

EXPRESSION OF INTEREST (EoI)

FOR

ENGAGING AN AGENCY FOR THE DEVELOPMENT, DELIVERY & SATISFACTORY IMPLEMENTATION OF THE TRAINING MODULES FOCUSED ON OVERALL CAPACITY BUILDING FOR UPGRADING BEHAVIOURAL COMPETENCIES OF DEPARTMENTAL EMPLOYEES AND GDS OF DEPARTMENT OF POSTS WITH A VIEW TO PROVIDE CUSTOMER SATISFACTION IN DELIVERY OF SERVICES

Department of Posts
Ministry of Communications
Government of India
New Delhi-110001

May-2022

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DISCLAIMER

This request for Expression of Interest (EOI) is not an offer by the Department of Posts, India, but an invitation to receive responses from eligible interested firms for the development, delivery & satisfactory implementation of the training modules focused on overall capacity building for upgrading behavioural competencies of departmental employees and GDS of Department of Posts with a view to provide customer satisfaction in delivery of services.

No contractual obligation whatsoever shall arise from the EOI process unless and until a formal contract is signed and executed between Department of Posts, India and the bidder(s) concerned.

Department of Posts, India reserves the right not to proceed with the project.

Schedule for Submission of EOI

Document available on	http://eprocure.gov.in
Last date and time of submission	03-06-2022 (1300 hours)
EOI to be submitted	Online on Central Public Procurement Portal http://eprocure.gov.in
Authority to be contacted for further details	Mrs. Moona Yasmin ADG (Training) Room No. 338, Dak Bhawan, New Delhi-110001 Email : ddgtraining@indiapost.gov.in

The EOI document is available on <http://eprocure.gov.in> and can be downloaded. The application completed in all respect of the EOI, should be uploaded online on the Central Public Procurement Portal <http://eprocure.gov.in> before 1300 hours of 03-06-2022

Any application cannot be uploaded on the portal after the last date and time for submission for the same, i.e., 1300 hours of 03-06-2022 and no correspondence in this regard would be considered.

LETTER OF INVITATION

Department of Posts
Ministry of Communications
Government of India
New Delhi-110001

No. Tr-01/4/2021-Training-DoP

Dated: 20-05-2022

Dear Sir/Madam,

Department of Posts invites online Expression of Interest (EOI) from Indian consulting agencies for the development, delivery and satisfactory implementation of the training modules focused on overall capacity building for upgrading behavioural competencies of departmental employees and GDS of Department of Posts with a view to provide customer satisfaction in delivery of services. The exercise aims to improve the responsiveness and quality of services delivered to citizens and build trust in them through capacity building of frontline workers.

The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and method of evaluation etc. is enclosed. The EOI Document is also available on the Department of Post's website at www.indiapost.gov.in and website of Central Public Procurement Portal at www.eprocure.gov.in. You may submit your responses online in prescribed format, latest by 1300 hours of 03-06-2022. Detailed terms and conditions are prescribed in the EOI document, which is available on the CPP Portal at www.eprocure.gov.in. The last date for submission of completed application electronically on the CPP Portal using valid Digital Signature Certificates is 03-06-2022. More information useful for submitting online bids on the CPP Portal may be obtained at - <https://eprocure.gov.in>.

The applications will be evaluated in accordance with the pre-qualification and evaluation criteria to shortlist Bidders as prescribed in the EOI document. Thereafter, the Request for Proposal (RFP) will be sent to the short listed Bidders only.

Queries, if any, may be referred in writing to the ADG (Training) at the below mentioned address or at E-mail : ddgtraining@indiapost.gov.in

<u>S. No.</u>	<u>Critical Dates</u>	<u>Date</u>	<u>Time</u>
1.	Publishing Date	20-05-2022	1700 hours
2.	Document Download Start Date	20-05-2022	1700 hours
3.	Clarification start date	23-05-2022	1100 hours
4.	Clarification end date	26-05-2022	1700 hours
5.	Document Download End Date	03-06-2022	1200 hours
6.	Bid Submission Start Date	23-05-2022	1100 hours
7.	Bid Submission End Date	03-06-2022	1300 hours
8.	Bid Opening Date	04-06-2022	1300 hours

(Mrs. Moona Yasmin)
ADG (Training)

Room No. 338, Dak Bhawan,
New Delhi-110001

Encl.: EOI Document.

DESCRIPTION OF SERVICES-BRIEF PURPOSE AND SCOPE OF WORK.

1. **Background :** The Government of India has launched 'Mission Karmayogi', which is a national programme for civil services capacity building aimed at building a future ready civil services with the right attitude, skills and knowledge, aligned to the vision of a New India. The mission envisages a comprehensive reform of the capacity building apparatus at the individual, institutional and process levels for efficient public service delivery.

Department of Posts has been the backbone of the country's communication and has played a crucial role in the country's socio economic development. The core activities of the Department include processing, transmission and delivery of mails and money remittances across the country besides a diverse range of other services namely banking, insurance services and providing door step banking through AePS (Aadhar enabled payment system) through a vast network of 1.5 Lakhs Post Offices (the majority of these post offices are in rural area). Total volume of mail handled by the Department during 2020-21 was 516.13 crore including speed post traffic. As on 31-03-2021, 29.04 crore savings bank schemes accounts were being serviced. Number of new Postal Life Insurance(PLI) and Rural Postal Life Insurance(RPLI) policies procured in 2021-22 is 4.27 lakh and 9.78 lakh respectively.

The National Training Policy and Postal Training Policy, which has the central theme of 'Training for all' and capacity building of all employees of Department of Posts, also includes 2.5 lakh Gramin Dak Sevaks(GDS), who are working in various capacities i.e. Branch Postmaster, Assistant Branch Postmaster and Gramin Dak Sevak. Currently, last mile services are being provided in rural areas by these Gramin Dak Sevaks who are the rural face of the Department for providing services in nearly 1.3 lakh Post Offices.

