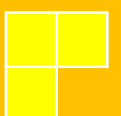# Request for Proposal (RFP) Document for
Selection of Agency for

DESIGN, DEVELOPMENT AND MAINTENANCE OF IT APPLICATION INCLUDING MOBILE APPLICATION FOR ACCREDITATON, AFFILIATION AND CONTINUOUS MONITORING OF TRAINING CENTERS UNDER
PRADHAN MANTRI KAUSHAL VIKAS YOJANA (PMKVY)

National Skill Development Corporation,
Block A, Clarion Collection (Qutab Hotel),
Shaheed Jeet Singh Marg,
New Delhi – 110016
Website: www.nsdcindia.org
Email id: ritu.agarwal@nsdcindia.org
Phone: 011-47451600
Fax No: 011-46560417

CIN: U85300DL2008NPL181612

Request for Proposal (RFP) Document

For

Selection OF Agency

For

DESIGN, DEVELOPMENT AND MAINTENANCE OF IT APPLICATION INCLUDING MOBILE APPLICATION

FOR

ACCREDITATON, AFFILIATION AND CONTINUOUS MONITORING OF TRAINING CENTERS

UNDER

PRADHAN MANTRI KAUSHAL VIKAS YOJANA (PMKVY)
3rd July, 2016

National Skill Development Corporation,
Block A, Clarion Collection (Qutab Hotel),
Shaheed Jeet Singh Marg,
New Delhi – 110016

DISCLAIMER

1. This RFP document is neither an agreement nor an offer by National Skill Development Corporation ("NSDC") to the prospective bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.

2. NSDC does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for NSDC to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by NSDC in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. Each prospective bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

3. NSDC will not have any liability to any prospective bidder or any other person or firm under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Contract, the information and any other information supplied by or on behalf of NSDC or their employees, any bidder or otherwise arising in any way from the selection process for the Project. NSDC will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon any statements contained in this RFP.

4.   NSDC will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that NSDC is bound to select a bidder or to appoint the Selected bidder , as the case may be, for the services and NSDC reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. NSDC also reserves the right to withhold or withdraw / cancel the process at any stage with intimation to all who submitted the proposal to this RFP.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NSDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. NSDC reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of NSDC.

SECTION 1:   LETTER OF INVITATION

RFP Notice No: NSDC/10046/03/07/2016

Date: 3rd July, 2016

From:

National Skill Development Corporation,
Block A, Clarion Collection (Qutab Hotel),
Shaheed Jeet Singh Marg, New Delhi – 110016

To:

All Prospective bidders

1. National Skill Development Corporation (NSDC) invites **"Technical and Financial Proposals for Selection of Agency for Design, Development and Maintenance of IT Application including Mobile Application for Accreditation, Affiliation and Continuous Monitoring of Training Centers under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)."**

2. This RFP is open to all eligible prospective bidders.

3. **Earnest Money Deposit of Rs 10,00,000 (Ten lakhs) by Demand Draft in the name of "National Skill Development Corporation" or Bank Guarantee of the equivalent amount shall require to be deposited alongwith Proposals.**

4. A bidder will be selected based on the **Eligible, Technical and Financial** evaluation criteria and procedures described in this RFP.

5. The RFP includes the following documents:

    Section 1 - Letter of Invitation

    Section 2 - Instructions to bidders

    Section 3 - Process for Evaluation & Selection

    Section 4 - Technical and Financial Proposal: Standard Formats, Forms and Checklists. Section 4 includes Appendix 1 and Appendix 2

    Section 5 - Terms of Reference

6. A Contract will be signed with the selected bidder. The Contract will be as per standard norms of NSDC.

7. NSDC reserves the right to accept or reject any or all Proposals, and to annul the selection process and reject all Proposals at any time prior to the award of Contract, without thereby incurring any liability or any obligation in any form to the affected firms on any grounds.

8. **Brief about the RFP is provided below. Bidder are advised to read the entire RFP to get the details.**

8.1 NSDC is desirous of Accrediting, Affiliating and Continuously Monitoring the Training Centers being setup under PMKVY through standardized instruments and process. The Accreditation, Affiliation and Continuous Monitoring of Training Centers under PMKVY need to be done across the country.

It is desired that the complete process of Accreditation, Affiliation and Continuous Monitoring of Training Centers be managed online through a workflow based web portal

supported by a Mobile Application. The bidder shall be responsible for building, commissioning and maintaining a complete technology solution, herein referred to as 'Center Accreditation and Affiliation Portal (CAAP) to be used by Training Center, Inspection Agencies and SSC/NSDC/Scheme PMUs to manage the complete process of Accreditation, Affiliation and Continuous Monitoring of Training Center.

CAAP would also be required to be integrated with Skill Development Management System (SDMS). It is envisaged that CAAP will also be integrated with MIS solutions of various other Government funded Skill Development Schemes.

The bidder will be selected on the basis of Eligibility, Technical and Financial evaluation criteria given in the RFP. **The bidder would provide the services for a period of 36 months from the date of Go-Live.** The Contract may be terminated at any point of time during the project on account of non-performance/ deliverables issues. Services may also be terminated as per the sole discretion of NSDC without assigning any reasons whatsoever. **The renewal of Contract of the bidder after completion of the contract is subject to discretion of NSDC.** Refer to Terms of Reference (TOR) for more details.

Interested bidders must submit **"Proposal for Selection of Agency for Design, Development and Maintenance of IT Application including Mobile Application for Accreditation, Affiliation and Continuous Monitoring of Training Centers under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)**" in a standard format as given in the RFP.

The Proposal must be submitted before **3:00 PM of 14th July 2016**. The opening of the Proposals for Eligibility and Technical evaluation criteria will be done at 5:00 PM on 14th July, 2016 at the given below address in the presence of bidders' representatives. The bidders are responsible for sending the representative for attending the opening of the Proposals at the given date and time. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the bidders to identify their bonafides for attending the opening of the proposals.

Name:	Ms. Ritu Agarwal
	Associate – Strategic Projects, PMKVY
Address:	National Skill Development Corporation,
	Block A, Clarion Collection (Qutab Hotel),
	Shaheed Jeet Singh Marg,
	New Delhi – 110016
Email id:	ritu.agarwal@nsdcindia.org
Phone:	011-47451600

Important Dates of the RFP

S. No.	Particular	Details
1	Date for issuance of RFP Document	3rd July ,2016
2	Last date and time for Submission of Queries	6th July ,2016 10:00 PM
3	Date of issuance of Corrigendum/ Addendum(if any)	9th July, 2016
4	Last date and time for RFP Submission	14th July 2016, 3:00 PM
5	Date and time for opening of Technical bids	14th July 2016, 5:00 PM
6	Tentative date of Presentation from qualifying bidders based on eligibility criteria	18th July 2016

Note: Please read the **Draft** 'Guidelines for Accreditation, Affiliation and Continuous Monitoring of Training Centers provided as **Appendix 3**, and Draft 'Grading Metrics' provided as **Appendix 4** along with this RFP, **before submitting the Proposal**. **This guideline is essential to understand the bidder's scope of work.**

For National Skill Development Corporation

Authorised Signatory

Sobins Kuriakose
Deputy – Head, PMKVY,

SECTION 2: INSTRUCTIONS TO BIDDERS

Definition & Acronyms

a. "Bid/ Proposal" means the Technical and Financial Proposal to this RFP.

b. "Bidder" means any private or public entity that will submit the bid.

c. "Client" means NSDC.

d. "Consortium" means a group of legal entities, who choose to work together for the scope of work as per this RFP with a legal binding relationship like joint venture, Memorandum of Understanding (MOU), partnership or any other similar arrangement.

e. "Contract" means the Contract signed between NSDC and the selected bidder.

f. "Day" means calendar day.

g. "Instruction to bidders" means the processes the bidders need to follow for preparing their proposal.

h. "Key Personnel" means qualified persons provided by the bidders and assigned to perform the services or any part thereof.

i. "Lead bidder" means the main bidder who is qualifying as per the Eligibility criteria of this RFP. Lead bidder of the consortium shall act as the lead member in submitting this RFP.

j. "MSDE" - Ministry of Skill Development & Entrepreneurship.

k. "NSDC" - National Skill Development Corporation.

l. "PMKVY" - Pradhan Mantri Kaushal Vikas Yojana.

m. "PMU" - Project Management Unit.

n. "RFP" - means this Request for Proposal.

o. "Selected bidder" means the bidder who gets selected by the Client as per the Eligibility, Technical and Financial Proposal.

p. "IT Agency" means the selected bidder who is awarded the Contract. For convenience and ease of understanding the terms 'IT Agency' and 'selected bidder' have been interchangeably used in Terms of Reference.

q. "Services"- means the work to be performed pursuant to the Contract.

r. "SSC" - Sector Skill Council.

s. "SDMS" - Skill Development Management System.

t. "TC" - Training Center.

u. "Terms of Reference" (TOR) means the document included in the RFP **as Section 5** which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the bidder, and expected results and deliverables of the assignment.

1. INTRODUCTION

General

1.1   While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. Bidders for this RFP may wish to consult their own legal advisers in relation to this RFP.

1.2   All information supplied by bidders shall be treated as contractually binding on the bidders, on successful award of the Contract by the Client on the basis of this RFP.

1.3   No commitment of any kind, contractual or otherwise shall exist by NSDC unless and until a formal written Contract has been executed by or on behalf of the Client. The Client may cancel this RFP at any time prior to a formal written Contract to be executed by or on behalf of the Client with the successful bidder.

1.4   This RFP supersedes and replaces any previous public documentation & communications in this regard, and bidders should place no reliance on such previous communications.

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

1.6   Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. bidders must:

   i.   Include all documentation specified in this RFP
   ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
   iii. Comply with all requirements as set out within this RFP

2. PRE BID MEETING AND CLARIFICATIONS :

2.1   There shall be no pre-bid meeting.

2.2   The bidders can email their queries, if any, to ritu.agarwal@nsdcindia.org with a copy to sobins.kuriakose@nsdcindia.org **by 10:00 PM of 6th July, 2016**. No queries shall be answered after 6th July, 2016.

3. KEY REQUIREMENTS OF THE BID

3.1   Client may terminate the RFP process at any time and without assigning any reason thereof. Client makes no commitments, express or implied, that this process will result in a business transaction with anyone.

3.2   This RFP does not constitute an offer by the Client. The bidder's participation in this process may result in the Client selecting the bidder to engage towards execution of the Contract.

3.3   RFP   can   be   downloaded   from   the   website   www.nsdcindia.org   and

www.pmkvyofficial.org . There is no cost for RFP document.

3.4 Earnest Money Deposit ("EMD") is required.

3.4.1. Bidders shall submit, along with their Bids, **EMD of Rs 10,00,000.00 (Rupees Ten lakhs)** only, in the form of a Demand Draft OR Bank Guarantee (in the format specified in Form **8 under Section 4**) issued by any nationalized bank in favour of National Skill Development Corporation, payable at Delhi, and should be valid for 90 Days from the due date of this RFP.

3.4.2. EMD of all not selected bidders would be refunded by the Client within 30 Days of the bidder being notified as not selected. The EMD, for the amount mentioned above, of selected bidder would be returned upon submission of Performance Bank Guarantee as per the format provided NSDC after Notification of Award.

3.4.3. The EMD amount is interest free and will be refundable to the bidders without any accrued interest on it.

3.4.4. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

3.4.5. The EMD may be forfeited in following cases:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a selected bidder, if the bidder fails to sign the Contract in accordance with this RFP.

3.4.6. The EMD should be kept in the **first envelop** for the Eligibility and Technical proposal.

4. SUBMISSION OF PROPOSALS

4.1. The bidders should submit their responses as per the format given in this RFP in the following manner:

4.1.1. Response to **Eligibility and Technical Proposal**: (1 Original + 1 Copy + 1 Soft copy in Pen Drive) in **first envelope**.

4.1.2. Response to **Financial Proposal** - (1 Original) in **second** envelope.

4.1.3. The Response to Eligibility and Technical Proposal, and the Financial Proposal (As mentioned in previous points) should be in **two separate sealed envelopes super-scribing "Eligibility and Technical Proposal" and "Financial Proposal" respectively**. The Eligibility and Technical Proposal should be marked as "Original" OR "Copy" as the case may be, and the Financial Proposal should be marked as "Original".

4.1.4. The **first sealed** envelope containing Eligibility and Technical Proposal and the **other sealed** envelope containing the Financial Proposal should be put **in another single sealed envelope** clearly   marked "**Technical and Financial Proposals for Selection of Agency for Design, Development and Maintenance of IT Application including Mobile Application for Accreditation, Affiliation and Continuous Monitoring of Training Centers under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)."**

4.1.5. The outer envelope shall also bear the Name of the addressee, submission address and RFP number. The bidder shall super-scribe on the envelope "CONFIDENTIAL – DO NOT OPEN". The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number **of the bidder**.

4.2.   Please Note that Prices should NOT be indicated in the Eligibility and Technical Proposal, but should only be indicated in the Financial Proposal.

4.3.   All the pages of the proposal must be **sequentially numbered and must contain the list of contents with page numbers**. Any deficiency in the documentation may result in the rejection of the bid.

4.4.   The original bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.

4.5.   All pages of the bid including the copies, shall be **initialled and stamped** by the person or persons who signs the bid.

4.6.   In case of any discrepancy observed by the Client in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.

4.7.   Bidder must ensure that the information furnished in respective Pen Drives is identical to that submitted by the bidder in the original paper bid document. In case of any discrepancy observed by the Client in the contents of the pen drive and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

4.8.   The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative   and   other   diligence   activities,   participation   in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the Client to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.9.   Proposals, in its complete form in all respects as specified in the RFP, must be submitted to National Skill Development Corporation at the address specified below:

Addressed To	Ms. Ritu Agarwal
Address	National Skill Development Corporation, Block A, Clarion Collection (Qutab Hotel), Shaheed Jeet Singh Marg, New Delhi – 110016 Website: www.nsdcindia.org
Telephone	011-47451600
Last Date & Time of Submission	14th July 2016 , 3:00 PM

4.10.   Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained. The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter. Client shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

4.11.   The offer submitted by the bidders should be valid for minimum period of **90 days** from the date of submission of the bid.

4.12.   A Technical Proposal shall NOT be considered for evaluation in any of the following cases:
- The bidder that submitted the Proposal was found not to be legally incorporated or established in India; or
- The bid is not submitted as specified in the RFP document; or
- The bid reached the Client after the submission closing time and date; or
- Incomplete information, subjective, conditional offers and partial offers submitted in the bid; or
- Bid submitted without the documents requested in the RFP; or
- Bid is non- compliant of any of the clauses stipulated in the RFP; or
- Bid is submitted with lesser validity period; or
- Bid is submitted in the language other than English.

4.13. All responsive bids will be considered for further processing as below. The Client shall prepare a list of responsive bidders, who comply with all the conditions of the RFP. All eligible bids will be considered for further evaluation according to the Evaluation and Selection Process defined in this RFP document. The decision of the Client will be final in this regard.

4.14. Client reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Client's action.

5. PROCESS FOR EVALUATION AND SELECTION

5.1. Bidders shall be evaluated as per the Eligibility, Technical and Financial Criteria as explained in Section 3 of this RFP.

5.2. Client will constitute an "**Evaluation Committee**" to evaluate the responses of the bidders. The Evaluation Committee constituted by the Client shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.

5.3. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

5.4. The Evaluation Committee may ask for meetings with the bidders to seek clarifications on their proposals.

5.5. The Evaluation Committee reserves the right to reject any or all proposals on any reasons whatsoever.

5.6. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

6. NEGOTIATION

6.1. The negotiations with 1st Ranked bidder shall include discussions of the Terms of Reference (TORs), the proposed methodology, the Client's inputs and finalizing the "Scope of Work" part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.

6.2. The negotiations include the clarification of the 1st Ranked bidder's tax liability in India and how it should be reflected in the Contract.

6.3. Conclusion of Negotiations: The negotiations are concluded with a review of the finalized draft Contract.

6.4. If the negotiations fail, the Client shall inform the bidder in writing of all pending issues and disagreements and provide a final opportunity to the bidder to respond. If disagreement persists, the Client shall terminate the negotiations informing the bidder of the reasons for doing so. The Client will invite the next-ranked bidder to negotiate the Contract.

7.   AWARD OF CONTRACT

7.1.   Notification of Award: Prior to the expiration of the validity period, the Client will notify the selected bidder in writing or by fax or email, that its proposal has been accepted. In case the RFP process has not been completed within the stipulated period, the Client may like to request the bidder to extend the validity period of the bid. **Upon the selected bidder's furnishing of Performance Bank Guarantee**, the Client will notify all other bidders who are not selected.

7.2.   The Client will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of Contract. The Performance Bank Guarantee shall be kept valid till completion of the Contract. The Performance Bank Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the Project. In case the selected bidder fails to submit Performance Bank Guarantee within the time stipulated, the Client at its discretion may cancel the order placed on the selected bidder without giving any notice. Client shall invoke the Performance Bank Guarantee in case the selected bidder fails to discharge its contractual obligations during the period or Client incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. The indicative deliverables and timelines are defined in clause 8 of Section 5 which shall be further defined in the final Contract / agreement.

7.3.   Awarding the Contract: After the Client notifies the selected bidder that its proposal has been accepted, the Client shall enter into a Contract, i.e. awarding the Contract to the bidder, incorporating all clauses, pre-bid clarifications, negotiation and the proposal of the bidder between Client and the selected bidder. Post awarding the Contract, the selected bidder becomes the 'IT Agency'.

Failure to Agree with the Terms and Conditions of the RFP: Failure of the selected bidder to agree with the terms of Contract or conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Client may award the Contract to the next ranked bidder or call for new proposals from the interested bidders. In such a case, the Client shall invoke the Performance Bank Guarantee of the selected bidder.

7.4.   The bidder shall provide Resumes of key personnel required to be staffed for the Project. All the proposed key personnel should be deployed on the Project in which case supporting documents shall be submitted by the bidder for the same. The structure and the number of team members should be proposed by the bidder depending on the understanding of the requirement mentioned in the RFP. The qualification and experience of team members should be relevant with the profile

they will handle. If any of the key personnel become unavailable during the execution of the Project, the bidder shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request. In such case, a replacement of the key personnel shall have equal or better qualifications and experience than those of the originally proposed key personnel.

7.5.   Fraud and Corrupt Practices: The bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Evaluation and Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Client shall reject a Proposal without being liable in any manner whatsoever to the bidder, if it determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively called "Prohibited Practices") in the Evaluation and Selection Process. In such an event, the Client shall, without prejudice to its any other rights or remedies, may take legal action and forfeit Performance Bank Guarantee, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Client for, inter alia, time, cost and effort of the Client, in regard to the RFP, including consideration and evaluation of such bidder's Proposal.

7.6.   Without prejudice to the rights of the Client under Clause above and the rights and remedies which the Client may have under the Contract , if a bidder as the case may be, is found by the Client to have indulged in "Prohibited Practices", such bidders shall not be eligible to participate in any tender or RFP issued by the Client for a period of 3 years from the date such bidder is found by the Client to have indulged in "Prohibited Practices".

a. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

i.   "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Evaluation and Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the client who is or has been associated in any manner, directly or indirectly with the Selection Process or or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Client , shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Client in relation to any matter concerning the Project;

ii. "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

iii. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

iv. "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

v. "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

vi. "prohibited practice" means and includes corrupt practice, fraudulent practice, coercive practice, undesirable practice, restrictive practice.

