



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Terms of Reference (TOR) for Empanelment of Training Institutes for imparting Training under IT Knowledge Centers in the State of Goa

Volume-II (TOR Data Sheet/Schedule)



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



TOR Ref. No: ITG-IT/1145/TOR-EMP-INST-ITKC/2025/ 524

Dated: 15.05.2025

Applications are invited by Info Tech Corporation of Goa Ltd (ITG) from well-established and reputed organizations. Applicants/institutes who fulfill the eligibility criteria and having sufficient infrastructure & Manpower and proven track record in the field of imparting training/coaching IT and allied courses. Applicants/institutes who fulfill the eligibility criteria shall participate in the TOR process:

Sr No	Item	Particulars
1	Description of the work	TOR for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.
2	Mode of TOR Processing	Physical Submission/manual
3	TOR Document Fee	Rs. 3,000/- (Rupees Eight Thousand only) To be submitted as DD in the name of "Info Tech Corporation of Goa Ltd" payable at Panaji-Goa at any nationalized or scheduled bank. Or ITG through Neft/RTGS mode Bank name: HDFC Bank Ltd, Account No:50200009795538 IFSC: HDFC0000315 Branch: Alto-Porvorim, Bardez, Goa, 403501
5	Earnest Money Deposit (E.M.D.)	Rs.50,000/- (Rupees Fifty Thousand only) To be submitted as DD in the name



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		of “Info Tech Corporation of Goa Ltd” payable at Panaji-Goa at any nationalized or scheduled bank. or ITG through Neft/RTGS mode Bank name: HDFC Bank Ltd, Account No:50200009795538 IFSC: HDFC0000315 Branch: Alto-Porvorim, Bardez, Goa, 403501
6	Mode of TOR Document Fees & EMD	To be paid online via NEFT/RTGS mode or DD.
7	Start of TOR Request and Issue on ITG website (infotech.goa.gov.in)	From 15.05.2025 up-to 03.30 PM on 30.05.2025
12	Last Date and Time for submission of applications in sealed envelope at the ‘Inward Section’ counter of ITG, IT-HUB, 3 rd Floor Altinho-Panaji, Goa.	Up to 03.30 PM on 30.05.2025 Note: Application must be submitted in sealed envelope superscribed by “Application for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa” in bold letter.
13	Date and Time for opening / of applications	At 03.30 PM on 02.06.2025 Location: ITG, IT-HUB, 3 rd Floor Altinho-Panaji, Goa.
14	Validity of applications	180 days
15	Detail Terms of Reference	Refer Volume-I



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Applications not conforming to the requirements mentioned above and as laid down in the terms and conditions or non-submission of EMD at the prescribed time for submission of applications are liable to be summarily rejected. The decision of the Managing Director, Info Tech Corporation of Goa Ltd, for purpose of application shall be final and binding to all the applicants.

1. The applicant/institute is expected to carefully examine the specifications and terms & conditions of the TOR Document. Failure to furnish all information required in the TOR Document or submission of a application not substantially responsive to the TOR document in every respect will be at the applicants/institutes risk and may result in the rejection of the application.
2. Applicant/Institute should physically submit its application at the 'Inward Section' counter of ITG, IT-HUB, 3rd Floor Altinho-Panaji, Goa with the documents/items required herein.
3. Late submission of applications will not be permitted.
4. ITG will not be responsible for any failures in submission of applications.
5. Incomplete or Conditional applications will be summarily rejected.
6. For any assistance regarding participation in the TOR process contact:
 - Mob. No: 9881740605 (Asst. Manager Computer HW, ITG) or
 - Mob. No: 9881741519 (Programmer-I, ITG)

For and on behalf of Info Tech Corporation of Goa Ltd.

S/d-

Managing Director



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imparting Training under IT Knowledge
Centers in the State of Goa*

Volume-I (TOR Document)

TOR No: ITG-IT/1145/TOR-EMP-INST-ITKC/2025/524

Date of Issue: 15.05.2025

Last Date of Submission of applications: 30.05.2025



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Disclaimer

This TOR document towards for “Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa” on behalf of Office of Department of Information Technology, Electronics and Communications (DITE&C), Govt. of Goa is issued by Info Tech Corporation of Goa Ltd. (ITG). This TOR document is neither an agreement, nor an offer or invitation to perform work of any kind to any Party. The purpose of this TOR Document is to provide interested parties with information to assist them in the preparation of their application.

Whilst the information in this TOR document has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither the ITG, nor any of its Officers or Employees accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this TOR Document or on which this TOR Document is based or with respect to any written or oral information made or to be made available to any of the Recipients or their Professional Advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the Party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this TOR Document is selective and is subject to updating, expansion, revision and amendment at the sole discretion of the ITG. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Neither the ITG nor any of its officers, employees undertakes to provide any Party with access to any additional information or to update the information in this TOR Document or to correct any inaccuracies therein which may become apparent. Each Party must conduct its own analysis of the information contained in this TOR Document, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to the Project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering into any agreement or arrangement relating to the Project.



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This document includes certain statements, estimates, projections, targets and forecasts with respect to the Project. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the Management, Officers and Employees of the ITG, which assumptions (and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this TOR Document is, or shall be relied on as, a promise, representation or warranty.



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Definitions & Acronyms

Sr. No.	Titles	Details
1.	GoG	Government of Goa
2.	ITG	Info Tech Corporation of Goa Ltd.
3.	Applicant	Person/firm/institute/Company who applies against this TOR Document.
4.	Purchaser/Empanelment Authority	Info Tech Corporation of Goa Ltd.
5.	Contractor/Supplier	The successful applicant to whom enrollment is awarded.
6.	Contract	An agreement signed by the contractor against the TOR Document.
7.	Non-responsive	Failure to furnish complete information in a given format and manner required as per the TOR Document or non- submission of application in given Forms/Pro-forma or not following procedure mentioned in this TOR Document or any of required details or documents is missing or not clear or not submitted in the prescribed format or non-submission of required fee/s or EMD.
8.	EMD	Earnest Money Deposit
9.	PAN	Permanent Account Number
10.	PBG	Performance Bank Guarantee
11.	SLA	Service Level Agreement
12.	MSME	Micro, Small & Medium Enterprises
13.	DITE&C	Department of Information Technology, Electronics and Communications, Government of Goa
14.	ITKC	IT Knowledge Center
15.	TOR	Terms of Reference
16.	Empaneled (Accredited) Training Institute/vendor	A training institute that has been formally recognized and approved by ITG/ DITE&C which meets specific standards of quality and rigor in its educational programs and operations under 'IT Knowledge Center'.
17.	ICT	Information and Communication Technology.
18.	General Candidate/Student	Other than SC/ST OR OBC /EWS (if not defined specifically). Currently EWS/OBC considered as General Students under this TOR. <i>Note: Government shall devise an IT-Training model for EWS/OBC students under ITKC banner in near future.</i>



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Chapter 1 About Info Tech Corporation of Goa Limited

INFO TECH CORPORATION OF GOA LTD (ITG), an ISO 9001:2015 & ISO 27001:2022 Certified Organization, has been set up by the Government of Goa to promote overall growth of the State's economy through the use of Information Technology. ITG under Department of Information Technology, Electronics and Communication has been providing various IT services to Government Departments/Institutions/Organizations in the State of Goa to realize goals of the Digital India Mission by assisting them to setup and maintain the IT infrastructure.

ITG is entrusted for work for empanelment of Training Institutes for imparting training under IT Knowledge Center in the State of Goa. Government of Goa, has given mandate for Six months diploma course in computers completed from ITKC institute enrolled by ITG wherever knowledge of computers /course certificate in computer / computer literate is prescribed under essential qualifications in the respective recruitment rules during direct recruitment.

Also, on behalf of DITE&C, scheme for “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities through empaneled IT Knowledge Centers” will be implemented



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Chapter 2 Project Background

Goa is India's smallest State by area and the fourth smallest by population. The entire State of Goa comprises of two districts namely South Goa and the North Goa. The State of Goa comprises of 12 Talukas namely Bardez, Tiswadi, Pernem, Bicholim, Sattari, Ponda, Salcete, Marmagao, Canacona, Sanguem, Quepem and Dharbonda.

The Government of Goa has a vision to provide IT training to each citizen of Goa through one of its initiative namely "IT Knowledge Centers". Under this project the Government of Goa will implement IT Knowledge Centers in the State of Goa. Each of the centres will be providing IT courses. These courses help citizens of the State to get additional employment opportunities.

The main aim of setting of IT Knowledge Centers is as follows:-

- ❖ To provide basic computer skills to the local youth, housewives and other citizens\
- ❖ To provide job oriented IT training courses.
- ❖ To provide structured training programmes depending on the need.
- ❖ To make citizens of the State e-literate

The IT Knowledge Centers has the potential to provide training services on basic IT education skills, multimedia aided training programmes, IT enabled vocational training, Call Center training etc. Under "IT Knowledge Center", ITG invites Training Institutes for empanelment for imparting training to Citizens of Goa through an array of approved courses on revenue sharing model. Following are indicative set of activities for empanelment of Training Institute:

- i. On submission of application, it is required by the applicant/institute to submit the site locations of Training Institutes. ITG/DITE&C desires to have atleast one IT Knowledge Center in each of the taluka in the State of Goa.
- ii. Upon qualification of the applicant/institute, ITG/DITE&C will inspect the premises at site locations of the Training Institutes as parameters stipulated in this TOR.



