

## REQUEST FOR PROPOSAL (RFP)

### FOR SELECTION OF AN AGENCY BY BIHAR SKILL DEVELOPMENT MISSION (BSDM) WHICH WILL PROVIDE

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having e-Content
- d. Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

*On 'Software-as-a-Service' (SAAS) basis, for Bihar Skill Development Mission (BSDM)*



**RFP No: BSDM/Knowledge Partner-158/2023-01**

**Date: 20.07.2023**

**BIHAR SKILL DEVELOPMENT MISSION (BSDM)  
DEPARTMENT OF LABOUR RESOURCES  
GOVERNMENT OF BIHAR,  
A-WING, 5<sup>TH</sup> FLOOR, NIYOJAN BHAWAN, PATNA- 800001  
Email Id: [biharskilldevelopmentmission@gmail.com](mailto:biharskilldevelopmentmission@gmail.com)  
Website: [www.skillmissionbihar.org](http://www.skillmissionbihar.org)**

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Bihar Skill Development Mission (BSDM)  
**Department of Labour Resources, Government of Bihar**  
A-Wing, 5<sup>th</sup> Floor, Niyojan Bhawan, Bailey Road, Patna-800001  
Phone: 0612-2528455 Fax: 0612-2535004

**Email:** biharskilldevelopmentmission@gmail.com **Website:** www.skillmissionbihar.org

**Notice Inviting Request for Proposal**

**RFP No: BSDM/Knowledge Partner-158/2023-01**

**Date-**

Principal Secretary, Dept. of Labour Resources, Govt. of Bihar- cum- CEO, Bihar Skill Development Mission (BSDM), invites proposals (Two Bid System) from reputed and experienced organizations for selection of an agency by BSDM which will provide:

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. E-Content for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having e-Content
- d. Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

**On 'Software-as-a-Service' (SAAS) basis, for Bihar Skill Development Mission (BSDM).**

Kindly note that the selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.

Document Fee and Tender Processing Fee: All Applicants have to pay a **non-refundable Document Fee of Rs. 15,000/-** (Fifteen Thousand only) and Tender Processing Fee of Rs. 590.00 (Five Hundred Ninety only) or as applicable **through e-payment mode** (i.e. NEFT/RTGS/Credit Card/Debit Card) on E-Proc Portal.

Earnest Money Deposit: An EMD of Rs. **10,00,000/-** (Ten Lac) **through e-payment mode only** on E-Proc Portal, well before the last date/time for submission/ uploading of offer/Bid, failing which the bid will be rejected. This EMD will be non-interest bearing and refundable. If the selected bidder fails to submit the requisite performance security or to execute the agreement, this EMD will be forfeited.

**The Proposal has to be submitted online through [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) and can be searched under "Tender" and then to Latest Tender by searching Department as "Labour Resources Department".**

The application procedure, eligibility criteria, evaluation methodology, terms and conditions and the scope of work are detailed in this RFP which can be seen or downloaded from the "e-Procurement Portal <https://www.eproc2.bihar.gov.in> and departmental website: <http://www.skillmissionbihar.org>. The RFP will be **available to download** from the above websites **from 20.07.2023**. The **Pre-bid meeting** will be held on **03:30 PM of 02.08.2023 at BSDM office**. The last date for uploading of bid will be **24.08.2023 up to 15.00 Hrs**. Technical Bid will be opened on or after **24.08.2023 post 16:00 Hrs**. **The Evaluation of Bids will be under QCBS System**. Please refer RFP document for complete details.

The undersigned reserves the right to issue addendum/corrigendum/modification or to amend any or all conditions of this RFP Document or to accept or reject any or all proposal(s) or to cancel the whole of this RFP at any stage without assigning any reason thereof and no bidder shall have any cause of action or claim against the undersigned for the same.

**Mission Director,  
Bihar Skill Development Mission,  
Department of Labour Resources, Govt. of Bihar**

**Bihar Skill Development Mission (BSDM)**  
**Department of Labour Resources, Government of Bihar**  
**A-Wing, 5<sup>th</sup> Floor, Niyojan Bhawan, Bailey Road, Patna-800001**  
**Phone: 0612-2528455 Fax: 0612-2535004**

**Email:** biharskilldevelopmentmission@gmail.com **Website:** www.skillmissionbihar.org.

**Tender Schedule/Programme:**

SN	Activity	Date/Time : Duration
1.	Online Sale/Download date of Tender documents	<b>From 20.07.2023 (<a href="https://www.eproc2.bihar.gov.in">https://www.eproc2.bihar.gov.in</a>)</b> The Tender document can also be downloaded from our website <a href="http://www.skillmissionbihar.org">http://www.skillmissionbihar.org</a> .
2.	Last Date of sending Pre-Bid queries by e-mail	<b>31.07.2023 up to 02.00 PM on</b> <a href="mailto:biharskilldevelopmentmission@gmail.com">biharskilldevelopmentmission@gmail.com</a>
3.	Date, Time and Place of Pre-Bid Meeting	At Bihar Skill Development Mission # A-Wing, 5th Floor, Niyojan Bhawan, Bailey Road, Patna-800001, <b>on 03:30 PM of 02.08.2023.</b>
4.	Publishing of Pre-Bid queries response	<b>By 08.08.2023 on best effort basis at e-proc website/ BSDM website</b>
5.	Last Date/Time for submission/ uploading of offer/Bid	<b>24.08.2023 up to 15.00 Hrs. (<a href="https://www.eproc2.bihar.gov.in">https://www.eproc2.bihar.gov.in</a>)</b>
6.	Date & time for opening of Technical Bid	<b>On or after 24.08.2023 post 16:00 Hrs. (<a href="https://www.eproc2.bihar.gov.in">https://www.eproc2.bihar.gov.in</a>)</b>
7.	Date and time for Technical Presentation and demonstration.	Date and time for Technical Presentation and demonstration shall be communicated later
8.	Financial Bid Opening Date and Time	Post Completion of Technical Evaluation, at e-proc portal, as per decision of competent authority.
9.	Method of Selection	QCBS
10.	Bidding in Consortium	YES <b>(The Maximum number of consortium members are not specified)</b> However, a duly executed consortium agreement clearly specifying, the name of lead partner and other partners, roles and responsibilities of each partner under this project and clearly stating the joint and several liability for execution of this project must be submitted as part of the Technical Proposal.
11.	Bid Proposal Validity	180 days from the date of opening of bid
12.	Agreement Period	05 year from the date of signing of contract; extendable further based on satisfactory performance and /project requirement and based on the sole discretion of BSDM.
13.	Contact person/Nodal Officer for queries	<b>Mr. Sanjay Kumar</b> <b>Mission Director</b> <b>Email: biharskilldevelopmentmission@gmail.com</b> <b>contact no: 0612-2528455/9430061300</b>

- Detailed descriptions and instructions for submitting the proposal can be downloaded from e-tender website (<https://www.eproc2.bihar.gov.in>).
- **Return of EMD:** The EMD of unsuccessful bidders will be returned after execution of agreement with successful agency or completion of Bid validity period whichever is earlier.

- Bids along with necessary online payments (Tender Processing Fee, Document Fee and EMD) must be submitted through e-Procurement portal (<https://www.eproc2.bihar.gov.in>) well before the last date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non availability of Internet Connection, Network Traffic/ Holidays or any other reason."
- The bidders shall submit their eligibility and qualification details, Certificates as mentioned in section etc., in the online standard formats given in e-Procurement web site (<https://www.eproc2.bihar.gov.in>) at the respective stage only.
- The bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the RFP. Failure to furnish all the necessary information as required by the RFP or submission of a proposal not substantially responsive to all the requirements of the RFP shall be at bidder's own risk and may be liable for rejection. Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- The bidders should ensure that all the required documents as mentioned in the tender document are submitted/ uploaded along with the bid and in the prescribed format only. The bidder shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site (<https://www.eproc2.bihar.gov.in>). **This will be bidder's sole responsibility to ensure that all required documents have been uploaded and all uploaded documents, when downloaded must be legible/readable failing which their bid will be rejected. Hence it is advised that all the documents should be properly scanned and uploaded.**
  - ❖ BSDM shall carry out the evaluation solely based on the uploaded certificates/documents in the e-Procurement system
  - ❖ BSDM will notify the bidders for submission of original hardcopies of the uploaded documents, if required.
- The bidder shall sign on the supporting statements, documents, certificates and on being uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
- Conditional Bids shall be out-rightly rejected.
- **Validity of Bids:** Minimum 180 days from Last date of Bid submission.
- **Pre-Bid Meeting:** BSDM shall receive and respond to Pre-Bid queries of prospective bidders as per the scheduled date and time as mentioned in the above Table of Tender Schedule. The bidders are requested to send their consolidated queries to the e-mail address, as specifically mentioned in the above table, **only once and within stipulated time as mentioned.** Further queries sent by the bidders or queries sent at the last moment, will not be entertained.