7.7. Conflict of Interest

a. A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Client shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Client for, *inter alia*, the time, cost and effort of the Client including consideration of such bidder's Proposal, without prejudice to any other right or remedy that may be available to the Client hereunder or otherwise.

b. Client requires that the selected bidder provides solutions which at all times hold the client's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The selected bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Client.

c. Without limiting the generality of the above, a bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

i. the bidder, its Consortium member (the "Member") or Associates (or any constituent thereof) and any other bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; *provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of a*

bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such bidder, Member or Associate, as the case may be) in the other bidder, its consortium member or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on
- a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or

ii. a constituent of such bidder is also a constituent of another bidder; or

iii. such bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other bidder or its Associate; or

iv. such bidder has the same legal representative for purposes of this Application as any other bidder; or

v. such bidder has a relationship with another bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Application of either or each of the other bidder; or

vi. there is a conflict among this and other Software solution and services assignments of the bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such bidder or having common controlling shareholders. The duties of the selected bidder will depend on the circumstances of each case. While providing software implementation and related solutions to the client for this particular assignment, the selected bidder shall not take up any assignment that by its nature will result in conflict with the present assignment;

SECTION 3: PROCESS FOR EVALUATION & SELECTION

SECTION 3: PROCESS FOR EVALUATION & SELECTION

Criteria for Evaluation

1. Eligibility Criteria

Refer to *'Section 4 – Standard Formats, Forms and Checklist'* to submit the supporting documents and details as mentioned in the Table given below.

Note: Consortium of **maximum of two Companies / firms** is allowed. The Lead bidder will be fully responsible for the Contract deliverables and communication with the Client.

In case of Consortium, the Lead bidder has to provide Memorandum of Understanding (MoU) with the Consortium partner bidder, clearly specifying the roles and responsibilities of each of the partner. Proposal shall be rejected if the MoU is not furnished for the Consortium.

Table of Parameters for Eligibility Criteria:

S. No	Parameter
1	The bidder must be a Registered legal entity in India. It may be a Company/ Firm/ Society registered under Indian Companies Act, 1956/ The Partnership Act 1932/ Society Registration Act, 1860. This criteria needs to be **met by both the bidder** firms in case of consortiums. **AND** Bidder should have been operational continuously anywhere in India for the last 3 (three) years. Supporting documents to be provided. This criteria needs to be met **by both the bidders** in case of Consortium**.**
2	The bidder shall be a Registered legal entity in India with valid **Service Tax Registration and PAN number** allotted by the respective authorities. This criteria needs to be met by **both the bidders** in case of Consortiums.
3.	The bidder should have been certified enterprise-wide at **CMMI Certification Level 3** and above **OR ISO 9001:2008 Certificate** This criteria needs to be met **any one of the bidders** in case of Consortiums**.**
4.	The bidder should neither have been Debarred and / or Blacklisted and / or Suspended by any Central / State Government Department nor should have any litigation enquiry pending with regards to the works executed by it in the **last three years**. (FY 2013 – 2014, 2014 – 2015, 2015 – 2016). The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/- (Rupees One Hundred Only) regarding their non-blacklisting/ non debarring/ non suspension in any of the government department and public sector undertaking /enterprise in India during the last **three financial years**.

	This criteria needs to be met **by both the** bidders of the Consortium
5.	Bidder should have an **average** annual **turnover of Rs. 10 Crore for last three financial years**; FY 2013-2014, 2014-2015, 2015-2016. Audited financial statements should be attached for the relevant three years. In case of Consortium this criteria needs to be met **jointly by both the bidders**.
6.	The bidders shall have minimum manpower strength of 50 persons on the rolls of the bidder. This criteria needs to be met by the **Lead bidder** in case of Consortiums.
7.	The bidder shall have undertaken at least 3 (three) IT Application Development/ Implementation Services assignments worth minimum **Rs 25 Lakhs (of each assignment) in last three financial years (FY 2013 – 2014, 2014 – 2015, 2015 – 2016).** This criteria needs to be met by any **one of the bidders of the Consortium**
8	The bidder has to submit **Earnest Money Deposit (EMD) of amount Rs 10,00,000 (Ten lakhs)** by Demand Draft in favor of National Skill Development Corporation and payable at Delhi from any of the nationalized Scheduled commercial Bank OR Bank Guarantee of the equivalent amount. This criteria needs to be met by the **Lead bidder** in case of **the Consortium .**

Note: In case audited financial statement of FY 2015 – 2016 is not available, provisional financial statement of FY 2015 – 2016 is allowed.

2. Technical Evaluation Criteria

Bidders who meet the Eligibility Criteria would be considered as qualified to move to the next stage of **Technical evaluation**. Technical Evaluation Criteria is as under:

In case of Consortium, the technical capabilities of both bidders shall be considered for the technical evaluation scoring pertaining to below table.

S. No	Criteria	Sub criteria of Marks	Total Marks 100
1	**Experience**		**30**
1.1	**Average** annual turnover from **IT Application Development/ Implementation Services** in last 3 financial years (FY 2013 – 14, 2014 – 2015, 2015 – 2016) • Greater than INR 1 Cr and less than INR 5 Crores : 5 marks Above INR 5 Crores : 10 marks	10	
1.2	Experience in terms of Projects done in Software Services i.e. Designing, Development, Hosting, Maintenance etc. for Web Portal AND/OR Mobile application in last 3 financial years : FY 2013 – 2014, 2014 – 2015, 2015 – 2016 • 3 to 5 projects : 5 marks • 6 to 8 projects : 10 marks • Above 8 projects : 15 marks Projects having financial value of Rs. 25lakhs and above shall only be considered.	15	
1.3	Relevant experience in terms of Projects done in Grading / Rating / Validation / Due-Diligence in the domain of Skill Development / Education Sector	5	
2	**Approach and methodology document along with Presentation to Evaluation Committee**		**50**
2.1	Details of **Proposed solution to be seen :** • Clarity on Process Flow and Requirements : 5 marks • Functional and Feature Relevance and ease of use of the IT Application including Mobile Application **:** 5 marks • Technical Architecture including elegance, performance, reliability and scalability of the IT Application including Mobile Application : 10 marks **The documents as well as the presentation to the Evaluation Committee shall be considered for scoring.**	20	

2.2	Implementation Methodology : • Methodology and detailed work plan (including phases/activities/milestones clearly indicating RACI Matrix)	15	
2.3	Proof of Concept (software and hardware details and **demonstration**) POC should demonstrate all critical aspects of the solution including functioning of backend and frontend unit POC shall be demonstrated to the Evaluation Committee.	15	
3	**Key Experts**		**20**
3.1	**Project Manager** Qualification – 30% Relevant Experience – 70%	8	
3.2	**Programmer (Web Developer)** Qualification – 30% Relevant Experience – 70%	4	
3.3	**Programmer (Mobile Developer)** Qualification – 30% Relevant Experience – 70%	4	
3.4	**System Analyst** Qualification – 30% Relevant Experience – 70%	4	

Note: In case audited financial statement of FY 2015 – 2016 is not available, provisional financial statement of FY 2015 – 2016 is allowed.

Bidders, whose bids are responsive, based on minimum eligibility criteria / documents as in Eligibility Criteria, and who score at **least 70%** in the Technical Evaluation Criteria defined above, would be considered as **"technically qualified"**.

Price Bids of such **technically qualified bidders** alone shall further be considered.

3. Financial Bid Evaluation

a. The Financial bids of technically qualified bidders will be opened on the prescribed date in the presence of technically qualified bidders' representatives.

b. The bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a bidder (Fn) =

{(Financial Bid of L1/Financial Bid of the bidder) X 100}%
(Adjusted to two decimal places)

c. <u>Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.</u>

d. The bid price will be **exclusive of all taxes** and levies and shall be in Indian Rupees(INR).

e. Any conditional bid would be rejected.

f. Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

3.1 Combined and Final Evaluation

a. The technical and financial scores secured by each bidder will be added using weightage of **80% and 20%** respectively to compute a **Composite Bid Score.**

b. The bidder securing the highest **Composite Bid Score** will be adjudicated as the 1st Ranked bidder. The Composite Bid Score will be calculated as follows:-

$$Bn = 0.80 * Tn + 0.20 * Fn$$
Where
Bn = Composite Bid score
Tn = Technical score of the bidder (out of maximum of 100 marks)
Fn = Normalized financial score of the bidder

c. In the event the 'Composite Bid scores' are 'tied', the bidder securing the highest technical score will be adjudicated as the **1st Ranked bidder** for award of the Project.

Section 4 – Technical and Financial Proposal : Standard Formats, Forms and Checklists.

Appendix 1: <u>Eligibility and Technical Proposal</u> - Standard Formats, Forms & Checklists

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Eligibility and Technical Evaluation Criteria.

Eligibility & Technical Proposal shall comprise of following Forms:

Form 1: Technical Proposal Submission Covering Letter
Form 2: Compliance Sheet and Documents required to verify Eligibility Criteria
Form 3: Compliance Sheet and Documents required to verify Technical Criteria
Form 4: Project Citation Format
Form 5A & 5B: Approach & Methodology
Form 6: Team Composition
Form 7:   Resume of Key Personnel
Form 8: Bank Guarantee for EMD

Appendix 2: <u>Financial Proposal</u> - Standard Formats, Forms & Checklists

Form 1:   Financial Proposal Submission Covering Letter
Form 2:   Details of Financial Bid

Appendix 1: <u>Eligibility and Technical Proposal</u> - Standard Formats, Forms & Checklists

FORM 1: Technical Proposal Submission Covering Letter

To:

Ms. Ritu Agarwal
Associate – Strategic Projects, PMKVY
National Skill Development Corporation
Block A, Clarion Collection (Qutab Hotel),
Shaheed Jeet Singh Marg, New Delhi – 110016

Dear Madam,

Subject: Submission of the **Eligibility and Technical bid** for "Design, Development, Maintenance of the IT Application including Mobile Application for Accreditation Affiliation and Continuous monitoring of the Training Centers (PMKVY)."

We, the undersigned, offer to provide the services to NSDC for "Design, Development, Maintenance of the IT Application including Mobile Application for Accreditation Affiliation and Continuous monitoring of the Training Centers (PMKVY)" in response to your RFP dated 3rd July 2016.

We are hereby submitting our Proposal, which includes the Eligibility and Technical bid. We hereby declare that all the information and statements made in this Eligibility and Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake to initiate the services related to the assignment as specified in the Contract issued to us in case we get selected for the award of the Contract.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.
We understand you are not bound to accept any Proposal you receive.

Yours sincerely,
For <Name of the bidder>

Authorized Signature [In full
Name and Title of Signatory:
Name of bidder Firm:
Address:
Location: Date:
[Seal and Signature of Authorized Person with Date& Place]

FORM 2: Compliance Sheet and Documents required to verify Eligibility Criteria.

(Refer to Section 3 - Eligibility Criteria, and provide the details as mentioned below)

Sr. No.	Particulars	Write detailed Response	Supporting Documents required	Ref. Page No. of Supporting Document in the Proposal	Compliance
1	Name of the bidder *In case of Consortium, details of both bidders to be furnished.*		Certificate of Incorporation.		Yes/No
2	Website Address of bidder *In case of Consortium, websites of Lead bidder firm to be specified*				Yes/No
3	Mobile Number and email id of Single Point of Contact *In case of Consortium, details of the Lead bidder firm to be specified*				Yes/No
4	Mobile Number and email id of Authorised Signatory *In case of Consortium, details of the Lead bidder firm to be specified*				Yes/No
5	Year of Establishment of the bidder *In case of Consortium, details of the both the bidder firms to be specified*		(Enclose Copy of Company Incorporation/Registration Certificate)		Yes/No
6	Service Tax Registration No. *In case of Consortium, details of the Lead bidder firm to be specified*		Enclose copy of the Certificate		Yes/No
7	Income Tax – PAN No. *In case of Consortium, details of the Lead bidder firm to be specified*		Enclose copy of the PAN Card		Yes/No
8	Address of Registered Office *In case of Consortium, details of the both bidder firms to be specified*		Certificate of Incorporation / Partnership Agreement / Similar relevant document		Yes/No

Sr. No.	Particulars	Write detailed Response	Supporting Documents required	Ref. Page No. of Supporting Document in the Proposal	Compliance
9	Certified enterprise-wide at CMMI Certification Level 3 and above OR ISO 9001:2008 Certificate *In case of Consortium, details of the any one of the firms to be specified*		CMMI certificate Level 3 and above OR ISO 9001:2008 Certificate		Yes/No
10	Whether the bidder has been Black Listed by any Central Govt. / State Govt (Yes or No) *In case of Consortium, details of the both firms to be specified*		The bidder/s shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/- (Rupees Hundred Only)		Yes/No
11	**Average** annual **turnover of Rs 10 Crore for last 3 (three) financial years**; FY 2013-2014, 2014-2015 2015-2016 *In case of Consortium, details of the Lead bidder and Consortium partner shall be jointly considered.*		Audited profit and loss account, balance sheet and annual report of the **all last three financial years** to be attached.		Yes/No
12	**Total No. of Staff :** *In case of Consortium, details of the Lead firm to be specified.* (A) Senior Managerial Staff (B) Technical Staff (C) Administrative Staff (D) Support Staff		(Enclose certificate from Company HR Head/ Authorised Signatory of the bidder who signs the proposal)		Yes/No

Sr. No.	Particulars	Write detailed Response	Supporting Documents required	Ref. Page No. of Supporting Document in the Proposal	Compliance
13	Technical Capability – The bidder shall have undertaken at least 3 (three) **IT Application Development/ Implementation Services assignments** worth minimum Rs 25 Lakhs **(of each assignment**) in last 3 (three) financial years (FY 2013 – 2014, 2014 – 2015, 2015 – 2016). *In case of Consortium, details of the any one of the bidder firms need to be specified.*		Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); **OR** Work Order + Phase Completion Certificate from the client. Bidder MUST fill Project citation (Form 6) for each project		Yes/No
14.	EMD Requirement *In case of Consortium, Lead bidder needs to provide EMD*		Bidder must fill Form No 8		Yes/No

Yours sincerely,
For <Name of the bidder>

Authorized Signature [In full
Name and Title of Signatory:
Name of bidder Firm:
Address:
Location: Date:

[Seal and Signature of Authorized Person with Date & Place]

Note: For above details, attach separate sheet if required.

Note: In case audited financial statement of FY 2015 – 2016 is not available, provisional financial statement of FY 2015 – 2016 is allowed.

FORM 3: Compliance Sheet and Documents required to verify Technical Criteria.

(Refer to Section 3 – Technical Evaluation Criteria, and provide the details as mentioned below)

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number in the Proposal
1.	Covering Letter for Technical Proposal *In case of Consortium, covering letter to be provided only by the Lead bidder*	As per Form 1 of Section 4	Yes / No	
2.	Average annual turnover of the bidder **from IT Application Development/ Implementation Services** in last 3 (three) financial years (FY 2013 – 14, 2014 – 2015, 2015 – 2016) *In case of Consortium, details of the both firms to be specified. Combined value shall be considered.*	Certificate from the statutory auditor for turnover from **IT Application Development/ Implementation Services**	Yes / No	
3.	Experience in <u>Software Services i.e. Designing, Development, Hosting, Maintenance etc. for Web Portal AND/OR Mobile application</u> (last 3 financial years : FY 2013 – 2014, 2014 – 2015, 2015 – 2016) Projects having financial value of Rs 25 lakhs and above shall only be considered *In case of Consortium, details of the both firms to be specified. Combined value shall be considered.*	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + <u>Phase Completion Certificate (for ongoing projects)</u> from the client **Project citation (Form 4) should be attached with each project detail**	Yes / No	

4.	Relevant Experience in terms of Projects done in Grading / Rating / Validation/ Due-Diligence in the domain of Skill Development	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client **Project citation (Form 4) should be attached with each project detail**	Yes / No	
5.	**Approach & Methodology, Understanding** :	Refer to **Form 5 A and 5B**.	Yes / No	
6.	Resume of all key technical resources proposed for the assignment	Data has to be submitted as per **Form 6 and 7**	Yes / No	

Form 4:   Project Citation

Relevant IT project experience	
General Information	
Name of the project	
client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Industry Domain (Skill Development/ Education etc)	
Scope of services	
Technologies used	
Outcomes of the project	
Other Details	
Total value (cost) of the project	
Total cost of the services provided by the bidder	
Duration of the project (number of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects If the project is on-going , phase completion certificate from the client needs to be furnished	
Copy of Work Order	

Form 5A: Approach & Methodology

Bidder has to write a detailed Approach and Methodology in **maximum 10 pages only**:

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1. Bidder's understanding on Process Flow and Requirements as per TOR :

2. Details on Functional and Feature Relevance and ease of use of the IT Application including Mobile Application :

3. Technical Architecture including elegance, performance, reliability and scalability of the IT Application including Mobile Application   :

4. Implementation Methodology (Methodology and detailed plan, including phases/activities/milestones clearly indicating RACI Matrix):

5. Any other detail with respect to the Approach and Methodology being adopted by the bidder:

Form 5B: Approach & Methodology (Proposed Work Plan)

Bidder should provide the timelines of the complete project with scope of work as per TOR (Section 5)

Duration of activities shall be indicated in the form of a table below.

No	Activity	Calendar Weeks												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
N														

Form 6: Team Composition

Key Personnel whose details are mentioned below have to be necessarily deployed on this project.

Name of Key personnel with qualification and experience	Area of Expertise	Position Assigned	Task Assigned

Form 7: Resume of Key Personnel

General Information	
Name of the key personnel:	
Current Designation / Job Title:	
Current job responsibilities:	
Proposed Position assigned in the Project:	
Proposed Responsibilities in the Project:	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications (if any):	
Total number of years of experience:	
Number of years with the current company:	
Summary of the Professional / Domain Experience:	
Number of complete life cycle implementations carried out:	

Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)
Prior Professional Experience covering:
 	
• Organizations worked for in the past
   o Organization name
   o Duration and dates of entry and exit
   o Designation Location(s)
   o Key responsibilities
• Prior project experience
   o Project name
   o client name
   o Key project features in brief	

o Location of the project
  o Designation
  o Role
  o Responsibilities and activities
  o Duration of thze project
 	
 Please provide only relevant projects.	

Proficient in languages (Against each language listed indicate if speak/read/write)	

Form 8: Bank Guarantee for EMD

To,

Chief Finance Officer
National Skill Development Corporation,
Block A, Clarion Collection (Qutab Hotel),
Shaheed Jeet Singh Marg,
New Delhi – 110016
Website: www.nsdcindia.org
Phone: 011-47451600
Fax No: 011-46560417

Whereas <<Name of the bidder>> (hereinafter called 'the bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for **Design, Development and Maintenance of IT Application including Mobile Application for Accreditation, Affiliation and Continuous Monitoring of Training Centers under Pradhan Mantri Kaushal Vikas Yojana (PMKVY)."** (hereinafter called "the Bid") to National Skill Development Corporation (NSDC).