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- a. There will be only one empanelled center within radius of 5 kms offering all Course(s)/basic courses or advance courses or this condition can be relaxed if approved by TOR floating authority if required. A training institute will be allowed to empanel only two ITKC centers in areas of their choice, subject to approval from ITG/DITE&C.
 - b. In case two or more training institutes apply for the same location/area then ITG or DITE&C to take appropriate decision regarding which center to empanel based on the marks obtained in the marking System in the TOR process with higher marks to be given preference and also on the priority provided by the training institutes to location.
- iii. In case the marking also tallies and institutes have applied for the same center than Institute with higher turnover will be given priority. Additional remote location/s may be identified by ITG/DITE&C. In addition to two empaneled ITKC centers in areas of their choice, a training institute can set up and empanel ITKC centers in remote areas as identified by ITG. The remote locations shall be allocated to institutes on following appropriate limited process within accredited institutes:
- a. ITG to identify the list of remote locations.
 - b. Limited formalities will be processed within accredited training institutes for willingness for imparting training at identified remote locations.
 - c. The allocation/selection of training institute at particular remote location will be as per the parameters stipulated in this TOR document.
 - d. In case two or more training institutes apply for the same remote location/area then ITG or DITE&C to take appropriate decision regarding which center to empanel based on the marks obtained in the marking System in the evaluation process with higher marks to be given preference and also on the priority provided by the training institutes to location.
 - e. In case the marking also tallies and institutes have applied for the same remote center than Institute with higher turnover will be given priority.
 - f. An institute can be accredited for maximum three remote locations. Accredited institute to set up the center at remote location/s allocated within the norms of this TOR Document.



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iv. On approval by the Competent Authority, ITG to issue Award of Contract towards empanelment of Training Institutes for imparting training for approved courses under “IT Knowledge Centers” in the State of Goa.

v. Empanelment will commence from date of signing the contract by both the parties and will be valid for two years from the date of signing of contract. Accredited Institutes to furnish Deliverables to ITG/DITE&C on commencement of the contract.

Note: The process of empanelment for interested/prospective institutes those which are not empanelled shall be opened periodically with a gap period of six months via appropriate mode by referring the same TOR document with different time schedule.

vi. Institute to market under the banner of “IT Knowledge Centers” and obtain targeted students/applicants to offer courses. The enrolment of students/applicants is mandatory on online portal (provided by ITG).

vii. Only on approval of students/applicants (based on eligibility criteria course-wise), the institute to initiate conduct of course for duration (in weeks) stipulated in this TOR. There shall be continuous assessment and monitoring of the student during the conduct of course process.

viii. On completion of course and having minimum 60% attendance for each course, the student/applicant shall undergo third-party online examination (including theory & practical) and grades will be issued based on the examination conducted.

ix. ITG shall issue a Certificate to the successful students duly signed by competent authority. The format of the Certificate of Passing will be provided by ITG. The validation of the certificates will be available through online portal (provided by ITG).

x. On behalf of DITE&C, scheme for “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities using ICT Tools through empanelled/ accredited IT Knowledge Centers” will be implemented. The revenue sharing is 80% (Accredited Institute): 20% (ITG) on per student per course. Accredited Institutes shall claim for the 80% and ITG shall retain the 20% of the course fee (exclusive of taxes) from the payment effected for the aforesaid scheme. The payment to the accredited center will only be effected after receipt of bills and submission of bills for payment to DITE&C only for successful candidates those who complete and passes in the



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examination.

- xi. For general candidates also at empaneled/ accredited IT Knowledge Centers” the revenue sharing is 80% (Accredited Institute): 20% (ITG) on per course. Accredited Institutes shall be paid the 80% share and ITG shall retain the 20% share of the course fee (exclusive of taxes) from the payment received for course. The payment to the accredited center will only be effected after receipt of bills.



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Chapter 3 Scope of the Work

3.1 Target of the project

The entire State of Goa Comprises of two districts namely South Goa and the North Goa comprises of 05 talukas under North Goa (Bardez, Tiswadi, Pernem, Bicholim and Sattari) and 07 talukas under South Goa (Ponda, Salcette, Marmagoa, Canacona, Sanguem, Quepem and Dharbandora). Citizens across Goa are targeted to train across 13 courses (indicative) listed at “List of Courses” section in the field of Information & Communication Technology (ICT) over a period of 02 years. Additionally, State of Goa consist SC/ST community population as per Census-2011 and as notified by Office of the Registrar General & Census Commissioner, India. Population Census 2011, which is required for implementation of scheme on behalf of DITE&C, for “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities using ICT Tools through empanelled/ accredited IT Knowledge Centers”.

3.2 List of Courses (tentative)

The following table list down the Category of course offered, its duration (in terms of weeks), minimum eligibility criteria for Applicant/Student, and the respective teaching faculty qualification & experience:

Table A: List of courses (tentative): The list of courses is appended as Appendix-III (Table A).

Note: a. There may be addition/deletion of course/s to the above list that Accredited IT knowledge Institute/center should offer to interested students during the validity of empanelment. The fees and the syllabus for the same shall given as intimation by ITG to empanelled institute from time to time.



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Table B: Minimum faculty requirement.

Sr. No.	Qualification with experience	Minimum nos. of faculty enrolled on payroll of training institute
1.	B.E. (Computer, IT, Electronics) or equivalent (MSc - Computer, IT, Electronics, MCA) qualification with minimum of 1 year experience in teaching field. OR	1 nos.
2.	Diploma (Computer, IT, Electronics) with minimum of 2 year experience in teaching field.	1 nos

3.3 Space and Premises

- The training institute centre must have own premises, if hired, the lease should be at least for a minimum period of eleven months (minimum 6 months remaining at the time of applying) with a reasonable assurance of continuity.
- The venue of training institute centre should be of good ambience and commensurate space, easily accessible and convenient to approach for students/ applicants.
- At-least 50 Sq. Mts. carpet area for institute including separate classroom and separate Lab with Power/ Electricity connection along with power backup solutions to take care of power outages.

3.4 Technical Support

- The training institute shall be responsible for all the technical support and will serve as a single point of contact for all incidents and service requests for this project during the contractual period. The training institute shall provide a Single Point of Contact (SPOC) to ITG and also escalation /closure of incidents for the users.
- Document pertaining to the nomination of the authorized signatory of the institution to deal with ITG will be issued by the management of the institution.
- The head of the particular centre of the Institution conducting "this program" shall be



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the "Centre Head" of the Institute where courses are conducted. One person of the institute shall be appointed as "Coordinator for Courses."

iv. Details of contact for service to which the ITG will contact for support is as follows.

Sr. no.	Name	Address	Phone No.	Email
1.	Project Coordinator for each Centre	XXX	XXX	XXXX@
2.	Authorized Signatory/ Centre Head	XXX	XXX	XXXX@

3.5 Key Roles & Responsibilities of an Accredited Institute

- i. Accredited Institute should promote the project/program like displaying banner advertising "IT Knowledge Center" project and the necessary advertisement for enrolling the trainees has to be undertaken by the Accredited Institute at its own cost.
- ii. Accredited Institute should have qualified and experienced trainer based on the offered courses.
- iii. Will play active role in selection of candidate to be certified. To guide students and help them in training & certification related matters. Accredited Institute can initiate admission process and classes for the ITKC aligned courses only after approval from ITG.
- iv. To conduct training of candidates as per the ITKC approved syllabus of courses and conduction of examinations.
 - i. Note: Final examination to be conducted by ITG.
- v. Any other activity not covered above as felt in future by ITG.

3.6 Code of Ethics

Institutes granted permission to conduct the ITKC course (s) are required to follow the following Code of Ethics:

- i. NOT advertise anything which is liable to project a false impression of status of ITG/Training Institution;
- ii. NOT to advertise either directly or by implication any level of courses the affiliated of



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- which is not granted to ITG/training Institute, including those courses the affiliation of which are under consideration or have expired or has been withdrawn;
- iii. NOT exaggerate the contents of the courses for which affiliation has been granted to gain any unfair advantage;
 - iv. NOT guarantee benefits to students that are actually false and/or not feasible.
 - v. NOT project price terms that are false, or misleading and has been given to gain advantage over competition.
 - vi. NOT distort any statement of Government for our own gain;
 - vii. NOT criticize action of Government/ Professional bodies or experts concerned with ITKC directly or indirectly without proper investigation.
 - viii. NOT make statement offensive to the public; including advertisements that are against public/Government/National sentiments.
 - ix. NOT make any statement/declaration/presentation/advertisement which is of ambiguous nature and which presents a false picture in any stage/part of the scheme of empanelment.
 - x. NOT involve in any other matter/action repugnant to the spirit of ethical practices including behavior to by/our students; unauthorized use of copyrighted software etc.
 - xi. Institute to have proper dress code along with the ID proof issued for teaching faculty at the ITKC centers.

3.7 IT Infrastructure

- i. Institute shall maintain the minimum ICT equipments/infrastructure as per latest industry standards. Before applying the Institutes are expected to ensure that they have well equipped laboratories as per the 'Course List' in each course under the ITKC project.
- ii. For the Basic Courses IT infrastructure requirement may be as per the Appendix -V (Table V. a). However, for advance courses, Institute must have (per training center) systems with requirements as per the Appendix-V (Table V. b).
- iii. All the Software must be licensed; Open Source Software is also accepted. The training institute should submit the inventory of the IT infrastructure/ tools/ equipments installed at ITKC to ITG.