**BSDM will host a Pre-Bid meeting as per the scheduled date and time as mentioned in the above table of Tender Schedule in this RFP.** BSDM may incorporate any changes in the RFP based on acceptable suggestions received in pre-bid queries. The decision of BSDM regarding acceptability or rejection of any suggestion or modification requested, shall be final in this regard and shall not be called upon to question under any circumstances. The response to the queries shall be conveyed by way of hosting amendments/ clarifications on the websites (<https://www.eproc2.bihar.gov.in>) and/or ([www.skillmissionbihar.org](http://www.skillmissionbihar.org)) and no bidders/participant would be intimated individually about the responses of BSDM.

**Only one representative with due authorization from prospective bidder shall be allowed to participate in the pre-bid meeting.**

The purpose of the pre-bid meeting is to provide the prospective bidders with information regarding the business process of BSDM, the RFP and the project requirements and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.

**Note: The queries should necessarily be submitted in the following format with editable file (in word or excel) only, else the queries may not be entertained by BSDM:**

Organization Name: Designation:		Name of representative: E Mail Address:	
S.N.	RFP Document reference, Section and Page No.	Content of RFP requiring clarification(s)	Points of clarification(s)

- **For support related to e-tendering process, bidders may contact at following address:**

“e- Procurement HELP DESK Mjunction Services Ltd, RJ Complex, 2<sup>nd</sup> Floor, Canara Bank Campus, Khajpura, Ashiana Road, PS: Shastri Nagar, Patna-800014. “**Toll Free Number: 1800 572 6571**” Email ID: eproc2support@bihar.gov.in.

- **Corrigendum/ Addendum/ amendments** if any, will be published on the departmental website <http://www.skillmissionbihar.org> and e-Procurement, Bihar <https://www.eproc2.bihar.gov.in> itself. All such corrigendum/ addendum/ amendments shall be binding on all the bidders. The bidders are also advised to visit the aforementioned website on regular basis for checking of corrigendum/ addendum/ amendments, if any.
- Kindly note that the selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.

**SD/-  
Mission Director,  
Bihar Skill Development Mission  
Department of Labour Resources,  
Government of Bihar**

## **e-Tendering Process Related Instructions.**

### **Submission of Proposals Through electronic mode only:**

1. The bidder shall submit his bid/tender on e-Procurement platform at [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in).
2. The bidder must have the Class II/III Digital Signature Certificate (DSC) with signing + Encryption, and User-id of the e-Procurement website before participating in the e-Tendering process. The bidder may use their DSC if they already have. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e-Procurement Portal <https://www.eproc2.bihar.gov.in> submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
3. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
4. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
5. Tender Processing Fee (TPF), Document Fee and EMD to be paid through e-Payment mode (i.e NEFT / RTGS, Credit / Debit Card & Net Banking) only.

**Note: "Bids along with necessary online payments must be submitted through e-Procurement portal [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in) before the date and time specified in the NIT/RFP. The department / Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."**

6. The tender opening will be done online only.
7. Any **Corrigendum/Addendum** or date extension notice will be given on the e-Procurement Portal <https://www.eproc2.bihar.gov.in> only.
8. For support related to e-tendering process, bidders may contact at following address ""e- Procurement HELP DESK Mjunction Services Ltd, RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, PS: Shastri Nagar, Patna-800014. "Toll Free Number: 1800 572 6571" Email ID: [eproc2support@bihar.gov.in](mailto:eproc2support@bihar.gov.in)." or may visit the link "Vendor Info" at [www.eproc2.bihar.gov.in](http://www.eproc2.bihar.gov.in).

## **DISCLAIMER**

The information contained in this Request for Proposal (“RFP”) document or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the BSDM or any of their employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This “RFP” is not an agreement and is neither an offer nor invitation by the BSDM to the prospective Bidders or any other person. The purpose of this “RFP” is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this “RFP”. This “RFP” includes statements, which reflect various assumptions and assessments arrived at by the BSDM. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This “RFP” may not be appropriate for all persons, and it is not possible for the BSDM, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this “RFP”. The assumptions, assessments, statements and information contained in this “RFP”, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this “RFP” and obtains independent advice from appropriate sources.

Information provided in this “RFP” to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The BSDM accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The BSDM, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this “RFP” or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the “RFP” and any assessment, assumption, statement or information contained therein or deemed to form part of this “RFP” or arising in any way in this Selection Process.

The BSDM also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this “RFP”.

The BSDM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this “RFP”.

## Section 1- Letter of Invitation (LOI) and important information

**RFP No: BSDM/Knowledge Partner-158/2023-01**

**Date-**

**Dear Sir / Madam,**

The BSDM intends to enter into an arrangement for the provision of services broadly outlined but not limited to the Terms of Reference (ToR) through a competitive bidding process. In this respect, BSDM would like to invite interested organizations, to submit the requisite information with respect to Pre-Qualification criteria, Technical and Financial proposals as outlined in this RFP.

### **1. About BSDM:**

In today's competitive world with increasing unemployment, neither education nor skill can be neglected. Education is a core necessity for any job. Education qualification is an absolute must, especially for technical jobs. However, education is not enough. Skills are extremely important and even the educated do not get jobs if they lack skills. Skills give an edge over those with just a degree.

Skill initiatives in Bihar is implemented by Bihar Skill Development Mission (BSDM), Labour Resources Department, Govt of Bihar, with the vision to increase the capacity & capability of the system to deliver quality skill training and professional knowledge to the youth of Bihar to enhance their employability and bridge the skill deficit with a view to meet the growing demand for skilled manpower.

### **Objectives of the Mission:**

- To facilitate generation of adequate employment opportunities through a policy framework.
- To encourage and facilitate skill training for youth of Bihar.
- To monitor generation of employment in different sectors.
- To facilitate launching of training programs for both uneducated and educated unemployed persons for up-gradation of their skills.
- To formulate area and trade specific strategies for maximizing employment opportunities on a sustainable basis in the State supported by private sector.
- To facilitate a coordinated approach in achieving the above objectives for maximizing the benefits over time and space and in reaching out the neediest section of the population.
- Management of skill development agenda of the State of Bihar.

### **Focus on Employability of Youth:**

Government of Bihar has, therefore, has launched major programs to skill its youth in a mission mode manner on a state-wide scale under the auspices of BSDM. Under these programs the State Government is committed to help the youth in the state in enhancing their employability and self-employability by developing various competencies within them. These programs will have special emphasis on those who have passed either standard 10<sup>th</sup> examination or 12<sup>th</sup> (i.e. 10+2) examination. These programs shall primarily focus on helping the youth attain higher levels of productivity, efficiency, quality and an entrepreneurial mind set at their workplaces in diverse domains.

### **Kushal Yuva Program (KYP): Flagship scheme of BSDM**

In addition to the various domain specific skills approved by Sector Skill Councils, and other central/ state sponsored and/or approved skilling programs, BSDM has conceptualized the “**KYP program**” as a mass digital literacy drive along with language and soft skills in order to address other prevalent challenges such as lack of digital awareness, ineffective communication skills, access to skilling endeavours. KYP is a part of one of the “7 resolves” of the Bihar Govt. viz., ‘Arthik hal, Yuvaon ko bal’ which has been launched for employability enhancement of youth of Bihar and comprises of:

- Information Technology (IT) Awareness, Literacy, Functionality and Kushal Use of various IT Tools in Real Life Applications, hereinafter referred to as Basic IT Literacy Skills (120 Hours)
- English / Hindi Communication Skills (80 Hours)
- Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as Soft Skills (40 Hours)

Training in above skills is of utmost importance as it increases the employability of youth, helps in smooth shift from homes to places with high employment potential and also helps in retention at workplace.