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the NSDC (hereinafter called "the Purchaser") in the sum **of Rs.10,00,000.00 (Rupees Ten Lakhs only)** for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the bidder having its bid withdrawn during the period of bid validity specified by the bidder on the Bid Form; or

2. If the bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

    (a) Withdraws his participation from the bid during the period of validity of bid document; or

    (b) Fails or refuses to participate in the subsequent RFP process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to 90 days from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Rs.10,00,001.00 , (Rupees Ten lakhs one only)
II. This Bank Guarantee shall be valid upto < insert date>.
III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before < insert date> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Appendix 2 : Financial Proposal - Standard Formats, Forms & Checklists

Form 1: Financial Proposal Submission Covering Letter

To:

Associate – Strategic Projects, PMKVY
National Skill Development Corporation
Block A, Clarion Collection (Qutab Hotel),
Shaheed Jeet Singh Marg, New Delhi – 110016

Dear Sir/Madam,

Subject: Submission of the **Financial bid** for "Design, Development, Maintenance of the IT Application including Mobile Application for Accreditation Affiliation and Continuous monitoring of the Training Centers (PMKVY)."

Our attached Financial Proposal is for the amount of {Indicate the corresponding to the amount(s) currency(ies)} {Insert amount(s) in words and figures},

Our Financial Proposal is excluding of all indirect local taxes in accordance.

The estimated amount of local indirect taxes is {Insert currency} {Insert amount in words and figures}, which shall be confirmed or adjusted, if needed, during negotiations.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,
For <Name of the bidder>

Authorized Signature [In full
Name and Title of Signatory:
Name of bidder Firm:
Address:
Location: Date:

Form 2: Details of Financial Bid

Financial bid submitted other than the below provided format shall lead to rejection of proposal. The below cost is for **IT Application which includes Web Portal and Mobile Application**

S. No.	Category	Frequency	Number of Unit (X)	Rate Per Unit in INR (Y)	Total Cost in INR (X*Y)
1.	Development of the Application	One Time Cost	1	A	1 x A
2.	Annual Maintenance Costs	Yearly	3 years	B	3 x B
3.	Annual Technical Support	Man-Year	2 resources x 3 years	C	6 x C
4.	Annual Hosting Charges including Managed Services (Hosting charges for the initial 10,000 registered Centers)	Yearly	3 years	D	3 x D
Total Cost = (1xA +3xB + 6xC+3xD) Total Amount in Rupees (in words): ……………………………………………………..					Total Amount in INR

Annual Incremental Cost:

Bidder also needs to provide the cost for the annual incremental charges for below. The cost should not exceed the value of "D" in Row no 4 of the above table

Category	Frequency	Total Cost in INR
Incremental Charges for Hosting 10,000 additional Centers	Yearly	

Note:
- The cost is inclusive of both Web Portal and Mobile Application.
- For Point No 3 in the table given above, Minimum of 2 resources are required at the Client's location.

- **It is mandatory for the bidder to provide a detailed cost breakup** for each cost category, which shall only be used to demonstrate the basis for the calculation of the Contract's ceiling amount and if needed, to establish payments to the bidder for possible additional services requested by the Client.
- **Cost should be exclusive of taxes.**

Below is an example to explain the method of filling the cost in the above table:

- **Development of the Application = INR 50 Lakhs**
- **Annual Maintenance Cost = INR 10 Lakhs**
- **Annual Technical Support = INR 5 Lakh / man-year**
- **Annual Hosting Charges including Managed Services = INR 20 Lakh**
- **Incremental Charges for Hosting 10,000 additional Centers = INR 10 Lakh**

S. No.	Category	Frequency	Number of Unit (X)	Rate Per Unit in INR (Y)	Total Cost in INR (X*Y)
1.	Development of the Application	One Time Cost	1	50,00,000	50,00,000
2.	Annual Maintenance Costs	Yearly	3 years	10,00,000	30,00,000
3.	Annual Technical Support	Man-Year	2 resources x 3 years	5,00,000	30,00,000
4.	Annual Hosting Charges including Managed Services (Hosting charges for the initial 10,000 registered centers)	Yearly	3 years	20,00,000	60,00,000
Total Amount in Rupees (in words): One Crore Seventy Lakhs Only					1,70,00,000

Annual Incremental Cost:

Category	Frequency	Total Cost in INR
Incremental Charges for Hosting 10,000 additional Centers	Yearly	10,00,000

Section 5 – Terms of Reference

Section 5 – Terms of Reference

Scope of Work

Note: Please read the Draft on 'Guidelines for Accreditation, Affiliation and Continuous Monitoring of Training Centers', provided as **Appendix 3**, and 'Grading Metrics' provided as **Appendix 4** along with this RFP. These guidelines, though illustrative, are essential to understand the bidder's scope of work.

NSDC wishes to engage the services of an agency to develop a standardized technology solution consistent with the process of Accreditation, Affiliation and Continuous Monitoring as laid out in the Draft Guidelines as provided in Appendix 3.

1. Modules to be developed – Center Accreditation and Affiliation Portal (CAAP):

1.1 For Training Center
- Online submission of Self Audit Report (SAR) along with Accreditation and Affiliation fee, wherever applicable.
- View Equipment List and other mandatory requirements for Accrediting and Affiliating a Training Center.
- Raise requests for Center Accreditation and Affiliation for the concerned job roles.
- Ability to view the status of Center's application for Accreditation OR Affiliation for each applied job role.
- The submission of fee will be through an online Payment Gateway using either a Credit card / Debit card / Net Banking facility.
- Ability to view the Center's Grade on a monthly basis. Grade shall be automatically calculated as per the Grading algorithm fed into the IT Application.
- View and provide comments on the reports submitted by the Inspection Agency.
- Raise queries to the Support Team of the selected bidder / PMU any other stakeholder for technical issues or challenges faced.
- Raise appeals to the Accreditation Committee to resolve disputes on the Accreditation / Grading or for any other matter.
- Notification Module: alerts and notifications related to the module.
- Have provision to view Frequently Asked Questions (FAQs) and other content related to Center Validation.
- Registration module including basic features to recover password and other such features.
- Dashboard to view summary information of every Training Center.

A. Requirements for Mobile Application:
In addition to the points provided in A of 1.1 , following will be required:
- Submission of Center Accreditation and Affiliation Form (CAAF) during Center Accreditation process.
- Submission of SAR for the purpose of Continuous Monitoring of the Training Center.
- Geo-Tagging of Center Locations and Time-stamping of pictures collected through the application.

1.2 Requirements for Inspection Agency and Inspectors :

A. Requirements of Online Portal (IT Application):

- Profile page of the Inspection Agency.
  - Approved Sectors and Job Roles.
  - Geographical Presence of the Inspection Agencies (District-wise)
- Registration module for Inspectors empanelled with the Inspection Agencies.
- View / Manage Accreditation and Affiliation Requests.
  - Assigning Inspectors to the Centers for Center Validation.
  - Marking status on SAR (Deemed Ready / Deemed Not Ready).
  - Scheduling of Accreditation Requests.
  - Assigning Recommendation to Accreditation Requests with respect to status of Accreditation and the Grade.

B. Requirements of Mobile Application:

- Profile page of the Inspectors
- Inspection Module which includes:
  - To review / complete the SAR checklist for the Inspectors
  - Geo-Tagging of Center
  - Capturing Time-stamped pictures of the Center
- Notification Module: alerts and notifications related to the module.

1.3 For Sector Skill Councils (SSCs)

- Profile page of SSCs
- View Inspection Reports
- Manage Accreditation Recommendation
- View / Manage Affiliation Requests
- View the payment of Affiliation fee
- Manage and update job role wise Equipment List whenever required
- Notification Module: alerts and notifications related to the module

A. Requirements of Mobile Application

- Inspection Module (for Surprise Visits)

1.4 For Accreditation Committee

- Manage Accreditation Recommendation and provide decisions
- View Inspection Reports
- Notification Module: alerts and notifications related to the module

A. Requirements of Mobile Application

- Inspection Module (for Surprise Visits)

1.5 For Appellate Committee

A. Requirements of Online Portal (IT Application):

- View/ Manage Appeals and provide decisions
- View Inspection Reports
- Raise Inspection Requests
- Notification Module: alerts and notifications related to the module

B. Requirements of Mobile Application: Not required.

1.6 For Trainees

- Feedback module

A. Requirements of Mobile Application:

- Feedback Module: The feedback module for the candidates may be a separate application and not necessarily a part of the same application being developed for Center Accreditation, Affiliation Process and Continuous Monitoring.

1.7 For Scheme PMU

A. Requirements of Online Portal (IT Application):

- View Analytics Module for Monitoring and Reporting
- Search and view the information about the Training Center
  - Review the performance Training Center

B. Requirements of Mobile Application

- Inspection Module (for Surprise Visits)

1.8 For NSDC and MSDE

- View Analytics Module for Monitoring and Reporting
- View or edit SAR/ CAAF Forms or any other forms
- View the Center's Grade and performance
- Create / Manage Inspection Agencies
- Search and view the information about the Training Center

A. Requirements of Mobile Application

- Inspection Module (for Surprise Visits)

2. Reporting requirements

Following is an indicative list of reporting requirements that would need to be provided through a Reporting / Dashboard interface for all stakeholders on IT Application:

a. Reports with list of Centers: Pending request for accreditation, list of Accredited and Affiliated Centers along with their Grading

b. Geographical / Sectoral / Job Role wise distribution of Accredited and Affiliated Training Centers

c. Mapping of the Training Centers on the map of India using geo-tagging data

d. Analysis of Self Audit Reports submitted by the Training Centers

e. Outlier Analysis for monitoring SSCs, Training Centers, Inspection Agencies, Inspectors

f. Prepare a Monitoring dashboard and MIS to perform Continuous Monitoring of the accredited Centers. This system shall have capability to generate scorecards for each Center

g. Provide detailed comparative analysis report for each Center detailing their Compliance and Performance Grading score trends on Monthly and Quarterly basis.

h. To provide list of Training Centers to be taken up for Surprise Visits based on their Grading and performance, List of Training Centers approaching renewal of Affiliation / Accreditation

i. List of Top Performing Centers, Bottom Performing Centers

j. Reports on Financial reconciliation for payments made by Training Centers for Accreditation and Affiliation

k. Report on Centers who made appeals and their status

l. Dashboards for the MSDE, NSDC, Scheme PMUs, SSCs and Inspection Agencies

m. Aggregate reports on Centers Accredited across Grades, Centers Rejected etc.

n. Ageing analysis on Accreditation and Affiliation requests of Training Centers

o. Ability to drill down on the reports right to the Training Center level

p. Any other customized report as required by the Client

3. Technology Specifications

a. Bidder will be required to provide all Hardware including (Servers, Memory, Storage and Networking Hardware, etc.) and Software including duties and import cost required for this implementation. The bidder will have to provide detailed technical architecture including hardware sizing, hardware/server specification along with Technical proposal. Any software licenses required will be procured by the selected bidder. The Client will neither pay the selected bidder nor the license vendor any additional license fee regardless of increase in usage, provided the usage is within the specifications provided in the RFP.

b. Bidder has to account for SMS gateway and mail server for sending alerts and notifications for all stakeholders as a part of notifications module.

c. <u>The hardware should be sized to meet a volume of around 10,000 Centers, with scalability to go upto 50,000 Centers</u>. The Client expects that the bidder may initially configure the hosting to cater to 10,000 Centers. The Client would pay to the bidder for the additional hosting that shall be required to be incorporated after every 10,000 Centers have been registered on the platform.

d. It is expected that number of **concurrent users** would be 1000 initially with 20% increase every 6 months. The hardware should be scalable, high performance with built-in redundancy and appropriately sized to meet the Client's requirements. The bidder should size the server capacity using multiple servers for Application, Web and Database with redundancy to handle load requirements at peak usage. The bidder should size the server's requirements in such a way that no performance / latency issue arises.

e. **The Data Center / Cloud Service on which the IT Application is hosted should have servers located in India.**

f. At the discretion of the Client, the IT Application including Mobile Application could be hosted at a different Data Center of the Client's choice or on the Cloud. In such a case the bidder would be given three month's notice and would need to migrate the application to the new Data Center. The Client would in such a scenario discontinue payment of Hosting Charges to the selected bidder.

g. Disaster Recovery (DR) should be available as part of the solution so that in case of switch over, the complete solution should work seamlessly. The hardware and related software sized for the applications should be redundant & scalable.

h. The solution architecture shall be based on Open Industry Standards and Protocols and adhere to the GIGW (Guidelines for India Government Websites) guidelines. The bidder is expected to define and host the IT Application including the Mobile Application.

i. Required hardware and related software (like OS, Database etc.) for the solution should be quoted and will be considered as a part of total cost for the purpose of evaluation.

j. The Client has the option to avail the services of the selected bidder for carrying out any extension or changes in scope of work as using change control procedures, as a part of the Project. The selected bidder will estimate the efforts for such changes with an overall capping

of 50% of the cost of the IT Application including Mobile Application Development. All such additional work will be initiated using the change control procedures.

k. Selected bidder will provide user manual/media kit for the IT Application including Mobile Application, including manuals for operation, maintenance instruction etc. Selected bidder is required to submit complete technical documentation, brochures, user manuals etc. in soft as well as hard copies. The documentation should include details regarding application architecture, database, network infrastructure requirements, back-up and Disaster Recovery (DR) plan. All the manuals shall be in English and the documentations should be clearly indicative of the overall solution with architecture diagram. The solution should be designed with redundancy to ensure nil impact by failure of one or more components / servers or software. The successful bidder has to provide support for troubleshooting and enhancements in the services during the Contract period. The solution should be reliable, scalable, robust and readily deployable with minimum customization in compliance to all security features. The selected bidder should have carried out Information Security and usability audit of the solution interface.

l. The Mobile Application should be designed to run on **both Android and iOS platforms**. The application should be designed to run on the latest versions of the mobile platforms with backward compatibility.

m. The selected bidder should have necessary arrangement / agreement / certification with Google / Apple store etc. for uploading the application on the respective stores. Selected bidder has to register the application in the name of the Client and should be renewed at no extra cost to the Client. **Also the selected bidder has to ensure Free downloads from Google Play store and Apple App store etc.**

n. The Web Application should be compatible with the latest version of all popular browsers viz. Microsoft Edge, Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Safari, etc. Backward compatibility has also to be ensured.

o. There shall be a requirement for integration of the IT Application including Mobile Application with the MIS systems, such as Skill Development Management System (SDMS) or other applications of the respective Schemes. The integration may be achieved through development of Application Peripheral Interface (APIs) and web services. A standard set of APIs may be developed for integration with the Schemes.

p. Report generation should also be facilitated in PDF/ MS office formats or any other format as desired by the Client.

q. The Service Level Agreement (SLAs) for hosting have been defined in clause 9 of Section 5.

4. Technical Support

a. The selected bidder should provide support services to track and route requests for service and to assist Training Centers, Inspection Agencies, Inspectors, SSCs, NSDC and other users in answering questions and resolving problems. The selected bidder should provide a centralized web-based login facility for reporting any problem faced during upload / download, registration, activation, usage and/or report generation by the users and

stakeholders, the IT Application should have a built-in ticketing system with auto generation of ticket reference numbers with approximate time for resolution. The selected bidder should provide a dashboard for uptime checking, registration, activation and usage related reports. The dashboard should consist of reports, pictorial representation and other performance/transaction monitoring parameters.

b. The support will address all user level queries, fixing bugs, data backup and archiving, enhancements, changes to configurations, patch updates, upgrades, database administration, security etc. At least two resources shall be dedicatedly deployed for the project during the maintenance phase at the Client's premises. The two resources shall cater to the L1 and L2 support for the IT Application including Mobile Application. The cost of the resource shall be included in the bid price. These services shall be accessed through a Project Manager who shall be the Single Point of Contact (SPOC) for the Client all Development and Support requirements. The bidder is expected to provide following services and support:

I.   Provide Technical Support for reporting stakeholder incidents / issues / problems
II.   Provide necessary channels for reporting issues. The incident reporting channels could be the following:
   • Specific E-Mail account
   • Online reporting through a web based form (Implementing a support tool to track and monitor query resolution within defined SLAs is a mandatory requirement).
III.   Escalate the support queries, to the appropriate levels, if necessary as per the escalation matrix agreed between the bidder and the client. The escalation matrix shall be developed by the bidder in discussion with the Client.
IV.   Coordinate with stakeholders for closure of tickets / support queries.
V.   Creation of knowledge base on frequently asked questions to assist field user departments in resolving basic issues themselves.

c.   **Service Level Agreements (SLAs) for Error Resolution**

The SLA definition for the support tickets is as below:

S. No	Support category	Criteria	Maximum response time	Maximum Resolution time	Penalties
1	Showstopper	There is a problem with the system and hence is unable to be used for normal business activities	15 minutes	2 hours	1% of quarterly maintenance fee for each 6 hours delay beyond maximum resolution time and each hour delay beyond response time

S. No	Support category	Criteria	Maximum response time	Maximum Resolution time	Penalties
2	Critical	There is a problem with part of the system, which impacts on normal business activity and decision making. No viable workaround is available	1 hour	12 Hours	1% of quarterly maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
3	High	There is a problem with part of the system and efficiency of users is being impacted, but has a viable workaround.	2 hours	1 Day	1% of quarterly maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
4	Low	A low impact problem that may affect the process or efficiency of users but has a simple workaround.	6 hours	4 days	1% of quarterly maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
5	Cosmetic	A fault, which may be more of cosmetic in nature, like spelling mistake, rearranging of field, colour change, etc.	8 hours	6 days	1% of quarterly maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time

5. Other Features

Some other key features expected are presented below as guidance to the bidders:

Grading Analytics : All the accredited Training Centers shall be graded as per the Center Grading Metrics provided as Appendix 4. IT Application shall have the ability to generate monthly scores

for each Training Center based on the Grading Metrics. As per the monthly scores achieved, the Center shall be graded. The IT Application shall have the ability to send alert messages/notification to the stakeholders regarding monthly scores / grade in following ways:

- o SMS on the registered mobile of Training Center SPOC.

- o Application based notification/alert on user mobile phone

- o Email on registered email IDs of the Training Center.

- The mobile application should work in online connected and offline mode as well. The mobile application should be able to store data on the local memory in the absence of the internet connection and sync the data when internet is available.

- The IT Application including Mobile Application (front end and infrastructure) should, at a minimum, offer a secure mode of identifying an authorized user, ability to upload evidences in various formats (textual, pictures, pdfs), ability to store high resolution photos etc.

- The IT Application including Mobile Application should be such that it is able to tag all evidences with date/timestamp, identity of person uploading and GPS coordinates of the location of information capture.