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- iv. For transparency purpose ITG shall facilitate an online ITKC portal for students with following tentative modules.
 - a. **Enrolment:** enrolment of the students to be done using ITKC portal only.
 - b. **For Scrutiny and verification:** all the documents required shall be uploaded on portal using online mode.
 - c. **Approvals** for the conduct of IT training shall be provided through online portal only. Approvals tentatively to be provided within 8 days for general students and within 15 days for SC/ST category students.
 - d. **Reports:** Schedule of the IT training shall be updated by the concerned IT Training Institute on the portal. MIS and bio-metric attendance shall be maintained through portal.

3.8 Non-IT infrastructure & Common Facilities

The visually appealing of training institute environment is crucial for fostering a conducive learning atmosphere. Training institute consisting of Classroom and Lab should be responsible for the providing the following facilities to students:

- i. **Organized Layout:** Arrangement of desks or tables in a way that promotes interaction and ease of movement. Keep pathways clear and ensure everyone has a clear view of the board or presentation area. Provide adequate storage for supplies and personal belongings to minimize clutter and maintain organization.
- ii. **Functional Furniture** should be comfortable and appropriate for the age group..
- iii. Use ICT and educational posters, charts, and maps that are relevant to the subjects being taught. Rotate displays periodically to keep the environment fresh and engaging.
- iv. Ensure ample natural light if possible, supplemented by soft, adjustable artificial lighting. Avoid harsh fluorescent lights that can cause glare and discomfort.
- v. **Safety and Accessibility:** Ensure the room layout adheres to safety standards and allows for easy access for all students, including those with disabilities.
- vi. Safe/ clean drinking water facility in the form of Water purifier/ Packaged drinking water dispenser.



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- vii. First-Aid kit, Fire Fighting equipment, display of Contact number of fire brigade, hospital, ambulance, other emergency services, Fire safety instructions at key areas as per norms laid by Government.
- viii. Washroom facility for males and female trainees with hygienic conditions.
- ix. Staff room/reception facility to be available at center.
- x. Internet connection to be available at center.
- xi. LAN facility should be available on the center with at-least one network laser printer (A4/Legal size). All the computers to be connected via LAN or wi-fi connectivity at the center.
- xii. CCTV Surveillance covering key areas of Classroom, Lab, Reception/Counseling area, outside entrance, etc with minimum 30 days backup. The footages/live stream to be made available to ITG via internet.
- xiii. The venue of training should be of good ambience and commensurate space, easily accessible and convenient to approach for the students.
- xiv. Library facility with sufficient number of reference books, text books, Audio-video facilities along with the latest magazine including magazines on relevant subjects.

3.9 Implementing Strategy

3.9.1 Selection of Candidates:

- i. Preliminary Registration for admission in any course will be done online by candidates and Accredited Institute will assist candidates in Registration if required.
- ii. Committee constituted by ITG may select the candidates fulfilling minimum eligibility criteria for admission as per qualification of the course and on merit basis.
- iii. Courses to be imparted to the student shall be as per the approved list of ITG. A SC/ST student can take benefit under this project only once for a particular course. A SC/ST student can undergo only maximum of two training course at ITKC at any given point of time. Approval for subsequent course is subject to passing of the preceding course by student. A SC/ST can enroll for the same course second time by paying fees and also for more than two courses at any given point of time.



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- iv. Enrolling for additional courses will be allowed only on successful completion of earlier approved courses.
- v. Admission in any course will be granted to registered students after due process of short listing / scrutiny by the committee mentioned in Selection Criteria.
- vi. Accredited Institute will thoroughly check and verify the uploaded education qualification certificate, ID Proof and other documents on online portal of every student in a batch as applicable. ITG may also counter verify the documents. In case in later stage after admission of a candidate, document of student uploaded on portal is found fake, then remuneration for Accredited Institute towards training and certification of such student will be forfeited.

3.9.2 Conduct of Training:

- i. Training will be delivered in IT Knowledge Centers which are accredited to implement the project by ITG as per the prescribed syllabus.
- ii. **Faculty:** The teaching faculty should consist of at least 02 incumbents who should have been with the institute as indicated Qualification and Experience in “List of Courses” Section 3.2. The training institutes should have the required number of qualified faculty members on its pay roll of Institute.
- iii. Biometric Attendance systems shall be installed at the training location. The institute should maintain comprehensive record keeping of admission, registration, test, attendance (both for students and faculty teachers using biometric system), internal evaluation, Project work etc.
- iv. Accredited Institute will maintain records of Student preliminary registration, shortlisted Student (for training) records and attendance and provide to ITG if required within stipulated time. Promotion of project and Study material will be provided to students by Accredited Institute. No additional cost will be claimed by Accredited Institute for these purposes (Training fee includes all these expenditure). Training will be conducted as per course details mentioned in approved syllabus of the courses.
- v. Practical will be conducted by Accredited Institute at lab facility available in their



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premises.

- vi. The language for delivery would be in Konkani/English/Marathi or a mix of both or vernacular wherever required.
- vii. Training material prepared should be shared with the students in hard copies [eg. PowerPoint presentation (ppt) slide hand-outs] as well as soft copies.]
- viii. Provide photograph and video of the training sessions if requested/required within time to ITG.
- ix. Number of Batches and Batch Size: The training programs will be conducted in batches over the period of validity of the contract. Batch size should not be more than 20 per batch and must be as per available infrastructure & facilities.
- x. Methodology: The Training Program shall be organized in several modules for all the sectors by incorporating multimedia content on the product features, processes, benefits and exercise for evaluation. Each Module shall be built for a specific sector, relevant to the needs of the sector and shall also include presentations with physical handouts for information.
- xi. Impact Assessment or Project Implementation Review: If required, ITG may also take feedback from student or other stake holders at regular intervals to review the implementation of project and make necessary changes through due procedure.

3.9.3 Examination, Evaluation and Certification

- i. On completion of course, the student is required to undergo third-party online examination (including theory & practical) conducted under supervision of ITG. On successful completion of the course, Office of ITG shall award the certification to the student. The fees towards examination to be collected from students (General Students) through online portal of ITG whereas the fees towards examination for SC/ST students to be borne by DITE&C provided that he/she is enrolled in the scheme “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities using ICT Tools through empanelled/ accredited IT Knowledge Centers”.
- ii. The examination/online examination to be conducted at the respective center of the



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training institute where the student has undergone training with no additional payment to the training institute. The infrastructure/premises for examination to be provided/facilitated by concerned training institute.

- iii. Accredited Institute should also conduct regular internal assessment in the form of quizzes, assignments and tests to develop the learning habits among the students. Report of the internal assessment to be submitted to ITG from time to time (quarterly).
- iv. Students should have minimum 60% attendance to appear for examination.

3.9.4 Placement Assistance:

- i. Accredited Institute may conduct Job fair at ITKC/tie-up with industry/online remote interview if possible, to facilitate certified candidates to get suitable job. Accredited Institute will be responsible for facilitating placement related activity. The training institute to maintain records of the jobs carried out/activity/placement.
- ii. The Accredited Institutes are expected to ensure maximum employment of their successful candidates. Those training partners which place maximum number of candidates may be given the 'Certificate of Appreciation' by ITG and shall add up to the performance criteria required for renewal of empanelment

3.10 Change in Corporate Structure

An Accredited Institute conducting ITKC aligned courses of ITG, should intimate changes preferably two months in advance, in its corporate structure or change of address etc for premises change. For any such changes, the institute should communicate in writing to ITG (or email online).

3.11 Tenure

The empaneled training institute shall manage and maintain all institutes under IT Knowledge Centers initially for the empanelment period of two years from the date of award of contract. Based on the performance of the training institute ITG may extend the empanelment period by one year.



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3.15 Signing of Contract

All incidental expenses of execution of the agreement shall be borne by the successful applicant/training institute. The agreement between ITG and the successful applicant shall cover in detail the aspects/terms of contract such as mentioned below but not limited to

- Warranty
- Payment
- Prices
- Assignment
- Sub-contracts
- Termination
- Applicable Law
- Notices
- Change orders
- Taxes and Duties
- Confidentiality
- Limitation of liability
- Training and consultancy
- Technical Documentation
- Applicant's obligations
- Department obligations
- Patent Rights
- Any additional items as decided by the ITG.

Thereafter the successful applicant/training institute shall be officially termed as “Accredited Training Institute for imparting training under IT Knowledge Centers”.

3.16 Service Level Agreements (SLA)

Following section outlines the key service level indicators & the target performance levels to be maintained by the Accredited Institute during the contract period.



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These SLAs shall be strictly imposed. The third party audit / certification agency/M/s ITG shall conduct regular inspection and certify the performance of the Accredited Institute against the target performance metrics as outlined in the table below.

Sr. No.	SLA Parameter	Target Metric	Remarks	Penalties in case of breach of SLA
1.	Deployment of IT Trainer of requisite qualification	IT Trainer of requisite qualification must be deployed all the time	Will be measured through MIS report	Rs 7000/- per month for each resource not deployed at each center. Deductions shall be made applicable at the time of invoice settlement or PBG.
2.	Change in location /Change of faculty of IT Knowledge center during the working period as mentioned in the application without intimation to ITG.	IT Knowledge Center must be operational during the working period specified.	Noticed/detected/found such incident occurred without intimation to or permission from ITG.	A fine maximum to the tune of Rs. 5,000/- shall be imposed towards non-adherence to the standards.
3.	Closure of Center without intimation to ITG.	without prior permission from ITG.	At least 48 hrs prior notice. Except in case of natural calamities.	Maximum fine to the tune of Rs. 50,000/- per center.