The huge volume of interactions presents an opportunity to establish Department of Posts as a brand that offers quality and consistent service experience to citizens of this nation; an experience that would echo across every interaction with any Postal staff by post offices. To achieve this objective an elaborate capacity-building exercise of frontline Postal employees would be necessary.

In pursuance of the above, the Department of Posts (DoP) has decided to engage an agency for developing and delivery of capacity building courses for upgrading behavioural competencies towards transforming frontline workers of the Department viz. Gramin Dak Sevak, Postman, Postal Assistant, Postmaster and Inspector Posts/Assistant Superintendent of Posts.

2. **Objective:** The objective of this project includes the development, delivery & satisfactory implementation of the training module focused on satisfaction for employees of Department of Posts with a view to provide customer satisfaction in delivery of services. The exercise aims to improve the responsiveness and quality of services delivered to citizens and build trust in them through capacity building of frontline workers.

3. **Detailed Scope of Work:** The scope of work of this tender inquiry includes Development, delivery & satisfactory implementation of the training modules focused on overall capacity building for upgrading behavioural competencies of departmental employees and GDS of Department of Posts with a view to provide customer satisfaction in

delivery of services. The exercise aims to improve the responsiveness and quality of services delivered to citizens and build trust in them through capacity building of frontline workers.

For better understanding, a Framework of Role Activities and Competencies (FRACing) of different cadres of frontline workers has been drawn out (Annexure-I). The Bidder may refer to the FRACing Exercise (Annexure -I) for familiarising with the roles and activities of the various categories of employees that has been linked with corresponding behavioural competencies, which are required to be incorporated in developing and delivering capacity building courses by the agency.

In view of the FRAC activities enumerated in Annexure -I, the selected bidder will carry out:

- 1) **GAP Analysis**:- This will include analysis of all the frontline workers on their behavioral competencies as on date vis a vis desirable level as prevailing in service industry. For this purpose, a survey is required to be carried of 1000 frontline workers (refer Annexure II). The purpose of the survey would be to identify present competencies and the expected level of competencies keeping in view the desired level of service mindedness and the motivation of frontline workers prevailing in service industry.
- 2) **Customer Survey**:- The successful bidder will conduct a survey of 2000 customers on all India basis (refer Annexure II). The survey would inter alia include parameters on helpfulness, empathy, knowledge, punctuality, presentable personality and sewa bhao. However, the department reserves the right to change the location, if it deems fit.
- 3) **Development of Capacity building program**:- The successful bidder will formulate and develop an effective and result oriented capacity building program, based on GAP analysis report and Customer Satisfaction Survey report, that will help frontline Postal staff to adopt customer centric behaviour, as enumerated above. Digital contents developed by the selected bidder must be original and the bidder must have IPR/CR etc in their name.
- 4) **Capacity transfer and support services**:- Provide the necessary capacity transfer and support services that will enable Department of Post's trainers to deliver the programs seamlessly and effectively.
- 5) **Implementation and delivery of the training modules**: The successful bidder will implement the delivery of online/onsite training programme for the 13000 frontline workers (2500 Master Trainers and 10500 User Champions (refer Annexure III) including GDS User Champions, as per the details given in Annexure IV).

4. **Schedule of Completion of Tasks**

Sl. No.	Phase detail	Timeline
1)	GAP Analysis Report	T + 4 weeks.
2)	Customer Satisfaction Survey Report	T +4 weeks
3)	Development and deployment Phase	T + 8 Weeks

	The development and deployment of Digital Content for End Users and the onsite training modules for Master Trainers and User Champions for enhancing behavioural competencies for frontline workers. This work shall done on the basis of GAP Analysis Report and Customer Satisfaction Survey Report. (Digital contents developed by the selected bidder must be original and the bidder must have IPR/CR etc in their name.) This will also include the digital training module content and capacity transfer.	
4)	Implementation Phase The Implementation of the program shall be done as per scope of work and timelines detailed in RFP.	T + 9 to T+21 (12 weeks)
5)	Evaluation Report A summarized evaluation report shall be submitted to the Training Division including reasons for under-performance of those trainees who fail to secure at least 60% Marks.	At the end of every training session.

5. The Final Output that will be Required of the Consultants:

In order to complete the work, the firm shall deliver the below-listed deliverables to Department of Posts as part of an assurance to fulfil the obligations under the contract of this tender. The List of the deliverables given below is indicative only and the Firm is responsible to provide all those deliverables which may be specified in this tender but not listed here and those proposed by the firm in their proposal in response to this tender.

1. **Report on GAP analysis:** The selected Bidder will prepare and submit the GAP analysis report on the lines of requirement of the department.
2. **Customer Survey :** The selected Bidder will prepare and submit the GAP analysis report on the lines of requirement of the department.
3. **Development and Delivery of Capacity Building Programme (Online/Offline Packages) :** Based on the outcome of customer satisfaction survey and GAP Analysis report, the bidder shall develop behavioural Competency Development Training packages for each of the five selected roles i.e. GDS, Postman, PA, IP/ASP and Postmaster. The bidder shall have to develop and deliver an evaluation based certified Training Programs as follows:-
 - i. The firm shall be required to develop a 5 day's training Program for 2500 Master Trainers (IP/ASP/PA/Postmaster / PTC/RTC Trainer) selected by the Department. The Training of Master trainers shall be conducted by the firm at 10 Postal Training Centres/Regional Training Centres (Annexure III). The training schedule of Master trainers must incorporate capacity building modules in the field of Soft Skills Training, Behavioural Change Management Training and design and development of Digital content for training purposes so far developing their behavioural competencies so as to make them able to impart further training to other users.

