

Electronics Corporation of India Ltd (A Government of India Enterprise) **Computer Education Division** ECIL P.O. HYDERABAD – 500 062 Telephone No. 040-27125709/27123045 Tele-Fax No. 040-27126017 e-mail: headced@ecil.co.in Web Site: www.ecil.co.in REQUEST FOR EXPRESSION OF INTEREST (EOI) REF NO. ECIL/CED/RF-EOI/2015-16/001 dated 15-05-2015. ECIL invites applications from eligible parties for appointment as Consortium Partner (CP) as per applicability, to impart two way interactive satellite based Information Technology skill development training in 916 Schools in Karnataka, 1005 Schools Telangana & Andhra Pradesh, 960 Schools in Kerala and 202 Schools in Jharkhand (the Number of schools are indicative figures, the actual numbers may change depending upon the schools acceptance of this Technology).

1. INTRODUCTION Electronics Corporation of India Limited a wholly owned Government of India Enterprise was established in 1967 to create a strong indigenous base in Electronics Industry. Since then, it has played a pioneering role in spurring the growth of Electronics Industry in India. Over the years, ECIL has evolved into a multi product, multi disciplinary organization. The current focus is on Strategic Sectors of the Nation such as Atomic Energy, Space, IT, Defense, Electronic Security Applications, Communications & Networks, e-Governance Applications and Exports. As part of its IT based Products & Services, Computer Education & Training has been identified as one of the key result areas. Such Education Delivery is offered by way of Centre based Training by ECIL-ECIT and also through Franchisee Network to the Schools, other Govt. Departments and Schemes in the Govt. Sector where Computer / IT Education is made part of the curriculum.

2. ECIL REQUIREMENTS

Implementation of Satellite based two way interactive vocational training in the schools of Karnataka, Telangana & Andhra Pradesh, Kerala and Jharkhand including supply of Hardware, Software, Network equipments, Maintenance, Manpower etc.

ECIL's Role

- i) Overall Design, Development, Facilitation, Monitoring and Evaluation, Dissemination and front end the project.
- ii) Design and steer the projects by guiding the Partner and co-ordination with the Schools and Government departments
- iii) Collect and analyze data periodically on various aspects of the project to give feedback to the operator on an on-going basis
- iv) Monitor and evaluate the project and give feedback to the department
- v) Prepare reports and disseminate the project outcome.

Roles and Scope of CP:

- (i) The CP has to contact the concerned schools in the States of Karnataka, Telangana & Andhra Pradesh, Kerala and Jharkhand to enrol the students and extend the services on Vocational courses. The CP has to provide at least one marketing official in each of the districts of the above states. The key objective is

- a. Orientation of State officials
 - b. Orientation workshop for District Education Officer's (DEO)
 - c. Orientation of Principals of Schools
 - d. Student Mobilisation
 - e. Individual Students Counselling
 - f. Parents Counselling
- (ii) Should have an existing studio/ setup a new studio with the required Hardware, Software, Studio Equipment, other Infrastructure in the above states to deliver Skill Development Training Programmes in Information Technology – List of Studio equipment as per Annexure - B
 - (iii) Should be already in this business (Satellite Based Education Provider) and should have sufficient infrastructure with skilled manpower.
 - (iv) Has to install the satellite (Dish antenna, set up box/ LNB, Screen, Projector, UPS, Speakers etc), Hardware, Software and other equipments in the schools. List of Receiving Center equipments is as per Annexure – A.
 - (v) Should have EDUSAT/VSAT bandwidth or they should hire the bandwidth for this programme. Any permission if required for transmission has to be arranged by the Partner.
 - (vi) Must have co-located servers/ set up a new servers either at Karnataka, Telangana , Andhra Pradesh, Kerala and Jharkhand
 - (vii) Should have the readymade e-content with multimedia for the Skill Development Training or Develop a New e-content in Information Technology within the time frame of deployment. The content developed should be non-voiced, script based and should be designed in such a way that experts can control the flow of the e-content during live delivery. The expert should be able to alternate between various parts of the e-content as and when required with indexing.
 - (viii) Should provide internet facility in all the schools.
 - (ix) Has to provide high quality audio visual e-content.
 - (x) Has to depute qualified trainer to train IT course in the Schools. The trainer shall explain the concepts to the students in accordance with the live teaching from studio by the expert. The trainer shall be responsible for conducting practical sessions for the students.
 - (xi) The CP has to provide necessary hardware and software (Training Kits) for conducting practical sessions for the students. The partner has to provide sufficient training Kits to ensure that each student can able to complete their practical training as per their time schedule.
 - (xii) There should be blend of face to face training as well as Satellite based Delivery(50-50).The satellite based training shall be provided by the expert from studio at the headquarter which will be received at all the schools using satellite communications equipments deployed at each school. The local trainer shall facilitate the students for understanding the topics delivered by the experts from the studio. The local trainer shall also provide the face to face practical session after the live delivery of the corresponding topic.
 - (xiii) Should Deliver the Training through satellite and terrestrial hybrid technology platform. Its expertise extends to appropriate technology development, content preparation, rendering the services LIVE and interactive teaching and for supplying of technical manpower for operations and maintenance on turnkey basis throughout the tenure of contract.