6. Expected Services

The IT Agency (selected bidder) will be required to offer following services:

a. Design, Develop, Implement and Maintain the IT Application (IT Application including Mobile Application) for the duration of the Contract;

b. The bidder is expected to define the hosting configuration for the IT Application including Mobile Application.

c. The selected bidder shall be required to provide the application, hosting and maintenance as well. Bidders will be required to provide complete details of hardware requirement. If the hardware requirement suggested by the bidder is found to be inadequate, the successful bidder will, at its own expense, have to provide additional hardware.

d. Training staff and members of the empanelled Inspection Agencies and other System Users on the use of system.

  i. Training could have multiple sessions/stages as per the need and requirement of the project/application.

  ii. Training methodology will be an interactive workshop or a web-ex session.

  iii. The bidder shall provide a Presentation (PPT) and Video for usage of IT Application including Mobile Application (for stakeholders), the language of training material shall be in English.

  iv. The bidder shall ensure that all the training documentation in softcopy is in place (user training, operation procedures, visual help-kit etc.).

  v. The Client will be responsible for approving training and course content.

  vi. The Training programs will cover all the information and instruction necessary to permit System Users, to perform designated operational activities over the course of the contract.

vii. The technical support shall be tasked with the responsibility for providing regular training to the System Users whenever required.

e. The Client expects the selected bidder to engage a dedicated Project Manager for the duration of 1 year who shall be the single point of contact (SPOC) for the Client for all Development and Support requirements. After completion of the first year, the client expects the selected bidder to ensure availability of the SPOC as and when required. The cost of the Project Manager should be incorporated in the one-time cost for developing the IT Application (IT Application including Mobile Application).

f. **The Source Code, Object Code and Intellectual Property Rights (IPR) of the IT Application including Mobile Application shall reside with the Client**. Furthermore, the bidder shall allow the Client a perpetual usage and customization right on the supplied software.

g. **The bidders shall be required to have an interim solution in place to ensure that the data collected by the Inspection Agencies and other System Users pertaining to Center Accreditation, Affiliation and Continuous Monitoring during the course of development of the IT Application can be migrated into the IT Application once the IT Application including Mobile Application is completed and rolled out.**

h. Bidders should note that the prices discovered through this RFP process shall remain valid and fixed for a period of 3 years from the date of award of Contract to the successful bidder.

i. The Client expects innovative open technology based solutions and does not prescribe a particular design. Bidders are encouraged to choose a solution meeting the requirements.

7. Integration and Interoperability Testing

a. The application must be tested to ensure the complete integration and interoperability of all its components and its integration and interoperability with the various MIS systems. After the Integration and Interoperability testing, the selected bidder will submit a report on the same that must, at the minimum, include the following:

b. Methodology and approach adopted;

c. Configuration of the test setup, including the details of the components tested for integration and interoperability;

d. Any limitations or recommendations with respect to integration and interoperability.

8. Deliverables & Timelines

The table below indicates the reporting requirements and time schedule. The organization is required to submit the following Evaluation Reports of the completed activities

S.no	Indicative milestones to be achieved	T = Contract Signing Date T1= Go-Live Date
1.	Signing of Contract	T
2.	Submission of draft Inception Report including: ⁻ Project mobilization Plan,	T+7 Days

S.no	Indicative milestones to be achieved	T = Contract Signing Date T1= Go-Live Date
	⁻ Activity implementation schedule, ⁻ Functional Requirement Specifications	
3.	Finalization of the Solution Requirement Specification	T+14 Days
4.	Design and Development of Independent Modules (IT Application including Mobile Application)	T + 42 Days
5.	Integration Testing	T + 56 Days
6.	User Acceptance Testing (UAT)	T+ 72 Days
7.	Final Roll out (Go – Live)	T + 90 Days
8.	Technical and Maintenance Phase	T1+ 36 months

A weekly status report of work is required to be sent to the Client in a mutually agreed format.

The following documents would be required to be signed off by the Client :

- Functional Requirement Specification

- Solution Design Document

- User Acceptance Testing

- Completion / Go – Live

9. Service Level Agreement

a. Bidder shall guarantee an uptime of 99.9%, which shall be calculated on quarterly basis. The Uptime is equal to total contracted hours in a quarter less downtime. The Downtime is the time between the time of reporting by the Client or the stakeholders and time of restoration of service within the contracted hours. For SLA purpose a quarter will be treated as 90 days. If the selected bidder fails to maintain guaranteed uptime of 99.9% on quarterly basis, the Client shall impose penalty. <u>If the uptime is below 90% in a quarter, the Client shall have full right to terminate the contract.</u>

S.no.	Performance	Requirement	Penalty
1	Baseline	99.9 % to 100 % on a quarterly basis	None
2	Lower performance	90-99.9% uptime calculated on a quarterly basis	5% of quarterly maintenance fee
3	Breach	Less than 90% calculated on a quarterly basis	10% of quarterly maintenance fee

<u>Note</u>
1. The selected bidder is required to implement the requisite tools to automatically generate reports on up-time of the IT Application including Mobile Application.
2. The up-time SLA will be implemented only during the maintenance phase.
3. In case of breach condition, the Client may issue a show cause notice seeking explanation from the selected bidder.

10.Minimum Qualifications for the Manpower

Manpower	Minimum Qualifications (illustrative)
Project Manager	• Minimum Education: MCA/ MBA & B.Tech / B.E. from a reputed institute • Total Experience: Minimum of 7 years of experience. • Languages known (Read, Write and Speak): Hindi, English • Should have operating knowledge of Software technologies and development methodologies • Prior project management experience of at least 5 years of handling such large projects
System Analyst	• MCA / B.Tech / BE (IT or CS) / GNIIT / BCA with minimum 3 years of experience in support role for an IT project • Adequately skilled on the software application platforms proposed for the project • Experience of System integration and software deployment • Experience in software applications support etc
Web Developer	• MCA / B.Tech / BE (IT or CS) / Certified DBA with minimum of 3 years of work experience . Experience of working on proposed ERP solution is an added advantage. • Experience in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc.
Mobile Developer	• MCA / B.Tech / BE (IT or CS) / Certified DBA with minimum of 3 years of work experience . Experience of working on proposed ERP solution is an added advantage. • Experience in development of mobile applications across mobile platforms such as IOS and Android.

11. Acceptance Testing and Certification

11.1   The goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and performance, by ensuring that the following have been delivered to the satisfaction of the Client:

    A. <u>Functional requirements</u>
    B. <u>Security</u>
    C. <u>Performance</u>
    D. <u>SLA Reporting System</u>
    E. <u>Project Documentation (Design, development, configuration, training and administration manuals etc.)</u>

11.2   As part of Acceptance testing, performed through a third party agency or internally by the Client as applicable, all aspects of project development and implementation covering software development and implementation shall be reviewed, including the processes relating to:

    a. The design of solution architecture, design of other related/required applications, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture.
    b. Interoperability, scalability, availability, performance with respect to defined requirements, and compliance with all the technical and functional requirements of the RFP and the Contract agreement.
    c. Bidder shall carry out the tests on various types of mobile handsets and browsers before Go-Live stage and provide the Client with the analysis reports.
    d. The acceptance test would involve installation of the Mobile Application on various handsets, tests of the Web Portal on browsers and operating systems and check ease of operation of the solution offered.
    e. The acceptance test would include testing of all functional requirements and performance tuning of the application.
    f. No additional charges shall be paid by the Client to the selected bidder for rectifying the findings/observations of the Acceptance tests. The selected bidder will be required to prepare detailed testing documentation and conduct comprehensive testing of the application and ensure that it meets the required integration, performance and security criterion.

11.3   The procedures and parameters for testing will be laid down by the selected bidder after approval from Client. The solution deployed by the selected bidder has to satisfy the parameters acceptance testing upon which the system shall Go-live, subject to Client's approval. The Client will establish appropriate processes for

notifying the selected bidder of any shortcomings from defined requirements at the earliest instance after noticing the same to enable the selected bidder to take corrective action. All gaps identified shall be addressed by the selected bidder immediately prior to Go-live of the solution. It is the responsibility of the selected bidder to take any corrective action required to remove all shortcomings, before the roll out of the project.

11.4   Fixing of all defects prior to deployment : The selected bidder must ensure that all defects and issues are fixed prior to deployment of the IT Application including Mobile Application. Any exceptions in this regard must be discussed with and approved by the Client in writing, and the same must be documented in the Release Notes for the solution.

11.5   Following discusses the acceptance criteria to be adopted for the project as mentioned above. The list below is indicative and the activities will include but not be limited to the following:

A.   Functional Requirements Review

i.   The solution developed by the selected bidder shall be reviewed and verified by the Client against the Functional Requirements signed-off between the Client and the selected bidder. All gaps, identified shall be addressed by the selected bidder immediately prior to Go-live of the solution. One of the key inputs for this testing shall be the traceability matrix to be developed by the selected bidder for the IT Application including Mobile Application. Apart from Traceability Matrix, selected bidder may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing with respect to the functional requirements shall be performed by the client post which the system shall Go-live.

ii.   For conducting the User Acceptance Testing, the Client shall identify the stakeholders, who shall be responsible for day-to-day operations of the functions automated through the project. The system, during the functional requirements review, should necessarily satisfy the user acceptance testing process.

B.   Security

i.   Owing to the importance of the proposed application for the Client, it is imperative to secure the portal against anti-social, malicious elements. Therefore, it is critically important to identify and rectify the vulnerabilities in the application.

ii.   The bidder shall appoint a third party agency to carry out the Security Testing. The agency will be appointed post approval of the Client. The third party security testing agency shall adopt recognized international standards and best practices such as Open Source Security Testing Methodology Manual (OSSTMM) or equivalent in the planning, executing and reporting of security penetration tests. The third party agency will submit the list of vulnerabilities to be tested, test configuration and list of tools proposed for the test and after client approval conduct the security penetration testing.

iii.   Some of the indicative aspects that shall be tested include:

- Assessment of authentication mechanism provided in the application/components/modules
- Assessment of data encryption mechanisms implemented for the solution
- Assessment of data access privileges, retention periods and archival mechanisms
- Server and Application security features incorporated etc.
- Information Security and Usability

iv.   Review of the Network for the IT Application including Mobile Application will include:

- Penetration & vulnerability testing
- Security exposures to internal & external stakeholders
- Installation of requisite prevention systems like Intrusion Prevention Systems (IPS) etc.
- Anti-virus (malware) controls – patching, virus definition file update

v.   After the security testing activity, the third party will clean up the contents of the system and submit a comprehensive report that shall, at the minimum, include the following:

- Methodology and approach adopted
- Configuration of test setup including vulnerabilities tested
- Description of identified vulnerabilities
- Risk level
- Recommended actions

Based on the report, the selected bidder must take corrective actions for plugging the loopholes and vulnerabilities that have been identified at no extra cost to the client. Cost for hiring third party agency would be borne by the selected bidder.

C.   Performance

a. The selected bidder would be required to conduct performance testing of the proposed solution. This performance testing will give an indication of the performance of the system under different load conditions. The performance test conditions would be based on any applicable and recognized benchmarks available for such testing. This should include but not be limited to the following – Load test, speed and availability of the pages, refreshing time etc. After the performance testing activity, the selected bidder must submit the performance report that shall, at the minimum, include the following:

   • Methodology and approach adopted;

   • Configuration of test setup including performance metrics measured;

   • Transaction scalability graph and analysis/narrative;

   • Transaction volumes achieved;

   • Page presentation response breakdown by transaction;

   • CPU, memory and bandwidth utilization graphs; and

   • Tuning recommendations.

b. Based on the report, the selected bidder shall be responsible to take corrective actions for improving the performance to required standards at no extra cost to the Client.

c. The selected bidder shall use tools with industry leadership and proven track record of simulating high magnitude loads of the order of minimum 2000 concurrent users and transaction volume of 1,00,000 per day. Selected bidder should provide supporting documents for the same. The objective of this load/performance testing activity is to verify that the IT Application including Mobile Application meet the targeted objectives with respect to the load, performance and scalability and tune all system components. Load testing of the IT Application including Mobile Application would be done to establish the performance baseline metrics which will inter-alia include Response Time, Transaction volumes achieved as well as resource utilization of Web Servers, Application Servers, Database Servers, Router, Switches, Firewalls, Intrusion Prevention System (IPS) and all other servers involved during the tests.

D.   SLA Reporting System

The selected bidder shall design, implement/customize the requisite tools to automatically generate reports on up-time of the IT Application including Mobile Application. It shall be required for the selected bidder to verify the accuracy and completeness of the information captured by the SLA monitoring system implemented and shall certify the same. The tool shall be configured by the selected bidder to calculate the payment to be paid by the Client after deducting the necessary penalties.

E.   Project Documentation

The Client shall review the project documents developed by the selected bidder including requirements, design, source code, installation, training and administration manuals, version control etc.

Any issues/gaps identified by the Client, in any of the above areas, shall be addressed by the selected bidder to the complete satisfaction of the Client.

12.Payment Schedule

Module	Milestone
Development of the Application	10% Mobilization Advance against a Bank Guarantee
	20% on Sign Off by the Client on Solution Requirement Specification.
	25% on User Acceptance Testing
	25% Go - Live Stage
	20% after checking the performance (evaluated till 90 days after Go-Live)
Annual Hosting Charges including Managed Services	Advance Quarterly Payment based on Hosting deployed
Annual Maintenance Costs	Half yearly cycle of payments (To be paid out in advance for 6 months at the start of the 6 month period)
Annual Technical Support	Payment at the end of every Quarter

Note: Financial Quarters shall be considered for the payment schedule

Bank Guarantee shall be released at the completion of the Contract.

13.Liquidated damages (LD) for delay for completion of work

The timely completion of the assignment is the essence of the Contract.

1. In the event of failure to submit the deliverables within the stipulated completion period, the liquidated damages are payable by the selected bidder at 1% per week of delay or part thereof on the Contract value. The Liquidated Damages shall be claimed over and above the Performance Bank Guarantee which shall also be invoked.

2. In case of continued non-satisfactory performance, the Client has the right to withdraw the work and get the work completed at the risk and cost of the selected bidder. Further the selected bidder may be blacklisted for a period of one year or more for participating in any of the bids invited by the Client. Also, the Client would be free to intimate such black listing to various state / central departments / Ministries / State Governments/other agencies not to consider the said selected bidder for any assignment and publish the same on its website.

14. Force Majeure

1. The Client and selected bidder shall ensure due compliance with the conditions of this RFP. However neither the Client nor the selected bidder shall be liable for any claim for any loss or damage whatsoever arising out of failure to carry out the terms of the RFP/Work order to the extent that such a failure is due to force Majeure events which include fire, riot, strike, lock out, forces of nature, accident, and act of God.

2. The Client or the selected bidder claiming the benefit of this clause shall inform the other of the existence of such an event and give written notice within 72 hours of occurrence of a force majeure. The services covered under the agreed Contract shall be started as soon as the condition of force majeure ceases to exist against the particular party to this selected Contract.

Appendix 3 –

Draft Guidelines for
Accreditation, Affiliation and Continuous Monitoring of
Training Centers

1. About Center Accreditation:

Center Accreditation is a <u>quality assurance</u> process under which required parameters of Training Centers are evaluated. It is of key importance to ensure that the trainees are provided quality training, thereby creating the requirement to have a well-defined validation process of the Training Centers, creating the need of Center Accreditation. Accreditation focuses on learning, self-development and encourages the Training Center to pursue continual excellence.

The process involves a combined mechanism of self- evaluation by the Centers and an external evaluation by a Third Party Inspection Agency, (herein referred to as **'Inspection Agency')**, to determine if prescribed qualitative standards are met by the Training Center.

1.1 Objective and Benefits:

The Center Accreditation process helps in effective management and delivery of the competency based training aimed at overall development of the trainees. Accreditation ensures that the Training Center has met prescribed qualitative standards which have been pre-set by the respective Sector Skill Councils (SSCs). With this aim, it is imperative that the trainees have confidence in the quality of training provided by the Training Centers. Some of the objectives of Center Accreditation include:

🔸 To assess the Training Centers and their programs/courses/job roles that meet prescribed quality standards, herein referred to as **'Accreditation Standards'**.

🔸 It is observed that the Training Centers very often differ in their methods of imparting skills training, infrastructural facilities, curriculum alignment etc. Center Accreditation Process helps in establishing framework to benchmark a Center with other Training Centers. *(Refer to Grading of the Training Centers for more details).*

🔸 An Accredited Center provides assurance to a number of vital stakeholders such as the trainees, the employers and the public in general, that the Training Center has met established standards necessary to impart the training <u>under specific job roles</u>. The responsibility for assuring the quality of a Training Center rests with the Training Center itself.

🔸 Center Accreditation is a voluntary process, it is however mandatory to go through the process for a training agency that wishes to impart training aligned to National Skills Qualification Framework (NSQF). In order to participate and implement any Skill Development Scheme funded by Government of India, alignment to NSQF is mandatory. It is envisaged that post 31st December 2016, the alignment to NSQF is mandatory even for fee based training program.

🔸 Center Accreditation also helps in awarding an initial Grade to the Center. *(Refer to Grading*

of Training Centers for more details)

➕ Only an Accredited Center becomes eligible for affiliation by the Sector Skill Council (SSC) with respect to specific job roles.

➕ The Center Accreditation process is envisaged to be carried out by the Inspection Agency registered with NSDC. However, there could be more than one Inspection Agencies that may be empanelled and authorised to carry out the Center Accreditation process. The agency may establish any additional operating procedures it deems appropriate, subject to approval of Accreditation Committee. (Accreditation Committee's concept is explained in the note).

➕ Training Centers are advised to regularly access the NSDC website (www.nsdcindia.org) for the up-to-date versions of the Center Accreditation Process and related documents.

➕ **Training Centers have to undergo a two-step process of Center Accreditation and Center Affiliation in order to participate in a Government Funded Skill Development Scheme**

2. Accreditation Standards:

The Accreditation Standards inspected are related to the operations and services offered by the Training Center to its trainees. These standards will be a set of practices and concepts as laid down by the Sector Skill Councils pertaining to each job role , that provide guidance to the Centers on all relevant aspects of the skilling. **Complying with the Accreditation Standards is essential for a Training Center in order to commence the training under any job role aligned to National Skills Qualification Framework (NSQF).**

2.1 The Accreditation Standards applicable to a Center is a combination of certain **'Mandatory' (Part -A) and 'Optional' (Part- B) standards.**

- Standards listed in Part A are the mandatory parameters required to be adhered to, in order to become an Accredited Center. It is necessary that the concerned Training Center complies with all the Accreditation Standards of Part- A category in order to become accredited.

- Standards of Part-B category are the optional parameters, which may or may not be fully complied with during Center Accreditation Process. However, it is mandatory that the Training Center achieves a minimum of 20 out of 50 scores with respect to the Accreditation Grading Metrics. *(Refer to the Grading of the Training Centers for more details).*

2.2 The Accreditation Standards Checklist with Grading Metrics is provided as an Appendix 2. The **illustrative** Accreditation Standards pertaining to Mandatory and Optional Standards are provided below.

Mandatory Standards:

- **Infrastructure:** Details of infrastructure including classroom, laboratories etc. required for conducting the training for the specific job roles as per requirement of SSC.
- **Student/Trainee Handbook**: Training Centers are required to make the student/trainee handbook available at the Center. (Student/Trainee handbook has to be aligned to National Skills Qualification Framework (NSQF)
- **Placement and Entrepreneurship Cell**: Centers need to ensure providing necessary employment guidance to trainees.
- **Aadhaar Enabled Biometric System (AEBAS):** Centers need to ascertain that the authenticity of the trainee is captured during his/her attendance registration.
- **Training of Trainers (TOT):** This is one of the significant parameters which require that the Trainers are trained and certified as per the requirements laid down by the SSC.
- **Training in Entrepreneurship**: Centers to ensure that training of trainees is imparted by a trainer certified through NIESBUD (National Institute for Entrepreneurship and Small Business Development) or any other authorized agency, as per Scheme specific guidelines.