## **2. Description of Expertise and Experience Invited by BSDM under this RFP:**

In order to benefit from single point co-ordination advantages for the Kushal Yuva Program and Domain / Core Skill Training Program implementation support, BSDM is looking for selection of an “Agency” meeting Pre-qualification conditions as stipulated in the Serial Numbers (SN) 13, 14 and 15 of the Data Sheet. Such Agency should have the wherewithal to assist BSDM to provide Portal/Software/Frameworks etc. to run the Core Skilling, and eContent/s and LMS (as and when prescribed) for such skill development courses which will run in an quasi online medium through Learning Management System like “Kushal Yuva Program and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally”. **The Agency will have to provide:**

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent
- d. Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

***On ‘Software-as-a-Service’ (SAAS) basis, for Bihar Skill Development Mission (BSDM).***

***For such skill development courses (as and when prescribed by BSDM) which will run in an quasi online medium through Learning Management System (LMS) and eContent like Kushal Yuva Program (KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally”, the selected bidder will have to provide satisfactory eContent, LMS and Book for each of the enrolled candidate.***

The agency should be able to provide all the services mentioned above. Intending agencies who do not have the means to provide all the services as above will not be considered eligible.

***Please refer section “Terms of Reference (TOR)” for detailed description of scope of work. Bidders are strongly advised to visit BSDM website and Skill Development Centers (SDCs) etc. to have clear understanding about BSDM programs, implementation methodologies and other important aspects.***

3. The Total duration of the Services will be 5 years (extendable based on requirement and mutual agreement) from the date of signing of agreement by both the parties.
4. The details regarding eligibility criteria, scope of work, application procedures, selection methodology and other terms and conditions have been clearly stated in this RFP document.
5. The Agency shall be selected in accordance with the Quality and Cost Based Selection (QCBS) method.
6. The RFP includes the following documents:
  - Section 1 – LOI and Important Information
  - Section 2 - Instructions to Agencies and Data Sheet
  - Section 3 – Pre-Qualification Proposal Formats
  - Section 4 - Technical Proposal FTP - Standard Forms
  - Section 5 - Financial Proposal - Standard Forms
  - Section 6 - Terms of Reference
  - Appendix I – Form of Contract
  - Appendix II – Form of Consortium Agreement
7. The bidders shall submit their proposal, eligibility and qualification details, Certificates as mentioned in section etc., in the online standard formats given in e-Procurement web site (<https://www.eproc2.bihar.gov.in>) at the respective stage only.

8. The bidders should ensure that all the required documents as mentioned in the tender document are submitted/ uploaded along with the bid and in the prescribed format only. The bidder shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site (<https://www.eproc2.bihar.gov.in>). **This will be bidder's sole responsibility to ensure that all required documents have been uploaded and all uploaded documents, when downloaded must be legible/readable failing which their bid will be rejected. Hence it is advised that all the documents should be properly scanned and uploaded.**
9. The Tendering Authority 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 and may seek clarifications on the submitted proposals by the bidder.
10. Kindly note that the selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.

Yours sincerely,

SD/

Mission Director,  
Bihar Skill Development Mission  
Department of Labour Resources,  
Government of Bihar, -cum- CEO, BSDM

## **Section 2 – Instructions to Agencies and Data Sheet**

### **General Provisions**

## Definitions

- “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Agency.
- “Agency / Bidder” means of an organization registered / incorporated under Indian Acts meeting the Pre-qualification conditions OR (b) Consortium of organizations meeting Pre-qualification conditions as stipulated respectively in the Data Sheet.
- "Authorized Representative" shall mean any person duly and formally authorized by either of the parties.
- BS-CFA means Bihar State Certificate in Financial Accounting.
- “Consortium” means a group of organization formed by duly executing an agreement properly executed on a stamp paper, as per format provided in Appendix II of this RFP to undertake the assignment.
- “Contract / Agreement” means the individual contracts to be signed between the successful bidder and BSDM, for Scope of work including all attachments, appendices, all documents incorporated by reference there together with any subsequent modifications, the tender document, the bid offer, the acceptance and all related correspondences, clarifications, if any.
- “Client” means the implementing agency (Bihar Skill Development Mission, a Society under Department of Labour Resources, Government of Bihar.) that will sign the Contract for the Services with the selected Agency.
- “Centre” means a Training/Skill Development Centre in rural or urban area where the Skill Trainings will be imparted under BSDM or different departments in the state of Bihar
- “Core Skill” Program means Skill Training in domain skill courses prescribed in the list of Qualification Packs (QPs) of Sector Skill Councils (SSCs) or domain skill courses prescribed by any other body recognised or approved by BSDM.
- “Data Sheet” means an integral part of the Instructions to Agency (ITA) Section 2 that is used to reflect specific country and assignment conditions to supplement (but do not overwrite the conditions in ITA)
- “Day” means a calendar day.
- “ITA” (Section 2 of the RFP) mean the Instructions to Agency that provides Agencies with all information needed to prepare their Proposals.
- “KYP” Program means a Program wherein training in English / Hindi Communication Skills, Information Technology (IT) Skills, Life Skills for Workplace Readiness are imparted.
- **“Knowledge Framework” means a dynamic portal for all the Skilling Programs having attributes broadly outlined but not limited to the details provided in the TOR of this RFP including a Website for BSDM.**
- “LOI” (Section 1 of the RFP) means the Letter of Invitation sent by the Client to the prospective bidders.
- “LOA” means the Letter of Award sent by client to the selected Agency.
- “NSDC” means National Skill Development Corporation
- **“Proposal/Bid” means the Prequalification Proposal, Technical Proposal and the Financial Proposal of the Agency, submitted in response to the RFP, only through prescribed on-line medium on eproc portal.**
- “RFP” means the Request for Proposals prepared by the Client for the selection of Agencies
- “Services” means the work to be performed by the Agency pursuant to the Contract.
- “State Government” means the Government of Bihar.
- “SSC” means Sector Skill Council
- “TOR” (Section 6 of the RFP) means the Terms of Reference that broadly explain (but not limited to) the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Agency, and expected results and deliverables of the assignment.

**Introduction**

- A. The Client named in the **Data Sheet** intends to select an Agency, in accordance with the method of selection specified in the **Data Sheet**.
- B. The Agencies are invited to submit a Prequalification Proposal, Technical Proposal and a Financial Proposal as specified in the Data Sheet, for services required for the assignment named in the Data Sheet, only through on-line medium on eproc portal.
- C. *The Agencies should familiarize themselves with the BSDM, visit BSDM website, skilling initiatives of BSDM, Process and Cost Norms of BSDM, current functionalities on BSDM portal, quality of current eContents and LMS, local conditions etc. and take them into account in preparing their Proposals.*
- D. *The final outcome/deliverables under this RFP, be it the (i) Portal for all Skill Development Programs Management i.e. “Knowledge Framework Portal (KFP-SDPM)”, (ii) eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS) (iii) LMS for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent, **should at-least be at par or an improvement of the existing BSDM portal, existing E-content and LMS used for online courses like one currently being used for Kushal Yuva Program (KYP) and BS-CFA Course.***
- E. *Any lesser quality of the deliverables as above will be treated as un-satisfactory performance and the deliverables will be out-rightly rejected without any liability to the BSDM in this regard. The bidders are strongly recommended to visit existing BSDM website/BSDM office/Training centers etc. and have clear understanding of the RFP/ TOR/existing portal/existing E-contents and LMS used for online courses like KYP and BSCFA Course, before participating in this bid.*
- F. *At implementation stage, BSDM will be open to use of latest technologies, provided the desired output is achieved or better from the current output.*
- G. The Client on its discretion, at no cost to the Agencies, may provide the inputs, relevant project data, and reports required for the preparation of the Agency’s Proposal as specified in the **Data Sheet**.