- (xiv) Should focus on achieving successful designing and implementation of Tele-training of project by mutual cooperation as well as smooth and timely co-ordination with all the schools in several locations.
- (xv) Has to coordinate with assessment agency for assessment
- (xvi) CP must provide books and other materials to the school students as per the requirement of the training programme. The student manuals and trainer manuals are the materials which guide the students as well as the trainers throughout the programme. The books or manuals shall be designed in such a way that the students can follow the material during or after the course for effective learning. The practical sessions and practice papers shall be included in the manuals to help the children to have enough drill during and after the course.
- (xvii) Site Preparation, Equipment Supply, Installation
- (xviii) Technology Development, Implementation & management
- (xix) Content Creation & Delivery
- (xx) Operation & Administration of the Tele-Training
- (xxi) Training & Technical Support
- (xxii) Maintenance of the stability of the operational system
- (xxiii) Co-ordination & exchange of information
- (xxiv) Regular Reporting
- (xxv) The training classes are to be delivered by handpicked subject matter experts, experienced faculty and renowned authors who have developed high quality bilingual multimedia content in for various projects.
- (xxvi) Moderator System: During the sessions faculties utilize multimedia content and students can clarify their doubts directly from these experts. For the multiple doubt clearance a unique moderator system (at a moderators: centres ratio of 1:12) where subject matter experts who act as moderators ensure every student's questions are answered.
- (xxvii) Establishment of Hardware Lab for practicals in each school.
- (xxviii) The CP shall deploy various teams at various levels to successfully impart the training programme. The various teams required along with their concerned responsibilities are defined below.

Detail Description of Teams

The CP shall form teams for accomplishment of the project. The teams required to be formed and the role of such teams is as under:

Information Team:

- This team shall have all the information regarding the project which includes courses details, duration, and curriculum, how the classes are being conducted.
- They have the information over all the schools involved in the program. The courses, nearest location where the class is being given, the number of training schools established, number of students in a particular location and types of class being delivered, such kind of information is most expected from the information team.
- The team responsibility shall be to mobilize the student through SMS, Voice calling and social media.

Operation Team

- To Set up Installation and commissioning of Satellite equipment and installation of other accessories such as speaker & Projector for receiving Audio Video lessons
- To train facilitator to operate the sessions after the installations
- To set up UPS in order to run class even if there is a power failure
- To look into issues when there are some and visit schools to rectify

Academic Team:

- This team shall be the committee for implementation of the syllabus and content for the classes to be run all throughout the state.
- This team shall be the factor for corroborating the idea for number of hours of offline content and online content.
- They shall be responsible for designing the content as per the syllabus of the courses offered herein with adequate amount of skill enhancement and syllabus coverage.
- They shall design the time table that is most beneficial for the students.
- The Curriculum and Courseware shall be designed based on the National Occupational Standards (NOS) developed by respective Sector Skill Councils (SSCs).

Animation Team:

- Discussion of animation script with scripiter, animation guide & team leader.
- Daily animation shall be verified by team leader & script writer will review & notes the correction.
- Final animation content shall be verified by senior Trainer & final animated file will sent to broad casting

Training Team:

- Training team shall take care of the complete training of the students, teachers, co-ordinators, faculty etc.
- They shall provide all the support regarding the implements deployed at the local centres.
- They shall provide the training regarding the operation of the devices, safeguarding them and utilization with maximum efficiency.

Tech-support Team

- They shall provide the support for all kinds of disaster management at the local schools.
- Tech support team shall be handling issues through phone calls.
- First level issues shall be solved through phone calls and second level issues will be forwarded to operations to follow up.

Software Team

Shall be responsible for the following:

- Develop and maintain OMS for viewing real time class status and management
- Develop and maintain Linux based system for running Class room software
- Develop and maintain Android apps for reverse communication and Class status sending

- Develop and maintain Studio, Moderator and Class room applications for live delivery of classes from Studio to remote schools.

Broad casting Team

HUB

Complete Operations and Management of the satellite transmission programme that includes everyday operations of the hub, maintenance of the hub and necessary co-ordination of ISRO, NOCC and MCF for satellite transmission.

STUDIO

Complete maintenance of the studio for successfully and effectively live production of the programs, professional and technical support in terms of quality, troubleshooting and management.

Course offered:

9th Standard:

1. PC Assembling & Trouble Shooting
2. Desktop Publishing
3. Internet and Network Applications
4. Data Entry Operations
5. Basic Web Designing

11th Standard:

1. Desktop Publishing, Office Automation with Accounting Management.
2. BPO Management.
3. PC Hardware & Networking
4. Mobile Repairing
5. Advanced Web Designing

Course Duration:

Up to 200 hours per course per year with following elements:

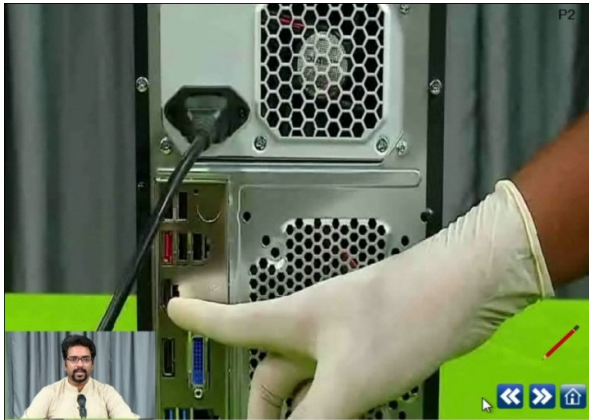
- Satellite based theoretical training with simulations and videos: 100 Hours.
- Practical Learning at schools – 100 Hours.

SCOPE OF ASSOCIATION:

- The appointment is for accomplishment of project as per the ECIL requirements mentioned at clause-2 above. The period of association and other terms & conditions will be decided by ECIL and the CP will have to enter into an agreement for this purpose at the time of placing work order on the CP.

