

STANDARD PROCUREMENT DOCUMENTS
Standard Request for Proposal
for
Hiring Agencies to Conduct Desk Assessment, Virtual and Physical Inspection under Centre Accreditation & Affiliation Process on Skill India Portal.



RFP/CAAF/2023/002

Department - Centre Accreditation and Affiliation

Important Dates:

Date of commencement of RFP	6th January 2023
Pre bid meeting. <i>Virtual via MS Teams.</i>	12th Jan 2023, 11:30 am
Receipt of Queries by email to procurement@nsdcindia.org	12th Jan 2023, 6:00 pm
Last Date and Time of Receipts of Technical and Financial Proposal	27th Jan 2023, 6:00 pm
Place of Submission of Proposals (e-procurement)	https://nsdc.eproc.in

INSTRUCTION TO BIDDERS (ITB)

A. General Provisions

1. Definitions

- 1.1. "Affiliate(s)" means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Bidder.
- 1.2. "Applicable Law" means the laws and any other instruments having the force of law in India.
- 1.3. "Client" means NSDC
- 1.4. "Bidder" means a legally established professional consulting firm or an entity that may provide or provides the Services to the Client under the Contract.
- 1.5. "Contract" means a legally binding written agreement signed between the Client and the Bidder.
- 1.6. "Day" means a calendar day, unless otherwise specified as "Business Day". A Business Day is any day that is an official working day of the Client. It excludes the Client's official public holidays.
- 1.7. "Experts" means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Bidder, Sub-Bidder or Joint Venture member(s).
- 1.8. "Government" means the government of India.
- 1.9. "In writing" means communicated in written form (e.g., by mail, e-mail, including, if distributed or received through the electronic-procurement system used by the Client) with proof of receipt.
- 1.10. "Joint Venture (JV)" means an association with or without a legal personality distinct from that of its members, of more than one Bidder where one member has the authority to conduct all business for and on behalf of any and/or all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
- 1.11. "Key Expert(s)" means an individual professional whose skills, qualifications, knowledge, and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Bidder's proposal.
- 1.12. "Non-Key Expert(s)" means an individual professional provided by the Bidder or its Sub-Bidder and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.
- 1.13. "Proposal" means the Technical Proposal and the Financial Proposal of the Bidder.
- 1.14. "RFP" means the Request for Proposals to be prepared by the Client for the selection of Bidders, based on the SPD - RFP.
- 1.15. "SPD - RFP" means the Standard Procurement Document - Request for Proposals, which must be used by the Client as the basis for the preparation of the RFP.
- 1.16. "Services" means the work to be performed by the Bidder pursuant to the Contract.
- 1.17. "Sub-Bidder" means an entity to whom the Bidder intends to subcontract any part of the Services while the Bidder remains responsible to the Client during the whole performance of the Contract.
- 1.18. "Terms of Reference (TORs)" means the Terms of Reference that explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Bidder, and expected results and deliverables of the assignment.

2. Introduction

- 2.1. **National Skill Development Corporation (NSDC)**, the client intends to “**Hire Agencies to Conduct Desk Assessment, Virtual and Physical Inspection under Centre Accreditation & Affiliation Process on Skill India Portal.**” (hereinafter called “Bidders”).
- 2.2. The Bidders with whom this RFP is shared, are invited to submit a Technical Proposal and a Financial Proposal against this RFP. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Bidder.
- 2.3. The Bidders should familiarize themselves with the local conditions and take them into account in preparing their Proposals.
- 2.4. The Client will timely provide, at no cost to the Bidders, the inputs, relevant project data, and reports required for the preparation of the Bidder’s Proposal.
- 2.5. The information contained in this document or information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of NSDC, is on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided. This document is not an agreement and is not an offer or invitation by NSDC to any parties other than the bidder(s) who are qualified to submit the bids (hereinafter individually and collectively referred to as —Bidder or —Bidders respectively). The purpose of this document is to provide the Bidders with information to assist the formulation of their proposals. This document does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this document. NSDC makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this document. The information contained in the document is selective and is subject to updating, expansion, revision, and amendment.
- 2.6. NSDC reserves the right of discretion to change, modify, reject, add to, or alter any or all of the provisions of this document and/or the bidding process, without assigning any reasons whatsoever. NSDC in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this document. NSDC reserves the right to reject any or all proposals received in response to this document at any stage without assigning any reason whatsoever. The decision of NSDC shall be final, conclusive, and binding on all the parties.

3. Conflict of Interest

- 3.1. The Bidder is required to provide professional, objective, and impartial advice, always holding the Client’s interests’ paramount, strictly avoiding conflicts with other assignments or its own corporate interests and acting without any consideration for future work.
- 3.2. The Bidder has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Bidder or the termination of its Contract and/or sanctions by NSDC.
- 3.3. Without limitation on the generality of the foregoing, the Bidder shall not be hired under the circumstances set forth below:
 - 3.3.1. Conflicting activities: Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing

goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.

3.3.2. Conflicting assignments Conflict among consulting assignments: a Bidder (including its Experts and Sub-Bidders) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Bidder for the same or for another Client.

3.3.3. Conflicting relationships Relationship with the Client's staff: a Bidder (including its Experts and Sub-Bidders) that has a close business or family relationship with a professional staff of NSDC who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to NSDC throughout the selection process and the execution of the Contract.

4. **Corrupt and Fraudulent Practices:** The Client requires compliance with its policy regarding corrupt and fraudulent practices as set forth in Annexure 2. In further pursuance of this policy, Bidders shall permit and shall cause their agents, Experts, Sub-Bidders, sub-contractors, services providers, or suppliers to permit NSDC to inspect all accounts, records, and other documents relating to the submission of the Proposal and contract performance (in case of an award), and to have them audited by auditors appointed by NSDC.

5. **Eligibility Criteria:**

SN	Eligibility Criteria	Documents/ Copies to be submitted
5.1.	The Bidder should have been established on or before 2017. The Bidder should have valid PAN/GST registration and other relevant documents	<ul style="list-style-type: none"> ▪ Certificate of Incorporation ▪ Registration for GST ▪ PAN
5.2.	The bidder must have been in operation for a minimum of 5 years as of the date of the issue of this RFP in the sector including working on projects on quality assurance, validation, Ratings, skills, vocational education, and other relevant field to this Assignment.	Work order/Contract and relevant document should be submitted
5.3.	The bidder as a single entity (not a consortium of various group companies) must have an Average Annual Turnover of at least Rs. 5 crore from business operations in India, over the last three financial years (2019-20, 2020-21 and 2021-22)	CA Certificates with UDIN.
5.4.	<ul style="list-style-type: none"> ▪ Bidder and should have never been involved in any illegal activity or financial frauds. ▪ The bidder and its affiliates should not have been blacklisted by any Government Agency/Public Sector Undertaking/Autonomous Bodies of Government/Reputed Corporates for breach of applicable laws or violation of regulatory provisions or breach of agreement. 	Undertaking on letter head/ self-declaration.

SN	Eligibility Criteria	Documents/ Copies to be submitted
5.5.	Mandatory requirements: All requirements mentioned in Terms of Reference and Scope of Work must be mandatory complied with. If bidder is not able to provide services according to TOR and SOW, they will be disqualified	Bidders need to submit proof of compliances on its letter head

Note: Relevant certificates/documents in support of the fulfillment of each of the eligibility criteria must be submitted, otherwise bids will not be considered.

6. Duration of Assignment:

The duration of assignment will be 03 years. However, the quality of service provided by the Bidder and the performance of the Bidder shall be reviewed continuously and in case the performance is found unsatisfactory, the Bidder's contract can be terminated at NSDC's discretion. If the performance is found satisfactory then, contract may be extended for further duration based on mutual consent. In case, there is a requirement for more Bidders for any reason, NSDC may procure services from more Bidders for similar purpose.