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4.	Cancellation of Training without intimation to ITG.	More than one incident per month and without prior permission from ITG.	At least 48 hrs prior notice. Except in case of natural calamities.	Rs. 1000/- per incident maximum to the tune of Rs. 5,000/- per month.
5.	During the period of contract failure on the part of the training institute to satisfactorily deliver the services having regard to quality or in case any error or variation is detected in the reports submitted by the service provider and such error or variation is the result of negligence or lack of due diligence or any act of omission or commission on the part of the training institute.	Scope of work	In accordance with Scope of work	A fine maximum to the tune of Rs. 10,000/- shall be imposed towards non-adherence to the standards. ITG shall not be required to prove any actual loss or damages to claim such compensation and the rate of compensation so prescribed shall be deemed to be a genuine pre-estimate of damages and shall not be questioned in any manner by the training institute.
6.	In case of delay in	Scope of	In accordance with	A fine maximum to



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	completion of services within the stipulated time period. However, in case of delay due to reasons beyond the control of the training institute, though not obliged in any manner	work/any other deliverables as required by ITG	Scope of work/deliverables	the tune of Rs. 10,000/- shall be imposed towards non-adherence to the standards. ITG shall not be required to prove any actual loss or damages to claim such compensation and the rate of compensation so prescribed shall be deemed to be a genuine pre-estimate of damages and shall not be questioned in any manner by the training institute.
7.	During the validity of empanelment ITG may conduct monthly verification of the Infrastructure.			A fine maximum to the tune of Rs. 10000/- per visit may be imposed towards non-adherence to the standards.
8.	At any stage after admission of a	Documents of candidate	Per candidate	Remuneration for Accredited



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	candidate, document of candidate uploaded on portal is found fake/false/manipulated.	as per the scope of the works		Institute towards training and certification of such candidate will be forfeited or may not be effected to training institute.
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- i. The aforementioned SLA parameters shall be measured on a monthly basis/quarterly basis as per the individual SLA parameters requirements. However, if the performance of the solutions/services is degraded significantly at any given point in time during the contract period and if the immediate measures are not implemented and the issues are not rectified to the satisfaction of ITG, in such a cases ITG has the right to take appropriate disciplinary actions including the termination of the contract.
- ii. ITG has the right to verify the SLA terms and conditions by taking appropriate feedback from trainees. The corresponding SLA penalty will be directly deducted by ITG before disbursing the payments to the Accredited Institute.
- iii. During performance review, services of training institute if found unsatisfactory ITG shall have the right to terminate the contract and blacklist the Accredited Institute for a period of five years. Also, in case it is observed that any Accredited Institute is engaged in fraudulent activities then the same shall be blacklisted by ITG for the minimum period of 5 years. The decision of ITG in this regard shall be final and binding.



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3.17 Milestones Deliverables & Timelines

The selected training institute/organization shall have to submit certain key deliverables which are mentioned hereunder for each training program.

T in days, T_0 = Start Time

Sr. No.	Description of Event	Time Period Required
1.	Floating of TOR	$T_0 = \text{Start}$
2.	Submission of TOR at ITG in-ward section	$T_1 = T_0 + 15$
3.	Opening of the applications submitted towards TOR request.	$T_2 = T_1 + 1$
4.	Successful Applicant/institute in Eligibility/Technical Process	$T_3 = T_2 + 4$
5.	Visit of ITG Team/Committee for Inspection at the training center proposed	$T_4 = T_3 + 10$
6.	Receipt of satisfactory report from Inspection Team/Committee and further issuance of letter of Empanelment to the Training Institute	$T_5 = T_4 + 15$
7.	7.1 Signing of Agreement and submission of Performance Bank Guarantee AND 7.2 Submission of inventory/infrastructure report with Course-wise Study Materials, faculty details for approval of ITG Boucher/ pamphlet/ booklets for Marketing Courses under ITKC on behalf of ITG.	$T_6 = T_5 + 7$
8.	Commencement of IT Knowledge Center activity/process of training the student/s as per the scope of works.	$T_7 = T_6 + 1$



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Chapter 4 Invitation for the Applications

1. Applications should be submitted in sealed envelope at the 'Inward Section' counter of ITG, IT-HUB, 3rd Floor Altinho-Panaji, Goa as eligibility cum technical proposal.
2. Applicant/institutes should go through the website <https://infotech.goa.gov.in> for receiving the TOR document and understanding the TOR process for empanelment.
3. Complete TOR document terms and conditions and application form containing all the details has been published on the website <https://infotech.goa.gov.in> in tenders section.
4. The applications can be submitted up to date and time given in TOR Data Sheet.
5. An Earnest Money Deposit (E.M.D.) should be provided by the applicant/institute in its own name in favour of Info tech Corporation of Goa Ltd., Panaji, Goa before the last date and time for submission of applications as given in the TOR Data Sheet. EMD in any other form will not be accepted.
6. Applications would be considered only in the prescribed form/ document. Applications not submitted in prescribed format will be summarily rejected.
7. The eligibility cum Technical applications/documents will be opened as per schedule in TOR Data Sheet and in the presence of designated representatives (if any) of the applicant/institute. In case there is a change in this scheduled date and/or time, then intimation about the date and time shall be given via appropriate mode or ITG Website <https://infotech.goa.gov.in>.
8. No contractual obligation whatsoever shall arise from the TOR Document process unless and until a formal contract is signed and executed between the Purchaser authority and the successful applicant/institute.
9. ITG may, at its discretion, extend the date for Submission of applications or may cancel the TOR Empanelment Process at its own description. In such cases all rights and obligations of ITG and applicants/institutes previously subject to the deadline will thereafter be subject to the deadline as extended. Any such extensions/cancellation shall be informed to applicants/institutes through appropriate communication or via ITG Website <https://infotech.goa.gov.in>.



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10. The applicant shall be deemed to have satisfied himself fully before applying as to the correctness and sufficiency of its application for its candidature in the TOR Process to cover all obligations under this document.
11. It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced.
12. Applicant/s shall not make attempts to establish unsolicited and unauthorized contact with the TOR issuing Authority, application/s Scrutiny Committee, Application/s Accepting Authority, after the opening of the Application/documents submitted and prior to the notification of the Award and any attempt by any applicant to bring in extraneous pressures on the Enrollment/Empanelment Accepting Authority shall be sufficient reasons to disqualify the applicant/institute.
13. Notwithstanding anything mentioned above, the Applications Inviting Authority or the Enrollment/Empanelment Accepting Authority may seek clarifications from the applicants/institutes relating to the application/documents submitted by them during the evaluation of applications submitted in response to the TOR document.
14. Info Tech Corporation of Goa Ltd. disclaims any factual/ or any other errors in this TOR document (the onus is purely on the individual applicant/institute to verify such information) and the information provided herein is intended only to help the applicant to prepare a logical application/proposal.



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Chapter 5 Eligibility Criteria

The applicant/institute must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the application. The scanned copy/copies of these required documents should be submitted before its last due date/time mentioned herein the TOR document. Failure to comply with these requirements may result in the application being rejected.

The TOR empanelment process will be evaluated with opening of documentary evidence in support of fulfilling eligibility conditions.

Note: Applicant/Institute should read these conditions carefully and comply strictly while submitting their applications.

1. ELIGIBILITY CUM TECHNICAL CRITERIA FOR APPLICANTS/INSTITUTE FOR THE PURPOSE OF QUOTING IN THIS EMPANELMENT PROCESS

Sr.No	Clause	Documents Required	Marks Distribution
1.	Legal Entity: The applicant/institute should be a Society or Trust or Institution or proprietorship firm or partnership firm or registered company under Company Registration Act (1956/2013) of India with registered offices in India and should have been in existence for minimum of 05 years.	Valid documentary proof of: - Certificate of incorporation or - Registration Certificate or - Certificate from applicant for Ownership evidence or Rent Agreement for center	(Maximum marks 40) Existence up to 05 yrs : 20 marks >5 yr and upto 8 yrs : 30 marks >8 yrs and upto 12 yrs: 35 marks Greater than 12 yrs: 40 marks



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		Submit Document/s Annexure-A	
2.	Applicants/Institutes Turnover: Applicant/institute responding to this TOR document should have a minimum total turnover of average Rs. 20.00 lakhs from imparting IT training services only during the last 03 financial years from the date of publishing of the TOR Document.	Valid documentary proof of: - The applicant has to produce Certificate from CA.	(Maximum marks 40) Turnover up to Rs. 20 Lakhs : 20 marks > Rs. 20 lakhs and upto Rs.50 Lakhs : 30 marks > Rs. 50 lakhs and upto Rs. 100 Lakhs: 35 marks Greater than 100 Lakhs: Rs. 40 marks
3.	Applicant Minimum Existing Manpower: Applicant should have minimum 2 nos. of faculty enrolled on its payroll for last one year with the qualifications amongst as mentioned in the Course list (Clause 3.2: Table B of chapter Scope of Work).	Valid documentary proof of: Submit the declaration (on non-judicial stamp paper) indicating details like Compulsory details: name of the employee, designation, experience	IT teaching Manpower (with any other relevant qualifications) up to 2 persons min. as required for eligibility: 10 marks > 2 persons up-to 5 persons: 15 marks Greater than 5 persons Lakhs: Rs. 20 marks