CURRICULUM

PROCEDURE FOR TELE-TEACHING AND INTERACTION



Interaction with expert in the studio

- LIVE classes should be delivered from the centralized Studio
- During Live classes the expert will be using the non voiced E-content using their own voice, digital pen, E-content to explain the various concepts.
- The same video, audio, data and Digital pen strokes will be combined and transmitted from the studio.
- Signals shall uplinked to the satellite using DVB or IP transmission.
- Same information should be received at all the receiving schools simultaneously via satellite downlink.
- Transmission/reception software should decode information at the receiver end and projects on the screen instantly using the projector.
- Local trainer should help them in understanding the concept and also will do practical sessions for the students.
- During interaction the workstation, Classroom Camera - Microphone/Mobile/Tablet will be used by students for clearing doubts with moderators and/or studio expert.
- Each Session will consist of live delivery by the expert (Master trainer), Objective question by the expert which will be answered by the student on OMR sheet, 5 to 10 Minutes interaction sessions which will be further followed by offline doubts.
- Best quality of audio and video should be ensured at the receiving schools. Partner should arrange sufficient bandwidth to ensure the quality reception of audio and video.
- During live teaching, each animated frame in the lesson should assign a frame number. Hence during interaction trainees can ask questions easily by referring the frame no. The application allows Expert / Moderator to directly jump to that slide and solve the doubt.

Support by moderators

Since the Live classes are running simultaneously so the experts will not be able to handle the doubt for the entire student so to overcome this problem moderator has to be placed in sufficient numbers so that all the doubts can be taken up simultaneously using internet.

During LIVE sessions if trainees at the receiving end have any doubts there should be option to press “Raise Hand” button in the software at classroom end with the help of local trainer.

Then Web co-located Server shall automatically connect to a moderator who is available at that time. Query answered by moderator shall be transmitted to the centre on broadband internet.

Offline Doubt Clarification

Trainees who couldn't ask questions may send their query after live session. They may record their voice/ video / written query. They may also take the snapshot of the query which is written on their note book and send the image for doubt clarification.

Moderators will respond to these queries, and answers will be made available on the server which automatically gets downloaded in the particular training centre.

INNOVATIONS IN THE SOLUTION & TEACHING METHODOLOGY:

LIVE CLASSES FROM EXPERTS

- Experts from studio teach & interact in the real time using rich multimedia content.

ANIMATION & E-CONTENT

- Multimedia content associated with every LIVE session to make learning more effective
- Scientifically developed E-Content , broken into step-wise manner - on slides
- Non-voice based animations, studio expert gives the voice
- Every session is based on a script prepared by many subject matter experts. This standardises the program delivery.
- Any good presenter can deliver classes using the script
- Platform independent content, various device friendly
- Vector based and low sized animations – high quality output

REAL TIME MONITORING

- As LIVE sessions are multi - way, schools can be monitored any time during sessions
- GIS positioning with color indication
- school coordinator sends LIVE photo /video
- CCA tracked on daily basis
- MIS system to monitor the progress of the project

STUDENT EVALUATION

- Continuous comprehensive Assessment (CCA) and evaluation to enhance the program delivery whenever required
- Multiple Choice Questions on every topic to gauge subject understanding, student inputs to be taken on OMR sheets

Scientific approach for the content creation and delivery

The defined objectives of the program are as follows:

1. Provide the practical based training to the students who are pursuing their education.
2. Ensure the delivery of effective training along with the hands on experience to the trainees.
3. Enrich their theoretic knowledge as well as practical implications on the field.
4. Mentor the efficiency levels of the trainees to provide required training.
5. Make them confident enough to handle the industry expectations and deliver the required skills to find suitable place for themselves.

The satellite based training approach:

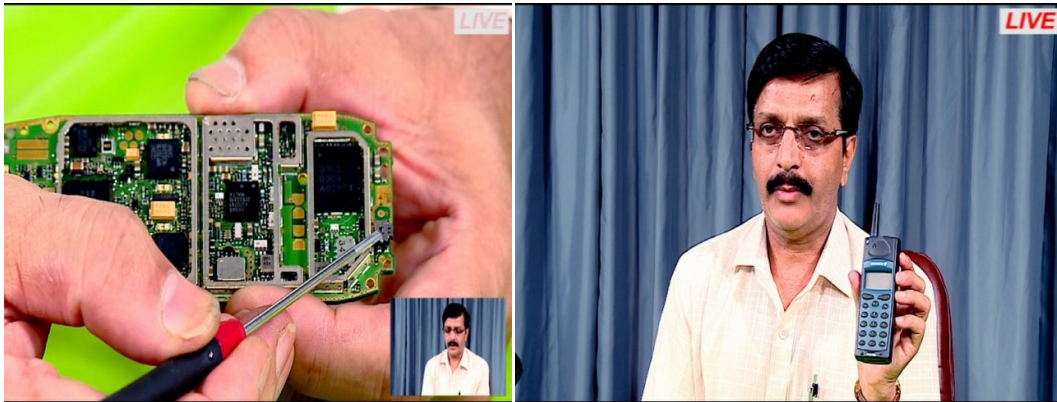
The approach of the satellite based training shall be that the huge number of trainees can be reached at a time from a single point of teaching. This approach shall helps the students to learn from an industry expert from their school.



The expert spends quality time from the studio reaching the youth from different regions.



The students' attention is kept uninterrupted through the 2D animation and visual effects.

