhi, Delhi.

1.1 At that time, the activities of NIELIT included only non-formal courses in the field of IT applications and formation courses at M.Tech. and Diploma levels in Electronics Hardware field in affiliation to various University and State Technical Education Boards. 03 CEDTI Centres were running M.Tech. (EDT) and two Centres were conducting Diploma in Electronics Hardware and all other Centres were engaged in non-formal courses only. Similarly, the two RCC were conducting training in non-formal sector, while mainly operating in the services sector i.e. EDP, Software development, consultancy, Turnkey Project. Etc.

1.2 Over the period of time, NIELIT has established its presence PAN India through Centres at 40 locations and still growing as various State Government are from time to time asking NIELIT to set up its Centres in their respective State.

1.3 The sanctioned regular manpower strength remain unchanged despite creation of new Centres and Extension Centres/Offices, the proposal for creation of 336 posts (211 for creation and 125 for revival) to meet the requirement of new Centres has been pending with Ministry of Finance for a long time now. In the meantime 238 lapsed posts have been revived and allocated to different Centres, particularly the newly created Centres to meet their requirement. The additional demand of manpower at NIELIT is being met by engaging contractual manpower / transferring of employee.

1.4 In 2005 revised Memorandum of Association, Rules and Regulations, Bye Laws and Service Rules were implemented after merger, it has been noticed that the real amalgamation of the distinct organisations did not take place and difficulties are being faced due to non-uniformity in implementation of various policies and procedures brought out under the new Service Rules.

1.5 Many NIELIT Centres have been set-up in remote locations with the initial funding support from MeitY. In most of the projects, the self –

sustainability of the Centre has become a major issue after the project mode is over due to various issues, like: (i) remote location of the Centre & non-availability of public facilities such as public transport, residential accommodation, market etc. (ii) non-creating / revival of sanctioned posts leads to scarcity of regular manpower etc. Thus, many Centres are running in loss and its difficult to survive after completion of project mode.

1.6 NIELIT has diversified its activities and taken different steps for capacity building and skill augmentation in the area of IECT. New schemes have been launched; new ventures have been made in line with the policies of Government of India. There are various new emerging technologies, such as IoT, Cloud Computing, Big Data, Data Analytics, GIS, Cyber Security, Robotics etc, which are being focused upon for capacity building and skill development of the youth of the country. Accordingly, existing posts such as Data Entry Operators, AC operators etc. have been become irrelevant in the diversified repertoire of activities and courses of NIELIT.

## **2.0 OBJECTIVE**

The objective of the NIELIT is to seek professional opinion on the effectiveness of the scheme, both in terms of financial and physical progress, in meeting its objectives and to suggest measures for midcourse correction for system improvement and better utilization of resources. In addition to the above, the main objective of NIELIT is also to seek professional opinion on developing strategic plan for NIELIT keeping in view of statutory status, sustainability, emerging needs, employability, make use of Human Resources, Focus on education and growth, keep the customer in mind, use of technology and work on quality services, tapping new areas of business in emerging areas, Manpower Review and mapping as per the requirement and review of staff rules/policies etc.

## **3.0 Venue & Deadline for submission of EOI**

EOI, in its complete form in all respect as specified in the EOI, must be submitted to NIELIT by **17<sup>th</sup> January, 2020**. In exceptional circumstances and at its discretion, NIELIT may extend the deadline by articulation on website, in which case all rights and obligations of NIELIT and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

## **4.0 Validity of Offer:**

The offer for EOI as per this document shall be valid for a period of three (03) months initially which may be extended further if required by NIELIT.

## **5.0 Terms of Reference**

The detailed terms of reference are enclosed at Annexure-I

## **6.0 Instructions to Consultants / Organisations**

6.1 The Expression of Interest is to be submitted in the manner prescribed below:

All information as detailed below is to be submitted in two hard copies in separately sealed envelopes and one soft copy in CD:

- a) Applicant's Expression of Interest
- b) Organization Contact Details
- c) Experience of the organization
- d) List of experts / consultants (Academician in the area of IECT, Economist, HR, Industry exposure or to HR Deployment and employability and Finance having experience) on Payroll
- e) Financial strength of the organization
- f) Additional information
- g) Declaration

**7.0** EOI Documents have been hosted on the website [www.nielit.gov.in](http://www.nielit.gov.in) and may be downloaded from the website.

The willing organisations are expected to examine all instructions, forms, terms and other details in the EOI document carefully. Failure to furnish complete information as mentioned in the EOI document or submission of EOI not substantially responsive to the EOI documents in every respect will be at the organisation's risk and may result in rejection of the EOI.

