



इण्डो-जर्मन टूल रूम, इन्दौर INDO GERMAN TOOL ROOM, INDORE (एमएसएमई टूल रूम एवं प्रौद्योगिकी केन्द्र)



(MSME TOOL ROOM & TECHNOLOGY CENTRE)

सूक्ष्म, लघु और मध्यम उद्यम मंत्रालय, भारत सरकार

Ministry of Micro Small & Medium Enterprises, Govt. of India

291-बी, 302-ए, सेक्टर-ई, इंडस्ट्रीयल एरिया, सांवेर रोड, इन्दौर (म.प्र.)-452015

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विज्ञापन संख्या/Advt. No.: IGTR/2026-27/TRG/EOI/01

दिनांक/Date: 03/06/2026

पैनल में शामिल किए जाने हेतु अभिरुचि अभिव्यक्ति (EOI) EXPRESSION OF INTEREST (EOI) FOR THE EMPANELMENT

इंडो-जर्मन टूल रूम (IGTR), इंदौर, एक प्रमुख प्रौद्योगिकी एवं कौशल विकास संस्थान है, जिसे मध्य प्रदेश के सूक्ष्म, लघु एवं मध्यम उद्यमों (MSMEs) के लिए संरचित क्षमता निर्माण, जागरूकता एवं प्रशिक्षण कार्यक्रमों के क्रियान्वयन हेतु एक प्रमुख संस्था के रूप में चिन्हित किया गया है। एमएसएमई के लिए प्रस्तावित कार्यक्रमों का पारदर्शी, प्रतिस्पर्धात्मक एवं समयबद्ध संचालन सुनिश्चित करने के उद्देश्य से, IGTR पाँच श्रेणियों के अंतर्गत पैनल में शामिल किए जाने हेतु पात्र व्यक्तियों/संस्थानों/संगठनों से आवेदन आमंत्रित करता है:

Indo-German Tool Room (IGTR), Indore, serves as a premier technology and skill development institution has been identified as a key implementation agency for delivering structured capacity building, awareness, and training interventions to MSMEs across Madhya Pradesh.

In order to ensure transparent, competitive, and time-bound delivery of planned interventions for MSMEs, IGTR hereby invites applications from eligible Individual/Agencies/organisations for empanelment under five categories.

पैनल में शामिल किए जाने संबंधी विस्तृत जानकारी हमारी वेबसाइट पर उपलब्ध है: www.igtr-indore.com

Complete details of the empanelment can be viewed on our website: www.igtr-indore.com

इच्छुक संस्था अपने आवेदन सीलबंद लिफाफे में (तकनीकी एवं वित्तीय प्रस्ताव अलग-अलग) दिनांक 15/06/2026 को सायं 5:00 बजे तक प्रस्तुत कर सकती हैं।

Interested agencies may submit their applications in sealed envelope (Technical & Financial proposals separately) on or before 15/06/26 at 5.00 PM.

महाप्रबंधक, IGTR इंदौर को बिना कोई कारण बताए किसी भी अथवा सभी आवेदनों को स्वीकार या अस्वीकार करने का पूर्ण अधिकार सुरक्षित है।

The General Manager, IGTR Indore, reserves the full right to accept or reject any or all applications without assigning any reason.

महाप्रबंधक/General Manager

INDO-GERMAN TOOL ROOM (IGTR) INTERVENTIONS

Under the RAMP Scheme (Raising and Accelerating MSME Performance)

EMPANELMENT DOCUMENT

Categories of Empanelment:

Category A – Trainers for Conducting GEM (Government e-Marketplace) Awareness Workshops

Category B – Trainers for Conducting BIS (Bureau of Indian Standards) Awareness Workshops

Category C – Trainers for Financial Awareness Programmes for MSMEs

Category D – Event Management Agencies

Category E – Service providers for Capacity Building

Issued by:

INDO-GERMAN TOOL ROOM (IGTR)

Year: 2025–2026

1. Introduction

The Indo-German Tool Room (IGTR), Indore, serves as a premier technology and skill development institution. It has been identified as a key implementation agency for delivering structured capacity building, awareness, and training interventions to MSMEs across Madhya Pradesh.

In order to ensure transparent, competitive, and time-bound delivery of planned interventions for MSMEs, IGTR hereby invites applications from eligible agencies/organisations for empanelment under the following five categories:

- Category A – Trainers for Conducting GEM (Government e-Marketplace) Awareness Workshops
- Category B – Trainers for Conducting BIS (Bureau of Indian Standards) Awareness Workshops
- Category C – Trainers for Financial Awareness Programmes for MSMEs
- Category D – Event Management Agencies
- Category E – Service providers for Capacity Building

1.1 Objectives of Empanelment

The empanelment exercise aims to:

- Create a pool of pre-qualified, competent agencies/trainers to undertake intervention activities for MSMEs
- Ensure timely, quality, and cost-effective delivery of workshops, training programmes, and events

2. Background –

2.1 About Indo-German Tool Room (IGTR), Indore

The Indo-German Tool Room (IGTR) at Indore is one of the premier technical training and tooling institutions established as a joint initiative of the Government of India and the German Government. IGTR offers:

- Advanced precision tooling and machining services
- Skill development and technical training programmes
- Technology upgradation support for MSMEs
- Testing, calibration, and quality assurance services

IGTR also serves as the designated venue and institutional partner for conducting structured awareness and capacity building programmes for MSMEs in Madhya Pradesh.

3. Scope of Work – Category-wise Details

Category A: GEM (Government e-Marketplace) Awareness Workshops

3.A.1 Objective

To facilitate training to MSMEs in registering and actively transacting on the Government e-Marketplace (GeM) portal (gem.gov.in), thereby expanding their market access for supply of goods and services to Government buyers.