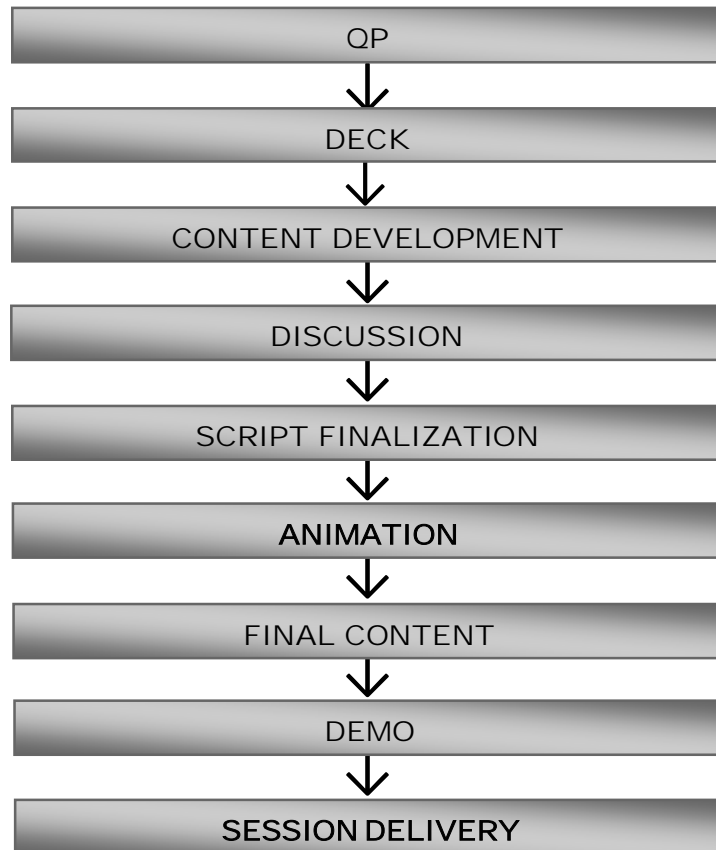


The actual demonstration from the industry expert keeps the students interested in the delivery.

The students who shall undergo the training for a specific period shall be skilled enough to reproduce what they have learnt on the field or on the job. The live delivery and actual industrial exposure should make them confident enough to perform the expected job without any technical or professional challenges.

The Partner should follow the following procedure or Better procedure for Content development & delivery process:

This process shall contain nine steps to ensure the quality of the content as well as the content delivery.



Step 1:- QP

The QP shall give a clear idea on how the NOS can be spread across the chapters and covers the recommended points from the NOS. The NOS clarifies the skills and areas to be covered. The QP shall be prepared keeping the NOS as a standard reference. It shall ensure the training period and standard content to be covered as per the industry standards.

The screenshot shows a Microsoft Excel spreadsheet titled "CUSTOMER CARE CALL CENTRE". The spreadsheet is a training plan with the following columns: Days, Duration, Session Name / Subject/Topic, Session Learning Objectives, Methodology, NUS Reference, and Facilitator. The data is organized into 6 days of training.

Days	Duration	Session Name / Subject/Topic	Session Learning Objectives	Methodology	NUS Reference	Facilitator
Day 1	3 hrs	Customer care executive—Roles and responsibilities	<p>categorize customer's interaction as a query, request or a complaint</p> <p>resolve at least 80% of first level complaints at front end, without any further escalations</p> <p>how to behave assertively and professionally</p>	<p>RULE PLAYWORKSHEET/AV</p>	<p>TEL/N0101-PC1,PC8,KA7 TEL/N0102-S06,SA7</p> <p>TFI/N0101-KA1,KA2,KA3,KA4,SA11,SA12 TFI/N0102-SA7,SA7 TFI/N0103-KA1</p>	Jenny Lee Facilitator Trainer
Day 2	3 hrs	Introduction to BPO industry	<p>role and importance of the helpdesk in supporting business operations KPD</p> <p>how to receive and make calls, including answering the call within specified number of rings, call forward, call hold and call transfer</p>	<p>RULE PLAYWORKSHEET/AV</p>	<p>TEL/N0101-SA1,SA2 TEL/N0101-PC1,PC2,PC3,PC4,PC5,PC6</p>	
Day 3	3 hrs	Understanding of Call Centre Processes, Systems used in operation	<p>mention remarks in CRM on customer Q R C within the ACHT</p> <p>identify with the problem narrated by the customer, interpret and communicate the same for apt resolution, within the ACHT</p>	<p>ROLE PLAYWORKSHEET/AV</p>	<p>TEL/N0102-KB1,KB2,KB,KB4,SA2 TEL/N0103-PC1,PC2,PC3,PC4,PC5,PC6</p>	
Day 4	3 hrs	Role of a team leader in a call centre	<p>interpret the reports and be able to compare with targets/performance</p> <p>discuss self performance basis performance criteria with the superior.</p>	<p>RULE PLAYWORKSHEET/AV</p>	<p>TEL/N0103-PC1,PC2,PC3 TFI/N0103-K1,K2,KD2</p>	
Day 5	3 hrs	Handling Incoming & outbound calls	<p>providing service assistance to customers via phone</p>	<p>ROLE PLAYWORKSHEET/AV</p>	<p>TFI/N0101-KP1,KP2,KR3,KR4 TFI/N0102</p>	
Day 6	3 hrs	Telecom CCE Terminologies	<p>Understand the different terminologies used in a call centre</p> <p>Developing healthy and strong rapport/relationship with the existing as well</p>	<p>ROLE PLAYWORKSHEET/AV</p>	<p>SA3,SA4,SA5,SA6,SR10,SR11,SR12 TFI/N0101</p> <p>TFI/N0101-SR1 TFI/N0102</p>	

This sheet should contains the

- Number of days
- Duration of the course
- Sessions to be covered
- Methodology
- QP numbers.

This shall give us the clear idea of how go further regarding the whole course. The QP shall clearly explain the scope of the subject and the areas which need to be covered to enable the students to learn the required skills.

Step 2:- DECK

Deck is the next level of content clarity where the trainers shall get the exact picture of the outline of the syllabus, methodology and each hour's breakup of what activity to be conducted, how long it would be conducted and why it is conducted. This deck shall plan to teach the students for 200 hours.

The deck objectives shall be to cover all details about the chapters, duration of each chapter and sub chapter, methodology used to deliver the content, variation in the content flow and the concerned delivery experts who would be delivering the sessions. This shall be the master plan for the forthcoming delivery sessions which ensures the smooth functioning of the content delivery.