Optional Standards:

- Proximity to public transport system
- CCTV Cameras

Note: Compliance with Aadhaar Enabled Biometric System (AEBAS) and Training of Trainers (TOT) are part of Mandatory Standards, however, a time period of 2 to 3 months may be granted to the Training Center to comply with these standards. In such cases, a 'Conditional Accreditation' may be provided to the Center, the details of which follow in the note.

2.3 The Accreditation Standards with respect to specific job roles as specified by the Sector Skill Councils shall be made available on NSDC website (www.nsdcindia.org). Training Centers are advised to regularly access website for the up-to-date versions of the Center Accreditation checklist.

2.4 A Training Center that meets the accreditation standards becomes an 'Accredited Center'.

3. Registration Application Process

Centers desiring to participate in a Government funded Skill Development Scheme is expected to go through a two-step process of Center Accreditation and Center Affiliation. The process is also needed if the Center wishes to impart training as per NSQF for a fee based training program.

Prior to that the Parent Organization of the Center has to complete the Registration Application Process as explained below.

The Parent organization of the Center desirous of seeking accreditation has to first register online on the **Center Accreditation & Affiliation Portal (CAAP)**. During the registration, the Parent Organization shall upload following data online with relevant proofs, along with a registration application fee:

a.   Background of the Parent Organization.
b.   Certificate of Incorporation/ Registration of the Organization (from the Registrar of firms/companies/society/trust – whichever is applicable)
c.   Turnover and net worth of the organization for last two years along with proofs i.e. ITR for Last two years, CA Certificate, Audited P&L statements and Balance Sheets etc.
d.   Permanent Account Number (PAN) of the organization.
e.   Tax Deduction and Collection Account Number (TAN) of the organization.
f.   Address of the organization's Head/Registered office along with address proof, photograph of the office with clearly visible name board/signage.
g.   Address of Applicant Center along with Address Proof, Agreement in case of Leased/Rented premise, along with photograph of the Center with clearly visible name board/signage.
h.   Email and mobile number of authorized person at the Applicant Center as well as its Parent Organization.

Note: All the relevant documents should be self-attested by the authorized person of the Center/ Parent organization, whichever is applicable.

3.1 A one-time registration application fee of ………………….. shall be charged from the organization, for which an online payment provision shall be provided.

3.2 On successful completion of the data upload with respect to the above mentioned documents **AND** on receipt of registration application fee, an email along with 'Registration Application Number' and the Password will be sent to the e-mail address of the authorized person mentioned in the registration process. It is important the Center provides correct email id of the Center. NSDC shall not be responsible if the email id as provided is wrong or if the email does not reach the Center.

3.3 At this stage the application of the applicant Center is categorized as 'Registration Application Completed', and the uploaded documents are categorized as 'Registration Application Documents'.

3.4 Post Registration, the applicant Center shall login using its Registration Application Number and Password to submit the Accreditation fee and other related documents, details about which follow in the note.

4. Center Accreditation Process

To become an Accredited Center, it is expected to go through the following steps, details of which are explained below:

a) Raising Self-Assessment Request
b) Review of the Self-Assessment Request by the Inspection Agency
c) On-site Inspection of the Center by the Inspection Agency
d) Opportunity to complete/correct the deficiencies post the on-site inspection
e) Review by the concerned SSCs
f) Final review and decision by Accreditation Committee (only in special cases)

4.1 Raising Self- Assessment Request:

To initiate the accreditation process, the Training Center has to raise an online request for its accreditation. The request entails the following:
- Center Accreditation Application Form (CAAF)
- Center Accreditation Fee

4.1.1 Center Accreditation Application Form (CAAF):

a. CAAF is a type of self-assessment report that the Training Center is expected to submit. The Center has to submit the CAAF online, as per the prescribed CAAF format. The detailed report will contain all relevant evidences/ documents/ pictures of required parameters such as infrastructure, machinery, tools & equipment etc.

b. CAAF has to be filled with respect to all the job roles, for which the Center is seeking accreditation.

c. The data uploading activity will be facilitated through a mobile application based technology, whereby the Training Center would be able to upload geo-tagged and time

stamped pictures. The data uploaded in the form of pictures and other documents will act as supporting evidences showing compliance to the Accreditation Standards.

   d. Center has to mark the numbering starting from 1 to n, on each tool / equipment / machinery pertaining to each job role. The numbering on the tools/ equipment/ machinery should be clearly visible on the pictures uploaded on CAAF. During the on-site Inspection, the tool / equipment / machinery should be displayed with their number marking, as reported in CAAF.

   e. The responsibility of the accuracy and authenticity of the data uploaded lies with the concerned Training Center.

   f. CAAF allows the Inspection Agency to ascertain if the applicant Training Center provides sufficient evidence and information for scheduling an on-site visit.

   g. If the data on CAAF is found incomplete OR the Center Accreditation Fee is not paid by the Center, the application for Center Accreditation would be deemed as incomplete and therefore would not be accepted.

4.1.2 Center Accreditation Fee:

   a. Any Center applying for accreditation has to pay Center Accreditation Fee in order to complete the Self-Assessment request. Provision of a payment gateway for facilitating online fee payment shall be provided.

   b. The date of credit of payment to NSDC will be considered as the date of receipt of payment.

   c. The rate mentioned above can be revised at any time by NSDC without stating the reasons subject to approval of the 'Accreditation Committee'. Details regarding the Committee are provided in this note.

   d. A Center once accredited, may request for extension of its scope of accreditation to cover additional job roles by raising a supplementary application through online system (CAAP). Center Accreditation fee shall be applicable.

4.2 Review of the Self-Assessment Request by the Inspection Agency:

The Inspection Agency reviews the Self-Assessment Request of the concerned Training Center, post which it provides a status of 'Deemed Ready' or 'Deemed Not Ready' to the Center.

4.2.1 Deemed Ready:

   a. The status denotes that the Inspection Agency is satisfied with the CAAF, as submitted by the Center.

b. In such cases, the Training Center receives a response from the Inspection Agency indicating that on-site visit at the Center may be done. The Inspection Agency shall communicate the status to the Training Center within 5 days of receiving the Self-Assessment Request by the Training Center.

c. The Inspection Agency also provides an on-site inspection date to the Center. The notification for inspection would be sent to the respective Center at least 7 days in advance of the inspection date. The on-site inspection is expected to be completed in a period of 15 days from the date of receiving 'Deemed Ready' status from the Inspection Agency.

d. Training Center may request for the change of inspection date only once. The next date however, may be allotted only after 30 to 45 days, considering the Inspection Agency's pre-scheduled plan to visit other Centers.

e. Once the Inspection Agency reaches the Center on the scheduled inspection date, the Center must cooperate in completing the on-site visit. It is to be noted that if the Centers deny for inspection on arrival of the Inspection Agency or inform their inability for the inspection at the eleventh hour, it results in loss of manpower and planning as done by the Inspection Agency. Thus, the on-site inspection shall be deferred as stated below :

S. No	Intimation by the Center for refusal/deferment of On-site Inspection	Site Visit may be deferred maximum by	Status of refunding of the Center Accreditation Fee
1	Before 1 week of the on-site visit	Up to 30 days	Only **75%** of the fee will be refunded Center has to apply with a fresh request with full accreditation fee to become an accredited Center.
2	Before 3 days of the on-site visit	45 days to 60 days	Only **50%** of the fee will be refunded at this stage. Center has to apply with a fresh request with full accreditation fee to become an accredited Center
3	One the day of the on-site visit	60 days to 90 days	**Fee shall not be refunded at all.** Center has to apply with a fresh request with full accreditation fee to become an accredited Center

4.2.2 Deemed Not Ready:

a. The status denotes that the Inspection Agency is dissatisfied with the CAAF, i.e. the report may be incomplete or incorrect. In such cases, the Inspection Agency sends a communication to the concerned Center that it does not seem to be ready for the on-site visit, giving detailed comments/justification.

b. The Center will be given maximum of 60 Calendar days to complete or take action for the non-conformities and send the revised CAAF to the Inspection Agency.

c. In case the Center fails to respond within 60 days OR if the Center chooses not to proceed with the Center Accreditation process, 70% of the Accreditation fee would be refunded to the Center.

d. If the Center responds within 60 days with the revised CAAF, and if the Center is again provided the status of 'Deemed Not Ready', no further chances would be given to the Training Center. Further, only 50% of the Accreditation Fee shall be refunded. The Training Center shall be allowed to re-apply only after 1 year of its last application date.

4.3 On-site Inspection of the Center by the Inspection Agency

a. Post reviewing the CAAF, the Inspection Agency visits the Training Center to determine if the Center meets the Accreditation Standards.

b. Centers are supposed to be fully prepared for the inspections team checks including preparation for minute details. Center has to ensure that all the information as provided in CAAF should be visible / available at the Center during the on-site inspection. It is to be noted that the Inspection Agency shall also check the authenticity of the 'Registration Application Documents' uploaded by the Center during Registration Application Process .

c. To validate the information submitted through CAAF as well as during the Registration Application Process, the Inspection Agency checks the evidences through a thorough inspection of the classrooms, laboratories, library, documents etc. and also interacts with the trainers and other relevant staff of the Center. During the on-site inspection, the Principal/ Center Manager and one trainer per trade will have to be present. It is vital that the staff whose details are mentioned in the CAAF be present during the inspection. The Inspection Agency shall reflect the changes in their report of manpower if any during the site visit.

d. It is mandatory that the Center must prove the authenticity with respect to the documents/ data as provided in CAAF **AND** during the Registration Application Process. At any point of time, if the information is found forged/ manipulated, the Center is liable to be penalised suitably, including blacklisting from all the Schemes. The Accreditation Committee shall be empowered to take decision in such cases.

e. The Inspection Agency will conduct the inspection via Mobile Application technology, and the process shall include uploading of the geo-tagged and time stamped Center pictures.

f. Training Center may choose to video graph the Center Accreditation Process for its future records. In such case, the Center shall arrange the videography and also bear its cost.

g. Under rare circumstances, if the Inspection agency fails to reach the Center on the scheduled inspection date, the Center shall be allotted an earliest priority date for the on-site visit.

h. At any stage, in case of refusal /request for postponement of site visit by the Center, delays will not be considered on part of NSDC/ Inspection Agency.

4.4 Final Recommendation by the Inspection Agency:

a. The on-site inspection does not guarantee accreditation to the Center. Post the on-site inspection, the Inspection Agency shall prepare a detailed report within 5 days of the on-site visit. The report has to provide one of the following recommendations with regards to the accreditation status for the concerned Center :
   i. **Recommended for Accreditation**
   ii. **Recommended for Conditional Accreditation***
   iii. **Not Recommended for Accreditation**

   * The status of 'Recommended for Conditional Accreditation' denotes that the Center is required to complete the deficiencies found in a time period of 2 to 3 months, failing which the 'Conditionally Accredited' status of the Center shall be revoked. In such case, the Center is required to reapply for Center Accreditation. **It may be noted that the Conditionally Accredited Centers must achieve 'Accreditation' Status in order to get affiliated. A 'Conditionally Accredited' Center is not eligible to get affiliated.**

b. In the cases of 'Not Recommended for Accreditation', the Inspection agency provides its response with details related to non-compliance with concerned standards. The Center once ready with the compliances as per Accreditation Standards, may re apply for the Accreditation process with a fresh request. The request may or may not be accepted by NSDC depending upon the reasons of not recommending the accreditation to the Center. Example: In case of forged data/ records found during the Center Inspection, the Center may get blacklisted. Therefore, its request for reapplying for the Center Accreditation shall not be granted.

c. The Inspection Agency's detailed report containing the recommendation on the status of accreditation is provided to the Center for its response (if any). The Center is provided 48 hour time period to send a response.

d. There may be a case where the Inspection Agency is not recommending accreditation to the Center for a specific job role, and the Center disagrees with the Inspection Agency's observations. In such events, the Center may file an appeal to the Appellate Committee, the details of which follow in the note.

e. **It is to be noted that at the stage of Accreditation, the Inspection Agency would also recommend an <u>Accreditation Grade</u> as per the Grading metrics.** *(Refer to Grading of Training Centers for more details).*

4.5 Review by the concerned SSCs:

a. As a result of the above said process, the report submitted by the Inspection Agency along with the recommended accreditation status and Grade of the Center, is sent to the concerned SSC for its observation. The Report shall also contain the Center's comments (if any). **The said report will also be considered for grant of affiliation for the accredited job roles by the respective SSCs.** *(Refer to Affiliation of Training Center for more details).*

b. Post review of the report submitted by the Inspection Agency, the concerned SSCs are required to provide one of the following status to the concerned Center, along with detailed remarks / justification:

   i. **Agree / Disagree with 'Recommended for Accreditation'**
   ii. **Agree/ Disagree with 'Recommended for Conditional Accreditation'**

c. The cases of 'Not Recommended for Accreditation' as reported by the Inspection Agency shall not be forwarded to the SSCs.

d. A turn-around time of 7 days is provided to the respective SSCs, post which the recommendations as given by Inspection Agency shall be deemed as accepted and approved.

<u>In case the SSC agrees with the recommendation as provided by the Inspection Agency, the Center becomes an 'Accredited/ Conditionally Accredited' Center (as the case may be).</u>

4.6 Review and decision by the Accreditation Committee (only in special cases)
a. **An Accreditation Committee, comprising of representatives of NSDC, selected SSCs and other**
   Schemes shall review and provide decisions pertaining to accreditation status only in case of following:

   + **If the Training Center is recommended for Accreditation / Conditional Accreditation by the Inspection Agency,** however NOT **Recommended for Accreditation / Conditional Accreditation by the SSC.**

b. **The vested authority for accreditation decision rests with the Accreditation Committee in such cases.**

c. The Accreditation Committee may ask for additional visits/additional information before finalizing the status of the Center's accreditation. The Committee may direct another

empanelled Inspection Agency to conduct the on-site inspection at the concerned Center. The Committee shall take decision based on the evidence gathered/ inspection report as submitted by the Inspection Agency. The Committee has to take decision within 10 days of receiving the case.

d. In case the recommendation as provided by the first Inspection Agency is found inappropriate or incorrect, the said Inspection Agency shall not be paid for the specific visit already done at the Center. However, if the recommendation as provided by both the Inspection Agencies is identical, the Accreditation Committee's decision would be considered as final and binding. In such case the Training Center shall not be required to bear the cost of additional visit. NSDC will bear that cost.

e. The additional responsibilities of the Accreditation Committee shall be following but not limited to :
   - Review of standards, policies, procedures, and issues regarding accreditation including the accreditation fee structure.
   - Advocate the importance of accreditation of the Training Centers in the skills ecosystem and amongst the stakeholders.
   - Suggest the corrective measures where ever required with respect to the Center Accreditation Process.

f. The members of the Accreditation Committee may change from time to time, as decided by the Chairperson of the Committee.

g. The table given below presents various cases of Center Accreditation status and related outcomes.

S No	Recommendation by Inspection Agency	Recommendation by SSCs	Outcome of the Center	Decision by Accreditation Committee	Final Outcome of the Center
1	Recommended for Accreditation	Agree with recommendation for Accreditation	Accredited	NA	**Accredited**
2	Recommended for Conditional Accreditation	Agree with recommendation for Conditional Accreditation	Conditionally Accredited	NA	**Conditionally Accredited***
3	Not Recommended for Accreditation	Case does not go to any SSC.	Not Accredited	NA	Not Accredited
4	Recommended for Accreditation/ Conditional Accreditation	Disagree with recommendation	Case forwarded to the Accreditation Committee	Committee reviews the case	**As per the decision of the Committee**

Note:

During the Accreditation Process, Accreditation Grade of the Center will be calculated and published to the public. As stated earlier the Center has to comply with all Mandatory Accreditation Standards. Further, Centers which secure total scores less than 20 with respect to the Optional Standards will not qualify for accreditation. Such unqualified Centers will be intimated and notified as 'assessed and found not qualified for accreditation'. The status will also be published to the stakeholders/public. *(Refer to Grading of the Training Centers for more details).*

4.7 Salient Features Post Accreditation

a. The awarding of accreditation will signify the Training Center's substantial compliance with established qualitative standards, and its willingness to maintain those standards.

b. Since a Center gets accredited as per successful compliance pertaining to the specific job roles, it **is vital that the Center imparts training for only accredited job roles.** A Center once accredited, may request for extension of its scope of accreditation to cover additional job roles by raising a supplementary application through online system. Center Accreditation fee shall be applicable.

c. Accreditation will not compare or rank the Centers, however the process of accreditation shall result in awarding an Accreditation Grade to the Accredited Center. The Center's Grade post accreditation shall be published for public view on CAAP / NSDC Website. **The Grade may remain Dormant or Active** *(Refer to Grading of the Training Centers for more details).*

5. Validity of Accreditation:

a. The validity of accreditation of a Training Center is for one year, and will automatically expire at the end of the period of a one year cycle. Renewal notice may or may not be issued to the Training Centers before expiry of validity. The responsibility for applying for renewal in time shall be that of the concerned Center. Center must apply for the same at least 3 months prior to the accreditation renewal date. Centers that do not adhere to these timelines may not be found eligible for applying for renewal of accreditation.

b. As per the accreditation renewal request date, The Centers Grade pertaining to the last Quarter shall be reviewed. (Financial Year's Quarter shall be considered). Centers which are **Graded 5 Star or 4 Star shall be incentivized by making them eligible for auto accreditation.** In such cases, no physical inspection for accreditation shall be conducted at these Centers, and no accreditation fee shall be levied on the Center.

c. In cases where the Training Center is graded below 4 Star, the accreditation process which includes a physical on-site inspection with accreditation fee shall apply. The Center shall submit the accreditation renewal application along with the prescribed fee at least three

months in advance of the expiry of the current accreditation period. The renewal shall be granted based on:

- Assessment and evaluation of the performance of the Center pertaining to Compliance and Performance Standards during the previous accreditation validity period
- Inspection Agency's Report of Center Accreditation.

d. Any complaints received against the Center during the year of its operations shall also be duly considered before renewing the accreditation. This shall apply for all Centers irrespective of their Grades. (Refer *to the Grading of Training Centers for knowing the details about Compliance and Performance Standards).*

e. The Accreditation of a Training Center automatically expires at the end of its validity unless renewal is sought by the concerned Center along with the prescribed fees. The Accreditation shall also expire if the accreditation renewal request is not accepted for any reasons.

6. Appeal by Training Center:

a. An aggrieved Training Center which is not satisfied with the result of the accreditation status, can file a written representation of appeal to the Appellate Committee, along with a payment of …………………….. The Center has to be make an appeal (if required) within 15 days of receiving the result of the accreditation status. The Committee will consider the appeal and make recommendation as per the situation and evidences.

b. In case the Appellate Committee finds the appeal raised by the Training Center authentic, the payment of Rs……………..shall be refunded to the Training Center.

c. The Appellate Committee comprises of representatives of Ministry of Skill Development & Entrepreneurship (MSDE), NSDC, SSC or any other representative as deemed fit by the Chairperson of the Committee. Committee's decision will be final and binding.