3.A.2 Key Deliverables

- Conduct GEM Awareness and Onboarding Workshops at various districts and cluster locations across Madhya Pradesh
- Provide hands-on training on seller registration, profile creation, product/service listing, and bid participation on GeM
- Distribution of information, step-by-step registration guide, and helpline information

3.A.3 Evaluation Criteria for Individual Trainers / Resource Persons – Category A (GeM)

Each trainer or resource person proposed by the applicant agency for Category A (GeM) programmes must be individually evaluated against the following criteria. Agencies must submit a separate completed Trainer Profile Sheet (Annexure-A) for each proposed resource person.

Sr.	Evaluation Parameter	Gradation / Scoring Scale	Max. Marks
1	Academic / Professional Qualification (highest relevant qualification held by the trainer)	Post-Graduate / Professional Degree (MBA, M.Com, M.Tech) = 10 Graduate with domain-specific certification = 8 Graduate (B.Com / BBA / BA / B.Tech) = 5 Diploma / Vocational / Other = 4	10
2	Total number of GeM awareness / onboarding sessions independently conducted	Above 50 sessions = 10 30–50 sessions = 8 15–30 sessions = 5 5–15 sessions = 3 Below 5 = 0	10
3	Total years of active domain experience in GeM / government procurement / e-tendering / public procurement advisory (paid professional engagement, not academic)	Above 7 years = 10 5–7 years = 7 3–5 years = 5 1–3 years = 3 Below 1 year = 0	10
4	Developed instructional materials — trainer manuals, participant workbooks, e-modules, FAQs, video tutorials specific to GeM domain	3 or more independently developed outputs = 10 1–2 outputs = 7 None = 0	10
5	Government body empanelment / recognition in GeM or MSME domain at personal/individual level (NSIC, MSME-DI, GeM authority, DPIIT, etc.)	2 or more individual empanelment = 10 1 individual empanelment = 7 None = 0	10
6	Live demonstration session: trainer delivers a 10-minute sample GeM awareness session before the Evaluation Committee covering portal navigation, seller registration process or bid participation	Excellent — clear, structured, hands-on, responsive to queries = 50 Good — adequate content, minor gaps = 35 Average — basic coverage, limited engagement = 20 Below average = 0	50
Total Marks: 100 Minimum Qualifying Score for Trainer: 60			100

Category B: BIS (Bureau of Indian Standards) Awareness Workshops

3.B.1 Objective

To create awareness among MSMEs about BIS certification schemes, quality standards, ISI marking, Hallmarking, and the process of obtaining BIS licences, thereby improving the quality compliance and export competitiveness of MSME products.

3.B.2 Key Deliverables

- Conduct BIS Awareness and Certification facilitation workshops at district/cluster levels
- Cover topics including: BIS Act 2016, ISI Mark, CRS (Compulsory Registration Scheme), Hallmarking of Gold Jewellery, FMCS (Foreign Manufacturers Certification Scheme), and ECO Mark
- Provide guidance on the process and documentation for applying for BIS licences

3.B.3 Evaluation Criteria for Individual Trainers / Resource Persons – Category B (BIS)

Each trainer or resource person proposed for Category B (BIS) programmes must be individually evaluated using the matrix below. Agencies must submit a separate completed Trainer Profile Sheet (Annexure- A) for each proposed resource person.

Sr.	Evaluation Parameter	Gradation / Scoring Scale	Max. Marks
1	Academic / Professional Qualification in quality, standards, engineering or science disciplines	Post-Graduate in Engineering / Science / Quality Management = 15 Graduate in Engineering / Science / Commerce with quality certification = 12 Graduate (any discipline) with standards-related professional training = 8 Diploma / Vocational / Other = 4	15
2	BIS-Specific Credential or Standards Certification (BIS empanelled auditor / BIS-certified trainer / ISO Lead Auditor / QCI empanelled assessor / NABCB accreditation credential or equivalent)	Holds BIS empanelment or BIS-certified auditor / trainer credential = 20 Holds ISO Lead Auditor certification (IRCA / Exemplar Global or equivalent) = 18 Holds QCI / NABCB / NPC assessor empanelment = 16 Attended BIS / QCI trainer orientation with certificate = 8 No formal BIS or quality credential = 0	20
3	Total number of BIS / quality standards / conformity assessment awareness sessions independently conducted (completion certificates or attendance sheets required)	Above 40 sessions = 20 25–40 sessions = 16 12–25 sessions = 12 8–12 sessions = 7 Below 8 = 0	20
4	Total years of active domain experience in BIS certification facilitation, quality standards consulting, ISO implementation, or conformity assessment advisory	Above 7 years = 15 5–7 years = 12 3–5 years = 9 1–3 years = 5 Below 1 year = 0	15
5	Developed instructional materials — trainer handbooks, certification guides, BIS application walkthroughs, standards comparison documents or e-modules	3 or more independently developed outputs = 10 1–2 outputs = 7 None = 0	10
6	Direct engagement or prior work with BIS, QCI, NPC, NABCB, MSME quality cells or State quality promotion bodies at individual level	2 or more institutional engagements = 10 1 institutional engagement = 7 None = 0	10

7	Live demonstration session: trainer delivers a 10-minute sample BIS / quality standards awareness session covering topics such as ISI Mark scheme, CRS or Hallmarking process before the Evaluation Committee	<p>Excellent — technically accurate, structured, engaging, confident in Q&A = 50</p> <p>Good — adequate content coverage, minor knowledge gaps = 35</p> <p>Average — basic coverage, limited technical depth = 20</p> <p>Below average = 0</p>	50
Total Marks: 100		Minimum Qualifying Score for Trainer: 60	100

Category C: Financial Awareness Programmes for MSMEs

3.C.1 Objective

To enhance financial literacy among MSME entrepreneurs covering access to formal credit, government financial schemes, digital payments, insurance, and structured financial management practices, thereby reducing dependence on informal credit and improving financial health.