**1. Conflict of Interest**

- 1.1 The selected Agency shall not receive any remuneration in connection with the assignment except as provided in the Agreement. The Agency and its affiliates shall not engage in activities that conflict with the interest of the BSDM / Government of Bihar (GoB) under the contract. It should be the requirement of the contract that the Agency should provide professional, objective and impartial services and at all times hold the BSDM / GoB interest paramount, without any consideration for future work, and that in providing services they avoid conflicts with other assignments and their own interests. Agency shall not be hired for any assignment that would be in conflict with their prior or current obligations, or that may place them in a position of being unable to carry out the assignment in the best interest of the client.
- 1.2 The Agency 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 Agency or the termination of its Contract.
  - 1.2.1 Without limitation on the generality of the foregoing, and unless stated otherwise in the **Data Sheet**, the Agency shall not be hired under the circumstances set forth below:

<p><b>a. Conflicting activities</b></p>	<p>(i) Conflict between activities and procurement of goods, works or services: An Agency that has been engaged to provide goods, works, or services for this project, and each of its affiliates, shall be disqualified from providing implementation services related to those goods, works or services including delivery of any type of training or skilling within the BSDM / Government of Bihar for similar content / courses as will be run by BSDM.</p>
<p><b>b. Conflicting assignments</b></p>	<p>(ii) <u>Conflict among assignments</u>: Neither the Agency (including their personnel and) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the Agency.</p> <p>The Agency cannot be empanelled as a Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar.</p> <p><i>The selected Agency will not be further able to take up new assignments for skill development in any Department in the State of Bihar, until so permitted by CEO, BSDM in writing.</i></p>
<p><b>c. Conflicting relationships</b></p>	<p>(iii) <u>Relationship with the Client’s staff</u>: an Agency (including its Experts and Sub-agencies) that has a close business or family relationship with a professional staff of the Client 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 the Client throughout the selection process and the execution of the Contract.</p>
<p><b>2. Unfair Competitive Advantage</b></p>	<p>2.1 Fairness and transparency in the selection process require that the Agency or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided services related to the assignment in question.</p>
<p><b>3. Corrupt and Fraudulent Practices</b></p>	<p>(a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this “RFP”, BSDM 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 the “<b>Prohibited Practices</b>”) in the Selection Process. In such an event, the BSDM shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or security deposit as damages payable to the BSDM for, inter alia, time, cost and effort of the BSDM, in regard to the “RFP”, including consideration and evaluation of such Bidder’s Proposal.</p> <p>(b) For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:</p> <ul style="list-style-type: none"> <li>• “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 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 BSDM who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA 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 BSDM, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating</li> </ul>

	<p>to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical/ adviser of the BSDM in relation to any matter concerning the Project;</p> <ul style="list-style-type: none"> <li>• “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;</li> <li>• “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;</li> <li>• “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the BSDM 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</li> <li>• “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.</li> <li>• “Collusion with Training Providers” means any system generated Software features / functionalities or any other collusive practises that will give any direct / indirect benefit – monetary or otherwise to a training provider, employee or an external assessing agency. This clause will apply for other stakeholders as well – like learners, students, content providers, BSDM employees, examiners etc.</li> <li>• Collusion with Other stakeholders” means any system generated Software features / functionalities or any other collusive practises that will give any direct / indirect benefit – monetary or otherwise to other stakeholders like learners, students, content providers, BSDM employees, examiners etc.</li> </ul>
<p><b>4. Eligibility</b></p>	<p>It is the Agency’s responsibility to ensure that it meets the eligibility requirements as mentioned in this document</p>
<p><b>5. Criteria for Consortium participation in the bids</b></p>	<p><b>5.1 Bids submitted by a consortium shall comply with the following requirements:</b></p> <ul style="list-style-type: none"> <li>• The Maximum number of consortium members are not specified.</li> <li>• There shall be a Consortium Agreement (Appendix II) specific for this assignment between the constituent firms, indicating clearly, amongst other thing, the proposed distribution of responsibilities both financial as well as technical for execution of the work amongst them. For the purpose of this clause, this will be between the consortium members to decide the lead partner and other partner among themselves. A copy of the Consortium agreement properly executed on a stamp paper, clearly specifying, the name of lead partner and other partner/s, roles and responsibilities of each partner under this project and clearly stating the joint and several liability for execution of this project must be submitted/uploaded as a part of its technical proposal. <ul style="list-style-type: none"> <li>○ The consortium agreement so formed may also have to be registered with the concerned department after issue of LOA, if so required by BSDM.</li> <li>○ <b>In case of Consortium, if the Agency fails to submit/upload the duly executed consortium agreement, the bid shall be summarily rejected at the Prequalification stage.</b></li> </ul> </li> </ul> <p>5.3 The bid, and in the case of the successful bidder, the form of agreement, etc, shall be signed and/or executed in such a manner as may be required for making it legally binding on all partners (including operative parts of the ensuring contract in respect of Agreement of Arbitration, etc). On award of work, the Form of Agreement and Contract Documents shall be signed by all partners to conclude Contract Agreement.</p> <p>5.4 Lead partner shall be nominated as being partner-in-charge; and this authorization shall be evidenced by submitting a power of attorney signed by the legally authorized signatories of all the partners in favour of the Authorised signatory of the Lead Partner.</p> <p>5.5 The partner-in-charge shall be authorized to incur liabilities and to receive instruction for and on behalf of the partners to the consortium and entire execution of the Contract (including payment) shall be carried out exclusively through the partner-in-charge.</p>

	<p><b>5.6 All the partners of the Consortium shall be jointly and severally liable for the execution of the contract in accordance with contract terms, and a relevant statement to this effect shall be included in the authorization mentioned above as well as in the Form of tender and the Form of Agreement (in case of a successful bidder).</b></p> <p>5.7 In the event of default, All the partners of the Consortium will retain the full and undivided responsibility for the performance of their obligations under the contract and/or for satisfactory completion of the work.</p> <p>5.8 The bid submitted shall include all the relevant information as required under the provisions of ITA / Data Sheet and furnished separately for each partner.</p> <p>5.9 The bank guarantee/other suitable instrument etc. shall be issued through Lead Partner of the Consortium and pledged in favour of Client.</p> <p>5.10 The Consortium must fulfil the minimum qualification as specified under prequalification conditions.</p>
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### **Important Terms and Provisions**

#### **A. Preparation of Proposals**

<b>1. General Considerations</b>	<p>1.1 In preparing the Proposal, the Agency 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.</p> <p>1.2 <b>Sub-Contracting:</b> The Agency shall not be entitled to subcontract any of the Services in full or part.</p>
<b>2. Cost of Preparation of Proposal</b>	<p>2.1 The Agency 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 Contract award, without thereby incurring any liability and to disclose reasons thereof to the Agency.</p>
<b>3. Language</b>	<p>3.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Agency and the client shall be written in the English language.</p>
<b>4. Documents Comprising the Proposal</b>	<p>4.1 The Proposal shall comprise the documents and forms listed in the <b>Data Sheet</b>.</p> <p>4.2 The Agency shall include a statement of an undertaking of the Agency to observe, in competing for and executing a contract, Indian laws against fraud and corruption (including bribery).</p>
<b>5. Only One Proposal</b>	<p>5.1 The Agency shall submit only one Proposal.</p>
<b>6. Proposal Validity</b>	<p>6.1 The Agency's Proposal must remain valid for at least 180 days after the Proposal submission deadline. A bid valid for a shorter period shall be rejected by BSDM as a nonresponsive bid.</p> <p>6.2 In exceptional circumstances, prior to the expiration of the bid validity period, BSDM may request bidders to extend the period of validity of their Bids. The EMD shall also be extended for a corresponding period. A bidder may refuse the request without forfeiting its bid security i.e. EMD. A bidder granting the request shall not be required or permitted to modify its bid. The request and the responses shall be made in writing.</p>
<b>a. Extension of Validity Period</b>	<p>6.3 BSDM will make its best effort to complete the processing within the proposal's validity period. However, should the need arise, BSDM may request, in writing, to all the Agencies who had submitted Proposals prior to the submission deadline to extend the Proposal's validity.</p> <p>6.4 The Agency has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.</p>