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		<p>certificate, current gross salary, date of birth, date of joining the organization, total experience in IT training in years and months, educational qualification.</p> <p>Desirable: technical certifications, PF no/ ESIC no,</p> <p>Submit Document/s Annexure-C</p>	
4.	<p>Certifications Required for Applicant:</p> <p>Applicant should have a valid ISO Certification for education and quality management system.</p>	<p>Valid documentary proof of:</p> <p>Copy of the Relevant Certificate.</p> <p>Submit Document/s Annexure-D</p>	NA
5.	<p>Goa Office:</p> <p>Applicant should have an office and a local training center affiliated with its organization within Goa.</p>	<p>Valid documentary proof of:</p> <ul style="list-style-type: none"> - Electricity or water bill OR - Rent Receipt or Agreement or Any Govt. documentary 	NA



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		proof. Submit Document/s Annexure-E	
6.	Statutory Registrations Applicant should have in its name a valid PAN and GST Registration number in India.	Valid documentary proof of: Copies of relevant Registrations Submit Document/s Annexure-F	NA
7.	Black listing/Termination: A self-certified letter by the authorized signatory of the Applicant that the applicant/institute has not been blacklisted by any Central / State Government in India.	Valid documentary proof of: As per attached Appendix-II. Submit Document/s Annexure-G	NA
8.	Additional documents if any i. Application Form (Appendix-I) ii. Appendix-V	Submit Document/s Annexure-H	NA

NOTE

- Applicants/Institute are requested to submit copy of the original documents as valid documentary proof.
- Applicants/Institute must provide adequate documentary evidence in support of their claims. The final decision on the assessment of criteria would solely lie with the ITG.
- Only one application is permitted by a single Applicants/Institute.
- Applications not confirming to the requirements mentioned above and as laid down in



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the terms and conditions at the time of opening of the applications are liable to be summarily rejected.

- v. The marking system for eligibility criteria will come into force only in the case wherein two or more qualified training institutes have the prioritized/applied for the same location.



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Chapter 6 Application Submission Instructions

The paras below specify the procedures that would regulate the overall application processing procedure.

1. Selection of training institute:

TOR Empanelment is process where in eligible applicants shall submit their eligibility cum technical applications/documents physically at ITG Office.

2. Preparation of applications

- a. The download of TOR document shall commence as specified in TOR Data Sheet and shall be stopped as specified in TOR Data Sheet. The prospective applicants/institutes are permitted to download the TOR document from <https://infotech.goa.gov.in> but must pay the TOR Document Fees while submitting the applications to ITG.

Applicants are advised to study all instructions, forms, terms, requirements and other information in the TOR document carefully. Submission of application shall be deemed to have been done after careful study and examination of the TOR document with full understanding of its implications.

All the applications are to be submitted physical mode only. ITG will not accept any application submitted after the deadline for submission prescribed by the Purchaser.

b. Earnest Money Deposit (EMD)

- i. Every applicant/institute, participating must furnish the Earnest Money Deposit as specified in the TOR Data Sheet.
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the applicant on the amount of the EMD.



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- iii. **Form of EMD:** Applicant shall submit, an Earnest Money Deposit (E.M.D.) of Rs. 50,000.00 (Rupees Fifty Thousand Only). The EMD has to be paid before the last date and time for submission of applications as given in the TOR Data Sheet. EMD in any other form will not be accepted.
- iv. **Refund of EMD:** The earnest money deposit of unsuccessful applicants shall be refunded soon after completion empanelment / award of contract. In case of successful applicants/institutes, the EMD shall be returned on execution of the agreement and submission of the Performance Bank Guarantee.
- v. **Forfeiture of EMD:** The EMD taken from the applicant shall be forfeited in the following cases: -
 - If the applicant withdraws or modifies his application/proposal after opening of sealed applications or during the period of applications validity or its extended period, if any; or
 - In the case of a successful applicant fails to sign the contract for any reason not attributable to the Info Tech Corporation of Goa Ltd (ITG), Goa.
 - During the empanelment process, if a applicant indulges in any such deliberate act which would jeopardize or unnecessarily delay the process of application/s evaluation and finalization.
 - During the empanelment process, if any information submitted by the applicant is found wrong / manipulated / hidden in the application.
 - EMD submitted in a different name other than the applicant.
 - At the time of opening of the sealed envelopes containing proposal, if it is found that the valid EMD not provided.

3. Clarification and Amendment of TOR Document/Applications

a. Amendment of TOR Document



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- i. At any time prior to the deadline for submission of the applications, the empanelment authority may amend the TOR document by issuing Corrigendum/ Addendum via appropriate channel/ITG Website <https://infotech.goa.gov.in>.
- ii. Any Corrigendum/ Addendum issued shall be a part of the TOR document.
- iii. To give prospective applicants reasonable time in which to take a Corrigendum/ Addendum into account in preparing their application/proposals, the enrollment authority may, at its discretion, extend the deadline for the submission of the applications/proposals.
- iv. Any change in date of application(s) submission and opening of sealed envelopes containing application would be published/communicated in appropriate manner including the ITG website mentioned in the TOR Document.

4. Submission and Opening of Applications:

- a. The applicant is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the empanelment process. Info Tech Corporation of Goa Ltd will be in no case responsible or liable for those costs, regardless of the conduct or outcome of the empanelment process.
- b. **Language of Application/proposal:** The application/proposal prepared & submitted by the applicant and all subsequent correspondence and documents related to the application and as submitted by the applicant, shall be written only in English language. Also, any printed literature furnished by the applicant written in other language (other than English) must be accompanied by an English translation in which case, for purposes of interpretation of the application, the



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appropriate translation by the Purchaser shall govern.

c. Documents comprising the Application

- i. The applicant should ensure that all the required documents, as mentioned in the TOR document are submitted in sealed envelope at the Inward Registry/Section of the Office of ITG, 3rd Floor, IT-HUB, Altinho-Panaji, Goa .
- ii. Wherever applicable, the application form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- iii. The contents of applications are listed below.

I. Eligibility cum Technical proposal:

- a) The Eligibility cum Technical Proposal should contain documents as listed in various Chapters & Annexure/Appendix of this TOR document.

II. Alternative Application/Proposals: Alternative application/Proposals shall not be considered at all.

III. Validity of Application/Proposals:

- b) Application/Proposal shall remain valid for 180 days from the date of technical/eligibility/sealed envelope/applications opening as prescribed by Empanelment Authority unless explicitly specified. A proposal valid for a shorter period shall be rejected and treated as non-responsive.
- c) In exceptional circumstances, the Empanelment Authority may solicit the applicants consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (letter/e-mail).

IV. Deadline for submission of Applications/Proposals:



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- a) Applications must be submitted at the Inward Registry/Section of the Office of ITG, 3rd Floor, IT-Hub, Altinho-Panaji, Goa, no later than the date and time indicated in the TOR Document.
- b) Normally, the date of submission and opening of applications would not be extended. However, in exceptional circumstances or when the TOR document is required to be substantially modified and the time with the prospective applicants/institutes for preparation of application/s appears insufficient, the time/date may be extended by the empanelment authority and due publicity to such change in date of opening of applications would be given. In such cases, it would be ensured that after issue of corrigendum, reasonable time is available to the applicants/institutes to prepare and submit their applications. Any change in date of submission and opening of applications would also be placed on the ITG website immediately. However, if the modifications in TOR document, specifications and service are substantial, fresh publication of original TOR Document may also be issued.
- c) The empanelment authority may, at its discretion, extend the deadline for the submission of applications by amending the TOR document.

V. Delayed / Late Applications:

- a) Applications must be submitted in physical mode only. The Office of ITG will not accept any application submitted after the deadline as indicated in the TOR Data Sheet.
- b) All the applicants/institutes participating in the TOR Process for empanelment are requested to submit the applications well in advance before the deadline time period as indicated in the TOR Datasheet.



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VI. Withdrawal, Substitution, and Modification of Applications:

Withdrawal, Substitution, and Modification of Applications is not allowed.

VII. Opening Sealed Envelopes containing Applications/Proposals:

- a) The Empanelment Authority / designated Evaluation Committee shall conduct the opening of sealed envelopes containing applications/proposals at the date and time specified in the TOR Data Sheet.
- b) All the applications received up to the specified time and date shall be opened by the Empanelment Authority /designated Evaluation Committee.
- c) The Empanelment authority shall open all the sealed envelopes containing applications/documents submitted by the applicant and place the same in the presence of applicant/s or his/her authorized representative who choose to attend at the date and time specified in the Volume II (TOR Data Sheet). The representatives of the applicants are advised to carry the identity card or a letter of authority from the applicants/institutes firms to identify their bonafides for attending the opening of the proposal. The applicants/institutes representatives who are present shall sign the attendance register/sheet present.



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Chapter 7 Applications/Proposal Evaluation

1. Guiding Principle for Evaluation of Applications

- i. The Empanelment authority shall determine to its satisfaction whether the application of institute selected has submitted the best and responsive proposal and is qualified to perform the Contract satisfactorily.
- ii. The determination shall be based upon an examination of the documentary evidence of the applicants qualifications submitted by the applicant.
- iii. The Empanelment authority / designated Evaluation Committee, in observance of best practices, shall maintain the evaluation process strictly confidential as per the details below.
 - Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - Strictly apply only and all of the evaluation and qualification criteria specified in the TOR document.

