

Rajasthan Skill and Livelihoods Development corporation

(A Government of Rajasthan enterprise)

List of Tools, Equipment and Material

Job Role Name	Associate - CRM	Sector Name	IT_ITES			QP Code -	SSC/Q2202
Sr. No.	Equipment Name	Quantity proposed for a batch of 30 trainees	Unit Type	Is this a mandatory Equipment (Yes/No)	Dimension/ Specification/ Description of the Equipment/ ANY OTHER REMARK	No. of Tools Available	Remark
1	Access to desktop / laptop	30	Nos	Yes	Standard		
2	Any CRM application, such as Siebel, Zoho	30	Nos	Yes	Standard		
3	Access to one or more tools such as Sales Force	30	Nos	Yes	Standard		
4	Wi-fi for students to connect the recommended online resources on their personal devices	30	Nos	Yes	Standard		
5	PC with intranet, internet access and MS-Office/Open office and CRM	30	Nos	Yes	Standard		
6	Read / write access to any social forum such as facebook group, blog, LMS based discussion forum	30	Nos	Yes	Standard		
7	Telephone, voice recorder, IVR and software / document formats for recording call / interactions	30	Nos	Yes	Standard		
8	Mini caselets	30	Nos	Yes	Standard		
9	Spacious Room / Auditorium	1	Nos	Yes	Standard		
10	Instant messenger, chat and email tools to enable mock exercises	30	Nos	Yes	Standard		
11	Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning	30	Nos	Yes	Standard		
12	White Board	1	Nos	Yes	Standard		
13	Markers	3	Nos	Yes	Standard		
14	Eraser (Whiteboard duster)	2	Nos	Yes	Standard		
15	Projector with screen	1	Nos	Yes	Standard		
16	Flip chart	1	Nos	Yes	Standard		
17	Faculty's PC/Laptop with latest configuration and internet connection	2	Nos	Yes	Standard		
18	Supporting software / applications for projecting audio, video, recording	6	Nos	Yes	Standard		
19	Presentation Tools to support learning activities: Intranet, Email, lms, Learning management system e.g. Moodle, Blackboard to enable blended learning	30	Nos	Yes	Standard		
20	Microphone / voice system for lecture and class activities	2	Nos	Yes	Standard		
21	Handy Camera	2	Nos	Yes	Standard		
22	Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets	3	Nos	Yes	Standard		
23	Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.	1	Nos	Yes	1 - Library or 30 - eLibrary for 30 batch size; 1 - Library or 25 - eLibrary for 25 batch size; 1 - Library or 20 - eLibrary for 20 batch size.		
24	For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.	30	Nos	Yes	Standard		
25	Assessment and Test Tools for day to day online Tests and Assessments	30	Nos	Yes	Standard		
26	For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, Outlook/ other Email Clients	30	Nos	Yes	Standard		