<p><b>7. Clarification and Amendment of RFP</b></p>	<p>7.1 The Agency may request a clarification on any part of the RFP before or during the pre-bid meeting only, post which the clarifications will not be entertained. Should the Client deem it necessary to amend the RFP as a result of a clarification sought or on its own, it shall do so following the procedure described below:</p> <p>7.1.1 At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment and post the same on the website. The Agencies in their own interest are requested to visit the website regularly during the tender currency period.</p> <p>7.1.2 If the amendment/s is substantial, the Client may extend the proposal submission deadline to give the Agencies reasonable time to take the amendment/s into account in their Proposals.</p> <p>7.2 Clarification on submitted bids may be asked by BSDM: To assist in the examination, evaluation and comparison of Bids, BSDM at its discretion, may ask the Bidder for clarification(s) regarding its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted during the process of seeking clarifications.</p>
<p><b>8. Preparation of Proposals – Specific Considerations</b></p>	<p>The Agency shall prepare its proposal as per the provisions of RFP.</p>
<p><b>9. Pre-Qualification and Technical Proposal Format and Content</b></p>	<p><u>Pre-Qualification proposal format and content</u></p> <p>9.1 It is must to meet all the pre-qualification criteria mentioned in the data sheet. The Technical Proposal will be opened only for those bidders which meet each prequalification criterion.</p> <p><u>Technical Proposal Format and content</u></p> <p><b>9.2 The Prequalification or Technical Proposal shall not include any financial information. A Prequalification or Technical Proposal containing financial bid information shall be declared non-responsive.</b></p> <p>9.3 The Agency is required to submit a Technical Proposal, as indicated in the Data Sheet and using the Standard Forms provided in Section 3 of the RFP.</p> <p><b><i>No Hard copy submission. Submission through e-proc portal only.</i></b></p> <ul style="list-style-type: none"> <li>• The bidders should ensure that all the required documents as mentioned in the tender document are submitted/ uploaded along with the bid and in the prescribed format only. The bidder shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site (<a href="https://www.eproc2.bihar.gov.in">https://www.eproc2.bihar.gov.in</a>). <b>This will be bidder’s sole responsibility to ensure that all required documents have been uploaded and all uploaded documents, when downloaded must have to be legible/readable failing which their bid will be rejected. Hence it is advised that all the documents should be properly scanned and uploaded.</b> <ul style="list-style-type: none"> <li>❖ BSDM shall carry out the evaluation solely based on the uploaded certificates/documents in the e-Procurement system</li> <li>❖ BSDM will notify the bidders for submission of original hardcopies of the uploaded documents, if required.</li> </ul> </li> <li>• The bidder shall sign on the supporting statements, documents, certificates and on being uploaded by him, owning responsibility for their correctness/authenticity. The</li> </ul>

	<p>bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.</p> <ul style="list-style-type: none"> <li>• Conditional Bids shall be out-rightly rejected.</li> </ul>
<b>10. Financial Proposal</b>	<p>10.1 <i>The Financial Proposal shall be prepared using the online financial bid format only. The details and conditions of Financial Bid is provided in Section 5 of the RFP.</i></p> <p><i>No Hard copy submission. Submission through e-proc portal only.</i></p> <p><i>Format of financial bid as shown in this RFP is for reference only and not to be filled or scanned. Bidders will have to fill online financial bid format only.</i></p>
<b>a. Price Adjustment /Escalation</b>	10.2 A yearly price escalation of 03% will be allowed on the quoted rates for each of the item mentioned under financial bid.
<b>b. Taxes</b>	<p>10.3 The Financial Proposal shall be inclusive of all taxes, levies and statutory liabilities except GST. GST at applicable rates will be paid extra by the client.</p> <p>10.4 Tax deductions at source wherever applicable will be deducted by the Client.</p> <p>10.5 If there would be any increase or decrease in the taxes (direct/indirect/local), levies, duties, and fee etc. whatsoever, and other charges during tenure of contract, the financial burden of the same shall be borne by the bidder except GST.</p> <p>10.6 If any tax exemptions, reductions, allowances or privileges may be available to the selected bidder, BSDM shall use its best efforts to enable the successful/selected bidder to benefit from any such tax savings to the maximum allowable extent.</p>
<b>B. Submission, Opening and Evaluation</b>	
<b>11. Submission of Proposal</b>	11.1 <i>No Hard copy submission. Submission through e-proc portal only.</i>
<b>12. Confidentiality</b>	<p>12.1 From the time the Proposals are opened to the time the Contract is awarded, the Agency should not contact the Client on any matter related to its Pre-Qualification, Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Agencies who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.</p> <p>12.2 Any attempt by shortlisted Agencies or anyone on behalf of the Agency to influence improperly the Client in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal</p> <p>12.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if an Agency wishes to contact the Client on any matter related to the selection process, it should do so only in writing.</p>
<b>13. Opening of Proposals</b>	<i>Through E-proc as per schedule.</i>
<b>14. Proposals Evaluation</b>	14.1 The Agency is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Pre-Qualification, Technical and Financial Proposals on e-proc portal.
<b>15. Evaluation of Pre-Qualification and Technical Proposals</b>	15.1 The Client's evaluation committee shall evaluate to validate the adherence to the Pre-Qualification Criteria given in <b>Data Sheet</b> . Bids which are found to be meeting or exceeding

	<p>the Essential Qualification criteria shall be considered as responsive and eligible for Technical Evaluation.</p> <p>15.2 The Client’s evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the <b>Data Sheet</b>. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the <b>Data Sheet</b>.</p>
<b>16. Opening of Financial Proposals</b>	<b>16.1 Post Completion of Technical Evaluation, through E-Proc Portal.</b>
<b>17. Correction of Errors</b>	<p>17.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no correction/s will be allowed in the Financial Proposal.</p> <p>The Client’s evaluation committee will correct computational or arithmetical errors only. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail.</p>
<b>18. Combined Quality and Cost Evaluation</b>	In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the <b>Data Sheet</b> . The Agency achieving the highest combined technical and financial score may be invited for negotiations and award.
<b>C. Negotiations and Award</b>	
<b>19. Negotiations</b>	<p>As per the peculiarity of the assignment, the negotiations may be held at the date and address indicated in the Data Sheet with the Agency’s representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Agency.</p> <p>The Client shall prepare minutes of negotiations that are signed by the Client and the Agency’s authorized representative.</p>
<b>Conclusion of Negotiations</b>	<p>The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialled by the Client and the Agency’s authorized representative.</p> <p>If the negotiations fail, the Client shall inform the Agency in writing of all pending issues and disagreements and provide a final opportunity to the Agency to respond. If disagreement persists, the Client shall terminate the negotiations informing the Agency of the reasons for doing so. The Client will invite the next-ranked Agency to negotiate a Contract. Once the Client commences negotiations with the next-ranked Agency, the Client shall not reopen the earlier negotiations.</p>
<b>20. Award of Contract</b>	<p>After issuance of LOA by BSDM, the selected bidder shall endeavour to sign the contract with BSDM within 30 days.</p> <p>If the selected bidder fails to submit the required performance security or to execute the agreement or fails to complete all the development / customization work related to Portal, LMS and content, within the stipulated time or the extended time limit, if any, granted by BSDM, BSDM at its sole discretion may ask the next bidder (H2) who has obtained 2<sup>nd</sup> highest composite score to enter into the agreement with the BSDM at H1 rates i.e. rates of first selected bidder or the H2 rates whichever is lower against each item of the financial quote.</p>

## D. Performance Security & Liquidity Damages

### 21. Performance Security and Guarantee

#### **Performance Security:**

Within 15 days from the date of Letter of Award (LOA) from BSDM, the successful Bidder company/firm shall furnish the Performance Security of an amount equal to Rs. 05 Crore (Rs. Five Crore) only by way of DD/ Performance Bank Guarantee (PBG) issued by one of the Nationalized/Scheduled Banks in India for the due performance of the Assignment in an acceptable form to BSDM and before execution of agreement.

- A. The PBG submitted will be valid for 66 months. However, in case of extension of project, above performance bank guarantee/s will have to be renewed for the extended period of the project.
- B. Refund of Performance Security: The Performance Security shall be refunded within six months from the date of successful completion of the assignment.

#### **Retention Money as Performance Guarantee:**

Apart from above, an amount equal to 03% of each invoice value shall be retained by BSDM as Performance Guarantee.

#### Return of Retention Money deducted as Performance Guarantee:

- No interest will be paid by BSDM on the amount of retention money deducted against Performance Guarantee.
- The accumulated retention money may be refunded to the Bidder after every-one year against submission of Performance Bank Guarantee (PBG) of an equivalent amount by the Bidder to BSDM.
- The accumulated retention money and all the PBGs shall be refunded after six months from the date of successful completion of the assignment but only after BSDM certified that all deficiencies notified to the Agencies have been corrected and after recovery of dues, if any.

Forfeiture of Performance Security and Guarantee: The Performance Security and Guarantee may be forfeited (apart from other suitable actions that may also be taken against the agency) in the following cases; subject to satisfaction of CEO, BSDM:

- I. When any terms and condition of the contract is breached.
- II. When the selected Bidder fails to commence the services or fails to provide satisfactory deliverables after partially executing the purchase/work order or fails to perform in an expected manner as required under this RFP
- III. The PBG will be forfeited irrespective of whether penalty has been imposed on the bidder or not.
- IV. The decision of CEO, BSDM will be final and conclusive with regard to forfeiture of Performance Security and Guarantee or otherwise to partially or fully waive off the above forfeiture.

### 22. Liquidity Damages

Liquidity Damages (LD) will be capped up to Rs. 10 Lac per week of delay and maximum up to 10 weeks of delay, post which BSDM may terminate the contract and forfeit the performance security. The CEO, BSDM will have the exclusive discretion to impose or to waive the LD either partially or fully, on just and sufficient reasons to his satisfaction.