B. Preparation of Proposals

7. **General Considerations:** In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
8. **Cost of Preparation of Proposal:** The Bidder shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to selection, without thereby incurring any liability to the Bidder.
9. **Language:** The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Bidder and the Client, shall be written in "**English**".
10. **Documents Comprising the Proposal:** The Proposal shall comprise the documents and forms listed in Annexure 1.
11. **Only One Proposal:** The Bidder shall submit only one Proposal. If a Bidder, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected.
12. **Proposal Validity:** Bidder's Proposal must remain valid up to 180 days after the Proposal submission deadline. During this period, the Bidder shall maintain its original Proposal without any change, including their availability. If it is established that any Bidder was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation.
 - 12.1. **Extension of Validity Period:** The Client will make its best effort to complete the negotiations within the proposal's validity period. However, should the need arise, the Proposals' validity will automatically extend by 180 days more.
 - 12.2. Extension of validity of the Proposals shall be done without any change in the original Proposal and with the confirmation of the availability of the staff.
13. **Proposal Security:** Not Required
14. **Sub-Contracting:** The Bidder cannot subcontract some or whole of the Services.
15. **Clarification and Amendment of RFP:** The Bidder may request a clarification of any part of the RFP till 7 days prior to last date of submission. Any request for clarification must be sent in writing, by email to the Client's email address: procurement@nsdcindia.org. The Client may respond in writing, by email, or will upload responses (including an explanation of the query but without identifying its source) to all Bidders. Should the Client deem it necessary to amend the RFP because of a clarification, it shall do so following the procedure described below:

- 15.1. At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be shared with the Bidders.
- 15.2. If the amendment is substantial, or there is technical issue in submission of bids, the Client may extend the proposal submission deadline to give the Bidders reasonable time to take an amendment into account in their Proposals.
- 15.3. The Bidder may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline. No modifications to the Proposal shall be accepted after the deadline.
- 16. **Technical Proposal and Financial proposal Format and Content:**
- 17. The Technical Proposal shall be prepared using the format provided in Annexure 1 of the RFP
- 18. The Financial Proposal shall be prepared using the format provided in Form Fin 1 of the RFP. It shall list all costs associated with the assignment.
- 19. The Technical Proposals and Financial Proposals shall be filled up and shared as separate proposals.
- 20. The Bidder is responsible for meeting all tax liabilities arising out of the Contract.
- 21. The Bidder shall express the price for its Services in INR.

C. Submission, Opening and Evaluation

22. Submission of Proposals:

- 22.1. The Bidder shall submit a signed and complete Proposal comprising the documents and forms in accordance with Annexure 1. The Bidder shall submit Technical and Financial Proposals only on <https://nsdc.eproc.in> on or before last date and time of submission.
- 22.2. An authorized representative of the Bidder shall sign the original submission letters in the required format for Technical Proposal and shall initial all pages. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.
- 22.3. Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.
- 23. **Confidentiality:** From the time the Proposals are opened to the time the contract is awarded, the Bidder should not contact the Client on any matter related to its Technical Proposal.
 - 23.1. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Bidders who submitted the Proposals or to any other party not officially concerned with the process, until the selection.
 - 23.2. Any attempt by Bidders or anyone on behalf of the Bidder to influence improperly the Client in the evaluation of the Proposals or selection decisions may result in the rejection of its Proposal.
 - 23.3. Notwithstanding the above provisions, from the time of the Proposals' opening to the time of selection, if a Bidder wishes to contact the Client on any matter related to the selection process, it should do so only in writing.
 - 23.4. This document is meant for the specific use by the bidders interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. NSDC expects the bidder or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders shall be held responsible for any misuse of information contained in the document if such a circumstance is brought to the notice of NSDC. By downloading the document, the interested party is subject to confidentiality clauses.
- 24. **Opening of Technical Proposals:** The Client's evaluation committee shall conduct the opening of the Technical Proposals.
- 25. **Evaluation of Technical Proposals:** The Client's evaluation committee shall evaluate the Technical Proposals first based on the criteria below.

S.no	Criteria	Maximum Marks
1.	The bidder must have adequate experience in similar projects, related to the validation and verification in last 3 years. Minimum projects- 5 5-8 projects: 10 marks 9 or more projects: 14 marks	14
2.	The bidder must have adequate experience in monitoring related projects, in last 3 years. Minimum projects: 3 3- 5 projects: 8 marks 6 or more: 10 marks	10
3.	The consultant should have Presence in all States and UT: 1 mark for each (28 States + 8 Union Territories)	36
4.	Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs): a) Technical Approach and Methodology including presentation. (10 marks) b) Tools available to conduct virtual inspection and reporting mechanism thereof. (5 marks) c) Work Plan and Time of Completion (timeline to complete a task mentioned in TOR). (5 marks)	20
5.	Team Composition. Kindly refer to the TOR for detailed team structure.	20
	Total marks	100

Minimum Qualifying marks will be 70. Proposal obtaining 70 or more marks in technical evaluation will be qualified for financial proposal evaluation.

26. Evaluation.

26.1. After the technical evaluation is completed and approved by the Committee, the Client shall notify those Consultants whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum technical score (and shall provide information relating to the Consultant's overall technical score) that their proposal cannot be considered further. The Client shall simultaneously notify in writing those consultants whose technical proposals achieved minimum score.

26.2. The Financial Proposals of top 2 technically qualified agencies as per their technical marks will be reviewed. Least Cost of each parameter shall be recorded and both agencies will be asked to match the least rates. The allocation will be done by NSDC depending on the presence and regions applied. NSDC may reach out to next qualified agency in case the allocation could not be finalized among top 2 agencies or in case agencies do not match the least rates. NSDC reserves the right to decide on the rates and allocation.

26.3. NSDC may use e-Auction process for financial opening for this Procurement. Only technically

qualified agencies will get one-time half an hour online training by our empaneled e Auction vendor C1 India Pvt. Ltd. All qualified agencies will have to submit their financial quotes as pre-bid in E-Auction system and same will be verified by NSDC with submitted financial quote of agencies. E-Auction time slot will be informed to qualified agencies at later stage.

27. Negotiations and Award

- 27.1.** The Top 2 bidders agreeing on least rates will be eligible for award of work. They will be issued an agreement/Purchase Order and will be requested for their review and signatures.
 - 27.2.** In case bidder does not agree on terms of contract/PO, next ranked bidder will be approached.
 - 27.3.** The discussions are concluded with a review of the Contract, which then shall be initialed by the Client and the Bidder's authorized representative.
 - 27.4.** Abnormally low or high bids can be checked for accuracy and understanding with respective bidder/s.
28. NSDC reserves the right to award work to one or more Bidders for any specific assignment and the number will depend on requirement.
29. The decision of NSDC will be final and binding upon all Bidders.

(Documents Comprising Technical Proposal)

Form TECH-1

Technical Proposal Submission Form

{Location, Date}

To: *[Name and address of Client]*

Dear Sir:

We, the undersigned, offer to provide the valuation services for *[Insert title of assignment]* in accordance with your Request for Proposal dated *[Insert Date]* and our Proposal. "We are hereby submitting our Proposal.

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the client.
- (b) Our Proposal shall be valid and remain binding upon us for the period of 180 days after the last date of submission.
- (c) We have no conflict of interest in accordance with ITB 3.
- (d) We confirm our understanding of our obligation to abide by the NSDC's policy regarding corrupt and fraudulent practices as per Annexure 2.
- (e) We, along with any of our sub-Bidders, subcontractors, suppliers, or service providers for any part of the selection, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by a central government/ministry and or any state/s of India.
- (f) In competing for (and, if the award is made to us, in executing) the contract, we undertake to observe the laws against fraud and corruption, including bribery, in force as per Prevention of Corruption Act, 1988
- (g) Our Proposal is binding upon us and subject to any modifications.

We undertake, if our Proposal is accepted and the Contract is signed or letter/email of Intent is issued, to initiate the Services related to the assignment no later than the date indicated in the contract/letter.

We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory: ____

Name of Bidder: _____

Address: _____

Contact information (phone and e-mail): _

I. General Information

SN	Particulars	Details (Enclose supporting documents, wherever required)
1.	Name of the Bidder	
2.	Registered Address	
3.	Concerned person's Name and Designation	
4.	Mobile no	
5.	Email ID	

II. Information as per eligibility criteria, clause 6 (Please use MS excel to provide details of this table below)

SN	Particulars	Details (Enclose supporting documents, wherever required as per)
1.	Bidder's Date of Incorporation/ Registration	
2.	Annual Turnover FY 21-22 FY 20-21 FY 19-20 FY 18-19	

Form Tech-2- Bidder's Experience

III. Information as per eligibility criteria (clause 5) and technical evaluation criteria (Clause 26)
(Please use MS excel to provide details of this table below)

Year	SN	Name of Client	Name of Project	Regions covered	Services covered	Project Value In INR	Brief of Services Provided	Email id and contact detail of client's representatives to provide feedback
	1.							
	2.							
	3.							

Add more rows if required.

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, PROJECT LEADER}
Name of Professional:	{Insert full name}
Date of Birth:	{day/month/year}

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact info for references		Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]			

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks in which the Consultant will be involved}	

Consultant's contact information: (e-mail, phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client.

Name of Consultant

Signature

Date {day/month/year}

Form Fin-1: Financial Proposal Submission Form

The Bidder is required to submit their financial proposal in the table given below.