#### **8.0 Evaluation Criteria and Method of Evaluation:**

- a) Screening of EOIs shall be carried out based on analysis & verification of testimonials submitted.
- b) EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and presentation / proposal to the selection committee whose decision will be final.
- c) The Institution/Organization may be required to make a presentation, if required, to NIELIT show-casing their strengths.
- d) NIELIT will take up references and reserves the right to pay due heed to the Organisation's performance elsewhere and any past experience from Government Organization.
- e) Short listed agencies will be issued Bid Documents and asked to submit their bid in a sealed envelope.

#### **9.0 Response:**

9.1 Organisations must ensure that their EOI is submitted as per the formats attached with this document. Special comments on the objectives and scope of the service projected in the enquiry may also be submitted along with the EOI.

9.2 Application in sealed cover super scribed, as "EOI for Organizational Study of NIELIT"

#### **10.0 Conflict of Interest:**

- 10.1 Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the organisation to inform NIELIT, detailing the conflict in writing as an attachment to this EOI.
- 10.2 DG, NIELIT will be the final arbitrator in cases of potential conflicts of interest. Failure to notify NIELIT of any potential conflict of interest will invalidate any verbal or written agreement.
- 10.3 A Conflict of Interest is where a person who is involved in the activity / assignment has or may be perceived to have a personal interest in ensuring that a particular Organisation is successful. Actual and potential conflicts of interest must be declared by a person involved in the process.
- 10.4 Condition under which EOI is issued: The EOI is not an offer and is issued with no commitment. NIELIT reserves the right to withdraw EOI and or vary any part thereof at any stage.
- 10.5 Last date of submission of EOI:  
The last date of submission of EOI is 22<sup>nd</sup> May, 2019( 1700 Hrs.).



## 11.0 FORMATS FOR SUBMISSION:

### FORMAT – 1

#### APPLICANT'S EXPRESSION OF INTEREST

To,

The Registrar,  
NIELIT, NIELIT Bhawan,  
Plot No.3, PSP Pocket, Institutional Area,  
Sector-8, Dwarka, New Delhi-110 077

Sub: **Submission of Expression of Interest to undertake organizational study of NIELIT for its sustainability and delivery of efficient and effective services.**

Sir,

In response to the Invitation for Expressions of Interest (EOI) invited on 1<sup>st</sup> May, 2019 for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we attach 2 sets of the following documents in separate sealed envelopes and one soft copy:

1. Organizational Details (Format-2)
2. Experience in related fields (Format-3)
3. List of experts / consultants on payroll at least 3 (Format-4)
4. Additional information (Format-5)
5. Declaration (Format-6)

Sincerely Yours,

Signature of the applicant

[Full name of applicant]  
with seal

Stamp.....

Date:

Encl.: As above.

Note: This is to be furnished on the letter head of the organization.

## FORMAT – 2

S.No.	Contact Details of the Organisation	
1.	Name of Organization	
2.	Core areas of business	
3.	Type of Organization Central Govt./State Govt. Organisation / Autonomous Body / PSU	
4.	Whether the firm has been blacklisted by Administrative Ministry / Govt. If yes, details thereof.	
5.	Address of registered office with telephone No. & email	
6.	Address of offices in i) National Capital Region of Delhi ii) All other State/UT's	
7.	Contact Person with telephone No. & e-mail ID for future correspondence	

Signature of the applicant  
Full name of the applicant  
Stamp & Date

### FORMAT – 3

<b>Experience in Related Fields</b>					
<b>Overview of the past experience of the Organization in all aspects related to Study of the Organization.</b>					
<b>S.No.</b>	<b>Items</b>	<b>Items Number of Assignments during last 5 years</b>	<b>Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order)</b>	<b>Mention the name of Client/ Organization (Enclosed completion certificates)</b>	
<b>1</b>	Experience of assignments of similar nature				
<b>2</b>	Experience in carrying out similar assignments in Government Sector				
<b>3</b>	Experience in carrying out Similar assignments in Public sector.				
<p><b>Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” will be final.</b></p> <div style="text-align: right; margin-top: 20px;"> <p><b>Signature of the applicant</b>  <b>Full name of applicant</b>  <b>Stamp &amp; Date</b></p> </div>					

### FORMAT – 4

List of experts/consultants on payroll ( at least 5 )				
S.No.	Name	Designation	Qualification	Relevant Experience
1				
2				
3				
4				
5				
6				
7				
8				
9				

Signature of the applicant  
Full name of applicant

Stamp & Date

## FORMAT – 5

### Additional Information

**1. List all enclosures related to the previous sections.**

<b>S.No.</b>	<b>Description</b>	<b>No. of Pages</b>

Signature of the applicant  
Full name of applicant

Stamp & Date

## **FORMAT - 6**

### **Declaration**

We hereby confirm that we are interested in competing for the Services to undertake the task related to Organization Study of NIELIT.

All the information provided herewith is genuine and correct.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the organization.