2. Confidentiality

- i. Information relating to the examination, evaluation, comparison, and post qualification of applications, and recommendation of contract award, shall not be disclosed to applicants or any other persons not officially concerned with such process until publication of the Contract award.
- ii. All materials submitted by the applicants becomes the property of Info Tech Corporation of Goa Ltd and may be returned at its sole discretion, provided, any materials which are identified as “Proprietary and Confidential Material of Applicant” shall remain the property of such applicant and the ITG will maintain confidentiality of such materials.
- iii. Any attempt by a applicant to influence the Empanelment Authority or other officials in the examination, evaluation, comparison, and post qualification of



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the applications or Contract award decisions may result in the rejection of his/her application.

- iv. From the time of opening of sealed envelope containing the proposal to the time of Contract award, if any applicant wishes to contact the Empanelment authority on any matter related to the empanelment process, it is allowed to do so only in writing.

3. Clarification of Applications/Proposals

- i. To assist in the examination, evaluation, comparison and post qualification of the Applicants/Institutes, the Empanelment/evaluation authority may, at its discretion, ask any applicant for a clarification of his/her proposal. The empanelment authority's request for clarification and the response shall be in writing or email before the due date and time.
- ii. Any clarification submitted by applicant with regard to his/her application that is not in response to a request by the empanelment / evaluation authority shall not be considered.
- iii. No change substance of the application/proposal shall be sought, offered, or permitted, except to confirm the correction of errors discovered by the empanelment/evaluation authority in the evaluation process of the applications if any.

4. Determination of Responsiveness

- i. The Empanelment Authority's determination of the responsiveness of a Applicant/Application would be based on the contents of the application itself.
- ii. A responsive application would be the one that meets the requirements of the TOR document without material deviation, reservation, or omission where: -
 - "Deviation" is a departure from the requirements specified in the TOR document;



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- "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the TOR document; and
 - "Omission" is the failure to submit part or all of the information or documentation required in the TOR document.
- iii. A material deviation, reservation, or omission is one that, if accepted, would:
- Affect in any substantial way the scope, quality, or performance and Related Services specified in the TOR document; or
 - Limits in any substantial way, inconsistent with the TOR document, the Empanelment authority's rights or the applicants obligations under the proposed Contract; or
 - If rectified, would unfairly affect the competitive position of other applicants/institutes presenting substantially responsive applicants.
- iv. The Empanelment Authority shall examine the technical aspects of the application in particular, to confirm that all requirements of TOR document have been met without any material deviation or reservation.

5. Non-material non-conformities

- i. Provided that a application is responsive, the empanelment authority may waive any non-conformity in the application that does not constitute a material deviation, reservation or omission.
- ii. Provided that a application is responsive, the empanelment authority may request that the applicant submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities. Failure of the applicant to comply with the request may result in the rejection of its application.



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6. Evaluation of Applications

- i. The Evaluation Committee constituted by the ITG shall evaluate the applications.
- ii. The Evaluation Committee shall evaluate the TOR Document Fee, EMD, and eligibility criteria and Inspection of center premises for infrastructure requirement.
- iii. The Empanelment authority shall evaluate each application that has been determined, up to the stage of the evaluation, to be responsive.
- iv. To evaluate application, the empanelment/evaluation authority shall use all the criteria and methodologies defined in this TOR document.

7. Evaluation of Applications

- i. The initial eligibility cum technical evaluation shall be completed by the Empanelment Authority / designated Evaluation Committee as early as possible after opening of sealed envelopes with applications/proposals.
- ii. The Empanelment Authority / designated Evaluation Committee will evaluate the Eligibility cum Technical documents of the applicant as per the criteria & requirements specified in this document. A detailed evaluation of the applications/documents shall be carried out in order to determine whether the applicant/s are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the TOR Document.
- iii. At any time during the evaluation process, the Committee may seek oral / written clarifications from the applicants. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- iv. The Committee reserves the right to do a reference check of the past experience stated by the applicant. Any feedback received during the reference check shall be taken into account during the evaluation process.
- v. The Evaluation Committee shall indicate to all the applicants the results of the evaluation through ITG Website (<https://infotech.goa.gov.in>).



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



- vi. The applicants/institutes passing in the eligibility process shall be further subjected to administrative/inspection procedure as mentioned in the Chapter 3 ie. Scope of works of this TOR document.
- vii. On satisfactory completion of inspection the training institute shall be empanelled/accredited on completion of the due procedure.
- viii. Conditional applications are liable to be rejected.

8. Empanelment authority's Right to Accept/ Reject any or all of the applications

- a. The Empanelment authority reserves the right to accept or reject any application, and to annul (cancel) the empanelment process and reject all applications at any time prior to Contract award, without thereby incurring any liability to the Applicant(s)/Institute(s) or any obligation to inform the affected Applicant(s)/Institute(s) of the grounds for the Purchasers action.
- b. The Purchaser/ Empanelment Authority reserves the right to accept any application, reject any application without assigning any reason.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Chapter 8 Disqualification of Applications/Proposals

1. Empanelment Authority may in its sole discretion and at any time during the processing of application, disqualify any applicant from the empanelment process if the applicant: -
 - a. Has submitted the required eligibility/technical documents after the prescribed date and time of submission of applications.
 - b. Submits application document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
 - c. Has not submitted the application in accordance with the TOR document.
 - d. Does not meet the minimum Eligibility Criteria as mentioned in the TOR document.
 - e. Mislead or made false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - f. Failed to provide clarifications related thereto, when sought.
 - g. Has submitted more than one application. This will cause disqualification of all applications submitted by such applicant except the latest application received.
 - h. Has imposed conditions in his application.
2. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
3. A application not valid for at least 180 days shall be considered as non-responsive and would be disqualified.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Chapter 9 Performance Guarantee and Security Deposit

1. The Accredited Institute shall submit the performance bank guarantee (PBG) of **Rs 50,000/- per approved location** to ITG which shall be valid for the period of three months beyond the two years empanelment period from date of signing of the contract. The performance bank guarantee has to be submitted before signing of the contract.
2. Successful applicant/institute will have to execute an agreement on a Non-Judicial Stamp paper of appropriate value within a period of 15 days of date of issue of work order/award of contract.
3. The Performance Bank Guarantee shall be refunded after the expiry of the contract period provided that there is no breach of contract on the part of the training institute.
4. No interest will be paid by the purchaser on the EMD & Performance Bank Guarantee.
5. In the event of the applicant/institute being unable to service the contract for whatever reason, ITG would revoke the Performance Security amount. Notwithstanding and without prejudice to any rights whatsoever ITG under the contract in the matter, the proceeds of the Performance security amount shall be payable to ITG as compensation for any loss resulting from the applicants/institutes failure to complete its obligations under the Contract. ITG shall notify the applicant in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the applicant is in default.
6. Failure of the applicant/empaneled institute to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
7. **Forfeiture of Performance Guarantee and Security Deposit:**
 - a. Security amount in full or part may be forfeited in the following cases: -
 - When the terms and conditions of contract is breached.
 - When the applicant/empaneled institute fails to render complete service satisfactorily.
 - Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the ITG in this regard shall be final.
 - The expenses of completing and stamping the agreement shall be paid by the Applicant/institute.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



- b. Failure of the successful applicant/institute to comply with the requirement of the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security, in this case the purchaser may award the contract to the other evaluated applicants or fresh applications may be invited.
- c. If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- d. The amount towards penalties/SLA if any shall be deducted from Invoice amount or security deposit amount as the case may be.

8. Release of Performance Guarantee and Security Deposit:

- a. Performance Guarantee of the empaneled institute/applicant shall be refunded only after successful completion period of empanelment in all respect to the satisfaction of ITG.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Chapter 10 Liquidated Damages

1. The empaneled applicant/institute cannot refuse to pay the penalty mentioned in the SLA to ITG. Refusal shall be violation of the Terms & Conditions of this TOR Document, and may lead to blacklisting of the applicant/institute. However, decision of Managing Director (ITG) will be final in this regard.
2. The payment or deduction of such damages shall not relieve the empaneled applicant/institute from his obligation to complete the training to be provided to students or from any other of his duties obligations or responsibilities under the contract.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Chapter 11 General Terms and Conditions

Note: Applicant must read these conditions carefully and comply strictly while sending/submitting their applications.