Please note that this needs to be submitted along with technical proposal but separate document

S.no.	Scope of work	Proposed cost in INR
1	Training Provider Application Desk Assessment	
2	Training Center Application Desk Assessment/ Virtual Assessment (Online and Offline video inspection)	
3	Residential Facility Desk Assessment/ Virtual Assessment (Online and Offline video inspection)	
4	Continuous Monitoring Desk Assessment	
5	Training Center Physical Assessment (Inspection)	
6	Residential Facility Physical Assessment (Inspection)	
7	Continuous Monitoring Surprise Physical Assessment	
8	RPL Camps/Locations Virtual Assessment (Online and Offline video inspection)	
9	RPL Camps/Locations Physical Assessment (Inspection)	

GST extra

It should be kept in mind that all actions towards award of Contract and its implementation on the ground have to be fair, consistent, transparent and based on highest standard of ethics. Similarly, bidders/suppliers/contractors/Bidders associated in the procurement of Goods, Works & Consultancy, are expected to observe the highest standard of ethics during procurement and execution of contracts. In pursuance to above:

- a. Proposal for award may be rejected, if it determines that the bidder, recommended for award, and/or its employees, sub-contractors, sub-Bidder, sub- vendors, agents have engaged in corrupt or fraudulent practices in competing for the Contract in question;
- b. Portion of the funds allocated to a contract may be cancelled, in full or in part, if it is determined that corrupt or fraudulent practices were engaged by contractor/Bidder and/or its employees, subcontractors/sub-Bidders, sub-vendors, agents for getting the Contract or during the execution of a Contract;
- c. A firm may be declared as ineligible, either indefinitely or for a stated period of time, to be awarded a Contract, if it, at any time, determines that the firm has been engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of above provision, the terms, "Corrupt Practice" and

"Fraudulent Practice", mean following:

"corrupt practice" means offering, giving, receiving, or soliciting anything of value to influence the action of NSDC's official(s) in the procurement process or in the contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid/proposal prices at artificial, non- competitive levels.

Terms of Reference (TOR)

For Hiring Agencies to Conduct Desk Assessment and Physical Inspection under Centre Accreditation & Affiliation Process on SkillIndia Portal.

Introduction

National Skill Development Corporation ('NSDC'), a Section 25 Company under Companies Act, 1956 (corresponding to Section 8 of the Companies Act, 2013), was initially set up under the Prime Minister's National Council on Skill Development with the primary mandate of enhancing and supporting private sector initiatives for skill development in India. At present, NSDC functions under the aegis of the Ministry of Skill Development & Entrepreneurship ('MSDE').

1. Objective

NSDC is desirous of assuring the quality and continuous monitoring of Training Centre setup for providing NSQF training courses through pre-determined standards and specifications. The process includes desk and physical assessment to ensure quality benchmarks in terms of training infrastructure are met. The Validation (desk & physical assessment) will be used to recommend Training Centre as part of Accreditation & Affiliation (A&A) process. A virtual Inspection is also proposed to be added. Post accreditation and affiliation a continuous monitoring system would assess the quality and effectiveness of Training Centre on an ongoing basis

The agencies selected through this RFP will carry out the validation process under Accreditation and Affiliation process.

3. About A&A module on Skill India Portal (SIP)

A&A module is a single window IT application that focuses on the Accreditation, Affiliation and Continuous Monitoring of the Training Centre (TC) in the Skill Ecosystem. For more details please refer to Guidelines for Accreditation, Affiliation and Continuous Monitoring of Training Centers ([Click Here](#)) on SkillIndia portal.

3.1. A&A through Skill India portal covers various Central and State Government schemes, private initiatives, CSR etc. thus making it a scheme agnostic platform.

3.1.1. Various features of A&A module on SIP

- Single portal interface across multiple Awarding Body¹ (AB) and Schemes
- IT enabled paperless system for accreditation and affiliation of Training Centres.
- Transparent and time bound delivery of accreditation & affiliation services
- Inspection against AB guided standardized lab and equipment specifications.
- Inspection against AB guided trainer qualification and experience

3.1.2. Services offered under A&A module on SIP.

- Extendable to all skill development schemes
- Web based application for TC Accreditation/Affiliation
- Mobile App based TC Center Accreditation Application Form (CAAF) submission, inspection & continuous monitoring
- One Stop platform for AB Affiliation across job roles/ sectors
- Online repository for TC/TP details at pan India level
- Dashboards & MIS for various stakeholders such as ABs, State Skill Development Mission (SSDM) and various other schemes
- E-Payment of Accreditation& Affiliation fees
- Physical Inspection of each TC and Residential Facility (RF) based on CAAF.

¹An entity can be defined as an Awarding Body if it awards or proposes to award certification to trainees for an approved qualification by ensuring quality training and reliable assessments.

With the above objectives in mind, the process of validation of Training Provider, Training Centre for Short Term Training (STT), camps & locations for Recognition of Prior Learning (RPL) and Residential Facility has been initiated. The validation by Inspection Agency² (IA) would be the basis for Accreditation and Affiliation of the TC (STT) and compliance and non-compliance of the RPL camps and locations

4. Steps in TP registration, Centre Accreditation & Affiliation, and onboarding of Residential/ Hostel facility of Training Centres through SIP

4.1 The Centre Accreditation and Affiliation comprise of following main activities:

4.1.1 **Training Provider (TP) Registration:** A legal entity registered on SIP to conduct training under skill development initiative.

4.1.2 Training Provider (TP) fills application form and pays the registration fee. Inspection Agency (IA) conducts desk assessment (DA) and shares the status with TP. This registration is valid for 3 years from the date of getting Deemed Ready (DR) status.

Stage 1: TC Registration & Desk Assessment: Training Centre (TC) fills and submits the CAAF and pays registration fee. IA conducts desk assessment and mark the application status

Stage 2: Physical Assessment: Once application completes desk assessment TC can proceed for inspection, post receiving job role wise recommendation from respective scheme/donor.

4.1.3 **Training Centre (TC) Accreditation:** The respective AB reviews the inspection report of the Training Centre and either accords the TC with Accreditation/ Conditional Accreditation/ Not Accredited status.

4.1.4 **Training Centre (TC) Affiliation:** After getting accredited/conditionally accredited status from AB, the TC applies for affiliation for accredited job roles by paying requisite fee.

4.1.5 **Renewal of Accreditation and Affiliation:** Accreditation validity varies from 1 year to 2 years. Once the accreditation validity lapse, the TC may apply for re-accreditation which include Stage1 and Stage2.

Turnaround Time (TAT) for DA and Inspection

Days	Indicative Timelines
Indicative Timelines for TP Registration	
T	TP submits the Application form
T+4	Desktop Assessment of the TP Application
Indicative Timelines for TC Registration (Stage-1)	
T1	TC submits CAAF
T1+4	Desktop Assessment of CAAF
Indicative Timelines for Centre Accreditation (Stage-2)	
T2	TC applies for physical inspection & pays the fees
T2+3	Scheduling of Physical Inspection by Inspection Agency
T2+12	Physical Inspection of the TC by Inspection Agency
T2+15	Inspection Report to be submitted
T3*+7	Scheduling Physical Inspection after rejection of the initial inspection date

*T3-Rejection of Inspection Date by TC

²Designated organization, who will conduct the desk and physical assessment to validate the training center infrastructure against prescribed specification by Awarding Body.

- In addition to the TP and TC Accreditation and Affiliation on SIP, Turnaround Time for DA and Inspection of Residential/Hostel Facility as follows:

Days	Indicative Timelines
Indicative Timelines for Residential/Hostel Registration (Stage -1)	
T1	TC submits Residential Application
T1+4	Desktop Assessment of Residential Application
Indicative Timelines for Inspection of Residential/Hostel Facility (Stage-2)	
T2	TC applies for inspection & pays the fees
T2+3	Scheduling of Physical Inspection by Inspection Agency
T2+12	Physical Inspection of the Residential/Hostel facility by Inspection Agency
T2+15	Inspection Report to be submitted
T3*+7	Scheduling Physical Inspection after rejection of the initial inspection date

*T3-Rejection of Inspection Date by TCs

- In addition to the TP and TC Accreditation and Affiliation on SIP, training center and awarding body can also seek clarification from inspection agency and training centre can raise appeal against inspection outcome.

Turnaround Time for Clarification and to raise Appeal as follows:

Days	Indicative Timelines
Indicative Timelines for TP Registration	
T	AB/Training Centre requested for Clarification from Inspection Agency
T+14	Response from IA against requested clarification by AB/Training Centre
T1	Response from Inspection Agency
T1+7	AB/ Training Centre to accept/reject the response. (If Applicant is not satisfied with the Justification/Clarification can raise appeal.)