7. De-accreditation of the Center:

Accreditation Committee may suspend or cancel the accreditation of the Center because of any of the following reasons, but not be limited to:

a. Severe non-compliance or violation of the Scheme specific guidelines, even with respect to a single accredited job role.
b. Improper/misleading use of accreditation status.
c. Improper/ misleading use of the application for accreditation prior to receiving Center Accreditation status.
d. Providing wrong/forged data in the application for accreditation OR at any point of time in any form.
e. Imparting the training in the job role for which the Center was not accredited.

f. Non-payment of fees as and when required.

g. Refusal to conduct the continuous monitoring through self-audits *(Refer to Continuous Monitoring for more details).*

h. Any other condition deemed appropriate by the Accreditation Committee.

Note: Scheme specific compliance and performance standards would be periodically monitored for the Accredited Center. It is pertinent that the Training Center complies with all Scheme specific compliance and performance related standards for all the accredited job roles. Non-compliance/ non-performance to even a single accredited job role may lead to de-accreditation of the Center from all job roles.

The Training Centers are advised to ensure that only correct and complete information is furnished at all times. At any point of time, if the information is found to be forged or manipulated, the Center is liable to be suitably penalized including revocation of the accreditation status as deemed appropriate by the Accreditation Committee.

Further, the information would be made public and provided to all the Ministries implementing the Skill Development Schemes and other relevant stakeholders.

The continued accreditation of a Center during the year of grant of accreditation will be dependent upon its demonstrating on-going progress on complying with the Accreditation, Compliance and Performance Standards. Centers that do not adhere to this, may lose their accreditation status at any point of time, as per the discretion of the Scheme Monitoring Committee (SMC) OR the Accreditation Committee.

8. Affiliation of Training Center

a. Affiliation is a means of getting formally associated with an organization. In this context, affiliation is a method for the Training Centers to get formally associated with Sector Skill Councils in order to impart the training to trainees for specific job roles aligned to NSQF. Accreditation and Affiliation are the measuring rods for the provision of quality skilling in the Training Centers.

b. The affiliated Center has to follow the rules and regulations set by the respective SSCs that gives the affiliation in order to maintain/follow the accreditation standards.

c. Affiliation can be granted only to an accredited Center. The Conditionally Accredited Centers shall not be eligible for affiliation till they achieve the 'Accredited' status.

8.1 Objectives and Benefits:

An affiliated Center gets access to a number of benefits such as:

a. Only accredited AND affiliated Centers are allowed to start operations at their Centers of commencing the training to students as per NSQF.

b. Accreditation and Affiliation of Center is mandatory under all Government funded Skill Development Schemes. Enrolment of student is not allowed in the Training Center before affiliation is granted by the respective SSC.

c. It is envisaged that post 31st December 2016, the alignment to NSQF is mandatory even for fee based training program.

d. As all the Government funded Schemes are monitored on a continuous basis, an affiliated Center becomes entitled to a Continuous Monitoring Process, if empaneled under a specific Scheme. Continuous Monitoring helps in awarding a dynamic Grade to the Center on periodic basis, based on the Center's compliance and performance. A Center which does not seek affiliation would result in its grading becoming 'Dormant', as such Centers are not entitled to be monitored on a continuous basis. It may be noted that a Center having Dormant Grade does not bestow high confidence of the stakeholders. (Refer to *section of Grading of Training Centers).*

e. The trainees of Affiliated Centers are entitled to receive Industry recognized Certificates post the successful completion of training and assessment.

8.2 Process of Affiliation:

It is to be noted that all accredited Centers are deemed for the grant of affiliation. Once the Center is accredited of certain job roles, the affiliation cannot be denied by the SSC to the Center for the accredited job roles, provided the affiliation request along with the affiliation fee is submitted within 6 months of accreditation date.

a. Training Center, in order to seek affiliation certificate from the SSCs shall have a provision of submitting an online application for affiliation. The affiliation request would be deemed as completed under following conditions:

- Affiliation is granted on the basis of job roles. Therefore, a Center gets affiliated only for the accredited job roles.
- Center shall pay an affiliation fee for each job role.
- In its application of Center Affiliation, the date of accredited job roles has to be mentioned (the same shall be cross checked during the review by the SSC).

  Training Center has to apply for affiliation with in 6 months of its accreditation date. In cases where 6 months have elapsed since accreditation date of an unaffiliated Training Center, the Training Center would be required to re-accredit itself before applying for affiliation.

b. The online affiliation request is forwarded to the concerned SSC which reviews the request containing the accreditation report of all job roles as submitted by the Inspection Agency, and the affiliation fee payment confirmation. **Post review, the SSC has to award the Affiliation Certificate to the concerned Center within 10 days of receiving the affiliation request**.

c. **It may be noted that Accreditation and Affiliation of a Training Center does not guarantee target allocation under Government funded Skill Development Schemes**. Each Scheme may have its own target allocation process as per which the Training Center may be allocated the targets. Example: In PMKVY, the target allocation is based on Grade of the Center, Geographical location, Job roles etc.

   A Training Center may thus choose to ascertain its capability in terms of mobilizing of candidates pertaining to certain job roles, adherence to particular scheme guidelines and targets it may receive under specific Schemes before seeking affiliation with the Sector Skill Councils.

d. If it is found that the Training Center as accredited for certain job roles, has started the training operations without getting affiliated for the accredited job roles, it may be blacklisted from all the Government Funded Skill Development Schemes.

8.3 Validity of affiliation:

a. The validity of affiliation of a Center pertaining to specific job roles is valid for a period of 1 year from the date of affiliation. The Center has to apply for the renewal of affiliation at least 3 months in advance of the affiliation expiry date. The request for renewal of affiliation has to be sent only after renewal of accreditation, as only the Accredited Centers are eligible for affiliation.

b. In case a Center gets de-accredited for any reason, the affiliation shall also be no longer valid for that Center. In such cases the concerned Center may seek for affiliation only after getting re-accredited for specific job roles.

8.4 Affiliation Fee

The Training Center shall be charged an amount of Rs …………………

As per the Training Center's affiliation renewal date, its Grade as per the last quarter shall be reviewed. The Centers which are graded 5 Star or 4 Star **shall be incentivized with the discounted affiliation fee. All 5 Star and 4 star Graded Centers shall have to pay only 50% and 75% of the affiliation fee per job role respectively**. However, in cases where the Training Center is graded below 4 Star, full affiliation fee shall be applicable, subject to their accreditation. (Financial Year's Quarter shall be considered for reviewing the Grade)

The entire Affiliation Fees is payable to the respective Sector Skill Council.

Continuous Monitoring of Training Centers

1. Continuous Monitoring

Effective and Continuous Monitoring of the Training Center is considered crucial for efficient delivery of the training for all the Skill Development Schemes. Continuous monitoring is envisaged to regularly assess the effectiveness of various processes at the Training Center. In order to overcome significant challenges that remain with regards to the delivery of quality of training, continuous monitoring of the Training Centers is crucial.

Continuous Monitoring is also of significant importance to implement suitable corrective and preventive actions at various levels at the Center.

In consideration of the above, a detailed comprehensive Continuous Monitoring Process has been designed, which comprehensively lists down the monitoring indicators/process, and the related Consequence Management, if any discrepancy is established/proved during investigation.

Continuous Monitoring is based on following three aspects, the details of which follow in the note:

I. **Accreditation Standards Metrics**
II. **Compliance Standards Metrics**
III. **Performance Standards Metrics**

The Inspection Agency , along with the Scheme specific Project Management Unit (PMU) shall be responsible to continuously monitor all the Training Centers based on the above 3 Monitoring Standards Metrics.

While the monitoring of each Training Centers shall be done by the Inspection Agency, the PMU shall monitor the overall scheme. PMU shall also monitor the performance of the Inspection Agency and periodically check on sample basis if the Inspection Agency is conducting the monitoring of the Centers in a right and desired manner.

1.   Key objectives of the Continuous Monitoring

The key objectives of Continuous Monitoring are to:

- Track performance/compliance of all stakeholders, especially Training Centers with respect to the key indicators and processes, to ensure achievement of the Scheme's overall goals and objectives.

- Take corrective measures so as to improve the Scheme's performance.

- Identify any course correction needed in a prioritized manner.

2. Mechanism for ensuring Continuous Monitoring

The Continuous Monitoring Process involves a combined mechanism of self- evaluation by the Training Centers and other relevant sources to evaluate the Center's performance. Some of them are explained below.

a. Self-Audits Reports (SAR):

SAR is one of the most vital tools used for compliance and performance monitoring of the Scheme. SAR will have a tremendous impact in promoting self-analysis, thereby enabling the Center to do its continuous improvement. Once the training commences, the Center is expected to conduct its self-audit with respect to all the compliance and performance standards as listed in Center Grading Metrics. Refer to the prescribed format of SAR as per which the Center has to conduct its self-audit and submit to the Inspection Agency. Some of the salient features of SAR are provided below:

a. The Center would upload the entire information/data online as per the prescribed format of SAR using technology based solution, i.e. Mobile Application. Mobile Application based monitoring shall ensure the process of uploading time-stamped and geo-tagged pictures. The data uploaded in the form of pictures and other documents will act as supporting evidences showing compliance to the Accreditation/ Compliance/ Performance Standards.

b. The Inspection Agency will keep track of timely submission of the SAR submitted by the Training Centers. The periodicity of the continuous monitoring through SAR will be on monthly basis. The Training Center would be expected to upload the monthly SAR online. The window for the SAR submission is between 25th to 30th and 31st of every month OR as per *Scheme Specific Guidelines*. In case the Center fails to submit/ delays the submission, the Consequence Management System as applicable to the Scheme shall be applied. In addition to this, Center's Grade would be affected as per the Grading Metrics.

c. If due to any unavoidable situation, i.e. natural calamity, political unrest, law and order situation etc., the Center fails to submit the SAR within the time lines, it would need to inform the same to the Scheme Monitoring Team with in 7 to 10 days of the next subsequent month. The justification has to be provided with valid proofs/justification. In rare cases if the Center is unable to submit SAR by 10th of the next month, the Scheme Monitoring Team may decide to report the matter to the Scheme **Monitoring Committee (SMC)** for further review and necessary action. **Scheme Monitoring Committee refers to the Monitoring Committee as constituted for a particular Scheme. For instance, the Monitoring Committee formed under PMKVY is PMKVY Monitoring Committee.** SAR may be required to be evaluated on fortnightly basis too.

d. The responsibility of the authenticity and accuracy of the information provided in the SAR rests with the Centers. At any point of time, if the information is found to be forged or manipulated, the Center is liable to be suitably penalized including suspension or blacklisting from Scheme as deemed fit by the SMC.

b. Surprise Visits at the Centers

a. Apart from the self-audit monitoring process, there may be surprise visits scheduled at the Training Centers by various stakeholders such as the Inspection Agency/ Scheme Monitoring Team or other authorised stakeholders.

b. The outcome of such Center's visits shall affect the score of Training Center and hence the Grade of the Center.

c. As per the Scheme specific guidelines, the implications of the Grade may vary. Example: Under PMKVY, the target allocations are linked to the Grades of the Center.

c. Call Validations:

As part of this process, trainees are made calls by the Scheme's authorized Call Center. The trainees are asked a certain set of questions to ascertain whether Training Center is adhering to Scheme Specific Compliance and Performance Standards. The answers are collated and analysed appropriately to reach a conclusion, based on which a suitable action may be taken, as deemed fit by SMC. Call Validation is a very pivotal method to monitor the indicators, and it may be used to know the feedback of other stakeholders as well.

d. Skill Development Management System (SDMS) or any other Scheme Specific MIS:

As part of this process, data uploaded on SDMS or any Scheme Specific MIS/IT Application is used for monitoring. The data may be verified with the actual performance data of the Training Center, obtained through multiple sources as specified in the Scheme Specific Guidelines, in order to ascertain whether Training Center is adhering to Scheme Specific guidelines.

The responsibility of the authenticity and accuracy of the information provided in the SDMS/ Scheme Specific MIS rests with the Training Centers. At any point of time, if the information is found to be forged or manipulated, the Center is liable to be suitably penalized including suspension or blacklisting from Scheme as deemed fit by SMC.

3. Outcome of Continuous Monitoring

As multiple modes of imparting the skills training in Training Centers are observed, it is essential to identify a standardized system to benchmark the Centers across the country. **The major outcome of Continuous Monitoring is *Grading of Training Centers* and *Consequence Management System* based on which actions may be taken on the Training Center for various non-compliances and non-performance. As the Inspection Agencies are entrusted with the responsibility of the Continuous Monitoring of each Center, they are expected to alert the system (PMU) for each noncompliance/ non-performance. The PMU/ SMC shall be responsible for taking the action as per Consequence Management System.**

3.1 Grading of Training Centers

Based on the Continuous Monitoring of Training Center for Compliance and Performance Standards, the Training Centers shall be Graded. Grading will play a pivotal role in benchmarking the Centers. The Grading of Centers is applicable only to Accredited Centers. A Center that fails to get accredited is not awarded any Grade. Similarly, any Center that loses its accreditation status at any point of time, loses its Grade.

3.1.1   Significance of Center Grading

A Centers Grade reflects that it is accredited. Therefore a Centers Grade determines its quality and its ability to impart skills training. Grading of Training Centers would contribute to the skills ecosystem in a number of ways such as:

a. Enabling the stakeholders to compare the Training Centers and identifying Training Centers incorporating the best practices. A higher Grade may help the Training Center in attracting trainees for fee based trainings, being preferred choice for Corporate Social Responsibility (CSR) Projects and getting higher enrolment targets for Government funded Schemes as well.

b. The Grade of the Center provides relevant information to potential trainees such as Centers infrastructure, quality of trainers, placement services etc. that would help them select the Center for getting trained.

c. Instilling healthy competition among the Training Centers to improve their Grades, thereby providing a platform for the Centers to analyse and compare their strengths and weaknesses with other Centers for improving their performance.

d. Providing information to potential employers about the quality of skills training offered by the Centers. The grading mechanism helps Training Center for being preferred choice from employers/Corporates. Further, it also creates a differentiator for the employers to select the specific Centers (as per their Grades) for hiring the skilled trainees.

e. Grading enables a Training Center to benchmark itself with other Centers across the country, and with Centers in the same State/ Region, infrastructural and regulatory environment.

f. Specific Government funded Schemes may observe Target Allocations process linked to the Center's Grade. A Scheme may incorporate Grading of the Center in its Target Allocation Framework to ensure that high quality Centers get targets to meet their full capacities. This shall ensure continued focus on quality delivery of Trainings. **Example: PMKVY has ensured target allocation strategy is linked to the Grade of the Center. A Center which is allocated targets based on its full capacity as per the Accreditation Grade, may face penalty of reduced targets on the basis of assessment on continuous monitoring that impacts the Center's Grade**. *(Refer to PMKVY specific guidelines for more details)*

3.1.2   Grading Methodology

a. The methodology involves defining a set of indicators and classifying them into specific categories. The indicators with in each category have appropriate weight assigned to them, forming a Grading Metrics. The total scores for each category are 100.

b. The Center's overall performance would be measured by assigning the scores and corresponding scores are then converted into Grades (represented a Star Rating) as per the Grading Metrics and Grade Structure.

c. *The table below represents the Grade structure.* **Based on band/range of the total percentage as per the scores computed, the Centers shall be graded as per the table given below, <u>where 5 Star denotes the highest Grade, and 1 Star the lowest. At any point of time, if a Center is graded as 1 Star, it may get de-accredited, subject to the review and decision of the Accreditation Committee.</u>**

Percentage of Scores	Grade
85-100 %	**5 Star**
70- 84 %	**4 Star**
55 -69 %	**3 Star**
40 -54 %	**2 Star**
Below 40 %	1 Star

d. **A Center's Grade is based on inputs, processes and outputs**. Accordingly, a Center is awarded a specific Grade as per the scores computed with respect to below listed **three broad pillars (categories)** of the Grading Metrics.

   I.   **Accreditation Standards Metrics (** Provided as Annexure 1)
   II. **Compliance Standards Metrics** (Provided as Annexure 4)
   III. **Performance Standards Metrics** (Provided as Annexure 5)
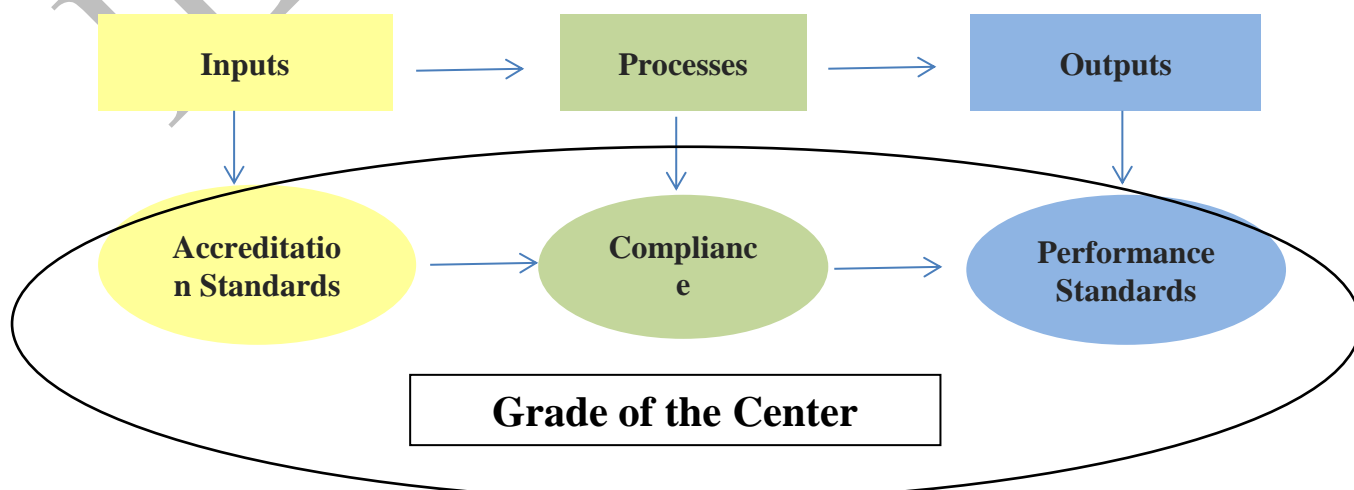
3.1.2.1 Accreditation Standards Metrics:

a. This is the first broad category, <u>having key indicators with a total score of 50 points</u>. The Center would be graded as per the scores calculated during the Center Accreditation process.

b. The Accreditation Standard Metrics is split into two parts: **Part -A (Mandatory) and Part-B (Optional) Standards**. Standards listed in Part - A are the mandatory parameters required to be adhered to become an Accredited Center. Standards of Part-B category are the optional parameters which may or may not be complied with during Center Accreditation Process. However it is vital to score at least 40% of the scores out of total of 50 scores in the Optional Standards list.

c. Failure in complying with any Mandatory Standards leads to Non-Accreditation of the Training Center and no Grade shall be awarded to the concerned Center.