## E. Project Deliverables and Payment Terms

<b>23. Commencement of Services</b>	The date for the commencement of services will be within 15 calendar days of Letter of Award/ agreement execution as per discretion of BSDM.
<b>24. Project Deliverables</b>	Please refer to the Section 6 - Terms of Reference (TOR)
<b>25. IPR, Confidentiality, Indemnity</b>  <b>Intellectual Property Rights (IPR)</b>  <b>Confidentiality</b>  <b>Indemnity</b>	<p><b>Intellectual Property Rights (IPR):</b></p> <p>Intellectual Property in the context of this agreement shall refer to all such patents, trademarks, copyrights in respect of any hardware, software, product documentation, design document, or any other document, whether in printed or in electronic, digital or any other format which is an integral part of the hardware/software or is supplied along with such products which forms the subject matter of this agreement. Intellectual Property also includes Course material, content, methodology, assignments, question papers, educational and promotional content, whether in printed or in electronic, digital or any other format and all business or customer data generated during the period of validity of this Agreement.</p> <p>Since the Knowledge Framework (Portal), software frameworks for skill development courses (as and when prescribed) which will run in an quasi online medium (LMS), eContents etc. is developed by the Bidder and being offered to BSDM on “Software as a service Basis” and on per user basis, the software code, whether compiled or un-compiled, in printed or electronic format, with software design logic, graphical user interfaces (GUI) and the design, look and feel, eContent etc. will be explicit Intellectual Property of Bidder only. Any third-party components licensed by Bidder, if any, shall remain the property of those respective third parties.</p> <p>All the intellectual property rights, to and in the models specified in this Agreement are the exclusive intellectual property of Bidder (subject to item/s for which mentioned otherwise hereunder) and also other models which may be conceived, developed and shared with BSDM from time to time.</p> <p>The Bidder by participating in this RFP is undertaking that it owns or will own and/or is authorized to grant, for the purposes of this Agreement, certain rights in and to the eLearning Content, methodology, assignments, question papers, etc. provided hereunder.</p> <p><b>The Customer data (by whatever name called) shall be the property of BSDM unless agreed otherwise, and the Bidder shall have right of access thereto to the extent of and for performing its responsibilities hereunder. On requirement of the BSDM, the Bidder has to generate reports and make available to BSDM in the manner and format as will be required time to time. The Bidder has to mandatorily make available all such data and reports as per BSDM’s requirements even after expiry of the agreement and data migration support on the BSDM provided / onboarded portal. Once the data migration support completed on the BSDM provided / onboarded portal, a signoff will be given by BSDM. The selected bidder will maintain the data and reports for a further period of 06 months from the date of above signoff by BSDM.</b></p> <p>The ownership of any data related to the various services under the purview of this project lies with BSDM. The bidder needs to ensure that complete data is available to BSDM in any format that may be required, throughout and even after the project duration.</p> <p>Each party hereby undertakes to inform the other party of any violation of Intellectual Property Rights or its unlawful use, under prevalent laws of the land. Further, each of the party herein, agrees to co-operate with the other to the extent possible in the process of</p>

	<p>investigating such cases of any violation of Intellectual Property Rights or its unlawful use and taking legal action against the said infringement.</p> <p>Upon expiration or termination of this Agreement, whichever is earlier, either party hereby agrees that-</p> <ul style="list-style-type: none"> <li>i. it shall not make any claim on the Trade Name, Trademarks, Service Marks, Logo, etc. of the other party nor shall it use any trade name, mark, logo which is deceptively or confusingly similar to those belonging to the other party,</li> <li>ii. it shall desist from using the trade names, marks, stationery or other documentation issued by the other party embodying the intellectual property of the other party,</li> <li>iii. it will return to the other party or certify in writing to the other party as destroyed all copies of the intellectual property, in whole or in part, in any form, including partial copies, updates or modifications of the intellectual property received from the other party or made in connection with this Agreement (as the case may be).</li> </ul> <p><b>Confidentiality:</b></p> <p>Both the parties undertake to each other to keep confidential all information (written or oral) concerning the business and affairs of the other, which has been obtained or received during the course of performance hereunder, save that which is:</p> <ul style="list-style-type: none"> <li>(a) Inconsequential or obvious;</li> <li>(b) Already in its possession other than as a result of a breach of this clause; or</li> <li>(c) In the hands of the public other than as a result of a breach of this clause.</li> </ul> <p>In the event of any of the parties becoming legally compelled to disclose any confidential information, such party shall give sufficient notice to the other party so as to enable the other party to seek a timely protective order or any other appropriate relief. If such an order or other relief cannot be obtained, the party being required to make such a disclosure shall make the disclosure of the Confidential Information only to the extent that is legally required of it and no further.</p> <p><b>Indemnity:</b></p> <p>Each party hereby indemnifies and agrees to keep indemnified the other, from and against all direct claims, losses, liabilities, obligations, damages, expenses and costs brought against or suffered by the other or any of its respective officers, directors, employees or agents, resulting from, arising out of or relating to: -</p> <ul style="list-style-type: none"> <li>(a) a breach or non-performance of any of the representations, warranties, covenants and/or assurances contained herein;</li> <li>(b) failure to perform any obligations contained herein;</li> <li>(c) a breach of any law, rule, regulation, notification or other statutory or legal provisions or requirements;</li> <li>(d) any wilful misconduct or negligent acts by it or any of its officers, directors, employees or agents.</li> </ul>
<p><b>26. Payment Schedule</b></p>	<p><b>Mobilization Advance:</b></p> <ul style="list-style-type: none"> <li>o Considering the nature of assignment, an interest free Mobilization advance of Rs. 08 Crore (Eight Crore) may be given, if requested by the Agency in writing within one month of the LOA. In such a case the agency shall execute a Bank Guarantee as per format acceptable to BSDM from a Scheduled Bank for an amount of 110 % of such</li> </ul>

advance before it is released. Such advance shall be in one or more instalments to be determined by the BSDM at its absolute discretion.

- If the Contract is terminated due to the default of Agency, the mobilization advance would be deemed as interest bearing advance at simple interest rate of 12% per annum.
- An amount equal to 10% of each invoice value shall be recovered by BSDM against recovery of Mobilization Advance till complete recovery. The BG will be released after recovery of entire amount of Mobilization advance.

**Payment Basis:**

- *Nothing will be paid over the Financial Quote except GST on applicable rates. GST will be paid extra on applicable rates and should not be quoted in financial bid.*
- *Cost/price of all other service components like deployment of manpower as per TOR, storage, travelling, transportation, time to time maintenance and updation of portal/eContents/LMS, taxes (except GST), levies, out of pocket expenses, office expenses, equipment etc., by whatever name called and wherever applicable, will be treated as all-inclusive in the above quotes. All such expenses / Per-diem / statutory levies / taxes etc. will be treated as inclusive in the Financial Quote.*
- *Course duration/s will be of variable hours for different courses. As of now 150+ courses are approved under domain skilling and the course duration may varies from 12 hours course to 1200 hours courses or even above. Similarly, course durations for such skill development courses (as and when prescribed) which will run in an quasi online medium through LMS (like KYP and BSCFA Course which is currently being implemented by BSDM) may also be of variable hours and may vary as per BSDM requirement and will be so communicated time to time. Currently the duration of KYP course and BSCFA course is of 240 hours and 120 hours respectively which may also vary as per BSDM requirement and will be so communicated time to time.*
- The amount payable to the agency for the Knowledge Framework (Portal) component for all Skill Development Programs Management (KFP-SDPM), will be computed on the basis of Per Enrolled User, irrespective of whether the candidate commences, completes, fails or passes or drops-out from the course or program.
- All payments to the successful Bidder shall be made on a monthly basis upon submission of invoices along with the sign off of related documents thereof like number of Candidates enrolled/certified (as applicable) in the month for the respective component of financial bid.
- Bidder will raise the invoice within 05 days from the end of the month along with the sign off of related documents thereof. BSDM will pay it within 30 days from the receipt of the invoice and only upon satisfaction, in terms of project deliverables, smooth and glitch free implementation, and timelines.