3.C.2 Key Deliverables

- Conduct Financial Awareness Camps and Workshops at IGTR and cluster/district locations
- Cover key topics including:
 - MSME lending schemes – PSB Loans in 59 Minutes, CGTMSE, MUDRA, SIDBI schemes
 - TReDS (Trade Receivables Discounting System) and invoice financing
 - Udyam Registration and its linkage with credit access
 - Digital payment tools – UPI, NACH, e-invoicing, GST input credit
 - MSME Samadhaan – delayed payment portal
 - ECLGS and emergency credit support mechanisms
 - Insurance products for MSMEs – ESIC, EPFO, PMJJBY, business insurance
- Facilitate banker–MSME interface sessions and loan camps in collaboration with bank representatives
- Assist MSMEs in filing applications under relevant financial schemes during or post workshop
- Submit detailed programme reports with beneficiary details, feedback, and financial linkage data

3.C.3 Evaluation Criteria for Individual Trainers / Resource Persons – Category C (Financial Awareness)

Each trainer or resource person proposed for Category C (Financial Awareness) programmes must be individually evaluated using the matrix below. Agencies must submit a separate completed Trainer Profile Sheet (Annexure-A) for each proposed resource person. A minimum qualifying score of 60 is required for a trainer to be eligible for deployment under any Category C work order.

Sr.	Evaluation Parameter	Gradation / Scoring Scale	Max. Marks
1	Academic / Professional Qualification in finance, commerce, economics or banking (highest relevant qualification)	CA / CMA / CFA (CFA Institute) / CS = 10 MBA (Finance) / M.Com / MA (Economics) / Post-Graduate in Banking = 8 Graduate in Commerce / Finance / Economics (B.Com / BBA / BA Eco) = 5 Diploma in Finance / Banking / Other = 3	10
2	Domain-Specific Credential in MSME Finance / Credit / Banking (CAIIB / JAIIB / NABARD empanelment / SIDBI empanelment / certified financial planner / RBI-recognised financial literacy trainer credential)	Holds CAIIB / NABARD / SIDBI empanelment or RBI financial literacy trainer credential = 10 Holds JAIIB / Certified Financial Planner (CFP) / bank officer (Scale II and above, active) = 7 Holds relevant short-course certification from banking institute	10

		(IIBF, NIBM, BIRD) = 5 No formal domain credential = 0	
3	Total number of MSME financial awareness / credit linkage / financial literacy sessions independently conducted (attendance registers / programme reports / completion certificates required)	Above 25 sessions = 10 16–25 sessions = 7 6–15 sessions = 5 1–5 sessions = 3	10
4	Total years of active professional experience in MSME financial advisory, credit facilitation, banking (MSME lending portfolio), or financial literacy programme delivery	Above 10 years = 15 7–10 years = 12 4–7 years = 9 2–4 years = 5 Below 2 years =	15
5	Prior individual engagement with NABARD, SIDBI, DIC, Lead Bank, MSME-DI, or scheduled commercial bank for MSME financial literacy or credit camp delivery	3 or more institutional engagements = 10 1–2 institutional engagements = 7 None = 0	10
6	Live demonstration session: trainer delivers a 10-minute sample financial awareness session before the Evaluation Committee on a topic such as CGTMSE credit guarantee, MUDRA scheme eligibility, TReDS mechanism, or digital payment tools for MSMEs	Excellent — scheme-accurate, participant-centric, clear real-world examples, strong Q&A = 40 Good — adequate accuracy, relevant examples, minor gaps = 30 Average — basic scheme knowledge, limited practical depth = 20 Below average = 0	40
Total Marks: 100 Minimum Qualifying Score for Trainer: 60			100

Category D: Event Management Agencies

3.D.1 Objective

To engage professional event management agencies for end-to-end planning, logistics, coordination, and execution of MSME programmes, workshops, seminars, conclaves, expositions, buyer-seller meets, and other events organised at IGTR and other locations across Madhya Pradesh.

3.D.2 Key Deliverables

- End-to-end event planning including concept development, theme, agenda, and schedule
- Venue identification, booking, and setup (stage, seating, AV, lighting, backdrop, branding)
- Coordination of speakers, dignitaries, and expert panellists
- Participant registration management – online/offline, database, attendance tracking
- Logistics management – transport, accommodation, catering for participants and resource persons
- Branding and communication – invitations, banners, flex, souvenirs, programme booklets
- Photography, videography, and documentation of proceedings
- Post-event report submission including participant data, coverage links, and accounts

3.D.3 Minimum Eligibility Criteria for Category D

- Agency registered as Company / LLP / Partnership Firm / Proprietorship with valid GST
- Minimum 3 years of experience in event management, with demonstrable MSME / Government event portfolio
- Minimum annual turnover of ₹50 lakh in any one of the preceding 3 financial years
- Dedicated team of minimum 5 full-time event professionals
- Should possess own AV equipment or have established vendor relationships for the same
- Experience with Government/PSU/Ministry events preferred

3.D.4 EVALUATION METHODOLOGY — QUALITY AND COST-BASED SELECTION (QCBS)

IGTR shall adopt the Quality and Cost-Based Selection (QCBS) methodology for evaluation of proposals received in response to this RFP. The QCBS framework accords greater weightage to technical quality, organizational capability, and the quality of presentation/demo, while maintaining due consideration to financial competitiveness.