- ii. The firm shall also be required to develop a 3 day's training Program for 8000 User champions (Postmaster/ASP/IP/Postal Assistants/Postmen) at 10 PTCs/RTCs (Tentative number of locations under PTCs and RTCs detailed in Annexure III). Additionally, around 2500 GDS employee will have to trained at 100 Workplace training Center selected by Department (25 GDS/ WTC as per Annexure IV)
- iii. In order to analyse the effectiveness of training imparted, an evaluation Test shall be conducted by the Bidder at the end of each Training session. The passing marks should be 60% out of hundred and atleast 75% of trainees should pass, training should be repeated till 75% of trainees are passed.
- iv. For the remaining number of End Users (Approximately 4 Lacs) from different categories of frontline workers, the bidder shall prepare 12 hours' Audio Visual Training Program for developing behavioral competencies enumerated above for each of five categories. The firm shall also develop an evaluation test for the End Users. The firm shall transfer the digital training module content alongwith training tools (if any) so as to ensure capacity transfer to department to use this module in online/offline mode.

2. QUALIFICATION CRITERIA

Following will be the minimum pre-qualification criteria. Each eligible bidder should provide all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

Sl. No.	Criteria	Documents to be submitted
1)	The bidder should be registered under The Companies Act, 2013 and should be an established, permanent, independent, professional, and in-charge of the business of the company for at least 5 years having a registered office in India.	A self-declaration certificate is to be furnished in Form 4.
2)	The bidder should have minimum 30 professional employees on its payroll in the field of the business and related services such as Capacity Building, Change Management, Skill Training, Organizational Transformation, etc. as per the format provided in Form 5.	Certificate from the authorized HR person of the bidder as per Form 5 of the EoI.
3)	The bidder shall not be under a declaration of insolvency, bankruptcy, liquidation, or any other financial distress as per the format provided in Form 6 of the EoI.	A self-declaration letter signed by the authorized signatory of the bidder as per the format provided in Form 6 of the EoI.

Instructions to Bidders

The Bidder, who meet the eligibility criteria, shall prepare the proposal and submit the same online at www.eprocure.gov.in alongwith following documents:-

- a) Bidder's Expression of Interest, as per Format-1.
- b) Organizational Contact Details, as per Format-2.
- c) Experience of the organization, as per Format-3.
- d) Self certification by the Bidder, as per Format 4.
- e) List of fifty (50) experts/ consultants on payroll including qualification and experience, as per Format-5.
- f) Declaration of ineligibility/ banned/ blacklisted/ debarred by any State/ Central Government/ PSU/ any other Government institutions in India for corrupt or fraudulent practices or for non-performance (as per Format 6)
- g) Additional information, as per Format-7.
- h) Declaration, as per Format-8.

EoI Documents have been hosted on the website www.indiapost.gov.in and www.eprocure.gov.in and may be downloaded from the website.

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

2. QUALIFICATION CRITERIA

Following will be the minimum pre-qualification criteria. Each eligible bidder should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

Sl. No.	Criteria	Documents to be submitted
1)	The bidder should be registered under The Companies Act, 2013 and should be an established Professional Management / Consultancy Firm and in the existence for at least 5 years having a registered office in India.	A self-declaration certificate is to be furnished in Format 4.
2)	The bidder should have minimum 50 professional employees on its payroll in Consultancy and related Services such as Capacity Building/ Change Management/ Skill Training/ Organisational Transformation/ Consumer studies (as on 31st March 2022).	Certificate from the authorized HR person of the Bidder as Per Format 5 of this EoI.
3)	The Bidder shall not be under a declaration of ineligibility/ banned/ blacklisted/ debarred by any State/ Central Government/ PSU/ any other Government institutions in India for	A self-declaration letter signed by the authorized signatory of the Bidder as per the Format provided in Format 6 of this EoI.

	corrupt or fraudulent practices or for non-performance as on last date of submission of the Bid.	
4)	Permanent Account Number (PAN) of the bidder from Income Tax Authorities	Copy of PAN card of the bidder countersigned by authorised signatory of the Bidder
5)	The bidder shall have valid GSTIN registration certificate	Copy of GSTIN registration certificate countersigned by authorised signatory of the Bidder Copy of GST Return of last quarter
6)	The bidder should have satisfactorily completed atleast 3 similar projects in the past 5 years. The similar projects* is defined as per manual of procurement of Consultancy and other services.	Copy of work orders. Certificate from client regarding the completion/ongoing service contract confirming satisfactory performance.

Note 1 : No consortium/Joint venture is allowed to participate in EoI.

Note 2 : A bidder can submit only one EoI. Submission of more than one EoI will result in disqualification of all the EoIs submitted.

Note 3(1) : The bidder should have an aggregate financial turnover, not less than 3.5 crore, during each of last three previous financial years i.e. 2019-20, 2020-21, 2021-22 .The audited balance sheet reflecting financial turnover certified by chartered accountant with his stamp, signature and membership number shall be considered.

Note 3(2) : The bidder should in profit in the last three previous financial years i.e. 2019-20, 2020-21, 2021-22 .

* Note 4 : Similar completed projects are defined as under.

- 1) Three similar completed projects costing not less than the amount equal to 40% (Forty per cent) of the estimated cost; or
- 2) Two similar completed projects costing not less than the amount equal to 50% (Fifty per cent) of the estimated cost; or
- 3) One similar completed projects costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost

3. VALUATION CRITERIA AND METHOD OF EVALUATION

- i. Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- ii. EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and presentation/proposal to the selection committee whose decision will be final.