***The Agencies should familiarize themselves with the BSDM, visit BSDM website, skilling initiatives of BSDM, Process and Cost Norms of BSDM, current functionalities on BSDM portal, quality of current eContents and LMS, local conditions etc. and take them into account in preparing their Proposals.***

***The final outcome/deliverables under this RFP, be it the (i) Portal for all Skill Development Programs Management i.e. “Knowledge Framework Portal (KFP-SDPM)”, (ii) eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS) (iii) LMS for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent, should at-least be at par or an improvement of the existing BSDM portal, existing***

	<p><b><i>E-content and LMS used for online courses like one currently being used for Kushal Yuva Program (KYP) and BS-CFA Course.</i></b></p> <p><b><i>Any lesser quality of the deliverables as above will be treated as un-satisfactory performance and the deliverables will be out-rightly rejected without any liability to the BSDM in this regard. The bidders are strongly recommended to visit existing BSDM website/BSDM office/Training centers etc. and have clear understanding of the RFP/TOR/existing portal/existing E-contents and LMS used for online courses like KYP and BSCFA Course, before participating in this bid.</i></b></p>
<p><b>27. Penalty Clause</b></p>	<p>To levy the penalty, there must be a notice of default issued by the BSDM to the agency clearly highlighting the default and allowing a week time to cure the default. Upon request from the agency, CEO, BSDM may also extend the timeline with or without penalty as per his satisfaction.</p> <p>In case the deliverable is delayed beyond the revised scheduled date (as agreed by BSDM in writing), a penalty of maximum @ 0.5 % of the assignment value per week of delay may be imposed on the Agency, as per decision of CEO, BSDM. If the delay is beyond 02 months, then BSDM has the right to terminate the contract.</p> <p><b><i>For this purpose, the total assignment value will mean the cumulative value of Invoices, raised in last three months, before the month in which such default is first communicated by the BSDM to the agency.</i></b></p> <p>Note:</p> <ol style="list-style-type: none"> <li>a) The time specified for delivery in the TOR shall be deemed to be the essence of the contract and the selected agency shall arrange services within the specified period.</li> <li>b) <b><i>Delivery period for defaults may be extended with or without penalty, if the delay in the supply of service is on account of hindrances beyond the control of the selected agency or for such reasons as deems appropriate, as per satisfaction of CEO, BSDM</i></b></li> <li>c) The selected agency shall request in writing to BSDM giving reasons for extending the delivery period of service, if the agency finds itself unable to complete the supply of service within the stipulated delivery period. This request shall be submitted as soon as a hindrance in delivery of service occurs.</li> <li>d) BSDM Suo-Moto or upon request by the selected bidder, may examine the justification of causes of hindrance in the delivery of service and the period of delay occurred due to that and grants extension with or without penalty and may not impose the penalty.</li> <li>e) It shall be at the discretion of BSDM to accept or not to accept the supply of services rendered by the Agency after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. BSDM shall have right to cancel the contract with respect to undelivered service.</li> </ol>
<p><b>28. Third Party Assessment of deliverables</b></p>	<p>BSDM may appoint a team of experts for regular assessment of the deliverables of the Agency before they are sent to the BSDM committee for payment release. This team will work in close coordination with the BSDM for any issue resolutions too.</p>
<p><b>29. Earnest Money Deposit (EMD)</b></p>	<ol style="list-style-type: none"> <li>i. The Bidder shall furnish, as part of its pre-qualification bid, an EMD as bid security of INR 10,00,000/- (Rupees Ten lakhs only).</li> <li>ii. The bid security is required to protect BSDM, DEPARTMENT OF LABOUR RESOURCES, GOVERNMENT OF BIHAR against the risk of Bidder's conduct, which would warrant the security's forfeiture</li> <li>iii. Unsuccessful Bidder's EMD will be returned as promptly as possible, but not later than 90 days after the award of the contract to the successful bidder.</li> <li>iv. The successful Bidder's EMD will be discharged upon the Successful Bidder signing the Contract and submission of performance bank guarantee.</li> </ol>

	<p>v. No interest will be payable by the BSDM, DEPARTMENT OF LABOUR RESOURCES, GOVERNMENT OF BIHAR on the amount of the EMD.</p> <p>vi. <i>The bid security may be forfeited:</i></p> <p>a. When the bidder withdraws or modifies his bid proposal after opening of bids; or</p> <p>b. In the case of a successful Bidder, if the Bidder fails to sign the Contract.</p> <p>c. When the Bidder engages in <b>Prohibited Practices</b> as per respective clause of Section 2 of this RFP.</p>
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**F. Other Terms and Conditions**

<b>30. Interpretation</b>	<p>30.1 If the context so requires it, singular means plural and vice versa</p> <p>30.2 Entire Agreement: The Contract will constitute the entire agreement between the BSDM and the Selected bidder and will supersede all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.</p> <p>30.3 Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.</p> <p>30.4 Non-waiver: Subject to the condition (30.5) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.</p> <p>30.5 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.</p> <p>30.6 Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.</p>
<b>31. Governing Law</b>	The Contract shall be governed by and interpreted in accordance with the laws of the Bihar State/ the Country (India) and under the jurisdiction of Patna Court only.
<b>32. Force Majeure</b>	
<b>a. Definition</b>	<ul style="list-style-type: none"> <li>• For the purposes of this Agreement, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.</li> <li>• Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents employees thereof, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Agreement and (B) avoid or overcome in the carrying out of its obligations hereunder</li> <li>• Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder</li> </ul>

	<ul style="list-style-type: none"> <li>• The Force Majeure would be applied to only those Districts which have been so stated by CEO, BSDM in writing; is part of Government of Bihar directives and is agreed by Agency. Payments of the non-impacted districts will be calculated and given as per the payment schedule and Agency will not be penalized for the non-performance of the force majeure applied districts.</li> <li>Computing of performance will also be adjusted on pro rata basis.</li> <li>• BSDM will decide the eventuality of Force Majeure which will be binding on both the parties</li> </ul>
<b>b. No Breach of Agreement</b>	The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Agreement insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Agreement. The Agency shall not be liable for forfeiture of its SD and BG, if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of the Force Majeure.
<b>c. Measure to be taken</b>	<ul style="list-style-type: none"> <li>• A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfil its obligations hereunder with a minimum of delay.</li> <li>• A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than thirty (30) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.</li> <li>• The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</li> </ul>
<b>d. Extension of time</b>	Any period within which a Party shall, pursuant to this Agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
<b>e. Payments</b>	<p>The Force Majeure is applied to only those Districts which have been so stated by CEO, BSDM in writing; is part of Government of Bihar directives and is agreed by Agency. Payments of the non-impacted districts will be calculated and given as per the payment schedule and Agency will not be penalized for the non-performance of the force majeure applied districts. Computing of performance will also be adjusted on pro rata basis.</p> <p>In the event of Force Majeure is applied to the whole state of Bihar, then BSDM will continue to follow the payment schedule by giving concession to Agency of non-submission of deliverables for the period of 3 months. Post which, either party is allowed to terminate the contract under the clause Termination for Convenience.</p>
<b>f. Consultation</b>	Not later than thirty (30) days after the Agency has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.
<b>33. Change Orders and Contract Amendments</b>	<p>33.1 BSDM may at any time order the selected bidder through Notice, to make changes within the general scope of the Contract in case of services to be provided by the selected bidder.</p> <p>33.2 If any such change causes an increase or decrease in the cost of, or the time required for, the selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the selected bidder for adjustment under this clause must be asserted within</p>

	<p>thirty (30) days from the date of the selected bidder's receipt of the BSDM's order. <b>The rates under Financial Proposal will be used to calculate the cost of the additional work / change request.</b></p> <p>33.3 The Rates will have a yearly price escalation of 03% which will be allowed on the quoted rates for each of the item subject to discretion of CEO, BSDM w.r.t date of implementation etc.</p>
<b>34. Termination Clauses</b>	
<b>a. Termination for Default</b>	<ul style="list-style-type: none"> <li>• BSDM may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the selected bidder, terminate the contract in whole or in part (provided a cure period of not less than 30 days is given to the selected bidder to rectify the breach): <ul style="list-style-type: none"> <li>○ If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by BSDM; or</li> <li>○ If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or</li> <li>○ If the selected bidder, in the judgment of the BSDM, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.</li> <li>○ If the selected bidder commits breach of any condition of the contract</li> </ul> </li> </ul>
<b>b. Termination for Insolvency</b>	<p>BSDM may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to BSDM.</p>
<b>c. Termination for Convenience</b>	<ul style="list-style-type: none"> <li>• BSDM, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for BSDM's convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.</li> <li>• In such case, BSDM will pay for all the pending invoices as well as the work done till that date by the Agency.</li> <li>• Depending on merits of the case the selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.</li> <li>• Limitation of Liability- In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including loss of profits). The selected bidder shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees paid or to be paid as outstanding (including any amounts invoiced but not yet paid) under this Agreement.</li> </ul>
<b>d. Termination by BSDM</b>	<ul style="list-style-type: none"> <li>• The BSDM may, by not less than thirty (30) days written notice of termination to the Agency, such notice to be given after the occurrence of any of the events, terminate this Agreement if: <ul style="list-style-type: none"> <li>○ The Agency fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within thirty</li> </ul> </li> </ul>