Note: The case will be presented in Accreditation Committee for final decision.

The agency applying under this RFP, to propose better turnaround time for above mentioned stages.

5. Scope of Work:

The scope of work will include the following:

The agency must propose the most suitable approach and methodology for Desk Assessment of **TPs, Desk Assessment and Virtual (Live and Offline Video Inspection) for TCs (STT), Residential/Hostel facilities and RPL (Camps and Locations) / Physical verification (as case may be)**. There should be a clear articulation of the strengths and weaknesses of the approach and of the justification for selecting it. In addition, the agency should highlight potential challenges in project execution and suggest ways to overcome them.

Evaluation of TP application form:

Inspection Agency has to evaluate the application for according the status of 'Deemed Ready' or 'Deemed Not Ready' based on the information and the proofs submitted by TP. Evaluation has to be thorough, as TP will be able to create TCs under its umbrella only once it gets Deemed Ready. If the status is 'Deemed Not Ready', the Training Provider can re-submit the revised application.

Evaluation of CAAF and Residential Facility for STT TCs:

Inspection Agency has to evaluate CAAF for according the status of 'Deemed Ready' or 'Deemed Not Ready' based on the accreditation standards for each job role. Evaluation has to be thorough, as it is the basis for on-site inspection. The data upload activity by the Centre will be facilitated through a mobile application-based technology, whereby the Training Centre would be able to upload geo-tagged and time stamped pictures. The data uploaded in the form (textual, scanned documents and pictures and videos, etc.) would act as supporting evidences to show compliance to the Accreditation Standards. All this data shall be reviewed by the Inspection Agency. Proper remarks has to be given for according Deemed Ready/ Deemed Not Ready status.

Inspection Agency has to provide date for On-site visit and communicate the same to the Training Centre through SIP to eligible training center. The notification for inspection would be sent to the respective Centre with inspection date.

The evaluation of CAAF and Residential Facility is proposed to be done by virtual inspection (online and offline video inspection).

The applicant must proposed a plan to conduct the Desk Assessment by virtual inspection.

On Site Centre Inspection (Physical Inspection):

Inspection Agency has to visit the Centre as per the date accepted by TC and conduct the inspection. The inspection should be conducted as per the accreditation standards for the job roles for which the Training Centre has applied for. Inspection Agency will check whether the information provided in CAAF is correct and it matches with the actual Centre infrastructure and other details. The inspector will submit the findings of the Centre Visit.

The inspection is carried out via mobile application (approved/ recommended by NSDC), and the process shall include uploading of the geo-tagged and time stamped Centre pictures. It is mandatory for the inspector deployed by Inspection Agency to carry an appropriate equipment i.e., smart phone/ tablet with pre-installed Centre Accreditation Mobile Application for taking time-stamped & geo-tagged photographs or, device for measuring carpet area of usable are in the Training Centre etc.

Evaluation of Residential/Hostel Facility Application Form and On-Site Centre Inspection (Physical Inspection) to be conducted as per Ministry of Skill Development and Entrepreneurship (MSDE) approved "Guidelines for validation of residential facilities on SMART", available on <https://www.skillindia.gov.in/knowledge-bank>, as amended from time to time.

In addition to the above-mentioned points/parameters, additional/Indicative parameters to be checked during Centre Validation Process:

Verification of Centre Area: Compliance check and qualitative evaluation of the Training Centre area such as classrooms, laboratory, reception, common area etc. to be carried out. In Training Centres where hostel facilities are being offered to the students, area for hostel shall also be verified.

Type of building: The Centre inspector should check the type of building i.e., Industrial building, standalone building, commercial building etc. The inspector shall qualitatively evaluate and record the quality of construction etc.

Trainers' credentials: AB specified qualification, TOT certification and experience of all the trainers in the training Centre shall be verified against required documents.

Availability of Aadhaar Enabled Biometric Attendance System: The inspector shall verify whether the Training Centre is equipped with Aadhaar enabled Biometric Attendance System.

Verification of physical infrastructure, equipment: Compliance check and qualitative evaluation of the Training Centre infrastructure i.e., classrooms, CCTV, overhead projectors, power backup, air-conditioning etc. shall be carried out. Presence of IT infrastructure and internet facility in the training Centre shall also be verified as per the Accreditation Standard.

The Inspection Agency needs to interact with the trainers and other relevant staff of the Centre. The Inspection Agency shall deploy only those personnel who have the adequate qualifications, training, experience, and knowledge of the requirements of the Centre inspections to be carried out. Inspection Agency shall also ensure that the competent personnel carrying out inspection have appropriate practical and theoretical knowledge and experience of the various parameters to be inspected in a Training Centre i.e., equipment to be thoroughly examined, square feet area of the Centre, capacity of the Centre etc.

The Inspection Agency to also capture a video covering the entire Centre infrastructure and related parameters as per the Accreditation Standards Grading Metrics and CAAF

It is expected that the Inspection agency shall provide training to its personnel covering working knowledge of the Training Centre, equipment and systems, training documentation, significance of various parameters, typical problem areas etc. Inspection Agency has to check the authenticity of the documents/ data during the processes carried out.

The Inspection Agency will be allocated the Training Providers and Centres as per their empanelment for the different States and will be provided login credentials for SIP portal for conducting the accreditation related activities. NSDC may select multiple IAs per State/ UT/ Zone.

Once the Training Provider/ Centre has been allocated to the Inspection Agency for the review of application, the Inspection Agency cannot change the assigned task/re-assign the task without proper justification and approval from the Client.

Evaluation of RPL Camps and Locations (Virtual Inspection):

The RPL Camp and Location are ad hoc centers and has to evaluated and accord the status as 'Compliance and Non-Compliance' based on the accreditation standards for each job role on live/offline video session/s. Evaluation has to be thorough, as it is the basis for on-site inspection. The data upload activity by the Camp and Location will be facilitated through a mobile application-based technology, whereby the Training Centre would be able to upload geo-tagged and time stamped pictures. The data uploaded in the form (textual, scanned documents and pictures and videos, etc.) would act as supporting evidences to show compliance to the Accreditation Standards. All this data shall be reviewed by the Inspection Agency. Proper remarks have to be given for according Compliance and Non-Compliance status.

Inspection Agency has to provide date for On-site visit and communicate the same to the RPL Camp and Location through SIP to eligible training center. The notification for inspection would be sent to the respective Centre with inspection date.

Other Conditions to be considered:

In addition, monitoring dashboards are provided to States and ABs to keep track of TC empaneled with them.

Inspection Agencies working in the same State/ UT/ Zone cannot exchange the allocated Training Centres among each other. No sharing of resources would be allowed among selected/empaneled Inspection Agencies.

Periodic progress reports to be submitted to NSDC for inputs / suggestions. The agency may be called upon by NSDC to discuss progress in the project at regular intervals.

6. Duration of the Project

The project is of 3 years.

7. Requirements

Credentials of the Organization/Bidder: Company background including experience in similar projects, years in business will be considered in the evaluation criteria. Key projects and assignment relevant to such assignments shall be included in the proposal.

Approach and Methodology including Work Plan, Organization and Staffing: The technical proposal should also clearly identify the strategy being adopted to address the various challenges faced during the assignment.

End to end approach, methodology and technology/platform to carry out virtual inspection of Training Center (STT/ RPL as case may be).

Evaluation marks will depend on, among other things, how well these questions have been addressed in the technical proposal.

Additional Requirements after being on-boarded: Details of Team deployed for Desktop Assessment and Inspection to be shared with their sectoral competency after getting on-boarded by the selected agency.

Selected agency to share policy related to Blacklisting, Compliance, Code of conduct etc.

8. Team Structure

The Inspection Agency (bidder's) team would comprise of the following:

Team Leader

Quality Assurance team with demonstrated experience in service, agriculture, pharmaceuticals, healthcare, leather, hospitality, media, gems & jewelry, Beauty and wellness manufacturing and engineering sectors and quality assurance work.

Operations team comprising of Desk Assessors and Inspectors for visiting the Centres should be suitably qualified and experienced as per the job role to be validated at the Centre. The number of inspectors to be deployed would be determined by the Inspection Agency (bidder)

The Team Leader would be the one-point contact in the Inspection Agency with whom NSDC would be interacting with. The QA team would ensure that quality is maintained in the operations of the Inspection Agency. The QA team members would sign off the validation report as recommended by its inspector for each Training Centre and only then the process of validation by Inspection Agency would be deemed complete. The Operation Heads are expected to ensure coordination amongst the operations of the Inspector to achieve cost efficiencies and higher effectiveness through coordination. The Inspectors would inspect the Training Centre for validation and for surprise visits.