d. As explained earlier, an accredited Center, in order to execute a Government funded Skill Development Scheme or any Fee based training program aligned to NSQF, needs to take affiliation from the Sector Skill Council for its accredited job roles within six month from the date of accreditation. The date of awarding the Accreditation Grade and SSC affiliation shall be published on NSDC website. As the Centers running Government funded Skill Development Schemes shall be continuously monitored on periodic basis, their Grades may keep changing and hence will remain **'Active'.** In case the Center is not being monitored on a continuous basis by any authorised Inspection Agency under the Government Scheme, its Grade becomes **'Dormant'.**

<u>Grade awarded to a Center during accreditation, remains 'Dormant' until it starts operations at the Center and is continuously monitored. Operations can start only after affiliation.</u>

e. It is in the best interest of the Training Center to keep its Grade Active and not Dormant. An Active Grade shall enable the Training Center to attract key stakeholders in the skills ecosystem. Stakeholders including the potential trainees may not be interested to get associated with such a Training Center which is not being monitored on a continuous basis. As the Center's Grade shall be published along with the date if award of the Grade, the stakeholders will know if the Center's Grade is Active or Dormant.

f. <u>A Dormant Grade denotes that the Center is not being monitored by any authorized body, and therefore stakeholders may not bestow their trust on such Centers.</u>

g. The Inspection Agency analyses the data collected during the Center Accreditation process, and as per the Grading Metrics pertaining to Accreditation Standards, Center's grade is calculated. *(Refer to Grading Metrics pertaining to Accreditation Standards).*

h. <u>As explained earlier, a Training Center must score at least 40% of the total scores with respect to the Optional Standards as given in the Accreditation Standards Metrics, in order to get accredited and hence get an Accreditation Grade.</u>

3.1.2.2 Compliance Standards Metrics:

a. This is the second broad category that reflects if the Center is complying with the key compliance indicators. <u>A total score of 20 points form the Compliance Standards metrics</u>. Center's scores would be calculated based on its performance with respect to key indicators that form the part of the Compliance Standard Metrics.

b. <u>Grade awarded to Training Center would remain dormant till a period of 1 month post allocation of Targets to the Center, i.e. the scores pertaining to Compliance Standards will not be computed for the first month of training commencement.</u> Thereafter, the scores w.r.t Compliance Standards shall be computed each month and hence the Grade may change on a dynamic basis. The evaluation would be done by the Inspection Agency authorised on behalf of the Scheme OR by the Sector Skill Council, whose program the Training Center is executing.

c. It is required that the Training Center maintains a minimum of 40% score in the Compliance Standards. However, if the Center is not able to score 40% of the scores with respect to Compliance Standards in the first three months of operations, the Training Center shall be given warning(s) to improve compliances. Action shall be taken from the 4th month onwards of the Financial Year. <u>From the 4th month, if the Center is not able to achieve minimum of 40% scores pertaining to Compliance Standard, Scheme Monitoring Committee may decide to de-accredit the Center. SMC's decision shall be final and binding</u>.

d. It is imperative to collect the authentic and comprehensive data from various sources in order to have all relevant information required for evaluating the Center' performance based on Compliance Standards. Some of the indicative sources of data collection are given below:

- Detailed self-audit report (SAR) submitted by the Center as part of the Continuous Monitoring.
- Center Visit Reports as per the surprise visits done by the Inspection Agency/NSDC/MSDE or any other authorised stakeholder.
- MIS Reports and data.
- Any other source of data.

Data Collection sources for measuring Compliance Standards of a Center
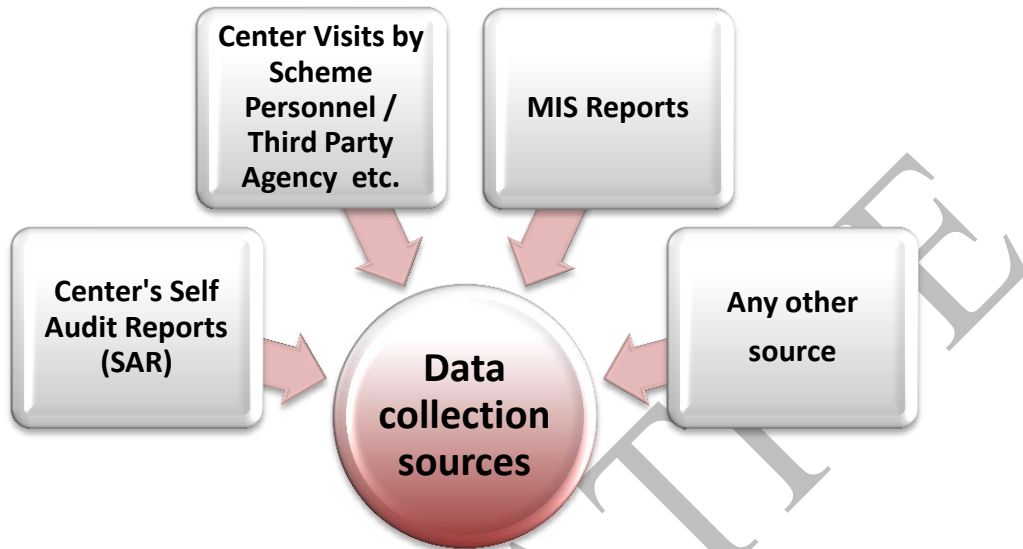
The Compliance Standards <u>also include some of the indicators with respect to the Accreditation Standards</u> in order to check if the Center is complying with the key Accreditation Standards on a monthly basis. Considering a situation wherein a Center would have got accredited basis on availability of SSC specified tools and equipment, it becomes vital to check this parameter every month. This is to ensure that the key Accreditation Standards are not compromised with, after attaining the accredited status.

3.1.2.3 Performance Standards Metrics:

a. This is the third category that reflects the Center's performance with respect to desired outputs of the Scheme. <u>The category has key indicators with a total score of 30 points</u>. The indicators and their appropriate weightage assignment are provided in the Grading Metrics. *(Refer to Grading Metrics pertaining to Performance Standards).*

b. Performance Standards refer to Center's progress in terms of achieving the overall objectives of the Scheme. Examples include:

    i.   Achievement of enrolment target
    ii.   Achievement of the desired placement ratio
    iii. Achievement of desired pass percentage ratio

c. The Training Center shall be reviewed on the Performance Standards **only after 3 months of its Target Allocation**. <u>This is to reiterate that targets are allocated only after accreditation, affiliation AND as per Scheme's guidelines, and Quarter of the Year denotes Quarter of Financial Year</u>.

d. Post the completion of 3 months, Performance standards of each **Center would be reviewed every month on cumulative basis,** and the scores would be assigned every month as per the Grading Metrics. If a Center is found low on performance, it shall receive warnings. However, action on Training Center with respect to non-performance pertaining to Performance Standards shall be taken only after completion of its 6 months post the target allocation. Therefore, in the 4th and 5th month of its target allocation, though the Performance Standard of the Training Center shall be calculated and displayed to the Training Center on a monthly basis, however, no action shall be taken in case of non-performance. (Examples follow to explain the concept)

e. After 6 months of target allocation, a Training Center is required to obtain a minimum of 40% score in the Performance Standards each month. Cumulative data shall be taken into account for computing the scores.

f. In case a Training Center fails to comply with the same, the matter shall be referred to the Scheme Monitoring Team for suitable action. In case the performance of the Center is found low on a continuous basis, it may lose its accreditation, as per the decision of Scheme Monitoring Committee.

Illustrative Example to explain the computation pertaining to 3 Grading Metrics:

| Quarter as per Financial Year	Month of Operation of Training Center	Accreditation Score (out of 50)	Compliance Score (out of 20)			Performance Score (out 30)		
			Calculated	Displayed to TC	Action Taken on TC	Calculated	Displayed to TC	Action taken on TC
Q1	M1	Yes	No	No	No	No	No	No
	M2	Yes	Yes	No	No	No	No	No
	M3	Yes	Yes	Yes	No	No	No	No
Q2	M4	Yes	Yes	Yes	Yes*	Yes	Yes	No
	M5	Yes	Yes	Yes	Yes	Yes	Yes	No
	M6	Yes	Yes	Yes	Yes	Yes	Yes	Yes*

The scores of performance from M1 to M6 shall be calculated (cumulative basis), and displayed to the Center in M7

g. The score of the Training Center of a month shall be calculated and displayed by 15th of next Month.

h. In order to maintain transparency, the Quarterly Grade of all the accredited Training Centers shall be published to the stakeholders on CAAP.

i. Relevant data would be collected through various sources in order to measure the Center's Performance Standards. Illustrative data collection sources are given below. The score would be computed only on the metrics applicable for the specific Scheme.

ILLUSTRATIVE

Illustrative Data collection sources for measuring Performance Standards of a Center (Quarterly basis):
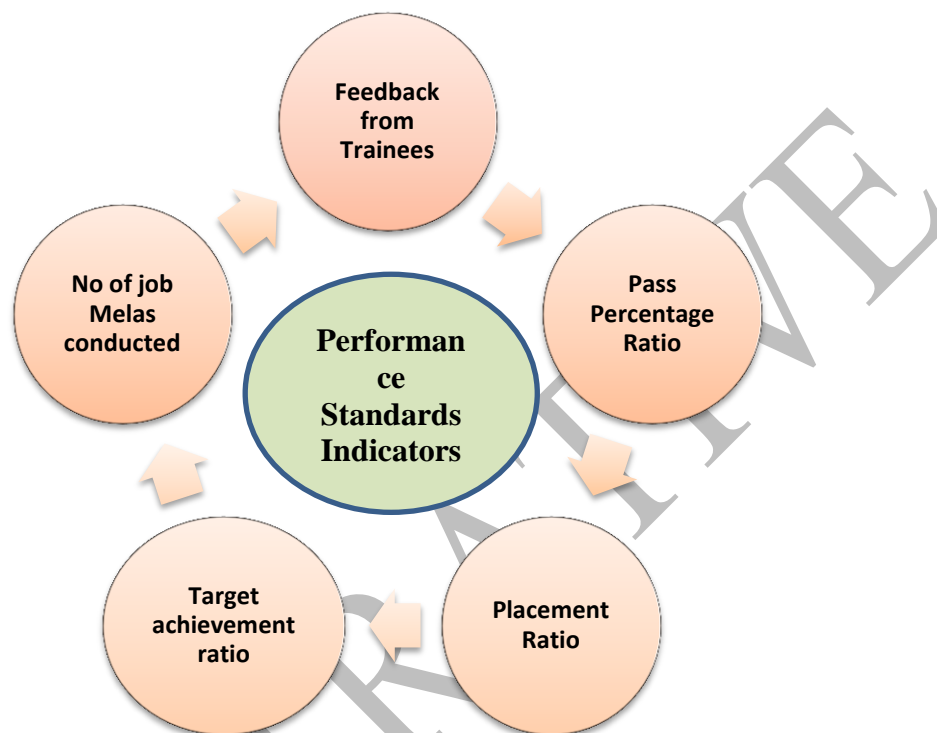
Note: The responsibility of authenticity and accuracy of the information as submitted by the Centers with respect to Accreditation Standards, Compliance Standards, and Performance Standards or for any other purpose, rests with the Centers. At any point of time if the information is found to be forged or manipulated, the Center is liable to be suitably penalized as per the discretion of the Scheme Monitoring Committee.

3.1.3   Significance of Center's Quarterly Grade

a.   The computation of the Centers Grade would be done on a monthly basis. However, The Grade for the Training Center shall be released/published **to the public on a quarterly basis (Not monthly)**. The quarterly grade shall be derived from the average percentage of scores achieved with respect to of 3 months of the Quarter.

b.   **Center's Monthly Grade** shall be calculated based on the percentage of the total scores achieved pertaining to 3 pillars of Center Grading Metrics, on a monthly basis. Refer to the table below for more details:

S. No.	Category	Formula to calculate scores for arriving at the Grade
1.	During Accreditation	Accreditation Standard Score * 100 -- 50
2.	One month post Target Allocation	(Accreditation Standard Score + Compliance Standard Score) * 100 -- 70
3.	6 months post Target Allocation	(Accreditation Standard Score + Compliance Standard Score + Performance Standard Score) * 100 -- 100

c. It is very crucial for the Center to demonstrate performance with respect to the Compliance Standards as well as Performance Standards, in order to get high scores, and therefore high Grade. High Quarterly Grade helps the Center to enjoy the status of continued accreditation and the credibility among the stakeholders also remains high.

**All accredited Centers shall observe the below mentioned cycle with respect to the Grading**

Process.

Step 1: Initial Grading based on Accreditation Standards:

Scores during Center Accreditation » **Center's Overall Grade**

Grade Awarded 1st time during Center Accreditation process

Grade would remain dormant till the Center is affiliated with SSC AND comes under Continuous Monitoring process

Step 2:   One month after Target Allocation:

Scores based on *(Accreditation + Compliance)* = Center's Monthly Grade
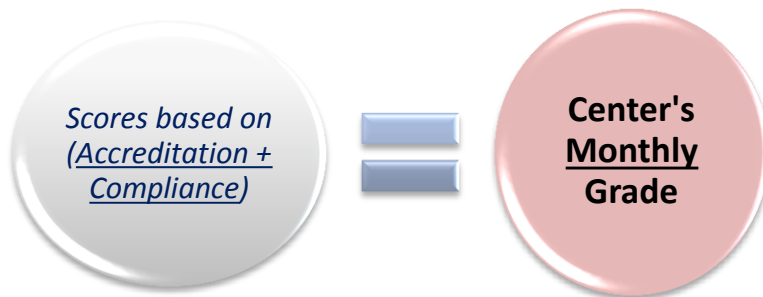
Step 3:   Six months after Target Allocation:

Scores based on *(Accreditation + Compliance +Performance)* = Center's Monthly Grade
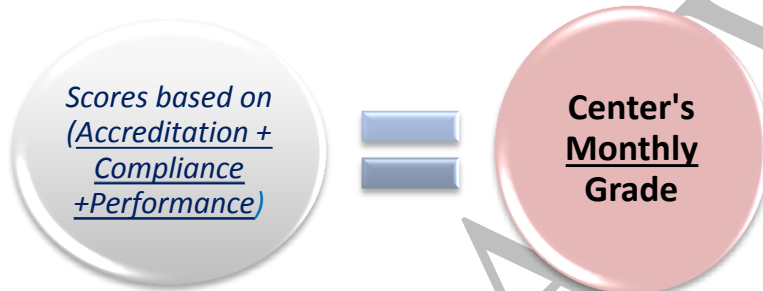
Step   4:   Grade   Assignment   at   the   end   of   every   Quarter

Average of 3 months % score = Center's Quarterly Grade
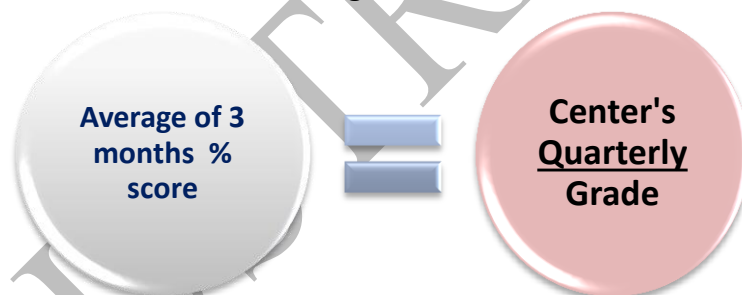
Illustrative example to show scores calculation for <u>Quarter 3 (Q3)</u> is given below:

Financial Year			Accreditation Score (out of 50) (1)	Compliance Score (out of 20) (2)	Performance Score (out of 30) (3)	Monthly Score achieved (A)= (1+2+3)	Total Monthly Score (Max Scores) (Accreditation +Compliance +Performance) (B)	Total Monthly Score % C=(A)/(B) X100	Quarterly Score of Training Center	Quarterly Grade of Training Center
Q1	M1	Apr	45	No Compliance Scores	No Performance scores	45	50	90.00	86.67	5 Star
	M2	May	45	18		63	70	90.00		
	M3	Jun	45	11		56	70	80.00		
Q2	M4	Jul	45	9	14	68	100	68.00	68.33	2 Star
	M5	Aug	45	8	15	68	100	68.00		
	M6	Sep	45	12	12	69	100	69.00		
Q3	M7	Oct	45	10	14	69	100	69.00	74.66	4 Star
	M8	Nov	45	12	15	72	100	72.00		
	M9	Dec	45	16	22	83	100	83.00		
Q4	M10	Jan	45	15	21	81	100	81.00	76	4 Star
	M11	Feb	45	16	12	73	100	73.00		
	M12	Mar	45	15	14	74	100	74.00		

Note: The score of the Training Center of a month shall be calculated and displayed by 15th of next Month.

Quarterly Score of Training Center in Q3	$= \dfrac{M7:Total\ Monthly\ \%\ Score + M8:Total\ Monthly\ \%\ Score + M9:Total\ Monthly\ \%\ Score}{3}$
	$= \dfrac{69 + 72 + 83}{3} = \mathbf{74.67}$

As per above scores, the Center's Quarterly Grade in Quarter 3 (Q3) is **4 Star.**

3.1.4 Re Assessment for Enhanced Grading

Centers which may like to make an improvement in their Grade, may volunteer for re-assessment at any point of time. Re-assessment in other words means re-accreditation, for which the Center will have to pay the Center Accreditation fee.

3.1.5 De-Accreditation of Training Center

The Training Center shall not be accredited at the first place, if it fails to meet any of the Mandatory (Part – A) Accreditation standards OR it is unable to achieve a minimum score of 40% in the Optional (Part-B) standards during the Initial Accreditation Process.

Post accreditation, affiliation and target allocations, a Training Center's case shall be reported to the Scheme Monitoring Committee (SMC) in following non-performance/non-compliance cases:

a. If the Training Center fails to maintain 40% score in its monthly score pertaining to the Compliance Standards from the 4th month onwards of its target allocation.

b. If the Training Center fails to meet the minimum of 40% in its monthly scores with respect to the Performance Standards, after 6 months of target allocation. Monthly Scores for Performance Standards are calculated on cumulative basis figures.

c. If during surprise visits/call validation, serious non-compliance issues are observed.

The Scheme Monitoring Committees (SMC) may decide whether the Training Center should be allowed to continue in the Scheme or not. The Scheme Monitoring Committee may even recommend the case to Accreditation Committee for de-accreditation OR permanent blacklisting of Center. The decision for de-accreditation shall then be taken by the Accreditation Committee only, and its decision shall be final and binding.

3.2 Consequence Management System

As an outcome of Continuous Monitoring, the Training Centers is assessed on continuous basis with respect to the compliance and performance Grading Metrics. Any deviation, is captured through various methods, and shall lead to 'Consequence Management'.

The Consequence Management shall be applicable as per Scheme specific Monitoring Framework, as approved by the Scheme Monitoring Committee (SMC).

Additionally, for every Scheme, SMC needs to devise its own Scheme Monitoring Framework to decide on the Consequence Management to monitor Training Centers. Scheme Monitoring Framework would also elaborate on the Consequence Management System for Sector Skill Councils.

Any other non-compliance with respect to the Scheme specific guidelines such as Fake Enrolments/process deviations in training etc. observed during the execution of the Scheme will be placed before the SMC. The action against the concerned stakeholder(s) will result in consequences defined in the Consequence Management of the Scheme.