Evaluation Component	Weightage (%)	Maximum Marks
Technical Evaluation (T)	70%	70
Financial Evaluation (F)	30%	30
TOTAL	100%	100

3.D.4.1 Technical Evaluation (70 Marks)

The Technical Evaluation shall be conducted in two stages:

Stage A – Document-Based Technical Scoring (45 Marks)

S.No.	Evaluation Parameter	Sub-criteria	Max. Marks
1	Organizational Profile & Legal Standing	Registration, MoUs, Statutory Compliance	5

S.No.	Evaluation Parameter	Sub-criteria	Max. Marks
2	Government Empanelment / Affiliation	Valid empanelment with GoI/State	5
3	Relevant Prior Experience (MSME/GoI Programmes)	Number of workshops, client diversity	5
4	Team Competency & CV of 5 Resource Persons for Event Management	Qualifications, certifications, experience	5
5	Approach and Methodology	Workshop design, delivery plan, impact assessment	25
6	STAGE A TOTAL		45

Stage B – Presentation / Demo Session (25 Marks)

Agencies shortlisted after Stage A (minimum Stage A score of 27 out of 45) shall be invited for a live Presentation and Demonstration Session before the Technical Evaluation Committee (TEC) of IGTR.

S.No.	Presentation / Demo Criterion	Evaluation Aspect	Marks
1	Sample Workshop Module Presentation (15 min)	Content quality, relevance, structure, language	8
2	Resource Person Live Demo (10 min)	Experience, domain knowledge, engagements	7
3	Innovation / Unique Value Proposition	Use of technology, novel approaches	10
STAGE B TOTAL			25

NOTE: Minimum Qualifying Score (Technical): Agencies must score a minimum combined Technical Score of 49 out of 70 (70%) to qualify for financial evaluation. Agencies scoring below this threshold shall not be considered for empanelment.

3.D.4.2 Financial Evaluation (30 Marks)

Financial Bids of only technically qualified agencies shall be opened. The financial score shall be computed using the following formula:

$$Sf = (F_{min} / F) \times 30$$

Where: Sf = Financial Score | Fmin = Lowest Financial Bid Received | F = Financial Bid of the Agency under Evaluation

3.D.4.3 Final Composite Score and Ranking

The Final Composite Score shall be computed as:

$$\text{Final Score (S)} = (\text{Technical Score} \times 0.70) + (\text{Financial Score} \times 0.30)$$

Agencies shall be ranked in descending order of their Final Score. All agencies meeting the minimum technical threshold and scoring above the composite cut-off shall be empanelled. In case of a tie, the agency with the higher Technical Score shall be ranked higher.

3.D.5 FINANCIAL BID — MANAGEMENT / SERVICE FEE FORMAT

The Financial Bid under this RFP shall be quoted exclusively as a Management / Service Fee charged by the agency over and above the actual expenditure incurred for conducting the workshop. The agency, as a turnkey end-to-end solution provider, shall independently bear, manage, and account for all actual workshop costs (venue, faculty, audio-visual, stationery, participant kits, hospitality, photography, and all other event-related disbursements), and shall recover these through a single consolidated bill submitted to IGTR. The Management / Service Fee is the only competitive element to be quoted in the Financial Bid.

3.D.5.1 Billing Structure — How the Agency Shall Invoice IGTR

For every Work Order issued by IGTR, the agency shall submit a single consolidated invoice comprising two transparent components:

Bill Component	Description	What It Covers	Pricing Basis
Part A	Actual Expenditure (Pass-Through)	All costs actually incurred: venue hire, branding, chairs, table, lodging & boarding faculty fees and travel, audio-visual equipment, stationery, participant kits, refreshments and meals, photography, and all other workshop-related disbursements	Actuals
Part B	Management / Service Fee (COMPETITIVE — QUOTED IN FINANCIAL BID)	The agency’s professional fee for end-to-end workshop management — fees and all professional services rendered. This is the only element on which financial competition occurs.	Percentage of Actual Expenditure
Total Bill	TOTAL INVOICE = Part A (Actual Expenditure) + Part B (Management / Service Fee) + GST		

3.D.5.2 Financial Bid Format — Management / Service Fee Schedule

Bidders shall quote the Management / Service Fee as a percentage (%) of the total actual expenditure incurred for each workshop category. The financial score under QCBS shall be computed on the basis of the Management / Service Fee percentage quoted, with the lowest quoted fee receiving the maximum financial score.

Sl	Workshop / Activity Category	Management / Service Fee (% of Actual Expenditure, excl. GST)	GST on Service Fee	Remarks
1	Any Event (to be specified by IGTR)	_____ %	18%	

IMPORTANT — FINANCIAL BID EVALUATION: The QCBS financial score (30 marks) shall be calculated solely on the Management / Service Fee percentage quoted. The formula $S_f = (L_f / F_b) \times 30$ shall be applied, where L_f is the lowest service fee % quoted among technically qualified agencies and F_b is the service fee % of the agency under evaluation. Actual expenditure (Part A) shall NOT be subject to financial competition; it shall be reimbursed on actuals against a consolidated bill and supporting documentation submitted by the agency.

3.D.5.3 Ceiling on Management / Service Fee

To ensure value for public money, IGTR has established the following ceiling rates for the Management / Service Fee. Bids quoting a fee in excess of the applicable ceiling shall not be considered for empanelment in that workshop category. Bids within the ceiling shall be evaluated on a competitive basis under QCBS.

Sl.	Event	Max. Permissible Service Fee (%)	Remarks
1	Full-day Event	15%	Inclusive of all overheads

3.D.5.4 Consolidated Bill Submission Format

After completion of each workshop, the agency shall submit a single consolidated tax invoice to IGTR in the following format. The agency shall NOT submit multiple bills or piecemeal claims:

Item	Description	Amount (INR)	Supporting Documents
A	Total Actual Expenditure for the Event (all-inclusive — venue, branding, speaker/ faculty fees & travel, audio-visual, stationery, participant kits, meals, photography, etc.)	INR _____	Category-wise expenditure statement
B	Management / Service Fee (___% of Part A, as per empanelled rate)	INR _____	Empanelment letter confirming quoted service fee %
C	Sub-Total Before GST (A + B)	INR _____	—
D	GST @ 18% on Management / Service Fee (Part B only)	INR _____	GST on actuals handled separately per applicable slabs
TOTAL	GRAND TOTAL PAYABLE BY ni-msme (A + B + D)	INR _____	Less applicable TDS deductions