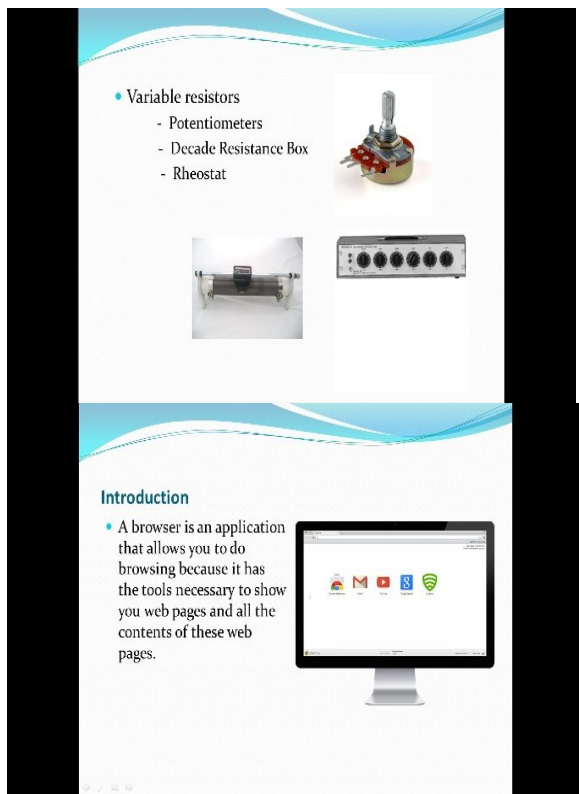
The similarity between the QP and deck is that both throw light on the objectives and duration of the content delivery, but the difference is that deck gives us the overall picture of content delivery process, starting from number of days to delivery expert compared to the QP which focuses on the objectives and duration.

Step 3: Content preparation

Once the deck is ready, the content preparation for 200 hours starts. Initially, the chapters should be distributed among the content developers who start developing the content referring at the material provided and develop the chapters considering the practical implications and time duration assigned to the chapters.

The content preparation shall aims at making the students understand the technical or non technical chapters in a simplest way possible. However, the content is expected to be simple yet effective in conveying the concepts to school students who come from different cultural and geographic backgrounds.

Two things shall be considered while creating the content are diversity and industry standards which make the content development a challenging task. The content development is a task which demands a lot of creativity and enriched knowledge. The content developers shall refer a lot of material which enables them to come out with the best and student friendly content.



The content development shall include not only the technical part but also the life skills and soft skills which strengthen the professional skills but their behavioural skills which is very important for the present industry or job market.

It requires a lot of data collection and scrutiny to do the content development. The team shall develop the content after many rounds of discussions among themselves. They shall refer to many books, reference material and browse through internet to get the relevant information to create the content.

Once the resource is collected, the actual content development starts. During the process of content development, the team shall ensure the flow and relevance of pictures or words used by discussing with the experts from the industry who visit on regular basis.

Step 4: Discussion

Script verification step is the most important part of the process. In this developmental stage, the same group of SME's and external resource person shall reunite to verify and finalize the script. The role of each and every member in the group is assigned by the team leader before they start with verification. While the resource person concentrates on the concepts, one member of the groups checks the grammatical errors in the display text and another checks the language fluency in the teacher text, relevant pictures and reference images and videos given.

The objective of this step is to make a perfect script. The script development shall critically analyze by resource person and other senior members so that they are according to the discussion and also 100% error free. In this stage, completely constructed script is checked for conceptual errors,

simplicity in the language used, to keep the display text minimum and also to check the tips given to the animators to be simple and accurate. The corrections suggested by the resource person were incorporated and finalized.

The resource persons not only guide the content developers on the script but also give guidance on how to deliver the topic as to match the heterogeneous class. As the clear intention of training is to impart skills in the student, they suggest many activities and role plays as well as additional activities to make sure that the content reaches the student effectively.

The content developers shall take suggestions from the experts to ensure they are on the right path of content creation. The experts not only give suggestions or modifications but also

deliver a few sessions whenever the need arises based on the difficulty level of the topic. The need of the experts delivering the session is to make sure that the industry experience reaches the students which help them when they actually start working in the future.



Step 5: Script verification:

The scripts which are to be created by the content developers shall be presented before the industry experts who should visit the workplace on regular basis. They shall go through the scripts written

by the content developers and suggest if there are any changes to suit the industry standards. The script developers shall record the discussions with the experts so that they can refer to the discussions later and make the necessary changes before the next level of discussion begins. After going through the scrutiny, the scripts which are re-written as per the suggestions given by the experts, the content shall be finalized by the expert so that it can go to the next level of preparation. The content developers along with the other script developers sit through the discussion with the expert so that the discussion is effective and fruitful.



Step 6: Animation

After recording, formalities are completed on an animation task sheet, which is given by the subject team leader to the animation team leader. SMEs shall transfer the script, guidance recording and all the necessary resources like images, videos, drawings and the like to the animation team leader, who in turn will pass on all contents to assigned animators. Animators then start animating, in other words giving life to the script file. Recorded guidance plays a very vital role animating the content. Using all the resources given, the animator creates a lively flash content.



During this animation process, the content developer makes sure that the content flow and animation richness is accurate and as per the expected standards. The animation is done based on the guidelines given by the content developers. As soon as the content is finalized by the expert, the content developers shall use the recording software and record the screen and their voice which explains about the animation to be done and the amount of movement and quality to be ensured.

The animators, as per the guidelines by their team leader, shall listen to the recording and follow the instructions and suggestions given by the content developer. They follow up regarding the animation progress on daily basis with the animator.