Also, once a discrepancy is established post investigation based on Scheme Monitoring Framework, SMC will take suitable action against the Training Center. Based on the nature and severity of discrepancy, SMC may suspend/blacklist the concerned Training Center from the Scheme.

SMC may also refer the case to Accreditation committee for de-accreditation, depending on the nature and severity of discrepancy.

Till the time Scheme Monitoring Framework is not defined, SMC will decide on the Consequence Management System for each Training Center on case to case basis and also decide on the suitable action against the Training Center.

3.2.1   Suspension and Blacklisting of Training Center

Suspension indicates that the concerned Training Center is not allowed to operate under the Scheme. Suspension is temporary, i.e. for a limited period as defined by Scheme Specific Guidelines or Scheme Monitoring Committee (SMC)

Blacklisting indicates that the Training Center will not be allowed to operate under the Scheme under any circumstances. The concerned stakeholder will be permanently debarred from the Scheme as decided by Scheme Monitoring Committee (SMC).

Additionally, SMC may also refer the case to Accreditation committee for de-accreditation, depending on the nature and severity of discrepancy. The information pertaining to suspension/blacklisting of a Center shall also be sent to the Ministries of Government Funded Skill Development Schemes.

Scheme Monitoring Committee (SMC) reserves the right to define/amend the Scheme Monitoring Framework in any manner without any notice.

Appendix - 4

Grading Metrics for Center Accreditation Standards	
Sr. No.	**Accreditation Standards**

<table>
<tr>
<td colspan="4">Accreditation Standards have been classified into two parts:
Part A: Mandatory Standards (Non-Negotiable)
Part B: Optional Standards (Negotiable)

<u>Part A-Mandatory Standards are non-negotiable</u>- Center needs to comply with the mandatory standards to be eligible for Accreditation.
<u>Even if one Mandatory Standard is not complied with, Center will not be Accredited.</u>

Part A-Mandatory Standards have been further divided into:
A.1 Common Mandatory Standards - These Mandatory Standards <u>are common for all job roles</u>
A.2 Job Role Specific Mandatory Standards - These Mandatory Standards <u>are specific for each job role</u>

<u>Part B Optional Standards will be scored out of 50 marks</u>
Centers are expected to achieve at least 40% of the Accreditation Score (in Optional Standards) to achieve the Accreditation Status.</td>
</tr>
</table>

(A)	Mandatory Standards		Eligible for Accreditation
(A.1)	Common Mandatory Standards		
1	**Total Classroom area/ Capacity of Classrooms**	$\left(\dfrac{\textit{Total classroom area i.e. total carpet area of all the classrooms}}{\textit{Capacity of the classroom in terms of number of students}}\right)$	
a	*10 Sq.Ft./Student or more*		*Yes*
b	*Less than 10 Sq.Ft./Student*		*No*
2	**Total Lab area/ Capacity of the Labs**	$\left(\dfrac{\textit{Total lab area i.e.total carpet area of all the labs}}{\textit{Capacity of the lab in terms of number of students}}\right)$	
a	*10 Sq.Ft./Student or more*		*Yes*

b	*Less than 10 Sq.Ft./Student*	*No*
3	**Placement and Entrepreneurship Cell** *(Center has active Placement & Entrepreneurship cell, with a Placement Coordinator)*	
a	Separate Counselling /Placement Desk and Entrepreneurship Cell (*With availability of a dedicated/shared full time Placement Coordinator*)	*Yes*
b	No separate Counselling /Placement Desk and Entrepreneurship Cell (*Placement Coordinator is not deployed by the Training Center*)	*No*
4	**Type of Construction of the Building**	
a	*Good quality building (Good construction quality)*	*Yes*
b	*Poor quality building (Poor construction quality)*	*No*
5	**Washroom facility in the Training Center**	
a	*Washroom facility available*	*Yes*
b	*Washroom facility not available*	*No*
6	**Cleanliness and Hygiene Factor**	
a	*Center is acceptably clean*	*Yes*
b	*Center is unhygienic and not clean*	*No*
7	**Availability of AADHAAR Enabled Biometric Attendance System (AEBAS)**	
a	*AEBAS is available*	*Yes*
b	*AEBAS is not available*	*No*
Note for point no. 7: In case Training Center doesn't have AEBAS, **Conditional Accreditation** may be awarded. However, Center will need to get AEBAS installed **within 2-3 months of Conditional Accreditation**, else, **Conditional Accreditation may be withdrawn.**		
8	**Training Center has trainer certified in Entrepreneurship by NIESBUD or any similar agency specified in the scheme**	
a	*At least 1 trainer certified in Entrepreneurship by NIESBUD or any similar agency specified in the scheme*	*Yes*

b	No trainer certified in Entrepreneurship by NIESBUD or any similar agency specified in the scheme	No

Note for point no. 8:
In case Training Center doesn't have a trainer certified in Entrepreneurship by NIESBUD or any similar agency specified in the scheme, **Conditional Accreditation** may be awarded. However, Center will need to get trainer certified in Entrepreneurship by NIESBUD or any similar agency specified in the scheme **within 2-3 months of Conditional Accreditation**, else, Conditional **Accreditation may be withdrawn.**

(A.2)	Job Role Specific Mandatory Standards	
1	**Student/Trainer Ratio (For a particular Job Role)** $(\dfrac{\textit{Total no. of students which can be simultaneously trained in a center in a month (for the job role)}}{\textit{Total number of qualified trainers for the job role, as per the prescribed minimum requirement of SSC}})$	
a	30:1 or less than 30:1	*Yes*
b	more than 30:1	*No*
2	**Availability of Qualified Trainers (For a particular Job Role)** *(The Training Center has qualified trainers as per the prescribed minimum requirement of SSC)*	
a	*Trainers meets minimum educational qualification as well as minimum experience, as prescribed by SSC (Maximum 6 month relaxation allowed in experience but no relaxation allowed in qualification)*	*Yes*
b	*Trainers don't meet minimum educational qualification criteria/experience criteria as prescribed by SSC (Maximum 6 month relaxation allowed in experience but no relaxation allowed in qualification)*	*No*
3	**Trainers certified by SSC (For a particular Job Role)**	
a	*All trainers certified by SSC*	*Yes*
b	*All trainers not certified by SSC*	*No*
Note for point no. 3: In case Training Center doesn't have all trainers certified by SSC, **Conditional Accreditation** may be awarded. However, Center will need to get all trainers certified by SSC **within 2-3 months of Conditional Accreditation**, else, **Conditional Accreditation may be withdrawn**		
4	**Availability of NSQF aligned training material (For a particular Job Role)**	
a	*Availability of NSQF aligned training material for specific job role*	*Yes*
b	*Non-Availability/Partial Availability of NSQF aligned training material for specific job role*	*No*
5	**Equipment/ Tools/ Machinery in Lab (For a particular Job Role)**	
a	*Lab is equipped with mandatory equipment (as per SSC mandatory list)*	*Yes*
b	*Lab is not equipped with mandatory equipment (as per SSC mandatory list)*	*No*

(B) Optional Standards		50
1	**Type of Building**	*6*
a	Stand-alone Building *(Center is a stand-alone building)*	*6*
b	Industrial/Commercial Complex *(Center is inside a factory/ industrial/commercial complex and not a standalone building)*	*4*
c	Educational Institute/Residential Building *(Center is part of educational institute or residential building and not a standalone building)*	*2*
2	**Additional Infra Facilities available in the Training Center**	*6*
a	*Availability of pantry, lifts and parking facility*	*6*
b	*Availability of any two parameters i.e. pantry, parking facility, lifts*	*4*
c	*Availability of any one parameters i.e. pantry, parking facility, lifts*	*2*
d	*Unavailability of pantry, lifts and parking facility*	*0*
3	**Differently-abled friendly Training Center** *(The Training Center is accessible to differently-abled people)*	*4*
a	*Availability of ramps and toilets for differently-abled people*	*4*
b	*Availability of only ramps or toilets for differently-abled people*	*2*
c	*Unavailability of ramps, lifts and toilets for differently-abled people*	*0*
4	**Proximity to Public Transport System i.e. Bus Stand, Metro Station, Railway Station etc.**	*4*
a	*0- 3 KM*	*4*
b	*3 - 5 KM*	*2*
c	*More than 5 KM*	*0*
5	**CCTV Cameras: Availability of CCTV cameras in Training Center** *(In instructional area i.e. classrooms, labs, reception area & counselling area)*	*4*
a	*CCTV cameras in all the classrooms, labs, counselling area and/or reception area*	*4*
b	*CCTV cameras only in classrooms but not in labs, counselling area and/or reception area*	*2*
c	*No CCTV camera in Training Center*	*0*
6	**Overhead projectors in Classrooms**	*4*
a	*Overhead projectors in all classrooms*	*4*

b	*Overhead projectors in at least 50% classrooms but not all classrooms*		*2*
c	*No overhead projector in any classroom*		*0*
7	**Air-Conditioned Campus** *(All the classrooms have air-conditioning facility)*		*4*
a	*Air-Conditioning in all classrooms*		*4*
b	*Air-Conditioning in at least 50% classrooms but not all classrooms*		*2*
c	*No Air-Conditioning in any classroom*		*0*
8	**Availability of Safe Drinking Water in the Training Center**		*3*
a	*RO/Water Purifier/ Water Filter or any facility for clean drinking water installed in the Training Center*		*3*
b	*Unavailability of clean drinking water facility in the Training Center*		*0*
9	**Internet Connectivity in the Training Center**		*3*
a	*Internet connectivity available in the Training Center*		*3*
b	*Internet connectivity not available in the Training Center*		*0*
10	**Washroom Facilities in the Training Center**		*3*
a	*Separate washroom facilities for boys and girls*		*3*
b	*Common washroom facilities for boys and girls*		*0*
11	**Availability of Power Backup in the Training Center**		*3*
a	*Power backup available in the Training Center*		*3*
b	*No power backup available in the Training Center*		*0*
12	**Library Facility in the Training Center** *(The Training Center is providing library facility for the trainees)*		*3*
a	*Library Facility is available in the Training Center*		*3*
b	*Library Facility is not available in the Training Center*		*0*
13	**Health and Safety Facilities in the Training Center**		*3*
a	*First-Aid kit available*		*3*
b	*First-Aid kit not available*		*0*
	Score for Accreditation		**50**

Center Grading Structure

Sr. No	Center Grading	% Range*
1	5 Star	85-100
2	4 Star	70-84
3	3 Star	55-69
4	2 Star	40 - 54
5	1 Star	Below 40

ILLUSTRATIVE

Grading Metrics for Compliance Standards (To be measured on a Monthly Basis)

Continuous monitoring of Center will be through Self Audit Reports (SAR) submitted by the Center through a Mobile Application. The data pertaining to Compliance Standard indicators shall be captured in Monthly Self Audit Reports (SAR). Compliance Standards Score will be calculated on Monthly basis.
The data upload w.r.t the indicators listed below should be uploaded at least for 2 job roles each month, unless otherwise specified in Scheme Specific guidelines. Also, it should be ensured by the Center that the job roles selected for data upload for each month are different.

Sr. No.	Compliance Standard Indicator	Scores
1	Timely Submission of Self-Audit Report (SAR) by the Center on Monthly basis	4
a	Timely submission of completely filled Self-Audit Report (SAR) by the Center	4
b	If the report not submitted on time OR is incomplete	0
2	Continuous Availability of required Infrastructure/Equipment and Training Material	4
a	Availability of equipment in labs as specified by SSC	2
b	If equipment in labs not found as specified by SSC	0
c	Availability of training material (NSQF Aligned Content)	2
d	If the training material is not available or not NSQF aligned	0
3	Adherence to Scheme Specific Marketing & Branding Guidelines	2
4	Continuous Availability of SSC certified Trainers at the Centers	2
a	Availability of the certified Trainers at the Centers who were reported during Accreditation. In case any trainer leaves the Center, the Center has to ensure that the fresh trainer gets certified by SSC for retaining Accreditation Status.	2
b	Unavailability of the certified Trainers at the Centers who were reported during Accreditation	0
5	Distribution of Induction kit to the trainees as per Scheme Specific Guidelines	2
a	Providing induction kit to the trainees as per Scheme Specific Guidelines	2
b	Failing to provide the induction kit as per Scheme Specific Guidelines	0
6	Training of Trainees (Whether the trainees are being imparted training at the Center as per batch schedule)	2
a	If training is being conducted at the Center as per the batch schedule reported in MIS	2
b	If it is found that training is not being conducted as per batch schedule reported in MIS	0

7	Availability of Scheme Specific Enrolment Form signed by the trainees at the Center	2
a	*Availability of signed and filled Scheme Specific Enrolment form at the Center*	*2*
b	*Non-Availability of signed and filled Scheme Specific Enrolment form at the Center*	*0*

Note for point no. 7: Centers need to provide scanned copies/images of Enrolment forms each month, on sample basis.

8	Usage of *AADHAAR Enabled Biometric Attendance System(AEBAS)* for recording Trainee and Trainer Attendance	2
a	*If daily attendance of trainees and trainer at a Center is captured using AEBAS*	*2*
b	*If daily attendance is captured using other means like physical register*	*0*

Note for point no. 8: Attendance recorded on AEBAS Portal may be used to verify trainees and trainer attendance, on sample basis.

Total Monthly Compliance Score	**20**

Note:
All the above mentioned indicators are illustrative in nature. The indicators may be changed as per Scheme Specific guidelines. If needed- however the total Compliance Standard Scores have to be 20.

Centers are expected to achieve at least 40% of the Compliance Score to retain the accreditation status.

Grading Metrics for Performance standards (To be measured on Monthly basis)		
The below mentioned Performance Standard Indicators are of PMKVY Scheme and have been listed for illustrative purposes. Any scheme may formulate its own Performance Standards as per Scheme requirements.		
Sr. No.	**Performance Standard Indicator**	**Scores**
1	**Placement Performance**	**9**
a	70% or more certified trainees are placed AND their data uploaded on SDMS within 90 days of certification	9
b	60-69% certified trainees are placed AND their data uploaded on SDMS within 90 days of certification	6
c	50-59% certified trainees are placed AND their data uploaded on SDMS within 90 days of certification	3
d	Below 50% certified trainees are placed AND their data uploaded on SDMS within 90 days of certification	0
1	**Note for point no. 1:** Bonus marks will be awarded if _more than 70% certified trainees_ are placed AND their data uploaded on SDMS within 90 days of certification. **2 Bonus marks will be awarded for every 5% increment in placement performance (over and above 70%)** **In any case, Total Quarterly Performance score shall not exceed score of 30 at any point of time** The Placement Performance indicator shall NOT be counted in the 1st Quarter. Therefore, Center shall be awarded marks out of reduced point scale i.e. reducing 9 points for Placement indicator. The Performance Scores achieved would be normalised to get a score from 30. _Placement Performance would be calculated only for those trainees, who have been certified for 90 days or more prior to the date of calculating the placement performance of the Center_	
2	**Pass Percentage**	**6**
a	80% or more pass percentage is observed , for the batches wherein results have been uploaded	6
b	70-79% more pass percentage is observed , for the batches wherein results have been uploaded	4
c	60-69% more pass percentage is observed , for the batches wherein results have been uploaded	2
d	Below 60% pass percentage is observed , for the batches wherein results have been uploaded	0

	Note for point no.2: Bonus marks will be awarded if <u>more than 80% pass percentage is observed, for the batches wherein results have been uploaded by the end of Quarter whose performance is reviewed.</u> 2 **Bonus mark will be awarded for every 5% increment in pass percentage (over and above 80%)**	
3	**Organizing Placement Mela in 6 months**	**3**
a	If the Placement Mela is organised in 6 Months with press/ media coverage	3
b	If the Placement Mela is organised in 6 Months without press/ media coverage	1.5
c	No Placement Mela organized in 6 Months	0
	Note for point no. 3: Bonus marks for Performance shall be awarded if <u>more than 1 Placement Mela is organized in 6 Months.</u> **2 Bonus marks per Placement Mela will be awarded for every extra Placement Mela organized in 6 Months (over and above mandatory 1 Placement Mela in 6 months)** The Placement Mela indicator shall be counted on Half yearly basis i.e. every 6 months . Therefore, Center shall be awarded marks out of reduced scale i.e. deducting 3 points for Placement Mela indicator. The Performance Scores achieved would be normalised to get a score from 30. <u>If a joint Placement Mela is organized by 2 or more Training Centers, then equal Performance Scores for organizing Placement Mela will be awarded to each of the organizing Training Centers</u>	
4	**Mobilization of trainees (Organizing Kaushal Melas)**	**3**
a	If the Kaushal Mela is organised in 6 Months with press/ media coverage	3
b	If the Kaushal Mela is organised in 6 Months without press/ media coverage	1.5
c	No Kaushal Mela organized in 6 Months	0
	Note for point no.4: Bonus marks for Performance shall be awarded if <u>more than 1 Kaushal Mela is organized in 6 Months.</u> **2 Bonus marks per Kaushal Mela will be awarded for every extra Kaushal Mela organized in 6 Months (over and above mandatory 1 Kaushal Mela in 6 months)** The Kaushal Mela indicator shall be counted on Half yearly basis i.e. every 6 months . Therefore, Center shall be awarded marks out of reduced point scale i.e. reducing 3 points for Kaushal Mela. The Performance Scores achieved would be normalised to get a score from 30. <u>If a joint Kaushal Mela is organized by 2 or more Training Centers, then equal Performance Scores for organizing Kaushal Mela will be awarded to each of the organizing Training Centers</u>	

5	**Trainee Feedback**	3
a	80-89% of the trainees (whose feedback is captured) at a Center provide feedback (considering all the trainees in all the job roles)	3
b	70-79% of the trainees (whose feedback is captured) at a Center provide feedback (considering all the trainees in all the job roles)	2
c	60-69% of the trainees (whose feedback is captured) at a Center provide feedback (considering all the trainees in all the job roles)	1
d	Below 60% performance of the trainees (whose feedback is captured)at a Center provide feedback (considering all the trainees in all the job roles)	0
	Note for point no. 5: 2 <u>Bonus marks for Performance shall be awarded if more than 90% feedback is captured.</u> **Training feedback from trainees will be collected through a mobile based Application**	
6	**Quality of Training based on Trainee Feedback**	3
a	80-89% satisfaction score of the trainees (whose feedback captured)	3
b	70-79% satisfaction score of the trainees (whose feedback captured)	2
c	60-69% satisfaction score of the trainees (whose feedback captured)	1
d	Below 60% satisfaction score of the trainees (whose feedback captured)	0
	Note for point no.6 : <u>For calculating satisfaction score, satisfaction of all the trainees in all job roles who have provided training feedback to the Center will be considered</u> **Training feedback from trainees will be collected through a mobile based Application**	
7	**Enrolment Target Achievement**	3
a	80% or more enrolment target achievement	3
b	70-79% enrolment target achievement	2
c	60-69% enrolment target achievement	1
d	Below 60% enrolment target achievement	0
Total Performance score		**30**

Note: All the above mentioned indicators are illustrative in nature. The indicators may be changed as per Scheme Specific guidelines if needed, however the total Performance Compliance Scores have to be 20 Centers are expected to achieve at least 40% of the Performance Score to retain the accreditation status.