3.D.6 PROPOSAL SUBMISSION REQUIREMENTS

3.D.6.1 Structure of Proposal

The proposal shall be submitted in two (2) separate sealed envelopes:

- ENVELOPE 1 — Technical Proposal
- ENVELOPE 2 — Financial Proposal

3.D.6.2 Documents Required — Technical Proposal

1. Covering Letter on Agency Letterhead (duly signed by authorized signatory)
2. Certificate of Incorporation / Registration (self-attested copy)
3. PAN Card Copy (self-attested)
4. GST Registration Certificate and latest GST Return (GSTR-3B) — last quarters
5. Valid Empanelment Certificate / Affiliation Letter from any Central/State MSME Ministry/Department
6. Audited Financial Statements for at least one of last 3 Financial Years (FY 2023-24, 2024-25, 2025-26) along with CA Certified Turnover Certificate

7. List of similar workshops/events conducted within last 3 years with: client name, date, venue, number of participants, and value of contract
8. Client Satisfaction / Completion Certificates / Work Orders for at least 5 workshops/events
9. CVs of all proposed Resource Persons / Trainers (clearly mentioning certifications and experience)
10. Certificates / Accreditation of Resource Persons (e.g., QCI, or equivalent, or government agency)
11. Detailed Technical Approach and Methodology Note (maximum 10 pages)
12. Sample Workshop Curriculum
13. Non-Blacklisting Self-Declaration on Agency Letterhead
14. Power of Attorney / Board Resolution authorizing the signatory

3.D.6.3 Earnest Money Deposit (EMD)

Bidders shall submit an EMD of **INR 25,000/- (Rupees Twenty-Five Thousand Only)** in the form of a Demand Draft / Banker's Cheque drawn in favour of 'IGTR, Indore' payable at Indore. Online payment options may be available on the Institute's payment portal.

- EMD shall be submitted along with the Technical Proposal.
- EMD of unsuccessful Bidders shall be returned within 30 days of completion of the evaluation process.
- EMD of empanelled agencies shall be retained until a Performance Security is furnished or shall be adjusted against Performance Security.
- EMD shall be forfeited if the Bidder withdraws the proposal during the validity period or provides false/misleading information.

3.D.6.4 Performance Security

Empanelled agencies shall be required to furnish a Performance Security of 5% of the contract value for each assigned workshop/event, in the form of a Bank Guarantee or FDR, within 10 working days of receipt of the Work Order. Failure to submit Performance Security shall result in cancellation of empanelment.

Category E: Capacity Building and Skill Training Agencies

3.E.1 Objective

To empanel service providers capable of delivering structured capacity building, technical training, entrepreneurship development, and skill upgradation programmes to MSME entrepreneurs, workers, and aspiring entrepreneurs across Madhya Pradesh.

3.E.2 Key Deliverables

- Design and deliver capacity building programmes in areas including:
 - Entrepreneurship Development Programmes (EDP) and Business Development
 - Technology adoption, Industry 4.0, Digital manufacturing tools
 - Quality management – ISO, LEAN, ZED Certification
 - Export promotion, EXIM procedures, and trade documentation
 - Cluster development and cooperative marketing
 - GST, e-invoicing, and business compliance
- Coordinate with MSME clusters, DICs, and industry associations for trainee mobilisation

3.E.3 Minimum Eligibility Criteria for Category E

- Agency registered as a Company / Society / Trust / Partnership Firm / Proprietorship (with valid GST)
- Minimum 3 years of experience in MSME/skill development/capacity building programmes
- Proof of having trained at least 500 MSME beneficiaries in the preceding 3 years
- At least 3 qualified full-time trainers with sector expertise
- Minimum annual turnover of ₹30 lakh in any one of the preceding 3 financial years
- Empanelment with MSME-DI, NSIC, ni-msme, EDI, SIDBI Foundation, or any Government capacity building body

3.E.4 EVALUATION METHODOLOGY — QUALITY AND COST-BASED SELECTION (QCBS)

IGTR shall adopt the Quality and Cost-Based Selection (QCBS) methodology for evaluation of proposals received in response to this RFP. The QCBS framework accords greater weightage to technical quality, organizational capability, and the quality of presentation/demo, while maintaining due consideration to financial competitiveness.

Evaluation Component	Weightage (%)	Maximum Marks
Technical Evaluation (T)	70%	70
Financial Evaluation (F)	30%	30
TOTAL	100%	100

3.E.4.1 Technical Evaluation (70 Marks)

The Technical Evaluation shall be conducted in two stages:

Stage A – Document-Based Technical Scoring (45 Marks)

S.No.	Evaluation Parameter	Sub-criteria	Max. Marks
1	Organizational Profile & Legal Standing	Registration, MoUs, Statutory Compliance	5
2	Government Empanelment / Affiliation	Empanelment with MSME-DI, NSIC, ni-msme, EDI, SIDBI Foundation,	5

S.No.	Evaluation Parameter	Sub-criteria	Max. Marks
		or any Government capacity building body	
3	Relevant Prior Experience (MSME/GoI Programmes)	Number of workshops conducted	5
4	Team Competency & CV of 5 Resource Persons for Event Management	Qualifications, certifications, experience	5
5	Approach and Methodology	Workshop design, delivery plan, impact assessment	25
6	STAGE A TOTAL		45

Stage B – Presentation / Demo Session (25 Marks)

Agencies shortlisted after Stage A (minimum Stage A score of 27 out of 45) shall be invited for a live Presentation and Demonstration Session before the Technical Evaluation Committee (TEC) of IGTR.