The resumes of the Team leader, QA team (members of service, Healthcare, pharmaceuticals, Leather, Hospitality, Media, Gems & Jewelry, Beauty and wellness agriculture and manufacturing sector) and lead inspectors would be evaluated for scoring in the technical competency section. The requirements are given below.

Team Composition & Qualification Requirements for the Members are as below:

Nature of Key Personnel	Team Lead
Number of Person/s	01
Qualification	MBA/Master from a reputed Institution
Experience	Minimum of 10 years professional Experience including working on projects on validation, ratings, skills, vocational education, and other relevant field to this assignment.
Desired Profile for the Key Personnel	<ul style="list-style-type: none"> ▪ Overall responsibility of the success of the program as per the Terms of reference and empanelment. ▪ Should have leadership, business acumen, teamwork, time management, excellent communication abilities and analytical thinking. ▪ Liaise with NSDC on project implementation and periodically assess project progress. ▪ Serve as the point of contact for internal and external communication, providing a single consistent interface and regional operations resource, Lead project implementation and oversee all technical and managerial decisions related to delivery including M&E systems, capacity building, and stakeholder management. ▪ Ensure quality oversight of all products and services provided by the program. ▪ Evaluate the impact of validation methodologies in use, on an on-going basis.
Nature of Key Personnel	QA Team
Number of Person/s	Required as per the presence available in proposed states/ districts.
Qualification	Minimum Graduate, preferably BE/ B. Tech/ B.Voc in manufacturing/ engineering/ services/ Healthcare/ Pharmaceuticals/ Leather/ Hospitality/ Media/ Gems & Jewelry/ Beauty and wellness/ Agriculture and related sectors
Experience	Minimum of 5 to 7 years professional experience in the sector including working on projects on quality assurance, validation, Ratings, skills, vocational education and other relevant field to this Assignment.
Desired Profile for the Key Personnel	<ul style="list-style-type: none"> ▪ Coordinate and supervise all the quality control activities related to the project. ▪ Should have leadership, business acumen, teamwork, time management, excellent communication abilities and analytical thinking. ▪ Supervise, train, monitor and assist inspectors. ▪ Perform quality control on inspector's work to ensure the client receives quality service. ▪ Review inspection reports and monitor the effectiveness of the inspections. ▪ Communicate with clients and team, other stakeholders involved. ▪ Identify defects and their causes, find ways to improve, run tests. ▪ Identify and record quality problems. Initiate actions to prevent occurrence of conformance and verify implementation solutions.

	<ul style="list-style-type: none"> Conduct quality training for inspectors Participate in Inspections on a sample basis including surprise inspections. Carry out quality audits
Nature of Key Personnel	Desk Assessors and Inspectors
Number of Person/s	Required as per the number of Centres available for validation
Qualification	Minimum Graduate, preferably BE/ B. Tech/ B. Voc in manufacturing/ engineering/ services/ Healthcare/ Pharmaceuticals/ Leather, Hospitality, Media, Gems & Jewelry, Beauty and wellness, Agriculture and related sectors
Experience	Minimum 3 to 5 years of experience in the respective sector
Desired Profile for the Key Personnel	<ul style="list-style-type: none"> Inspect the Centre as per Accreditation Standards Checklist laid down by AB for concerned job roles at the Training Centre. Knowledge of the sector/ job role for which he/she goes for the inspection. Knowledge of the use of IT tools including tablet/ smart phone to capture the data points including geo tagged and time stamped pictures. Submit the report of validation to the QA team on time, so that the Client / AB / other stakeholders receive quality reports within the Timelines

Applicant to propose the method to ensure the team composition and qualification requirements for the members, in addition to abovementioned points for technical score.

9. Terms of Payments:

The service fee for Validation for Training Provider, Training Centre and Residential/Hostel Facility shall be paid on the Terms of Payment Milestones as specified below:

SN	Particulars	Payment Milestone for TP and TC DA
1.	Desktop Assessment of Training Provider Registration form	Amount decided as per contract will be paid once application is accorded with status of Deemed Ready
2.	Desktop Assessment of Training Centre Accreditation Application form (CAAF)	Amount decided as per contract will be paid once application is accorded with status of Deemed Ready

SN	Particulars	Payment Milestone for TC Inspection
1	Completion of Physical Inspection and Submission of Inspection Report	60% of the Field Verification amount decided as per contract
2(a)	Scenario in case Inspection Agency recommends Accreditation for the Training Centre and AB agrees with the recommendations of the Inspection Agency	35% of the Field Verification amount decided as per contract

2(b)	<p>Scenarios in case Inspection Agency recommends Accreditation for the Training Centre and AB does not agree with the recommendations of the Inspection Agency.</p> <p>a) The case is taken to Accreditation Committee and the Committee takes a decision in favour of the Inspection Agency.</p> <p>b) The case is taken to Accreditation Committee and the committee takes a decision in favour of AB's observations.</p>	<p>a) 35% of the Field Verification amount decided as per contract will be paid.</p> <p>b) 35% of the Field Verification amount decided as per contract will not be paid</p>
2(c)	<p>Inspection Agency does not recommend Accreditation to the Job Role/ TC Not Qualified and TC Appeals to Accreditation Committee:</p> <p>a) Committee takes a decision in favour of the Inspection Agency.</p> <p>b) Committee takes a decision in favour of Training Center.</p>	<p>a) 35% of the Field Verification amount decided as per contract will be paid</p> <p>b) 35% of the Field Verification amount decided as per contract will not be paid</p>
2(d)	<p>Inspection Agency does not recommend Accreditation for the Training Centre and Training Centres does not appeal to Accreditation Committee within 15 days of receiving the result of accreditation status</p>	<p>35% of the Field Verification amount decided as per contract</p>

As per SIP, TC can combine both TC and Residential/Hostel facility Desktop Assessment and Physical inspection.

Payment Schedule and Service Level Agreement:

- Invoices may be raised on monthly basis for the number of Centres visited.
- For every payment due to the empaneled bidder in case of Centre Validation and Residential/Hostel Facility, 95% of the amount shall be paid, and the remaining 5% amount shall be made at the end of the year from the date of awarding the contract, after reviewing the yearly performance/services/deliverables/ timelines/ complaints and any other factor that may need consideration. Performance of Inspection Agency shall be monitored by NSDC.

Service Level Agreement

Penal Clauses - Validation of TP, TC and Residential/Hostel Facility in the Skills Ecosystem.

Particulars of Delay & Faults	Penalty to be imposed
<u>Evaluation of CAAF:</u>	
Delay by the Inspection Agency to perform Desktop Assessment of CAAF (STT and RPL) and/ Residential/Hostel Facility Application form.	A penalty of 1% of fee fixed for Desktop Assessment of CAAF and/ Residential/ Hostel Facility Application form per day per centre for delay beyond timeline as provided in Table Turn Around Time for DA.
<u>On Site Inspection on Centre and on Residential/Hostel Facility (Physical Inspection is Mandatory):</u>	
Delay for on-site Field Visit for the Training Centres (STT and RPL) and /Residential/Hostel Facility.	A penalty of 1% of amount due for Completion of on-site Field Visit per day per center for delay beyond timeline as provided in Table Turn Around Time for and Inspection
Delay by Inspection Agency to submit the Centre (STT and RPL) and Residential/ Hostel facility or standalone Centre or Standalone Residential/ Hostel facility Validation Report with recommendations of Accreditation status and marking the facility Qualified/ Not Qualified to Centres and Residential/ Hostel Facility, respectively.	A penalty of 1% of amount due for Submission of on-site Field Visit report per day per Center/Residential/Hostel facility for delay beyond timeline as provided in Table Turn Around Time for report submission.

Note: The Amount of Penalty per Training Centre shall not cross the fee payable for the respective payment milestone to which the particular delay pertains.

Particulars of Delay & Faults Penalty to be imposed	
<u>Review by the Accreditation/Any other Committee:</u>	
Recommendation as provided by the Inspection Agency not found in line with the Centre Accreditation, Affiliation and Continuous Monitoring guidelines	Inspection Agency will not be paid 35% of the total amount due for Inspection for the center (amount decided as per contract). Further, if the Committee directs the Inspection Agency for physically revisiting the Training Centre, no extra payment shall be made to the Inspection Agency for all such cases.

Notwithstanding anything contained anywhere in the Agreement, all penal clauses as mentioned in above table will be effective only from the date of signing of this Agreement between the Parties.