The proposals submitted by bidders shall be evaluated as per following methodology.
Bidders may please Note that Only those firms shall be allowed to participate in RFP process who secure at least 70 Marks or above in the evaluation process:

Sl. No	Evaluation Criteria	Documents to be submitted	Max. Marks	Scoring criteria	Marks to be awarded
1.	<p>No. of projects undertaken for Capacity building relating to</p> <p>i. Soft Skills Training i.e. interpersonal skills and communication abilities (15 marks)</p> <p>ii. Behavioural Change Management Training i.e. training aimed to changing attitude, skills and knowledge (15 marks)</p> <p>iii. Customer satisfaction survey(15 marks)</p> <p>iv. Design and development of digital content for training purposes (15 marks)</p> <p>All the above should be executed/under execution for Ministry/Department/Organization under Central Government/ State Government/PSU/ Other Autonomous bodies in last 5 years.</p>	Copy of Work Order/contract + client letter for satisfactory completion of project/award of work for ongoing project certified by authorised signatory of the bidder.	Total 60 Marks (15 Marks each as mentioned in column 'Evaluation criteria' 15*4=60 Marks)	The marks obtained by totalling of marks obtained in Category i,ii,iii,and iv in Column "Evaluation Criterea"	
2.	No. of years the bidder has been in the field of Capacity building relating to Soft Skills Training /Behavioural Change Management Training/Customer satisfaction survey/ design and development of Digital content for training purposes executed/under execution for Ministry/Department/Organization under Central Government/ State Government/PSU/ Other Autonomous bodies .	Certificate of Registration of Legal Entity and Self Attested Experience certificate along with list of projects/ contracts with details of year of award completion.	20 Marks	<p>Less than 3 year</p> <p>3-6years</p> <p>6-9 years</p> <p>9-12 years</p> <p>12-15</p>	<p>0</p> <p>5</p> <p>10</p> <p>15</p> <p>20</p>

3	Proposed core team members to be deployed from the field of Capacity building relating to Soft Skills Training /Behavioural Change Management Training/Customer satisfaction survey/ design and development of Digital content for execution of the project.	For each Team Leader, Project Manager and Faculty Member, following supporting documents must be provided:- i. Curriculum vitae ii. Employer's certificate/ Experience Certificate (not less than 3 years for Team Leader/2 years for Project Manager and 1 year for the trainers)	20 Marks	Team Leader – 1 no. = 5marks(If the Leader has more than 3 years of experience in leading Such projects) Project Manager 1 no.= 3marks(if the manager has more than 2 years of Experience in managing such projects) Team Members 30 numbers = 0.4 marks for each member with more than 1 year in such programs .
4.	i. The bidder should have an aggregate financial turnover, not less than 3.5 crore, during each of last three previous financial years i.e. 2019-20, 2020-21, 2021-22. The audited balance sheet reflecting financial turnover certified by chartered accountant with his stamp, signature and membership number shall be considered.	-	-	This is enabling benchmark Criteria. Though no marks are assigned for this criteria, the bid of only those firms shall be evaluated, which meet this criteria.

ii. The bidder should in profit in the last three previous financial years i.e. 2019-20, 2020-21, 2021-22 .			
Total		100 Marks	

Note:

- a) The core team personnel shall mean those resources having authority and responsibility for planning, directing and controlling the activities related to development, implementation, operating and managing various functionalities of Customer / Citizen Centricity Program.
 - b) No Core team member or Key Personnel shall be changed without the prior written consent of Department of Posts unless such removal is the result of an unavoidable circumstance including but not limited to resignation, termination, medical leave, etc. In the event of such unavoidable circumstances, the outgoing personnel will be replaced by the firm with a personnel of same or better profile within seven days .
 - c) In case Department of Posts requests that any Firm personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule.
 - d) The bidder shall ensure to deploy "the right mix and required number of resources" that will be required to "deliver as per the timelines & Scope of work "as defined in this tender.
- iii. The agencies may be required to make a presentation, if required, to a selection committee show-casing their proposals.
 - iv. Department of Posts will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience from Department of Posts.
 - v. Short listed agencies will be issued RFP and asked to submit proposal in a sealed envelope.

4. **RESPONSE**

Bidders must ensure that their Bid response is submitted as per the formats attached with this document. Special comments on the objectives and scope of the service projected in the EoI may also be submitted along with the offer. Application in sealed cover super scribed, as "EOI for the development, delivery & satisfactory implementation of the training modules focused on overall capacity building for upgrading behavioural competencies of departmental employees and GDS of Department of Posts with a view to provide customer satisfaction in delivery of services".

5. **CONFLICT OF INTEREST**

Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform Department of Posts, detailing the conflict in writing as an attachment to this Bid. Department of Posts will be the final Arbiter in cases of potential conflicts of interest. Failure to notify Department of Posts of any potential conflict of interest will invalidate any verbal or written agreement.

A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in the process.

ADG (Training)
 Form No. 138 (Rev. 2001)
 New Delhi-110001

Subject: Submission of BOI for the development, delivery & execution implementation of the training modules based on overall capacity building for upgrading behavioral competencies of departmental employees and ODS of Department of Posts with a view to provide customer satisfaction in delivery of services.