1. Any Change in the constitution of the company, etc. shall be notified forth with by the empaneled applicant/institute in writing to the purchaser and such change shall not relieve any former member of the company, etc., from any liability under the contract.
2. There will be student feedback mechanism to monitor the performance of Accredited Institute. Feedback forms should be filled by the students at the end of the course. Further, the feedback may be taken at the time of examination or during the surprise visits made to the Accredited Institute location or at anytime as decided by ITG.
3. ITG will do the inspection of Accredited Institute on random basis to monitor the performance and to ensure the training quality.
4. Performance of the Accredited Institute will be considered for renewal and awarding empanelment to the new courses.
5. Accredited Institute are not authorised to subcontract/outsource the training to a third party or to conduct at any other location other than the registered training location
6. It is mandatory for Accredited Institute to conduct course for the duration specified in the Course and Accredited Institute has to submit actual training hours with candidate's attendance.
7. Accredited Institute may have smart class room with VC facility for online classes and interaction
8. Training partners may have tie ups with industries for placement support.
9. Sub-letting or subcontracting of works allocated to the Accredited Institute is not allowed
10. Terms of reference (TOR) would be open wherein applications will be invited during a 15 day window every six months. The Validity period of the empaneled institutes will be for two years from date of empanelment.
11. **Recoveries:** In case recovery is not possible recourse action will be taken under any law in force.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



- 12. Loss of Revenue to the Purchaser:** The applicant/institute shall be vicariously liable to indemnify the Purchaser in case of any misuse of data/information by the applicant/institute, deliberate or otherwise, which comes into the knowledge of the purchaser during the performance or currency of the contract.
- 13. Contract Amendments:** No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e. the Applicant/institute and the Purchaser.
- 14. Force Majeure:**
- a. Notwithstanding the provisions of contract, the applicant/institute shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
 - b. For Purposes of this clause, "Force Majeure" means an event beyond the control of the applicant/institute and not involving the applicants fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
 - c. If a Force Majeure situation arises, the applicant/institute shall promptly notify the purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the applicant/institute shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all prevented by the force majeure event.
 - d. The purchaser may terminate this contract, by giving a written notice of minimum 30 days to the applicant/institute being unable to perform a material portion of the services for a period of more than 60 days.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



- 15. Termination for insolvency:** The purchaser may at any time terminate the contract by giving written notice to the applicant/institute, without compensation to the applicant(s) / institute(s), if the applicant/institute becomes bankrupt or otherwise insolvent provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
- 16. Termination for Convenience:** The purchaser, may, by written notice sent to the applicant/institute, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.
- 17. Use of Contract Documents and information**
- i. The applicant/institute shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the applicant/institute performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
 - ii. The applicant/institute shall not, without the purchaser's prior written consent, make use of any document or information enumerated in this document except for purposes of performing the contract.
 - iii. If a applicant/institute imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, his/her application is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the Award of Contract issued by Purchaser or Agreement executed.
 - iv. The contractor shall not assign or sub-let his contract or any substantial part thereof to any other agency.
 - v. The applicant/institute shall pay the expenses of stamp duty for execution of agreement.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



18. Dispute Resolution Mechanism: The applicant/institute and ITG shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner

- i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. Matter will be referred for negotiation between Officer nominated by ITG and the Authorized Official of the Contractor. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- ii. All legal proceedings, if necessary, arises to institute may by any of the parties (ITG or Contractor) shall have to be lodged in courts situated in Goa and not elsewhere
- iii. If the terms and conditions mentioned in the TOR document are contradicting the terms and conditions appearing elsewhere, then it shall be at the discretion of the Managing Director, InfoTech Corporation of Goa Ltd to choose the over-riding terms and conditions. In any case, the decision of the Managing Director, InfoTech Corporation of Goa Ltd shall be final and binding on all parties concerned.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Chapter 12 Terms of Payment

1. Institutes to raise invoices for final settlement of bills/invoices based on the payment revenue sharing model subject to satisfactory work completion. The revenue sharing is 80% (Accredited Institute): 20% (ITG) on per course.
2. Invoice should be accompanied with Attendance Report of student, Acknowledgement of receipt of passing certificate.
3. Additionally, on behalf of DITE&C, scheme for “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities using ICT Tools through empanelled/ accredited IT Knowledge Centers” will be implemented. Accredited Institutes shall claim for the 80% and ITG shall retain the 20% of the course fee (exclusive of taxes) from the payment effected for the aforesaid scheme. The payment to the accredited center will only be effected after receipt of payment from DITE&C.
4. For general candidates ITG is liable to effect the 80% share of revenue per course to Accredited Institute on completion of the course training.
5. The accredited institute should submit 10% of the course fee value to ITG in advance towards the DITE&C Scheme for SC/ST training under ITKC Project. The same to be refunded to the accredited institute on completion of course (irrespective whether student completes it successfully, unsuccessfully, or leaves midway).
6. The exam fees for conducting exams for SC/ST students would be paid to M/s ITG by DITE&C.
7. TDS may be deducted at source as per rules.
8. Payment shall be made in Indian Rupees only.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Application Form (Appendix-I)

(The form should be signed with seal and then submitted in sealed envelope to ITG)

I. Addressed to:

a.	Name of the Empanelment authority	Managing Director
b.	Address	Info Tech Corporation of Goa Ltd (A Govt. Of Goa undertaking) IT HUB, 3rdFloor, Altinho-Panaji-Goa-403001
c.	Telephone	(0832) 2226024 / 2225192

Ref. TOR No: ITG-IT/1145/TOR-EMP-INST-ITKC/2025/524 dated 15.05.2025

II. Other related details:

1.	Name of applicant with Office Address				
2.	Name & Designation of Authorized Signatory				
3.	Year of Establishment				
4.	Type of Firm (Public/Pvt. Partnership/Trust/Society/Company/Proprietary/Any other please specify)				
5.	Telephone	Number(s)/ Mobile			
6.	Website URL (if any)				
7.	Email Address				
8.	Registered Office Address in Goa	Address			
		Phone			
		Contact Person			
9.	Category Applied for (Tick mark appropriate option)	Advance Courses	Basic Courses	Basic and Advance Courses.	

III. Details of contact for service to which the ITG will contact for support is as follows.



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Sr. No.	Name	Address	Phone No.	Email
1.	Project Coordinator for each Centre	XXX	XXX	XXXX@
2.	Authorized Signatory/ Centre Head	XXX	XXX	XXXX@

- IV. We agree to abide by all the conditions mentioned in this TOR Document issued by the Empanelment Authority.
- V. The applications submitted are valid up to 180 days from the date of opening of application contained in sealed envelope. The validity period can be extended with mutual agreement.
- VI. This application form and Terms & Conditions in token of acceptance of the terms mentioned in the TOR document along with duly filled letter of undertaking / declaration.
- VII. The following relevant documents (Checklist) in the applications (sealed envelope) as listed below are enclosed in the application.

List of Documents Required	Enclosed (Yes/No)
1. TOR Document Fee: In form of DD or RTGS/NEFT (Acknowledgment receipt to be enclosed)	
2. EMD Fee: In form of DD or RTGS/NEFT (Acknowledgment receipt to be enclosed)	
3. Annexure-A (Legal Entity)	
4. Annexure-B (Turnover Document)	
5. Annexure-C (Applicants Manpower)	
6. Annexure-D (ISO certification of Applicant)	
7. Annexure-E (Applicant Goa Office/training center Document)	



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



8. Annexure-F (Statutory Registration)	
9. Annexure-G (Blacklisting related declaration)	
10. Annexure-H (Application form-Appendix-I, Infrastructure-Appendix-V, Additional documents-Appendix-IV (if any))	

Signature of the applicant with seal

Name:

Designation:

Place:

Date:



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Applicant/Institute Undertaking (Appendix–II)

(Indicative Format)

(The form should be signed with seal and then submitted in sealed envelope to ITG)

UNDERTAKING

To,
The Managing Director,
InfoTech Corporation of Goa Ltd,
IT HUB, 3rd Floor, Altinho-Panaji-Goa-403001.

Ref. TOR No: ITG-IT/1145/TOR-EMP-INST-ITKC/2025/524 dated 15.05.2025

We, _____<Name of the firm>_____, having a registered office at _____<Office address>_____, bearing registration no. <Registration no.>, state the following towards the TOR for empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.

1. We hereby agree to strictly abide by the Terms & Conditions of the TOR Document, and also to undertake full responsibility for the successful execution of the Contract.
2. We hereby confirm and declare that currently our Institution/Organization/Company/ firm is not blacklisted by any State/ Central Government/ PSU on the date of Notice Inviting TOR / TOR datasheet/ applications/proposals submission.
3. We hereby also declare that all the particulars furnished by us in this application document are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this empanelment process and also are liable for any penal action that may arise due to the above.
4. We declare that the Eligibility/Technical documents has been submitted without any conditions and strictly as per the conditions of the TOR document and We are aware that the application is liable to be rejected if it contains any other conditions.



***Terms of Reference for Empanelment of Training Institutes
for Imparting Training under IT Knowledge Centers in the
State of Goa.***



Signature of the applicant with seal

Name:

Designation:

Place:

Date:



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



**List of Tentative Courses
(Appendix-III)
Table A**

Sr. No.	Course Name	Course Code	Duration (weeks)	Eligibility for Student	Minimum Faculty Requirement	Course Fee in Rupees (Exclusive of Taxes)
Basic Certificate Courses (Basic Courses)						
1	Diploma in ICT Skills and Office Management	CB5	26	Std. XII th and Above	B.E (Computer, IT) /Diploma (Computer, IT) or equivalent qualification with minimum 6 months experience in the relevant field.	10,000.00
2	Mahila Cyber Saksharta	CB6	1	Any woman beginner candidate (housewives, working/non-working women who want to enhance/upgrade their IT skills)	ITI (COPA) or Diploma (Computer/IT) or equivalent qualification with minimum 6 months experience in IT training	500.00
Hardware and System Administration (Basic Courses)						
3	Certification in Troubleshooting Computer Hardware & Operating System	CH4	8	ITI(COPA) / Diploma (Computer, IT) or equivalent	B.E (Computer, IT)/Diploma (Computer, IT) or equivalent qualification	10,000.00