Also, in case if any activity is on hold due to specific request by NSDC or pending any clarification from NSDC, Inspection Agency shall not be liable to pay any penalty. Also, in case of any change/variation in the accreditation guidelines or the process (including any changes in portal or software), Inspection Agency shall be provided mutually agreed time to stabilize the operation and during such period, no penalties can be imposed for any delay.

10. Review and Reporting

The performance and deliverables of the service provider will be reviewed as per the ToR and scope of work by NSDC on continuous basis.

11. Confidentiality

Except with the prior written consent of NSDC, the Service provider shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Service provider make public the recommendations formulated in the course of, or as a result of, the services.

12. NSDC reserves the right to cancel the RFP process or amend the RFP at any point of time.

In case price discovered post RFP process is not feasible, NSDC reserves the right to cancel the Procurement process.

13. Acceptance Criteria:

- 13.1. Financials of Applicant/ Bidder.
- 13.2. Past relevant experience.
- 13.3. Presence in various State/UT.
- 13.4. Team Structure.
- 13.5. Certification and Rewards/Recognition from National / International Bodies.

14. Important links:

- 14.1. [Desktop Assessor](#)
- 14.2. [Inspection Agency](#)
- 14.3. [TP Registration](#)
- 14.4. [TC Registration](#)
- 14.5. [Continuous Monitoring](#)
- 14.6. [TC-Residential/Hostel Facility](#)
- 14.7. [Grading Metrics of Accreditation Standards](#)
- 14.8. [Residential Guidelines](#)

DEFINITIONS:

- a. **C1 India Private Limited:** Service provider to provide the e-Tendering Software and facilitate the process of e-tendering on Application Service Provider (ASP) model.
- b. **NSDC e-Procurement Portal:** An e-tendering portal of National Skill Development Corporation ("NSDC") introduced for the process of e-tendering which can be accessed on <https://nsdc.eproc.in>.

Pre-requisites:

- 1) It is mandatory for all the bidders to have Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency under CCA, Ministry of Electronics and Information Technology, Government of India to participate in e-tendering portal of NSDC. Bidders can see the list of licensed CA's from the link www.cca.gov.in
- 2) C1 India Pvt. Ltd. also facilitate Class III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) to the bidders. Bidder may contact C1 India Pvt. Ltd. at mobile no. +91-7291981138 for DSC related queries or can email at vikas.kumar@c1india.com.
- 3) To participate in the online bidding, it is mandatory for the Applicants to get themselves registered with the NSDC e-Tendering Portal (<https://nsdc.eproc.in>)
- 4) System Requirement/ Registration Manuals/ Bid Submission Manuals are available at the NSDC eTendering Portal (<https://nsdc.eproc.in>)
- 5) For helpdesk, please contact Help Desk Nos. +91-124-4302033 / 36 / 37
- 6) Participant are requested to email their issues to helpdesk at nsdcsupport@c1india.com. This will help serving the participant better
- 7) The amendments/ clarifications to the tender, if any, will be posted on the NSDC eTendering Portal (<https://nsdc.eproc.in>)
- 8) The Bidder may modify or withdraw their bid after submission prior to the Bid Due Date. No Bid shall be modified or withdrawn by the Bidder after the Bid Due Date and Time.
- 9) It is highly recommended that the bidders should not wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither M/s National Skill Development Corporation nor M/s. C1 India Pvt. Ltd will be responsible for such eventualities.

**AGREEMENT
BETWEEN
NATIONAL SKILL DEVELOPMENT CORPORATION
AND**

[<Write name of selected Service Provider>]

This Agreement (“**Agreement**”) is made on [], between:

- 1) **National Skill Development Corporation**, a company incorporated under the Companies Act, 1956, and having its registered office at 301, West Wing, World Mark – I, Aerocity, New Delhi - 110037 (hereinafter referred to as “NSDC” which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and assigns); and
- 2) [], a [] incorporated under the [], and having its registered office at [] (hereinafter referred to as “**Service Provider**” whose expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and successors-in-interest and permitted assigns).

NSDC and Service Provider shall hereinafter be individually referred to as “**Party**” and collectively as “**Parties**”.

WHEREAS

- (A) NSDC is a non-profit company incorporated under the Companies Act, 1956 (“**Act**”) and has the license under section 25 of the said Act (corresponding to section 8 of the Companies Act 2013) and established as a public private partnership with the object of developing unskilled and semi-skilled labour force into productive and skilled labour and to establish, manage, run and support institutes and polytechnics for achieving this objective (“**Business**”).
- (B) NSDC has through a request for proposal dated 13th September 2021, (“**RFP**”) to be read along with corrigendum issued with the RFP, if any, has called for proposals/bids to provide services as enumerated in Schedule I (“**Services**”) to this Agreement.
- (C) The Services Provider submitted a bid response dated 1st October 2021 (“**Bid Response**”) pursuant to the RFP where the Services Provider has represented to NSDC that it is an experienced, and fully qualified and capable of providing the Services.

IT IS AGREED BETWEEN THE PARTIES AS FOLLOWS

1. Definition and Interpretation

- 1.1. In this Agreement, including in the Recitals hereof, the following words, expressions and abbreviations shall have the following meanings, unless the context otherwise requires.
 - a) “**Applicable Law**” shall mean any statute, law, regulation, ordinance, rule, judgment, notification, rule of common law, Order, decree, bye-law, government approval, directive, guideline, requirement or other governmental restriction, or any similar form of decision of, or determination by, or any interpretation, policy or administration, having the force of law of any of the foregoing, by any Authority having jurisdiction over the matter in question, whether in effect as of the date of this Agreement or thereafter.
 - b) “**Authority**” shall mean any national, state, provincial, local or similar government, governmental, regulatory or administrative authority, branch, agency, any statutory body or commission or any non-governmental regulatory or administrative authority, body or other organization to the extent that the rules, regulations and standards, requirements, procedures or Orders of such authority, body or other organization that have the force of Applicable Law or any court, tribunal, arbitral or judicial body, or any stock exchange of the India or any other country.

- c) **“Confidential Information”** includes the contents of this Agreement and all content created pursuant to this Agreement. It also includes, with respect to NSDC and the Service Provider any information or trade secrets, schedules, business plans including, without limitation, commercial information, financial projections, client information, technical data, developments, intellectual property, ideas, know-how, marketing materials, business information, accounting and financial information, credit information, various types of lists and databases, administrative and/or organizational matters of a confidential/secret nature in whatever form which is acquired by, or disclosed to, either Party pursuant to this Agreement, but excluding information which at the time it is so acquired or disclosed, is already in the public domain or becomes so other than by reason of any breach or non-performance by the receiving Party of any of the provisions of this Agreement and includes any tangible or intangible non-public information that is marked or otherwise designated as ‘confidential’, ‘proprietary’, ‘restricted’, or with a similar designation by the disclosing Party at the time of its disclosure to the receiving Party, or is otherwise reasonably understood to be confidential by the circumstances surrounding its disclosure.
- d) **“Force Majeure”** means an act of God, war, civil disturbance, strike, lockout, act of terrorism, flood, fire, explosion or legislation or restriction by any government or other authority, or any other similar circumstance beyond the control of any Party, which has the effect of wholly or partially suspending the obligations hereunder, of the Party concerned during the continuance and to the extent of such prevention, interruption or hindrance.
- e) **“Intellectual Property”** or **“Intellectual Property Rights”** shall mean any and all trademarks and services marks (whether or not registered), copyrights, design rights (whether or not registered), moral rights, patents, performance rights, database rights, Internet, WAP and other new media rights, names, logos and codes, publicity rights, and any and all other intellectual property and proprietary rights of any nature whatsoever that subsist, or may subsist, or be capable of registration, in each case whether in relation to the Services or otherwise, and which exist, or may exist, in any jurisdiction anywhere in the World.
- f) **“Order”** shall mean any order, injunction, judgment, decree, ruling, writ, assessment or award of a court, arbitration body or panel or other Authority.

1.2. **Interpretation**

- a) Heading and bold typeface are only for convenience and shall be ignored for the purpose of interpretation.
- b) Terms may be defined in clause 1 above, or elsewhere in the text of this Agreement and, unless otherwise indicated, shall have such meaning throughout this Agreement.
- c) Reference to this Agreement shall be deemed to include any amendments or modifications to this Agreement, as the case may be.
- d) References to the singular will include the plural
- e) References to the word “include” shall be construed without limitation.