Statement

In response to the invitation for Expression of Interest (EOI) published on xx.xx.xx, we would like to express interest to copy out the above proposed task. As mentioned, following documents have been attached in the format:

- a) Organizational Chart: Detail as per Format-1
- b) Experience of the organization as per Format-2
- c) Self declaration by the Bidder as per Format-3
- d) List of top (50) experts/consultants on payroll including qualification and experience as per Format-4
- e) Location of existing branch/branches located by any State Central Government, PSU, and other Government institutions in India for carrying out similar projects as per Format-5
- f) Additional information as per Format-6
- g) Declaration as per Format-7

Signature of the Bidder
 (Full name of Bidder)

 Date: _____

Encl: As above

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

FORMAT – 1
BIDDER'S EXPRESSION OF INTEREST

To,

ADG (Training)
Room No. 338, Dak Bhawan,
New Delhi-110001

Subject Submission of EOI for the development, delivery & satisfactory implementation of the training modules focused on overall capacity building for upgrading behavioural competencies of departmental employees and GDS of Department of Posts with a view to provide customer satisfaction in delivery of services

Sir/Madam,

In response to the Invitation for Expressions of Interest (EOI) published on xx.xx.xxxx for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, following documents have been attached in the online proposal:

- a) Organizational Contact Details, as per Format-2.
- b) Experience of the organization, as per Format-3.
- c) Self certification by the Bidder, as per Format 4.
- d) List of fifty (50) experts/ consultants on payroll including qualification and experience, as per Format-5.
- e) Declaration of ineligibility/ banned/ blacklisted/ debarred by any State/ Central Government/ PSU/ any other Government institutions in India for corrupt or fraudulent practices or for non-performance (as per Format 6)
- f) Additional information, as per Format-7.
- g) Declaration, as per Format-8.

Signature of the Bidder
[Full name of Bidder]
Stamp.....
Date:

Encl.: As above.

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

FORMAT 2

S. No	Organizational Contact Details	
1.	Name of Organization	
2.	Main areas of business	
3.	Whether registered under the Indian Companies Act, 1956/ the partnership Act, 1932 (enclose a Copy of Certificate of Incorporation (CoI) issued by Registrar of Companies countersigned by authorised signatory of the Bidder)	Yes/No
4.	Address of registered office with telephone no. & fax (enclose a copy of PAN card of the bidder countersigned by authorised signatory of the Bidder alongwith a copy of GSTIN registration certificate countersigned by authorised signatory of the Bidder and Copy of GST Return of last quarter)	
5.	Address of offices in i) National Capital Region of Delhi ii) All other State/UT's	
6.	Contact Person with telephone no. & e-mail ID	

Signature of the Bidder
[Full name of Bidder]
Stamp.....
Date:

Encl.: As above.

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

FORMAT 3

Experience of the organisation				
S. No	Items	Number of Assignments during last 5 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order)	Mention the name of Client/ Organization (Enclose completion certificates)
1	Details of satisfactorily completed atleast 3 similar projects in the past 5 years.			
Signature of the Bidder Full name of Bidder Stamp & Date				
Encl. : As above.				

Note : Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” will be final.

FORMAT 4

SELF CERTIFICATE BY THE BIDDER

(To be submitted on the Letter head of the bidder)

This is to certify that M/s _____ has been registered in India as a Firm/Company for the past 5 years, as on 1st April, 2022, and is engaged in activities related to Professional agent/consultancy in the field of Capacity building/Change Management/Skill Training/Organisation and Consumer studies.

I fully understand that the above information is correct. If at any stage, it is found that the above information is false, the Department of Posts shall be authorised to take appropriate action including cancellation of bid.

For <Bidder's Name>
Stamp of the Bidder

FORMAT 5

**Certified Statement on Manpower Capability
(To be submitted on the Letter head of the bidder)**

Dated:

Certificate on Statement on Manpower Capability

This is to certify that the number of full-time employees having experience in Consultancy and related Services such as Capacity Building/ Change Management/ Skill Training/ Organisational Transformation/ Mindset Change cum Customer Centricity in <<Bidder's Name>> is minimum Fifty (50) as on 31.03.2021. Details are as under:

Sl. No.	Name	Qualification	Experience (in completed months)	Area of Expertise

For <Bidder's Name>
HR Signature (with Organization Stamp)
HR Name

FORMAT 6

Undertaking of not being Ineligible / banned / blacklisted / debarred
(To be submitted on the Letterhead of the Bidder)

Dated •

Undertaking of not being Ineligible / banned / blacklisted / debarred

I/We confirm that our company is not under a declaration of not ineligible / banned / blacklisted / debarred in any manner whatsoever by any State Government, Central Government or any other Public sector undertaking or a Corporation or any other autonomous organization of Central or State Government as on Bid submission date.

Name & Signature of authorized signatory:

Name of the Firm:

Full Address:

Company Seal:

FORMAT – 7

Additional Information

1. List all enclosures related to the previous sections.

S.NO	Description	No. of pages

2. Additional information to support the eligibility as per Section 7 (Not more than 2 pages).

Signature of the Bidder
Full name of Bidder

Stamp & Date

FORMAT -8

Declaration

We hereby confirm that we are interested in competing for the Consultancy Services to undertake the task related to “development, delivery & satisfactory implementation of the training module focused on satisfaction for employees of Department of Posts with a view to provide customer satisfaction in delivery of services”

All the information provided herewith is genuine and accurate.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

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

ANNEXURE-I

For better understanding, a Framework of Role Activities and Competencies (FRACing) of different cadres of frontline workers has been drawn out. Based on it, the roles and activities of the various categories has been linked with corresponding behavioural competencies, which are required to be incorporated in developing and delivering capacity building courses by the agency:-