S.No.	Presentation / Demo Criterion	Evaluation Aspect	Marks
1	Sample Workshop Module Presentation (15 min)	Content quality, relevance, structure, language	8
2	Resource Person Live Demo (10 min)	Experience, domain knowledge, engagements	7
3	Innovation / Unique Value Proposition	Use of technology, novel approaches	10
	STAGE B TOTAL		25

NOTE: Minimum Qualifying Score (Technical): Agencies must score a minimum combined Technical Score of 49 out of 70 (70%) to qualify for financial evaluation. Agencies scoring below this threshold shall not be considered for empanelment.

3.E.4.2 Financial Evaluation (30 Marks)

Financial Bids of only technically qualified agencies shall be opened. The financial score shall be computed using the following formula:

$$Sf = (F_{min} / F) \times 30$$

Where: Sf = Financial Score | Fmin = Lowest Financial Bid Received | F = Financial Bid of the Agency under Evaluation

3.E.4.3 Final Composite Score and Ranking

The Final Composite Score shall be computed as:

$$\text{Final Score (S)} = (\text{Technical Score} \times 0.70) + (\text{Financial Score})$$

× 0.30)

Agencies shall be ranked in descending order of their Final Score. All agencies meeting the minimum technical threshold and scoring above the composite cut-off shall be empanelled. In case of a tie, the agency with the higher Technical Score shall be ranked higher.

3.E.5 FINANCIAL BID — MANAGEMENT / SERVICE FEE FORMAT

The Financial Bid under this RFP shall be quoted exclusively as a Management / Service Fee charged by the agency over and above the actual expenditure incurred for conducting the workshop. The agency, as a turnkey end-to-end solution provider, shall independently bear, manage, and account for all actual workshop costs (venue, faculty, audio-visual, stationery, participant kits, hospitality, photography, and all other event-related disbursements), and shall recover these through a single consolidated bill submitted to IGTR. The Management / Service Fee is the only competitive element to be quoted in the Financial Bid.

3.E.5.1 Billing Structure — How the Agency Shall Invoice IGTR

For every Work Order issued by IGTR, the agency shall submit a single consolidated invoice comprising two transparent components:

Bill Component	Description	What It Covers	Pricing Basis
Part A	Actual Expenditure (Pass-Through)	All costs actually incurred: venue hire, branding, chairs, table, lodging & boarding faculty fees and travel, audio-visual equipment, stationery, participant kits, refreshments and meals, photography, and all other workshop-related disbursements	Actuals
Part B	Management / Service Fee (COMPETITIVE — QUOTED IN FINANCIAL BID)	The agency’s professional fee for end-to-end workshop management — fees and all professional services rendered. This is the only element on which financial competition occurs.	Percentage of Actual Expenditure
Total Bill	TOTAL INVOICE = Part A (Actual Expenditure) + Part B (Management / Service Fee) + GST		

3.E.5.2 Financial Bid Format — Management / Service Fee Schedule

Bidders shall quote the Management / Service Fee as a percentage (%) of the total actual expenditure incurred for each workshop category. The financial score under QCBS shall be computed on the basis of the Management / Service Fee percentage quoted, with the lowest quoted fee receiving the maximum financial score.

Sl.	Workshop / Activity Category	Management / Service Fee (% of Actual Expenditure, excl. GST)	GST on Service Fee	Remarks
1	Any Workshop (to be specified by IGTR)	_____ %	18%	

IMPORTANT — FINANCIAL BID EVALUATION: The QCBS financial score (30 marks) shall be calculated solely on the Management / Service Fee percentage quoted. The formula $S_f = (L_f / F_b) \times 30$ shall be applied, where L_f is the lowest service fee % quoted among technically qualified agencies and F_b is the service fee % of the agency under evaluation. Actual expenditure (Part A) shall NOT be subject to financial competition; it shall be reimbursed on actuals against a consolidated bill and supporting documentation submitted by the agency.

3.E.5.3 Ceiling on Management / Service Fee

To ensure value for public money, IGTR has established the following ceiling rates for the Management / Service Fee. Bids quoting a fee in excess of the applicable ceiling shall not be considered for empanelment in that workshop category. Bids within the ceiling shall be evaluated on a competitive basis under QCBS.

Sl.	Event	Max. Permissible Service Fee (%)	Remarks
1	Full-day Event	15%	Inclusive of all overheads

3.E.5.4 Consolidated Bill Submission Format

After completion of each workshop, the agency shall submit a single consolidated tax invoice to IGTR in the following format. The agency shall NOT submit multiple bills or piecemeal claims:

Item	Description	Amount (INR)	Supporting Documents
A	Total Actual Expenditure for the Event (all-inclusive — venue, branding, speaker/ faculty fees & travel, audio-visual, stationery, participant kits, meals, photography, etc.)	INR _____	Category-wise expenditure statement
B	Management / Service Fee (___% of Part A, as per empanelled rate)	INR _____	Empanelment letter confirming quoted service fee %
C	Sub-Total Before GST (A + B)	INR _____	—
D	GST @ 18% on Management / Service Fee (Part B only)	INR _____	GST on actuals handled separately per applicable slabs
TOTAL	GRAND TOTAL PAYABLE BY IGTR (A + B + D)	INR _____	Less applicable TDS deductions

3.E.6 PROPOSAL SUBMISSION REQUIREMENTS

3.E.6.1 Structure of Proposal

The proposal shall be submitted in two (2) separate sealed envelopes:

- ENVELOPE 1 — Technical Proposal
- ENVELOPE 2 — Financial Proposal

3.E.6.2 Documents Required — Technical Proposal

1. Covering Letter on Agency Letterhead (duly signed by authorized signatory)
2. Certificate of Incorporation / Registration (self-attested copy)
3. PAN Card Copy (self-attested)
4. GST Registration Certificate and latest GST Return (GSTR-3B) — last quarters
5. Valid Empanelment Certificate / Affiliation Letter from any Central/State MSME Ministry/Department
6. Audited Financial Statements for at least one of last 3 Financial Years (FY 2023-24, 2024-25, 2025-26) along with CA Certified Turnover Certificate