2. **Appointment of Service Provider**

- 2.1. Subject to the terms of this Agreement, NSDC appoints the Service Provider to provide the Services as enumerated in Schedule -I.
- 2.2. All services, functions or responsibilities which are reasonably necessary and required for the performance or provision of the Services shall be deemed to be included within the scope of work of the Service Provider.
- 2.3. Except as specifically excluded, all tools and materials required by the Service Provider to perform its obligations under this Agreement shall be used by the Service Provider, at no extra cost to NSDC

3. **Consideration and Payment Terms**

- 3.1. In consideration of the Service Provider providing the Services (as specified in Schedule I) to NSDC, NSDC agrees to pay sufficient and valid consideration (“**Consideration**”) in accordance with the Payment Terms outlined in Schedule II.
- 3.2. The amounts shall be due upon receipt of an invoice by NSDC, and all undisputed invoices and charges shall be paid by NSDC within 30 (thirty) days of receiving such invoice from the Service Provider.
- 3.3. The Service Provider recognizes that payments are linked to, and dependent on the successful completion of Services, within timelines mentioned in this Agreement, and submission of all relevant deliverables sought under this Agreement.
- 3.4. All payments shall be made in INR.
- 3.5. All charges are exclusive of all applicable taxes that may be levied, imposed, charged or incurred. NSDC shall pay the consideration due under this Agreement (including taxes) after deducting any tax deductible at source, at the applicable rate. NSDC shall furnish a tax certificate evidencing payment of the tax deductible at source to the appropriate government entity or Authority on a timely basis.
- 3.6. All payments are inclusive of all out of pocket expenses. Except as provided under the Agreement, the Service Provider shall not be entitled to claim any out of the pocket expenses incurred pursuant to its performance of obligations under the Agreement.

4. **Term**

Notwithstanding the date hereof, this Agreement shall commence on the [] (“Effective Date”) and shall be valid for a period of three (3) years and shall come to an end on []. The term can be extended or reduced depending upon performance of the service provider and requirement of NSDC.

5. **Termination**

- 5.1. Either Party may terminate this Agreement by giving written notice of 15 (fifteen) days to the other in the event that:
 - a) the other Party has committed a material breach of any of its obligations hereunder which cannot be remedied;
 - b) the other Party has committed a material or repeated breach of any of its obligations hereunder and has failed to remedy such breach (if the same is capable of remedy) within thirty (30) days of being required by written notice so to do;
 - c) the other Party goes into liquidation or bankruptcy (whether compulsory or voluntary) or an administrator or receiver is appointed over the whole or any part of that other Party’s assets or if that other Party enters into any arrangement for the benefit of or compounds with its creditors generally or threatens to do any of these things or any judgment is made against that other Party or any similar occurrence under any jurisdiction affects that other Party; or
 - d) the other Party ceases or threatens to cease to carry on business or is removed from the relevant register of companies, where applicable.
- 5.2. NSDC may terminate this Agreement, without assigning any reason by giving written notice of 30 (thirty) days.
- 5.3. NSDC may terminate this Agreement immediately if NSDC determines that the Service Provider and/or its employees, sub-contractors, sub-consultant, sub-vendors, agents have engaged in Corrupt or Fraudulent practices in executing this Agreement. The terms “corrupt” and “fraudulent” are defined in Schedule III to this Agreement.
- 5.4. Either Party’s right to terminate this Agreement shall be without prejudice to the other rights and remedies it may have under Applicable Law.

6. **Consequences of Termination**

- 6.1. Upon termination of this Agreement, any rights or authority granted by NSDC to the Service Provider under this Agreement shall terminate with immediate effect.

- 6.2. Within 7 (seven) business days after termination, upon the request of NSDC, Service Provider will return or destroy, at the option of NSDC, all Confidential Information of NSDC and all materials relating to work in progress of the Services.
- 6.3. Except where the Agreement is terminated pursuant to clause 5.3 (*Termination for Corrupt and Fraudulent Actions*), all charges or amounts payable for the completion of milestones already achieved, or services already availed, whether invoiced or not, subject to the Service Provider providing suitable invoices, outstanding upon the date of termination, shall be settled within 30 (thirty) days of such termination.
- 6.4. The accrued rights of the Parties as at termination, or the continuation after termination of any provision expressly stated to survive or implicitly surviving termination, shall not be affected or prejudiced in any manner.

7. Representation and Warranties

- 7.1. Each Party represents and warrants to the other Party that:
 - a) It has full power and authority to execute, deliver and perform this Agreement.
 - b) It has taken all necessary action to authorize the execution, delivery and performance of this Agreement; and
 - c) This Agreement constitutes its legal, valid and binding obligation enforceable against it in accordance with the terms hereof.
- 7.2. The Service Provider represents and warrants that
 - a) It possesses the necessary experience, expertise and ability to undertake and fulfil its obligations under all phases involved in the performance of its obligations under the Agreement.
 - b) All representations made by the Service Provider in the Bid Response are true and accurate.
 - c) The Service Provider has read and understood NSDC Procurement Policy and specifically the policy on Fraud and Corrupt Practices (extracted portion in Schedule -III) and shall abide by the same.

8. Performance Guarantee:

Within 21 days from date of signing of the Framework Agreement award, the Firm shall furnish to the Purchaser the performance security (5% of contract value) of Rupees [] only (INR []). The performance security shall be denominated in Indian Rupees and shall be in the form of an unconditional bank guarantee issued by a nationalized/scheduled bank located in India acceptable to the Purchaser, in the format provided by the Purchaser. The performance security will be returned to the Firm not later than end of contract.

9. Personnel

- 9.1. The Service Provider shall deploy personnel for providing the Service only after they have been screened, to ensure that they meet the minimum quality standards. The title, agreed job description, minimum qualification and estimated period of engagement to carry out the Services of each consultants, key employees shall be described in Schedule IV. ("Key Employees").
- 9.2. The Service Provider shall immediately terminate and replace a Key Employee who has: (a) breached any terms and conditions of this Agreement; or (b) has committed a data breach or (c) is in anyway not in compliance with Applicable Law.
- 9.3. NSDC shall have the right to interview any of the Key Employees engaged by the Service Provider to ensure they are duly qualified to provision the Services.
- 9.4. In the event that any of the Key Employees resign or cease to provide their services due to reasons beyond the control of the Service Provider, the Service Providers shall immediately replace such Key Employees, with equally competent resources, and ensure that a complete knowledge transfer, and all other processes required to maintain business continuity.
- 9.5. In the event that any Key Employee fails to meet the reasonable expectations of NSDC, NSDC

may request a replacement, and the Service Provider shall promptly replace, with a suitable and equivalent replacement.

10. Compliance with Laws

Each Party shall at all times and at its own expense (a) strictly comply with all Applicable Laws, now or hereafter in effect, relating to its performance of this Agreement; (b) pay all fees and other charges required by such Applicable Laws; and (c) maintain in full force and effect all licenses, permits, authorizations, registrations and qualification from any Authority to the extent necessary to perform its obligations hereunder.

11. Intellectual Property Rights

- 11.1. The Service Provider acknowledges that any Intellectual Property Rights already owned by NSDC shall remain the sole property of NSDC. However, so as to enable the Service Provider to provide the Services and to comply with its obligations under this Agreement, NSDC acknowledges that the Intellectual Property Rights or part thereof owned by NSDC will need to be made available to Service Provider and such property is made available only to enable the Service Provider to provide Services under this Agreement.
- 11.2. The Service Provider also acknowledges and assigns to NSDC in perpetuity and exclusively, Intellectual Property Rights in any deliverables created under this Agreement, in the course of provision of the Services. This includes reports, tables, presentations, handbook developed specifically for NSDC in furtherance of providing Services under this Agreement.
- 11.3. NSDC acknowledges that the Intellectual Property Rights owned by Service Provider, independently as separate from providing Services under this agreement, including tools for provision of Services of this Agreement, including discussion notes, learning tools, format and similar materials developed by the Service Provider in the course of its business, shall belong to the Service Provider only.

12. Indemnification

The Service Provider shall indemnify and hold NSDC harmless from third party claims arising from or related to:

- i. A breach of the terms of this Agreement; or
- ii. A violation of any Applicable Law.

13. Limitation of Liability

- 13.1. Neither Party shall be liable for any consequential, incidental, special, indirect, exemplary or punitive damages, or damages for any loss of profits, revenue or business, regardless of the nature of the claim, even if the other Party has been notified of the possibility of such damages.
- 13.2. The Service Provider or any of its employees or vendors shall not be liable to NSDC or any other person or entity for a number of damages under this Agreement in excess of the amount of Consideration paid or payable for the applicable Services.
- 13.3. The above limitations of liability and exclusions from liability set forth in this Clause 13 shall not apply (i) in cases of gross negligence or willful misconduct; or (ii) to any liability arising out of fraudulent conduct.