Sl. No.	Designation	Activities	Behavioural competencies
1	GDS BPM	<ul style="list-style-type: none"> i. Motivating the team for procurement of business ii. Educating customers for the use of net banking for online closure of their Recurring Deposit(RD)/Time Deposit(TD) account and provide relevant assistance. iii. Promoting ATM service amongst Post Office Savings Bank (POSB) Customers. iv. Educating customers regarding PLI/RPLI and General Insurance services. v. Following all insurance related activities i.e. from issuing policy to claim settlement. vi. Promoting online premium payment facility amongst customers vii. Motivating team for procurement of business. viii. Educating customers about India Post Payments Bank(IPPB) service, Opening IPPB Account and providing other services like AePS/ Digital Life Certificate (DLC)/Postman Mobile App(PMA) ix. Sale of Postage Stamp (Manually as well as in device) & collection of ordinary articles including Clearance of mails physically as well as through Nanyatha app 	<ul style="list-style-type: none"> i. Attention to detail, ii. Communication skill, iii. Conflict Resolution, iv. Dedication to duty, v. Discipline, vi. Empathy, vii. Information seeking, viii. Initiative & drive, ix. Integrity x. Leading others, xi. Multitasking Skills, xii. Ownership, xiii. Presentation skill, xiv. Ready to learn, xv. Self confidence xvi. Strategic Thinking, xvii. Team work xviii. Sewa Bhao xix. Citizen Centricity

2.	GDS ABPM	<ul style="list-style-type: none"> i. Paying cash to customers after proper identification. ii. Collecting cash from the customers for VP/COD/Postage due/IPPB etc. iii. Sale of postage stamps iv. Collection of ordinary articles from the customers. v. Attempting delivery of all the articles vi. Attempting delivery and payments of the accountable articles and (Electric Money order)-eMOs received. vii. Returning undelivered articles and unpaid eMOs with proper remarks to BPM (physical as well as in device) viii. Helping customers in identifying their needs and providing service in courteous manner as per the need of the customer. ix. Taking regular feedback/suggestions from customers. x. Liaisoning with prominent persons of the village/Govt organisations. xi. Ensuring intact delivery of merchandise items received for delivery xii. Ensuring secrecy of credentials wherever applicable xiii. Preventing payment attempted by forger/impersonation xiv. Promoting vigilance awareness among the customers xv. Ensuring customer satisfaction, keep proper liaisoning and ensuring for upselling /cross selling. xvi. Identifying business potentiality in the respective area. 	<ul style="list-style-type: none"> i. People first, ii. Communication skill, iii. Awareness, iv. Developing correct Accountability, v. Attention to detail, vi. Communication skill, vii. Conceptual Thinking, viii. Co-ordination ix. Developing vigilance skills x. Discipline, xi. Empathy, xii. Etiquettes xiii. Information seeking, xiv. Initiative & drive, xv. Innovative thinking, xvi. Motivation xvii. Multi-tasking skill, xviii. Networking, xix. Objection handling skills, xx. Ownership perception, xxi. problem solving, xxii. Ready to learn, xxiii. Self confidence xxiv. Selling techniques, xxv. Setting the right intention, xxvi. Taking accountability, xxviii. Vigilance, xxix. Sewa Bhao xxx. Citizen Centricity
3.	GDS Dak Sevak	<ul style="list-style-type: none"> i. Picking of articles from bulk customers 	<ul style="list-style-type: none"> i. Discipline ii. Ownership iii. Devotion to duty iv. Integrity v. Attitude vi. Communication skills vii. Sewa Bhao