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				qualificati on	with 6 months experience in the relevant field.	
4	Certification in Implementing & Administrating CISCO Network Solutions	CH5	8	Std. XII th and above Pre- requisite: Certificate course in Basic Hardware and Networkin g	B.E (Computer, IT)/Diploma (Computer, IT) or equivalent qualification with CISCO Networking courses such as CCNA/CCNPa nd minimum 6 months experience in relevant field	15,000.00
5	Certification in Essentials of Ethical Hacking	CH6	8	Std. XII th and above	B.E (Computer, IT)/Diploma (Computer, IT) or equivalent qualification with minimum 6 months experience in the field of Ethical Hacking and Cyber Security	15,000.00
6	Certification in Troubleshooting Networks & Operating System	CH7	8	Std. X th and Above	B.E (Computer, IT) /Diploma (Computer, IT) or equivalent qualification with minimum 6 months equivalent Certificate course and minimum 6	10,000.00



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					months experience in relevant field	
Designing User Interface (UI) – (Basic Courses)						
7	Certification in Illustrator	CU4	3	Std. X th and Above	ITI (COPA)) / Diploma (Computer, IT) or equivalent qualification with minimum 6 months equivalent Certificate course and minimum 6 months experience in working in Illustrator.	5,000.00
8	Certification in Blender 3D	CU5	4	Std. X th and above	ITI (COPA) /Diploma (Computer, IT) or equivalent qualification with minimum 6 months equivalent Certificate course and minimum 6 months experience in working in Blender.	5,000.00
9	Certification in Audio/Video Mixing (AV)	CU6	3	Std. X th and above	ITI (COPA) / Diploma (Computer, IT) or equivalent qualification	7,000.00



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					with minimum 6 months experience in the relevant field.	
Course in Softskill and Marketing (Basic Courses)						
10	Certification in Project Management	CS3	4	Diploma (any discipline) or equivalent qualification	B.E (Computer, IT) /Diploma (Computer, IT) or equivalent qualification with PNP certification and 01 year experience in the relevant field.	8,000.00
Embedded Systems (Advance Courses)						
11	Certification in Internet of Things (IOT)	ES1	8	Diploma (Electrical, Electronics, Mechanical, Computer, IT) / B.E (Electrical, Electronics, Mechanical, Computer, IT) or equivalent qualification	B.E (Electrical, Electronics, Mechanical, Computer, IT) / Diploma (Electrical, Electronics, Mechanical, Computer, IT) or equivalent qualification with 6 months experience in the relevant field.	15,000.00



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12	Certification in Embedded C and Sensors	ES2	10	Diploma(Electrical, Electronic s, Mechanical, Computer, IT)/B.E (Electrical , Electronic s, Mechanical, Computer, IT) or equivalent qualificati on	B.E (Electrical, Electronics, Mechanical, Computer, IT)/Diploma (Electrical, Electronics, Mechanical, Computer, IT) or equivalent qualification with 6 months experience in the relevant field	10,000.00
13	Certification in Robotics	ES3	4	Std. XII th and above	B.E (Electronics, Mechanical, Computer, IT) /Diploma (Electronics, Mechanical, Computer, IT) or equivalent qualification with 6 months experience in the relevant field.	8,000.00



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Tentative Inspection Checklist (Appendix–IV)

- i. After evaluation of applications for empanelment and after scrutiny for eligibility cum technical documentation, additional information/compliances required may be asked for, if necessary, from the institute vide online letter/email. Incomplete forms and inability to provide additional information/comply with requirements requested may lead to rejection of the application.
- ii. On completion of the documents, an Inspection Team constituted by the ITG, will visit the institute any day to verify the information provided by the institute in the application for empanelment.
- iii. On receipt of the satisfactory report from the Inspection Team, the application will be further processed for empanelment and will be issued letter of empanelment after approval of competent authority of ITG.
- iv. Affiliation for ITKC courses is granted to the institute at the specified location only. Empanelment given in the name of an institute is not automatically applicable to its branches/centers/head offices/franchises/licensees etc.
- v. After Empanellment a sudden and uninformed visit to any institute may be made to verify the self certification or to ascertain the quality of training. Institute, if not found suitable after sudden and uninformed visit by the Inspection team, will be given the chance to improve in lacking area as mentioned by Inspection Team within 02 Week Time. If institute fails to do so, its empanelment will be cancelled and payment made by the institute would be forfeited.
- vi. The inspection will be conducted in accordance with the checklist of items at tabulated below:



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Inspection Format (Indicative)

Sr. No.	Description	Detail of compliances	Remarks
1	General Information: <ul style="list-style-type: none"> • Date of Inspection: • Inspecting Staff/official Name: • Location of Inspection: • Purpose of Inspection: 		
2	Space, Common Facility, IT Infrastructure & Non-IT Infrastructure: <ul style="list-style-type: none"> • Space Requirement (Separate Classroom and lab) • Condition and cleanliness of classrooms, labs, and common areas. • Availability and condition of training equipment, tools, and materials. • Compliance with safety regulations (fire exits, first aid kits, emergency procedures). • Safe/ clean drinking water facility in the form of Water purifier/ Packaged drinking water dispenser. • First-Aid kit, display of Contact number of fire brigade, hospital, ambulance, other emergency services, Fire safety instructions at key areas as per norms laid by Government • Washroom facility for males and female trainees with hygienic conditions. • CCTV Surveillance covering key areas of Classroom, Lab, Reception/Counseling area, outside entrance, etc with minimum 30 days backup. 		



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



	<ul style="list-style-type: none"> Library facility with sufficient number of reference books, text books, Audio-video facilities along with the latest magazine including magazines on relevant subjects Safety and Accessibility: Ensure the room layout adheres to safety standards and allows for easy access for all students, including those with disabilities. 		
3	Documentation and Administration: <ul style="list-style-type: none"> Review of training programs offered and curriculum alignment with industry standards or regulatory requirements. Verification of faculty qualifications and certifications. Documentation of student enrollment (with Aadhar based authentication) and attendance records. 		
4	Quality of Training Delivery: <ul style="list-style-type: none"> Quality Management System (ISO certification compliance) Observation of teaching methods and faculty-student interaction. Assessment of learning materials and resources used. Feedback mechanisms for students and evaluation processes. 		
5	Faculty/student assessment:		



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



	<ul style="list-style-type: none"> • Faculty related details like eligibility/qualification/attendance • Student related details like eligibility/attendance 		
6	Any Other amenities/facility/requirement in relevance with TOR Document		
7	Overall Observations and Recommendations <ul style="list-style-type: none"> • Summary of findings 		

Status regarding qualification of Institute (tick mark appropriate box):

1) ☐ Qualified

2) ☐ Dis-Qualified

Signature with date of appropriate Authority from ITG with Name and Designation:

1) _____

2) _____

Signature with date of representative from Applicant/Institute with Name and Designation:

1) _____



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



**IT Infrastructure, NON-IT infrastructure & Faculty Details
(Appendix-V)**

(The form should be filled, signed with seal and then submitted in sealed envelope to ITG)

The applicant/institute has to provide the following details and the same has to be submitted along with the application. The list of IT and NON-IT infrastructure presently to be available with the training institute wise

Location of the training institute:

V. a: IT infrastructure/minimum requirements for category applied for Basic courses

Sr No	IT infrastructure/minimum requirements per center	Configuration	Quantity	Location with the address
1	Desktop computers/laptops - 2 Nos Minimum with minimum (Processor I7/I5), 8 GB RAM, 512 GB SSD)			
2	Desktop computers/laptops With minimum (Processor I3/AMD RYZEN/CELERON), 8 GB RAM, 512 GB HDD)			
3	Printer (LASER)			
4	Scanners			
5	UPS centralized or 1 KVA-20 min backup per system			
6	Others			
....			



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Note: Inventory (self certified) of IT Assets with details like type of asset, serial no., date of purchase/supply, warranty end date to be mentioned. Minimum 10 number of computer system per center.

V. b: IT infrastructure/minimum requirements for category applied for Advance courses only.

Sr No	IT infrastructure/minimum requirements per center	Configuration	Quantity	Location with the address
1	Desktop computers/laptops with minimum (Processor I7/I5), 8 GB RAM, 512 GB SSD)			
2	Printer (LASER)			
3	Scanners			
4	UPS centralized or 1 KVA-20 min backup per system			
5	Others			
....			

Note: Inventory (self certified) of IT Assets with details like type of asset, serial no., date of purchase/supply, warranty end date to be mentioned. Minimum 10 number of computer system per center.

NON - IT INFRASTRUCTURE per center				
1	Computer tables			
2	Chairs			
3	Air Conditioner			
4	CCTV System			



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



5	Bio-Metric Attendance System			
....			
	others			

The list of IT training locations proposed to be listed priority wise for empanelment

Sr No	Name of the institute	Address	Phone no and email ID of the contact person	Number of seats	Area of the training institute	Whether rented/ own premises	Priority in descending order
1							1
2							2
.....n						n

Note: Enclose the PDF copy of the architectural setup/plan of the each training center proposed for empanelment.

The details of the training staff (faculty) including visiting available with the applicant/institute

Sr. No.	Name of the staff	Address of the staff	Phone no	Email ID	Educational qualification	Special Training if any	Experience in IT training
1							
2							
.....n							

The details of the placement facilitated to the passed out students by the applicant/institute



Terms of Reference for Empanelment of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Sr. No.	Name of the student	Address of student	Phone no	Course Undergone	Location of the training institute	Name and address of agency where placement given.
1						
2						
.....n						

Note: The applicant/institute has to enclose all the relevant documents (Checklist) in the applications (sealed envelope) as listed below.