**ORGANIZATIONAL STUDY OF NIELIT FOR ITS SUSTAINABILITY AND DELIVERY OF EFFICIENT AND EFFECTIVE SERVICES.**

**TERMS OF REFERENCE**

**1.0 BACKGROUND**

National Institute of Electronics & Information Technology (NIELIT), (erstwhile DOEACC Society), an Autonomous Scientific Society under the administrative control of Ministry of Electronics & Information Technology (MoE&IT), Government of India, was set up to carry out Human Resource Development and related activities in the area of Information, Electronics & Communications Technology (IECT).

NIELIT has diversified its activities and taken different steps for capacity building and skill augmentation in the area of IECT. New schemes have been launched; new ventures have been made in line with the policies of Government of India. There are various new emerging technologies, such as IoT, Cloud Computing, Big Data, Data Analytics, GIS, Cyber Security, Robotics etc, which are being focused upon for capacity building and skill development of the youth of the country. Accordingly, existing posts such as Data Entry Operators, AC operators etc. have been become irrelevant in the diversified repertoire of activities and courses of NIELIT.

**2.0 OBJECTIVE**

The objective of the study is to seek professional opinion on the effectiveness of the scheme, both in terms of financial and physical progress, in meeting its organisational objectives and to suggest measures for midcourse correction for system improvement and better utilization of resources including developing strategic plan for NIELIT keeping in view of statutory status, sustainability, emerging needs, employability, make use of Human Resources, Focus on education and growth, use of technology and work on quality services, tapping new areas of business in emerging areas, Manpower Review and mapping as per the requirement and review of staff rules/policies etc.

**3.0 TERMS OF REFERENCE**

- h) Developing strategic plan for NIELIT, keeping in view the statutory status viz. Central University / Institute of National Importance etc., self-sustainability, emerging needs, employability etc.
- ii) Appropriate administrative structure of Headquarters, its Centres and Extension Centres to meet the strategic and operational requirements.
- iii) Tapping new areas of business in emerging areas and training methodologies especially online learning platforms.

- iv) Manpower review & mapping as per the requirement and review of staff rules/policies
- v) Training / Development/re-skilling of existing manpower
- vi) Statutory arrangement for NIELIT and review of Formal and Non-formal courses and alignment with strategic plan.
- vii) Reviewing existing SoPs and suggestions for suitable changes.
- viii) The selected organization for conducting the study of NIELIT will submit its report within a period of 03 months from the date of award of contract.
- ix) Review NIELIT Accreditation and Registration. Study the present eligibility status for accreditation of institutes and registration of candidates / students to NIELIT and suggest improvements in the system.
- x) To establish a strong network of state-of-the-art Online Examination Centres for hosting the NIELIT Examinations and Examination Centre management
- xi) Complete Student life cycle starting from registration integrated to employment aligning with the objective of Skill India integrating National Job Portal.
- xii) Identify possible Industry collaboration in the field of Education, training and employment of NIELIT Students & pass-outs thereby bridging the gap between existing Industry and youth's requirement

#### **4.0. METHODOLOGY**

- (1) A field survey of all NIELIT Centres including Headquarters in consultation with NIELIT from all regions of the country viz. North Eastern Region, South, North, East & West Zones, Himalayan States, UTs etc., will be conducted by the selected organization.
- (2) The study team constituted by the organization would include Academicians, HR and Finance Experts having knowledge of best practices in the area.
- (3) During the visit the team will interact with officials of NIELIT and also visit the schools/colleges/University in the respective State.
- (4) The team visiting the Centre, shall study the requirement of State/ Industry thereof and would submit independent report along with SWOT analysis in respect of each Centres and a final comprehensive consolidated report to NIELIT. Views of the Experts in Emerging areas of IECT would be incorporated in the Reports.



- (5) Review of various data sources for educational indicators to assess the progress over the years.
- (6) Review of annual accounts and audit reports of State Implementing Societies (SIS).
- (7) Review of procurement procedures of works/goods/services for optimal utilisation of financial resources.

## **5.0 TIME SCHEDULE**

A draft appraisal report would be submitted within 3 months of the date of signing of agreement.

## **6.0. INPUTS TO BE PROVIDED BY NIELIT**

NIELIT will facilitate interaction of agency/individuals/consultants with the States/UTs as well as their visits to the selected districts and sub-district level units. A representative of NIELIT would accompany the team during the State visit.

## **7.0 DELIVERABLES**

The Consultant shall submit a detailed report indicated in the Terms of Reference

## **8.0 EVALUATION CRITERIA**

Response shall be evaluated based on the following points & marks

S.No	Description	Maximum Marks	Minimum 70% marks shall be required for getting invitations to participate in RFP / Bid
1	Understanding the concerns of NIELIT with reference of current trends	20	
2	Methodology to conduct the study	20	
3	Team deployment & Timelines	30	
4	Outline the scope of details to be included in study	20	
5	Presentation points	10	