4.	Postman	<ul style="list-style-type: none"> i. Learning the various Postman beats of the Post Office(PO). ii. Sale of Postal Stamps & stationery in the beat. iii. Promotion and Collection of Mail/Money Order Business in the beat w.r.t. Accountable Mails and eMOs. iv. Carrying essential forms in the beat for customers. v. Timely Delivery of articles and eMOs to recipients through PMA vi. Issuing Intimation/Notice for articles where recipients are not available and maintaining Book of receipts for intimations and notices delivered. vii. Giving appropriate standard return remarks on undelivered articles, in Postman book and in Delivery Postman Management System(DPMS) and marking returns in DPMS. viii. Return of accountable undelivered articles/ unpaid MO's ix. Collection of Money from recipients of articles such as Postage Due on unpaid articles, amount of VP article due along with MO commission, COD amount and custom duty charges etc. x. Marketing of Savings Schemes and Certificates. xi. Rendering of Mobile banking services. xii. Marketing and selling PLI/RPLI plans as an Agent. xiii. Marketing IPPB products and services including third party products- Door step banking and AePS, Aadhar updation, Digital Life certificate. xiv. Verification of the addresses/addressees of Bidders of the Postal Identity Cards. 	<ul style="list-style-type: none"> i. People first, ii. Communication skill, iii. Awareness, iv. Developing correct Accountability, v. Attention to detail, vi. Communication skill, vii. Conceptual Thinking, viii. Co-ordination ix. Developing vigilance skills x. Discipline, xi. Empathy, xii. Etiquettes xiii. Information seeking, xiv. Initiative & drive, xv. Innovative thinking, xvi. Motivation xvii. Multi-tasking skill, xviii. Networking, xix. Objection handling skills, xx. Ownership xxi. perception, xxii. problem solving, xxiii. Ready to learn, xxiv. Self confidence xxv. Selling techniques, xxvi. Setting the right intention, xxvii. Taking accountability, xxviii. Vigilance, xxix. Sewa Bhao xxx. Citizen Centricity
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5.	Postal Assistant(Counter)	<ul style="list-style-type: none"> i. Booking of traditional mail, premium products, money remittance services, Philately and RMFS ii. Sale of stamps/IPOs iii. Miscellaneous services(New Pension Scheme (NPS)enrollment, Aadhaar related services, Western Union International Money Transfer(WUIMT), Post Office Passport Seva Kendra (POPSK), e-payment, retail post, Common Service Center (CSC) iv. Insurance Services (PLI/RPLI) v. Savings Bank & Certificates, Jansuraksha schemes, IPPB vi. Insurance Services (PLI/RPLI) vii. Receipt of Complaint, viii. Providing basic inputs about complaint and ix. Escalation x. Cross marketing xi. Attend the Enquiries of the customers xii. Receipt and examination of mail bag, separation of articles, identification of unpaid/insufficiently paid articles and articles with breach of condition xiii. Returns of undelivered articles, Maintenance of unpaid abstract xiv. Booking of registered articles, parcels and premium products xv. Despatch of accountable mails xvi. Receipt and examination of registered/speed/parcel bag xvii. Opening of bags, checking of contents, stamping, sorting and issue for delivery through Postman/Window and BO xviii. Maintenance of abstracts xix. Taking returns of accountable articles 	<ul style="list-style-type: none"> i. Accountability ii. Attentiveness, iii. Communication skills, iv. Confidentiality, v. Coordination vi. Empathy vii. Forecasting, viii. Listening skills, ix. Marketing Skills and strategies, x. Monitoring Skills xi. Proactive approach xii. People first xiii. Self awareness and control xiv. Segregation, xv. Self confidence xvi. Space management, xvii. Time bound execution xviii. Time Management xix. Vigilant, xx. Sewa Bhao xxi. Citizen Centricity
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		<p>xx. Handling payments to registered, walk in and bulk customers</p> <p>xxi. Account opening, Subsequent transactions, acceptance of service requests</p> <p>xxii. Opening of accounts, passing of warrants, closure of accounts, intimation of cheque realization, Interest addition</p> <p>xxiii. Handling processes related to recruitment, roster, leave matters, DPCs, Training, PFs, LGO/LDCE, Transfer, retirement and court cases, Noting and drafting</p> <p>xxiv. Receipt, handling and disposal of complaints, Consumer forum cases,</p> <p>xxv. Receipt and disposal of RTI applications, Conducting Dak Adalat, Noting and drafting</p> <p>xxvi. Monitoring the performance of field units against the target allotted, Coordinating with field units/ME/SDH/DO PLI for conducting melas, Planning for special drive/Maha Login, Processing of PLI/RPLI new proposals and claim cases</p> <p>xxvii. Receipt, examination and safe custody of stock, Sale and accounting of Philatelic items, Supply of Philatelic items to linked offices, Providing special cancellation Printing and despatch of Mystamp</p> <p>xxviii. Preparing Despatch kit of PDA, Reconciliation of PDA balance, Promotion of PDA</p>	
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6.	Inspector Posts/Assistant Superintendent Posts	<ul style="list-style-type: none"> i. Knowledge of Department Information Technology (IT) System, Knowledge of MNOP & PNOP, Knowledge of mail operations and procedures mentioned in Postal Manual Volume V and VII ii. Knowledge on various SOPs, rules related to operations, Knowledge of Department IT System iii. Knowledge about the disciplinary proceedings; exercising disciplinary authority powers iv. Knowledge about complaint handling procedure; Knowledge about claim settlement procedures related to frauds or death claim; Knowledge of Consumer Protection Act, Centralized Public Grievance Redress and Monitoring System(CPGRAMS) procedure and CRM portal v. Knowledge of Philately, Procedure of opening PDA, Knowledge of conducting philatelic exhibition vi. Monitoring of financial transactions, Expansion of financial services to unbanked and underbanked areas, vii. Periodic monitoring of Money order payment, viii. Monitoring of VP and COD realization, Monitoring of MNREGA, Promotion & Settlement of claims related to DBT and social benefit schemes. IPPB cash management ix. Knowledge of POLI Rules 2011, Instructions and SOPs issued by PLI Directorate from time to time, Knowledge of Clientele, Knowledge of Insurance Industry, x. Knowledge of POLI Rules 2011, Instructions and SOPs issued by 	<ul style="list-style-type: none"> i. Communication skills, ii. Confidentiality iii. Coordination skills, iv. Decision making v. Interpersonal skills, vi. Leadership, vii. Liaison viii. Listening skills ix. Management x. Monitoring, xi. Persuasive xii. Proactive approach, xiii. Problem solving; xiv. Public relation xv. Punctuality, xvi. Time Management, xvii. Transparency xviii. Vigilance xix. Sewa Bhao xx. Citizen Centricity
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		<p>PLI Directorate from time to time on Loan, Surrender,</p> <p>xi. Identification of Potential areas, Target allocation, Advertisement, Execution</p> <p>xii. Knowledge of RTI Act and Rules,</p>	
7.	Postmaster	<p>i. Attend public grievances/complaint case settlement.</p> <p>ii. Attend the enquiries of the customers</p> <p>iii. Maintenance of discipline in the office.</p> <p>iv. Taking disciplinary action against postman and Multi Tasking Staff(MTS) officials when necessary</p> <p>v. Implementation of all services and products as per the norms of the citizen charter.</p> <p>vi. Function as CentralAssistant Public Information Officer (CAPIO) for RTI Cases</p> <p>vii. Checking and ensuring Multi Purpose Counter Machine (MPCM) counter is functioning for customers smoothly.</p> <p>viii. Checking counter cash collection and ensure timely transfer of cash to/from treasury.</p> <p>ix. Ensuring timely payment of pension, PLI, UCP etc.</p> <p>x. Maintaining and keeping of statistical register of counter in custody.</p> <p>xi. Maintain Complaint and suggestion book on counter.</p> <p>xii. Ensuring clearing of Letter boxes through Nanyatha App</p> <p>xiii. Maintenance of register of registered newspaper.</p> <p>xiv. Maintaining proper account/abstract of all articles received/dispatch.</p> <p>xv. Attending enquiries of the visitors/customers.</p>	<p>i. Attention</p> <p>ii. Coordination</p> <p>iii. Vigilant</p> <p>iv. Attentive</p> <p>v. Empathy</p> <p>vi. Patient</p> <p>vii. Taking Accountability</p> <p>viii. Liaison</p> <p>ix. Alert</p> <p>x. Team Building</p> <p>xi. Performance delivery</p> <p>xii. Sewa Bhao</p> <p>xiii. Citizen Centricity</p>