7. List of similar workshops/events conducted within last 3 years with: client name, date, venue, number of participants, and value of contract
8. Client Satisfaction / Completion Certificates / Work Orders for at least 5 workshops/events
9. CVs of all proposed Resource Persons / Trainers (clearly mentioning certifications and experience)
10. Certificates / Accreditation of Resource Persons (e.g., QCI, or equivalent, or government agency)
11. Detailed Technical Approach and Methodology Note (maximum 10 pages)
12. Sample Workshop Curriculum
13. Non-Blacklisting Self-Declaration on Agency Letterhead
14. Power of Attorney / Board Resolution authorizing the signatory

3.E.6.3 Earnest Money Deposit (EMD)

Bidders shall submit an EMD of **INR 25,000/- (Rupees Twenty-Five Thousand Only)** in the form of a Demand Draft / Banker's Cheque drawn in favour of 'IGTR, Indore' payable at Indore. Online payment options may be available on the Institute's payment portal.

- EMD shall be submitted along with the Technical Proposal.
- EMD of unsuccessful Bidders shall be returned within 30 days of completion of the evaluation process.
- EMD of empanelled agencies shall be retained until a Performance Security is furnished or shall be adjusted against Performance Security.
- EMD shall be forfeited if the Bidder withdraws the proposal during the validity period or provides false/misleading information.

3.E.6.4 Performance Security

Empanelled agencies shall be required to furnish a Performance Security of 5% of the contract value for each assigned workshop/event, in the form of a Bank Guarantee or FDR, within 10 working days of receipt of the Work Order. Failure to submit Performance Security shall result in cancellation of empanelment.

General Eligibility Criteria

All agencies applying for empanelment under any category must fulfil the following general eligibility conditions in addition to category-specific criteria:

#	Criterion	Requirement
1	Legal Status	Registered entity – Company / LLP / Society / Trust / Partnership / Proprietorship
2	GST Registration	Valid GST registration (mandatory for all categories)
3	PAN	Valid PAN of the organisation
4	Bank Account	Active bank account in the name of the applying organisation
5	Blacklisting	Should NOT be blacklisted / debarred by any Central / State Government or PSU
6	Litigation	No pending major litigation that may adversely affect performance of contract

Application Process

1 Mode of Application

Applications for empanelment are to be submitted offline.

2 Application Fee

Category	Application Processing Fee (Non-Refundable)
Category A – Trainer GEM Workshops	₹2,000 + GST
Category B – TrainerBIS Workshops	₹2,000 + GST
Category C – Trainer Financial Awareness	₹2,000 + GST
Category D – Agency Event Management	₹5,000 + GST
Category E – Agency Capacity Building	₹5,000 + GST

Note: An agency applying under multiple categories must pay the application fee for each category separately.

3 Documents Required

The following documents must be submitted along with the application (self-attested copies unless otherwise specified):

#	Document	Remarks
1	Certificate of Incorporation / Registration Certificate	As applicable to entity type
2	GST Registration Certificate	Active status mandatory
3	PAN Card of the Organisation	Self-attested copy
4	Partnership Deed / MOA & AOA / Trust Deed	As applicable
5	CA-certified Average Turnover Statement for	Signed and stamped by CA with Reg. No.

#	Document	Remarks
	last 3 years should be 90 Lakhs (average same for less than 3 years old firm)	
6	Bank Account Details (Cancelled Cheque / Bank Certificate)	Name and IFSC code must be clear
7	Self-declaration of no conflict of interest	On company letterhead
8	Profile of the Agency / Company Brochure	If available
9	Power of Attorney / Board Resolution (for authorised signatory)	Mandatory for companies

4. Empanelment and Work Allocation

- Empanelment will be valid for a period of 1 years from the date of issue of the Empanelment Letter (extendable to 6 months)
- Work orders will be issued from the based on capacity, availability, geographic spread, and performance and will be sole discretion of IGTR
- IGTR does not guarantee a minimum volume of work to any empanelled agency
- IGTR may expand at any time by inviting fresh applications through a similar process

5. Indicative Rate Benchmarks

Agencies may note the following indicative benchmarks while quoting for work orders:

Category	Per Event / Programme Cost (Indicative)	Remarks
GEM Workshop (100 participants, 1 day)	₹35,000 – ₹40,000	Inclusive of trainer fees, material, logistics & GST
BIS Workshop (100 participants, 1 day)	₹35,000 – ₹40,000	Inclusive of trainer fees, material, logistics & GST
Financial Awareness (100 participants)	₹70,000 – ₹80,000	Inclusive of trainer, banker coordination & GST
Event Management (100–300 participants)	₹1,00,000 – ₹5,00,000	Scale and complexity dependent

Note: These are indicative ranges only. Actual rates will be determined through competitive quotation.

6. Payment Schedule

- 40% advance upon issuance of work order (for assignments above ₹1 lakh)
- 60% upon completion of the event/programme

7. Penalty for Non-performance

- Repeated failure may result in removal from the empanelled panel and blacklisting
- IGTR reserves the right to recover costs incurred due to agency default

8. Obligations of the Empanelled Agency

1. The agency shall comply with all applicable laws.
2. The agency shall assign dedicated personnel for each work order and ensure continuity of key staff.
3. All deliverables, reports, materials, and data generated under any assignment shall be the sole intellectual property of IGTR.

4. The agency shall maintain strict confidentiality of beneficiary data and programme information.
5. The agency shall not assign or sub-contract any work order without prior written approval of IGTR.
6. The agency shall submit progress reports, attendance registers, photographs, feedback forms, and financial statements as per formats prescribed by IGTR.