14. Use of Confidential Information

- 14.1. The Service Provider may be given access to Confidential Information from NSDC in order to perform its obligations under this agreement.
- 14.2. **The Service Provider shall:**
 - a) use the Confidential Information of NSDC only for purposes of complying with its obligations under this Agreement and, without limiting the generality of the foregoing, shall not, directly or indirectly, deal with, use, exploit or disclose such Confidential Information or any part thereof to any person or entity or for any purpose whatsoever (or in any manner which would benefit any competitor of NSDC) except as expressly permitted hereunder or unless and until expressly authorized in writing to do so by

NSDC;

- b) use reasonable efforts to treat, and to cause all its officers, agents, servants, employees, professional advisors and contractors and prospective contractors to treat, as strictly confidential all Confidential Information. In no event shall such efforts be less than the degree of care and discretion as the Service Provider exercises in protecting its own valuable confidential information. Any contractors engaged by or prospective contractors to be engaged by the Service Provider in connection with the performance of the Services shall be required to assume obligations of secrecy equal to or greater than the obligations that the Service Provider has assumed in this Agreement with respect to the Confidential Information;
 - c) not, without the prior written consent of NSDC, disclose or otherwise make available NSDC's Confidential Information or any part thereof to any party other than those who need to know the Confidential Information for the purposes set forth herein;
 - d) not copy or reproduce in any manner whatsoever the Confidential Information of NSDC or any part thereof without the prior written consent of NSDC, except where required for its own internal use in accordance with this Agreement; and
 - e) promptly upon the request of NSDC, return and confirm in writing the return of all originals, copies, reproductions and summaries of Confidential Information or, at the option of NSDC, destroy and confirm in writing the destruction of the Confidential Information;
- 14.3. The obligations of confidentiality contained in this Agreement are intended to survive the termination of this Agreement.

15. Force Majeure

- 15.1. Neither Party shall be liable for any failure or delay in performance of any obligation, under this Agreement to the extent such failure or delay is due to a Force Majeure event. The Party having any such cause shall promptly notify the other Party in writing of the nature of such cause and the expected delay.
- 15.2. If, however, it is not feasible for a Party to prevent the occurrence of the Force Majeure event as a result of which that Party is prevented from performing its obligation for more than thirty (30) days due to such Force Majeure Event ("Aggrieved Party"), the other Party may decide to release the Aggrieved Party from performing its obligation hereunder or may modify the relevant provisions of this Agreement affected by the Force Majeure event so long as the Force Majeure event continues, in order to enable the Aggrieved Party to perform its other obligations hereunder as so modified.

16. Governing Law, Dispute Resolution and Jurisdiction

- 16.1. Governing Law and Dispute Resolution: **This Agreement shall be governed by the laws of India.**
- a) In the event of any dispute, controversy or claim arising in any way out of or in connection with this Agreement (a "**Dispute**"), the Parties shall attempt in the first instance to resolve such Dispute through amicable discussion. If the Dispute is not resolved through such amicable discussion within 30 (thirty) days of a notice of Dispute being given or such longer period as the Parties agree to in writing, then any Party may refer the dispute for final resolution by arbitration.
 - b) Any Dispute shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the Parties. The arbitration proceedings shall be held at New Delhi, India.
 - c) The Parties to an arbitration shall keep the arbitration confidential and shall not disclose to any person, other than those necessary to the proceedings, the existence of the arbitration, any information submitted during arbitration, any documents submitted in connection with it, any oral submissions or testimony, transcripts or any award unless

disclosure is required by law or is necessary for permissible court proceedings such as proceedings to recognise or enforce an award.

- 16.2. **Jurisdiction:** The Parties hereby agree that subject to the provisions of clause 16, courts in New Delhi shall have the exclusive jurisdiction to determine any disputes arising out of, or in relation to, the terms and conditions of this Agreement.

17. Miscellaneous

- 17.1. **Entire Agreement:** This Agreement, the Annexures and recitals hereto (which are hereby expressly incorporated herein by reference) constitutes the entire understanding between the Parties, and supersedes all other discussions and understanding between the Parties.
- 17.2. **Assignment:** This Agreement and the rights and obligations herein may not be assigned by the Service Provider without the written consent of NSDC.
- 17.3. **Amendments and Waivers:** This Agreement may be amended only with the written consent of both Parties. Any amendment or waiver effected in accordance with this Clause shall be binding upon both Parties.
- 17.4. **Delays or Omissions:** No delay or omission to exercise any right, power or remedy accruing to any Party, upon any breach or default of any Party hereto under this Agreement, shall impair any such right, power or remedy of any Party nor shall it be construed to be a waiver of any such breach or default, or an acquiescence therein, or of any similar breach or default thereafter occurring; nor shall any waiver of any other breach or default theretofore or thereafter occurring. Any waiver, permit, consent or approval of any kind or character on the part of any Party of any breach or default under this Agreement or any waiver on the part of any Party of any provisions or conditions of this Agreement, must be in writing and shall be effective only to the extent specifically set forth in such writing. All remedies, either under this Agreement, or by law or otherwise afforded to any Party shall be cumulative and not alternative.
- 17.5. **No Partnership:** Nothing contained in this Agreement shall be construed or interpreted as constituting a partnership or a joint venture or employer-employee between the Parties. Neither Party shall have any authority to bind the other Party in any manner whatsoever. This Agreement shall be construed to have been entered on a principal-to-principal basis.
- 17.6. **Notices:** Except as may be otherwise provided herein, all notices, requests, waivers and other communications ("Notices") shall be deemed to be delivered as provided herein: (a) if delivered to the addressee ("Receiving Party") by hand: upon the Notice being acknowledged by written receipt by the Receiving Party; (b) if sent by facsimile: upon the receipt of transmission report confirming transmission; (c) if sent via an overnight courier: upon receipt (evidenced by proof of delivery). The Notices shall be addressed to the Parties at the contact details provided below. Each Party shall promptly inform the other Parties of any change to its contact details.

To NSDC:

Address: 301, West Wing, World Mark – I,
Aerocity, New Delhi – 110037
Phone: 01147451600

To Service Provider:

□

- 17.7. **Severability:** The invalidity or unenforceability of any provision in this Agreement shall in no way affect the validity or enforceability of any other provision herein. In the event of the

invalidity or unenforceability of any provision of this Agreement, the Parties will immediately negotiate in good faith to replace such a provision with another, which is not prohibited or unenforceable and has, as far as possible, the same legal and commercial effect as that which it replaces.

- 17.8. **Survival:** The provisions of Clauses and such other provisions of this Agreement, which are by their nature, intended to survive the termination of this Agreement, shall survive the termination of this Agreement.
- 17.9. **Counterparts:** This Agreement may be executed in two (2) counterparts, each of which when executed and delivered shall constitute an original of this Agreement but shall together constitute one and only the Agreement.

IN WITNESS WHEREOF the Parties hereto have duly executed this Agreement as of the date and year hereinabove first written.

For National Skill Development Corporation	For <Name of Service Provider>[]
Sign: _____ Name: Title:	Sign: _____ Name: Title:

**SCHEDULE I
SERVICES**

**SCHEDULE -II
Payment Terms**

Schedule -III-
Fraudulent or Corrupt Practices

18. Section 6. NSDC Policy –Corrupt and Fraudulent Practices

18.1. It **should** be kept in mind that all actions towards award of Contract and its implementation on the ground have to be fair, consistent, transparent and based on highest standard of ethics. Similarly, bidders/suppliers/contractors/consultants associated in the procurement of Goods, Works & Consultancy, are expected to observe the highest standard of ethics during procurement and execution of contracts. In pursuance to above:

- a) Proposal for award may be rejected, if it determines that the bidder, recommended for award, and/or its employees, sub-contractors, sub-consultant, sub-vendors, agents have engaged in corrupt or fraudulent practices in competing for the Contract in question;
- b) Portion of the funds allocated to a contract may be cancelled, in full or in part, if it is determined that corrupt or fraudulent practices were engaged by contractor/consultant and/or its employees, subcontractors/sub-consultants, sub-vendors, agents for getting the Contract or during the execution of a Contract;
- c) A firm may be declared as ineligible, either indefinitely or for a stated period of time, to be awarded a Contract, if it, at any time, determines that the firm has been engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of above provision, the terms, "Corrupt Practice" and

"Fraudulent Practice", mean following:

"Corrupt practice" means offering, giving, receiving, or soliciting anything of value to influence the action of NSDC's official(s) in the procurement process or in the contract execution; and

"Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid/proposal prices at artificial, non-competitive level

Schedule IV
Key Employees with Names