Annexure II**Distribution of employees and customers to be covered under survey**

Sl No.	Name of PTC/RTC	Name of Divisional HQ Location	No. of employees (at each location)	No. of customers to be surveyed * (at each location)
1	Darbhanga	1) Darbhanga 2) Madhubani	GDS – 20 Postman – 10 Postal Assistant – 10 IP/ASP – 5 Postmaster - 5	100
2	Guwahati	3) Guwahati 4) Nagaon		100
3	Madurai	5) Madurai 6) Dindigul		100
4	Mysore	7) Mandya 8) Mysuru		100
5	Saharanpur	9) Muzaffarpur 10) Saharanpur		100
6	Vadodara	11) Vadodara East 12) Valsad		100
7	RTC Nashik	13) Nashik 14) Aurangabad		100
8	RTC Delhi	15) Central Dn 16) West Dn.		100
9	RTC Bhubaneswar	17) Bhubaneswar 18) Puri		100
10	RTC Hubballi	19) Dharwad 20) Belgavi		100
		Total	1000	2000

* Out of total customers to be surveyed, minimum 20% customers should be Saving Bank Customers; minimum 10% customers should be PLI/RPLI Customers; minimum 10% customers should be Common Service Centre (CSC) Customers; minimum 10% customers should be Aadhar Customers; minimum 10% customers should be Money order (MO) Customers and minimum 10% customers should be Parcel Customers.

Annexure III**Detail of Training of User Champions/Master Trainers to be carried out**

Sl No.	Name of PTC	Name of Circle under -catchment area	Total No. of User Champions to be trained	Total No. of Master Trainers to be trained
1	Darbhanga	Bihar, Jharkhand, Odisha West Bengal	1000	300
2	Guwahati	Assam North East	500	200
3	Madurai	Tamil Nadu	500	200
4	Mysore	Andhra Pradesh, Karnataka Kerala, Telangana	1000	350
5	Saharanpur	Jammu & Kashmir, Punjab, Delhi, Himachal Pradesh, Haryana, Uttarakhand, Rajasthan Uttar Pradesh	2000	600
6	Vadodara	Chhattisgarh, Madhya Pradesh, Gujarat Maharashtra	1000	300
7	RTC Nashik	Maharashtra	500	200
8	RTC Delhi	Delhi	500	50
9	RTC Bhubaneswar	Odisha	500	200
10	RTC Hubballi	Karnataka	500	100
		Total	8000	2500

**Details of WTCs where 2500 GDS are to be trained as User Champions
(25 at each location)**

S. No.	Name of Circles	WCTC Location
1.	Andhra Pradesh	1) Kurnool 2) Nellore 3) Tirupati 4) Vishakapatnam
2.	Assam	5) Guwahati 6) Dibrugarh 7) Nalbari
3.	Bihar	8) Patna 9) Muzzafarpur 10) Bhagalpur 11) Gaya 12) Munger
4.	Chhattisgarh	13) Raipur 14) Bilaspur
5.	Delhi	15) NIE HO 16) RMS Bhawan
6.	Gujarat	17) Ahmedabad City 18) Mehsana 19) Rajkot 20) Vadodara 21) Bhuj
7.	Haryana	22) Ambala 23) Karnal 24) Gurugram
8.	Himachal Pradesh	25) Una 26) Dharamshala 27) Solan
9.	Jammu & Kashmir	28) ASIS Paul 29) Jammu 30) Rajouri
10.	Jharkhand	31) Ranchi Dn. 32) Dumka 33) RN Dn. Ranchi
11.	Karnataka	34) 1 BG GPO 35) Mangaluru 36) Haveri 37) Kumta 38) Dharwad
12.	Kerala	39) Thiruvananthapuram South 40) Thalassery 41) Ernakulam

		42)	Mavelikara
13.	Madhya Pradesh	43)	RMS Bhopal
		44)	RO Indore
		45)	Shahdol
		46)	Khandwa
		47)	Sagar
14.	Maharashtra	48)	Santacruz (Mumbai)
		49)	Thane
		50)	Aurangabad
		51)	Ratnagiri
		52)	Kolhapur
		53)	Nagpur Mufasil
		54)	Central Sorting Dn.
15.	North Eastern	55)	Imphal
		56)	Agartala
		57)	Shillong
16.	Odisha	58)	CO Bhubaneswar
		59)	RO Behrampur
		60)	RO Sambhalpur
		61)	Rourkela
17.	Punjab	62)	Chandigarh
		63)	Ludhiana
		64)	Amritsar
		65)	Jalandhar
18.	Rajasthan	66)	CO Jaipur
		67)	RO Jodhpur
		68)	Bhilwara
		69)	RO Ajmer
		70)	Bhilwara
19.	Tamil Nadu	71)	Chennai GPO
		72)	Chidambaram
		73)	Tirupur HO
		74)	Coimbatore
		75)	Madurai HO
		76)	Trichi
		77)	Krishnagiri
20.	Telangana	78)	RO Hyderabad
		79)	Humayan Nagar
		80)	Begambazar
21.	Uttar Pradesh	81)	Lucknow
		82)	Agra HO
		83)	Allahabad A Region
		84)	Mathura HO
		85)	Aligarh HO
		86)	RO Bareilly
		87)	Gorakhpur
		88)	Varanasi East
		89)	Bara Banki
		90)	Gonda
22.	Uttarakhand	91)	Dehradun

		92)	Almora
		93)	Kashipur
23.	West Bengal	94)	Kolkata GPO
		95)	Burdwan HO
		96)	Central HO
		97)	Portblair
		98)	SB Road (South Kolkata Region)
		99)	Kharakpur
		100)	Belgachia (North Kolkata)