Step 7: Final Content

The animations shall regularly checked by the scripiter and team leader, where the scripiter try to teach the animated file, so that animations are right with respect to the script. The corrections were told regularly. Once the animations were roughly completed, it shall further subject to verification. Resource persons critically looked into the animated file and checked each and every concept. The corrections to be incorporated shall suggest to the SMEs by the resource person. Once the animation file was completed, it was brought to the notice of team leaders who finalises the file with his signature.

Animation team leader verified the animated file, according to the course animation standards and finalized the animated content. Once the animation and multimedia content was created through



the guidance of experts and team work of the SME and the animator, the file is checked for accuracy. At this point all the members who were involved in the script construction discussions in including the experts shall reconvene and in detail checked the animation content.

The final discussion not only includes the quality of the content but also the style

and duration of the delivery which crucial to make the sessions interesting.

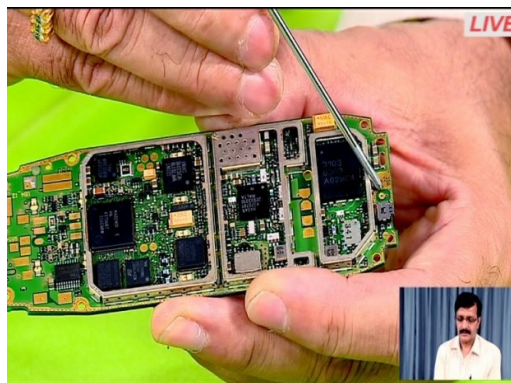
Step 8: Demonstration

A demo shall be arranged for each content deliverer before the actual content delivery happens.

This step is essential to make sure that the content flow and effective usage of animation within the time allotted. The experts shall give suggestion on the areas of improvement to be made before the actual delivery. Each content shall goes through this step as to make sure error free delivery on the day of actual delivery.



Step 9 : Session Delivery



The session delivery happens in two different stages. One, the content delivery from the studio by the content deliverer and Second, the training at the centre level to give hands on experience to the students.



The session delivery happens simultaneously with the centre level coordinators assisting the students on the content during the practical sessions. The doubt clearance sessions and interactive sessions are conducted through a two communication which connects the trainers from the studio to the students at the centre level which are spread across the region.

The students clear their doubts with the expert or content deliverer from the studio by interacting with them directly through two way communications. This is where the technology shall play a major role by connecting the two different and distant parts of the region as a single point of contact. The students shall have hands on experience while they listen and perform the task with the help of the local trainers.

The local trainers shall perform the role of a facilitator who actually trains the students at the centre level with the support of the content delivered from the studio by the experts or content deliverers. They shall help students connect to the studio, solve their doubts, write worksheets and many more practical based things. The students learn theoretically and practically with the help of the local trainers at the centre level.



These nine steps shall make sure that the content is rich and student friendly to train effectively across the region using the unique technology which enables to reach the maximum number of students at a time maintaining the classroom environment along with the hands on experience for the students.

LIVE sessions get broadcasted from studio. All students observe and learn various subject concepts in rich visual & auditory format (audio/video/text and animations).

Deliverables

1. Supply Installation and commissioning of the equipments at each school as per Annexure A. Existing classroom will be converted into satellite receiving centre using the equipment. All the centres will be two interactive centres.
2. Setting up of the studio or existing studio for doing live session by the expert at centralised location as per Annexure B. The Partner should consider multiple studios as to cover all the five states all together depending upon the range or coverage of the satellite to ensure smooth running of the classes.
3. Local trainer at each school as per the requirement of the course, which will explain the concept as per the curriculum guidelines by the expert and also will take practical sessions for the students.
4. Various teams to make the program successful as per the details given below:

- a. Information Team: A team of 15 to 20 members should be ensured under the supervision of team leader
 - b. Operation Team : A team of 80 to 100 members should be ensured under the supervision of team leader and operation manager
 - c. Academic Team: A team of 50 to 60 members should be ensured under the supervision of team leader which includes experts, coordinator, trainer, experienced faculty from industry and script writer
 - d. Animation Team: A team of 50 to 60 members should be ensured under the supervision of team leader which includes Animators, coordinator, content writer, producer, editor etc
 - e. Tech-support Team: Call centre with team of 15 to 20 members with toll free number for technical support.
 - f. Software Team : A team of professionals to maintain the MIS, necessary application for interaction and monitoring system
 - g. Broad casting Team: - A team of 20 to 25 members to ensure smooth transmission of live program at studio and transmission end.
5. E- Content Development: - Multimedia contents both in video and as well as vector form. The content developed should be script based and will be developed as per the approach referred above.
 6. Live delivery: - Live session from the studio or number of studios to ensure that it will receive at all the receiving centres. Necessary satellite bandwidth , and permissions to be arrange by the Partner
 7. Evaluation: - Necessary assessment and certification for the students.
 8. Training Kits: - As per the course schedule Partner has to supply necessary training Kits for example in case of PC hardware and assembling Partner has to provide computer parts so that student's can do practical sessions under the supervision of the local trainer.
 9. Necessary training manuals for the student and the trainer which will cover the entire curriculum of the course offered
 10. Pre- test and Post test for evaluation.
 11. The CP has to consider all the above points mentioned in this document for calculating the costing per student per month.