9. Rights of IGTR

- IGTR reserves the right to accept or reject any application without assigning reasons.
- IGTR reserves the right to cancel, modify, or suspend the empanelment process at any stage.
- IGTR reserves the right to verify all documents and claims made by the agency.
- IGTR may delist/blacklist an agency for poor performance, misrepresentation, or fraud.
- IGTR reserves the right to conduct a pre-qualification presentation/inspection visit to the agency's premises.

10. Dispute Resolution

Any dispute arising out of this empanelment process or work orders issued thereunder shall be subject to the jurisdiction of courts in Indore, Madhya Pradesh. IGTR's decision on matters of empanelment, work allocation, and performance shall be final.

11. Force Majeure

Neither party shall be liable for delay or non-performance caused by events beyond reasonable control including natural disasters, pandemics, or Government directives, provided timely notice is given.

Key Dates and Timeline

#	Activity	Date / Timeline
1	Publication of Empanelment Notice	As per NIA
2	Last Date for Submission of Applications	21 days from NIA date
3	Scrutiny and Evaluation of Applications	Within 15 days of last date
4	Notification of Provisionally Empanelled Agencies	Within 7 days of evaluation
5	Grievance / Objection Period	5 working days from notification
6	Issue of Final Empanelment Letters	Within 7 days after objection period
7	Validity of Empanelment	1 years from date of letter extendable to 6 months

10. Application Form – Empanelment

(To be submitted on the letterhead of the applying agency, duly signed and stamped by the authorised signatory)

PART I – BASIC INFORMATION OF THE AGENCY

Name of Agency / Organisation:

Type of Entity (Company / LLP / Society / Trust / Proprietorship / Partnership):

Registration Number:

Date of Incorporation / Registration:

Registered Address:

Correspondence Address (if different):

Name of Authorised Signatory:

Designation of Authorised Signatory:

Contact Number (Mobile):

Email ID:

Website (if any):

GST Number:

PAN Number:

Bank Name and Branch:

Account Number:

IFSC Code:

PART II – CATEGORY APPLIED FOR (TICK APPLICABLE)

- Category A – Trainer GEM Awareness Workshops
 Category B – TrainerBIS Awareness Workshops
 Category C – Trainer Financial Awareness Programmes
 Category D – Event Management Services
 Category E – Capacity Building and Training

PART III – FINANCIAL DETAILS

Financial Year	Gross Turnover (₹)	Net Profit / (Loss) (₹)	CA Name and Reg. No.
FY 2022-23			
FY 2023-24			
FY 2024-25			
Average Annual Turnover			

PART IV – RELEVANT EXPERIENCE

#	Name of Programme / Event	Client / Organisation	Year	No. of Participants	Value (₹)
1					
2					
3					
4					
5					

PART V – KEY RESOURCE PERSONS / TRAINERS

#	Name	Qualification	Years of Experience	Area of Expertise
1				
2				
3				

PART VI – EMPANELMENTS / RECOGNITIONS

#	Name of Organisation	Year of Empanelment	Category / Scope	Valid Up To
1				
2				
3				

11. Declarations

DECLARATION – I (Non-Blacklisting)

I / We, the undersigned, on behalf of _____ (Name of Agency), do hereby solemnly declare that:

1. Our organisation has NOT been blacklisted / debarred by any Central Government Ministry / Department, State Government, Public Sector Undertaking, or International Organisation at any time.
2. There are no pending court cases / arbitration that may adversely affect our performance of assignments for IGTR.
3. The information provided in this application and all supporting documents is true, correct, and complete to the best of our knowledge.
4. We understand that any misrepresentation of facts shall render us liable for disqualification and legal action.

Signature of Authorised Signatory: _____

Name: _____ Designation: _____ Date: _____

Seal of Organisation:

DECLARATION – II (No Conflict of Interest)

I / We hereby declare that our organisation does not have any financial, professional, or personal conflict of interest with IGTR, or any official of these organisations that may compromise the objectivity and independence of our services.

We further declare that we have read and understood the guidelines on conflict of interest applicable and confirm compliance.

Signature of Authorised Signatory: _____

Name: _____ Designation: _____ Date: _____

Seal of Organisation:

12. Contact Information

For any queries or clarifications regarding this empanelment document, applicants may contact:

Field	Details
Nodal Officer	General Manager, IGTR
Address	Indo-German Tool Room Building, Saver Industrial Area, Indore (M.P.)
Email	patogm@igtr-indore.com
Phone	0731-4210703
Website	www.igtr-indore.com
Portal	
Office Hours	10:00 AM – 5:30 PM (Monday to Friday, except public holidays)

13. Checklist for Applicants

Please ensure the following documents are enclosed with your application before submission:

#	Document	Enclosed (Yes / No)	Page No.
1	Duly filled and signed Application Form (Parts I to VI)		
2	Certificate of Incorporation / Registration		
3	GST Certificate		
4	PAN Card Copy		
5	Partnership Deed / MOA & AOA / Trust Deed		
6	CA-certified Turnover Statement (3 years)		
7	Bank Cancelled Cheque or Bank Certificate		
8	Experience Certificates / Work Orders / Completion Certificates		
9	CVs of Key Resource Persons with supporting qualifications		
10	Empanelment Certificates with Govt. / recognised bodies		
11	Declaration – I (Non-Blacklisting)		
12	Declaration – II (No Conflict of Interest)		
13	Power of Attorney / Board Resolution (for authorised signatory)		
14	Application Processing Fee Receipt		

INDO GERMAN TOOL ROOM, INDORE
(MSME Technology Centre, Indore)

(Govt. of India Society under Ministry of MSME)

Bank Account Details for Fee Deposit

Bank Name	State Bank of India
Branch Name	SSI Finance ,Sukhlia Branch, Indore
Address of Branch	Sanwer Road Indore
Account Type	Saving Account
Account No.(Saving Account)	530048 53984
9 Digit MICR Code	452002057
IFS Code	SBIN0030153

— End of Empanelment Document —