3. ELIGIBILITY CRITERIA (Pre-requisites) SELECTION PROCESS

- a. Bidder should be a Private / Public Company / Partnership Firm / Proprietorship Firm/Others with sound Technical and Commercial resources in state-of-the-art technologies and following best Business Practices.
- b. Bidder must be financially sound, profitable and having an annual turnover of a minimum of Rs. 10 Crores during the previous 3 financial years i.e., for the years, 2012-13, 2013-14 & 2014-15.
- c. Bidder must have experience of executing at least one project related with Satellite based two way interactive multimedia training/teaching in minimum 100 schools in any state of India (Work order has to be enclosed).
- d. Bidder must have experience in vocational training programme at least in one project (The work order should be enclosed).
- e. Bidder must have a minimum 50 employees on their role for the purpose of e-content development/ updation
- f. Bidder must have one existing studio either at Karnataka, Telangana & Andhra Pradesh, Kerala and Jharkhand / set up a new Studio if required.
- g. Bidder must have co-located servers either at Karnataka, Telangana & Andhra Pradesh, Kerala and Jharkhand/ set up new Servers.
- h. Bidder should have at least one Satellite Based two-way Multimedia Interactive project in running and they should be able to demonstrate the same.

4. OTHER TERMS & CONDITIONS:

- a. The bids shall be submitted in 2 (two) parts consisting of i) Technical bid and (ii) price/commercial bid, in a separate sealed covers superscribed as “Technical Bid” and “Financial Bid” and again these two covers are to be kept in a separate cover superscribed as “Expression of Interest (EOI) to work as Consortium Partner” and should be addressed to : Head, Computer Education Division, Electronics Corporation of India Limited, Guest House Complex, ECIL Post, Hyderabad – 500 062. The Technical Bid containing price/commercial bid will be liable for rejection.
- b. The price bid shall be Rs. 220/- or below. The bids quoted above Rs. 220/- will be summarily rejected.
- c. The allotment of work can be considered by ECIL in favour of more than one bidder. In such case, the allotment of work will be in the ratio of 60% to L1, 40% to L2 in case of two parties and in the ratio of 60%, 20%, 20% in case of three parties after L2 and L3 agree to match to L1 price quote.
- d. The bidder's obligation shall be on back to back basis in respect of the work order received from the end customer. The successful bidder shall enter into an agreement for placing the work order on it together with other suitable conditions considered by ECIL.
- e. An EMD of Rs.1,00,000/- is to be enclosed along with the offer in the form of DD drawn in favour of ECIL, Hyderabad. EMD will be adjusted towards Security Deposit upon placing the Work order for the selected Consortium Partner. For others, the EMD will be refunded within 3 months from finalization of Contract, without any interest.
- f. ECIL reserves the right to cancel or reject any part of EOI or the entire EOI without assigning any reasons.

- g. The Applications without EMD will be rejected.
- h. Project Implementation: 4 (Four) months from the Date of placement of Work Order.
- i. The selected Bidder will enter into an agreement with ECIL, which contains all the roles and responsibilities along with any special conditions imposed by end customer.

5. EVALUATION OF EOI:

- 1. Bids shall be evaluated as per the Eligibility Criteria and Compliance conditions and bidders will be short listed accordingly.
- 2. The shortlisted bidders should arrange for a Power Point Presentation of the solution followed by a demonstration of the project execution/ arrange a site for a similar solution which is being implemented elsewhere in India.
- 3. The Power Point Presentation should consists of :
 - a. Company Profile with Financial capability - 3 slides.
 - b. List of Completed projects – 1 Slide.
 - c. List of On-going Projects – 1Slide
 - d. Understanding of the Project and Methodology – 3 slide
 - e. Architecture of the Solution – 3 slide
 - f. e-Content Development – 1 Slide
 - g. Process of Enrolment of Students – 1 Slide
 - h. Manpower Deployment – 1 Slide
 - i. Site Preparation – 1 Slide
 - j. Design of Studio, Co-located Servers – 1 Slide
 - k. Hardware Procurement and Deployment – 2 slide
 - l. Training and Technical Support – 1 Slide
 - m. Bandwidth for e-Content Delivery and Internet facilities – 1 Slide
 - n. Delivery mechanism in four states – 2 slides

In case of any query, the bidders may contact Smt. GSV Savithri Amba, Sales Mgr., or Shri U.Sambasiva Rao, Sr. Officer on phone- 040-27122816, 27186491, 27182628, Tele Fax No. 040-27126017, or on e-mail: headced@ecil.co.in on or before 29-05-2015, 1300 hrs. The clarifications for the queries considered required to be provided, if any, will be provided through email address of bidders. Bids should be complete in all respects and shall contain all the necessary compliance statements and enclosures. Incomplete applications will be summarily rejected.

- a) The entire document should be signed on each page and has to be enclosed along with the response.
- b) Annexure – I & Annexure – II are to be filled up and necessary documents are to be submitted along with the offer.
- c) **Last date for submission of EOI -30-05-2015 before 1530 hrs.**
- d) Bids received by email will not be considered and they shall be rejected.
- e) Financial Bid as per Annexure III should be submitted in separate sealed cover. Financial Bid will be opened for technically qualified bidders only.

Date:

Place:

Signature

ENCLOSURES FOR PRE-QUALIFICATION

S.No.	Document Description	Enclosed
i)	Documents of the status of Organization (whether a company partnership firm etc.)	Yes / No
ii)	Audited Balance Sheet for the last 3 Years (2012-13, 2013-14 & 2014-15)	Yes / No
iii)	PAN Card/VAT/CST/Service Tax Registration Certificates	Yes / No
iv)	At least one successful Order completion certificate	Yes / No
v)	Not-Black listed – Self Certification	Yes / No
vi)	Non-prosecution self certification	Yes / No

Profile of the Bidder:

ANNEXURE – I

To Be Filled Up by the Bidder

1	Description	
2	Address of The Organization	
3	Year of Incorporation	
4	Contact Person name :	
	Landline:	
	Mobile:	
	FAX No.	
5	Email address	
6	Bank Account Details of Organization	
	a) Name of the Bank:	
	b) Branch Name:	
	c) Branch Address:	
	d) Account No: & IFSC Code:	
	e) PAN Card No.	
	f) Service Tax Registration No:	
	g) VAT Registration No:	
	h) CST Registration No:	
7	Type of Organization(tick the one that is applicable) (Please attach attested copy of document of registration/incorporation in case of company, with the competent authority as required by the business)	Individual Proprietorship Partnership Private Ltd. Co. Public Ltd. Co. Others
8	Name and Address of Proprietor/Partners/Directors of the Organization	
9	List of Prominent Customers handled by the bidder:	i) ii) iii)
10	List of Documents enclosed	i)

Date:

Place:

(Signature with Stamp)

ANNEXURE – II

COMPLIANCE STATEMENT FOR ELIGIBILITY CRITERIA

Name of the Bidder organisation with Address:

Telephone No:

FAX No:

E-Mail Id:

Please write COMPLIANT or NON-COMPLIANT against each row:

Sl. No.	Description	Compliant / Non Compliant
1	Turn over for the last 3 financial years (2012-13, 2013-14 & 2014-15) (Minimum Rs.10 crores) P and L statements has to be submitted	
2	Details of the project where in Satellite based two way interactive multimedia was used. Party has to submit the work order. Minimum number of students must be 300.	
3	Experience in vocational training program. Work order must be enclosed	
4	Details of Employees on the roles of the company for e- content development.	
5	Details of the existing studio. Photos and document must be attached	
6	The Training Partner must have co-located servers either at Karnataka or Telangana & Andhra Pradesh, Kerala and Jharkhand.	
7	In-case the Training Partner does not have the existing Studio or co-located servers they are ready to set-up the same at their own cost.	
8	The Training Partner should have atleast one Satellite Based two-way Multimedia Interactive project in running and they should be able to demonstrate the same to the ECIL Committee.	

Date:

Place:

Signature with seal

ANNEXURE – III
FINANCIAL BID

Bid related to: Training Partner

Name of the Organization with Address:

Telephone No:

FAX No:

E-Mail Id:

Scope of Work	Fees per student/ per month
Implementation of Satellite based two way interactive vocational training in the schools of Karnataka, Telangana & Andhra Pradesh, Kerala and Jharkhand including supply of Hardware, Software, Network equipments, Maintenance, Manpower etc.	

Date:

Place:

(Signature with Seal)

Annexure A - REQUIREMENT OF EQUIPMENTS

S. NO.	ITEMS	DESCRIPTION
1	Equipments to be installed at Receiving Centers	
1.1	Satellite and Terrestrial Communication Equipment	Satellite and Terrestrial Communication Equipments with Workstation a) Satellite VSAT Antenna. b) Satellite Modem, LNB c) 2nd Gen. or higher Workstation. The Workstation will include Software which sends video-audio-data to Central Server. The equipment is compatible with IP & DVB Technology. Workstation is equipped with necessary audio-video cards.
1.2	Multimedia Projector	Decoder DLP Projector with minimum 3000 ANSI lumens with ceiling mounted. Projects the content on a screen of 6 ft x 4ft for mass learning
1.3	Audio Speaker	Audio Speaker pair with sufficient wattage so that voice will be audible over a full-fledged class room of 100 students
1.4	Camera, Tripod Microphone and Headphone	Camera with Tripod/Android Tablet or Mobile with Front Camera for two way video. Wireless Microphone and Headphone are required during interaction for reverse communication from the classroom to the studio.
1.5	UPS Sine wave with external Battery	The UPS supports entire set of equipment. The facility allows to have a power backup of 3 hours to have uninterrupted classes.
1.6	Accessories	Accessories like cables, Surge Protector, Connectors,
1.7	Furniture	Workstation Table with Locking Facility and Trolley
1.8	Installation	Installation of equipments, Fixing Antenna, Earthing, Electrical and A/V wiring, Commissioning etc

Annexure B

2	Equipments to be installed at Teaching End (Broadcast Studio)	
2.11	Camera with Tripod	2- Camcorder compatible recording facility. Suitable Tripod with the desirable payload for camera along with the Complete accessories for the camera (Battery, Charger, Power adapter, Tripod mounting facility etc)
2.12	Microphone	Wired Microphone lapel microphone
2.13	Active Monitors Speakers	Pair of near field audio monitor for monitoring the audio
2.14	Lights	Sufficient lights to have complete Lighting for the studio. All necessary lighting grid and lighting stand should be maintained
2.15	VGA to PAL	Scan converter to take PC input
2.16	Interactive Panel	Interactive Tablet is required for the Interaction Digitally
2.17	LED TV	LED TV for monitoring of classrooms.
2.18	Switcher with Chromakey	State-of-the-art switcher technology packed into its compact body. Based on the production needs, a signal can be selected from either HD or SD mode for processing. Switcher should have minimum four inputs, Effects, Chromakeyer and Multi-view option.
2.19	Audio Mixer	Input analog audio mixer with reverb and FX
2.20	ENCODER	Encoder with required input and output
2.21	Storage and recording server	Storage Server Storage system with recording facility to record the sessions.
2.22	Telephone Hybrid	Telephone Hybrid 2 line telephone hybrid with auxiliary telephone jack for each line
2.23	UPS System	UPS with External Battery
2.24	Server System	Application server.

2.25	Studio Interior	Studio Interior's with the following works: - a. Good Quality Wooden Structure, glass and prefabricated board for partitioning work. d. Acoustic treatment at walls and sound proofing of windows and doors. e. Carpet for flooring and curtain for the walls of the studio. f. Special lights for proper illumination of Control Room, operation desks and equipment racks. g. Internal wiring for various purposes with fire retardant and of the best quality having adequate rating with sufficient headroom.
2.26	Air Conditioning	Sufficient AC for Studio to maintain cooling inside the studio, control room, server room and Visitor Room