	<p>(30) days of receipt of such notice of suspension or within such further period as the BSDM may have subsequently granted in writing.</p> <ul style="list-style-type: none"> <li>○ The Agency becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary.</li> <li>○ The Agency fails to comply with any final decision reached as a result of arbitration proceedings.</li> <li>○ Any document, information, data or statement submitted by the Agency in its Proposals, based on which the Agency was considered eligible or successful, is found to be false, incorrect or misleading; or</li> <li>○ As the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days</li> <li>○ If the BSDM would like to terminate the contract for reasons not attributable to the Agency’s performance, they will need to clear all invoices for the services up to the date of their notice along with 1 month fee pro-rata fee out of the project fee for 60 months.</li> <li>○ If the BSDM would like to terminate the contract for reasons attributable related to the Agency’s performance, the government will give a rectification notice for 3 months to the Agency in writing with specific observations and instructions.</li> </ul>
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<p><b>e. Termination by Agency</b></p>	<p>The Agency may, by not less than three (03) months written notice to the BSDM, such notice to be given after the occurrence of any of the events, terminate this Agreement if:</p> <ul style="list-style-type: none"> <li>• The BSDM is in material breach of its obligations pursuant to this Agreement and has not remedied the same within sixty (60) days (or such longer period as the Agency may have subsequently agreed in writing) following the receipt by the BSDM of the Agency’s notice specifying such breach;</li> <li>• If there are more than 2 un-paid invoices and BSDM fails to remedy the same within 60 days of the submission of the last un-paid invoice</li> <li>• As the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or</li> <li>• The BSDM fails to comply with any final decision reached as a result of arbitration.</li> </ul> <p><u>Payment upon Termination:</u>  Upon termination of the Agreement, all pending payments due till the date of the termination of the contract will be made by BSDM to the Agency within 30 days of the contract termination.</p> <p><u>Suspension:</u>  The BSDM may, by written notice of suspension to the Agency, without any obligation (financial or otherwise) suspend all the payments to the Agency hereunder if the Agency shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension</p> <ul style="list-style-type: none"> <li>○ shall specify the nature of the breach or failure, and</li> <li>○ shall provide an opportunity to the Agency to remedy such breach or failure within a period not exceeding thirty (30) days after receipt by the Agency of such notice of suspension. The above action will be taken by BSDM after approval of the Evaluation Committee</li> </ul> <p><u>Cessation of rights and obligations:</u></p>
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	<p>Upon termination of this Agreement or upon expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except</p> <ul style="list-style-type: none"> <li>○ such rights and obligations as may have accrued on the date of termination or expiration,</li> <li>○ the obligation of confidentiality set forth in RFP</li> </ul>
<b>35. Cessation of Services</b>	<p>Upon termination of this Agreement by notice of either Party to the other the Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.</p>
<b>36. Disputes Resolution</b>	
<b>a. Amicable settlement</b>	<p>The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute / differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 30 days from the date of receipt of written notice, the matter will be referred to CEO BSDM, who will take decision within 60 days after such reference. If the dispute is still not resolved the matter will be referred for Arbitration.</p>
<b>b. Arbitration</b>	<p>In case the dispute is not resolved, any party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of Parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings will be conducted by a panel of three arbitrators, one arbitrator to be appointed by BSDM and other appointed by Agency and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at Patna and following are agreed.</p> <p>The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.</p> <p>The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel).</p> <p>When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfil their remaining respective obligations under this Agreement.</p>
<b>37. Disqualification</b>	<p>The bid is liable to be disqualified if:</p> <ul style="list-style-type: none"> <li>• Not submitted in accordance with this document.</li> <li>• During validity of the bid or its extended period, if any, the bidder increases his quoted prices.</li> <li>• During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.</li> <li>• Bid received in incomplete form or not accompanied by EMD / Tender fee / all requisite documents.</li> <li>• Bidder submits conditional bids.</li> </ul>

	<ul style="list-style-type: none"> <li>• Bidder indulges in canvassing in any form to win the contract.</li> <li>• Bidder sub-contracts any part of the project to or employs the goods or services of any of the parties having interest in the project.</li> </ul>
<b>38. Responsibilities of BSDM</b>	<p>38.1 Issuance of various government orders/policy amendments as per requirement of the project.</p> <p>38.2 Assigning of relevant officials as per project need.</p> <p>38.3 Resolution of problems and disputes</p> <p>38.4 Timely payments to the Agency</p> <p>38.5 Facilitate coordination with different stakeholders</p>
<b>39. Conditions when the agency will be debarred from bidding</b>	<p>Apart from others, A bidder shall be debarred if he has been convicted of an offence-</p> <p>(a) Under the prevention of corruption Act, 1988 or</p> <p>(b) The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract (The above debarment will be for a period not exceeding three years from the date of debarment)</p> <p>(c) A procuring entity may debar a bidder from participating in any procurement process for a period not exceeding two years, if it determines that the bidder has breached the code of integrity</p> <p>(d) The bidder shall not be debarred unless such bidder has been a reasonable opportunity to represent against such debarment.</p>

#### H. Data Sheet

<b>A. General</b>	
SN	Reference
1	<b>Location of the Project:</b> Bihar, India
2	<p><b>Name of the Client:</b> Bihar Skill Development Mission (a Society registered under Department of Labour Resources, Government of Bihar).</p> <p><b>Method of selection:</b> Combined Quality cum Cost Based System (QCBS) - 70:30 With a minimum cut-off of 70 marks in the technical evaluation.</p>
3	<p><b>Submission of Prequalification, Technical and Financial Proposal only through E-Proc Portal:</b> Yes</p>
4	<p><b>The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals:</b> For all relevant information related to BSDM, please visit BSDM website.</p>
<b>B. Preparation of Proposals</b>	
5	<p><b>This RFP has been issued in the English language.</b></p> <p><b>Proposals shall be submitted in English language.</b></p> <p><b>All correspondence exchange shall be in English language.</b></p>

6	<p><b>The Proposal shall comprise the following:</b></p> <p><b><u>Order of scanning and upload of proposal at E-Proc:</u></b></p> <p><b><u>Order of Scanning of Pre-Qualification Proposal:</u></b></p> <p>(1) Cover Letter / Undertaking (Form Prequal-1)  (2) Power of Attorney for Signing of Application (Form Prequal-2)  (3) Affidavit for non-blacklisting (Form Prequal-3)  (4) Pre-Qualification Criteria (Form Prequal-4)  (5) CA Certificate for Turnover and Net worth (Form Prequal-5)  (6) CA Certificate (Form Prequal-6)  (7) CA Certificate (Form Prequal-7)  (8) CA Certificate (Form Prequal-8)  (9) Undertaking (Form Prequal-9)  (10) Undertaking (Form Prequal-10)  (12) Form of Consortium Agreement – Appendix II (If applicable)</p> <p><b><u>FULL TECHNICAL PROPOSAL (FTP):</u></b></p> <p>(1) TECH-1  (2) TECH-2  (3) TECH-3</p> <p>AND</p> <p><b><u>Financial Proposal as per online E-proc format only.</u></b></p> <p><i>Not to be mentioned or uploaded in Technical proposal else rejected.</i></p>
7	<p><b>Statement of Undertaking is required: Yes, (Form Prequal-1)</b></p>
8	<p><b>Proposals must remain valid for <u>180</u> calendar days after the proposal submission deadline</b></p>
9	<p><b>Out of pocket Expenses / Per-diem / Statutory Levies / Taxes etc.:</b> Nothing will be paid over the Financial Quote except GST on applicable rates. GST will be paid extra on applicable rates and should not be quoted in financial bid. All such expenses / Per-diem / statutory levies / taxes etc. will be treated as all-inclusive in the Financial Quote.</p>
10	<p>The Rates will have a yearly price escalation of 03% which will be allowed on the quoted rates for each of the item.</p> <p>The contract period will be of 60 months which may further be extended based on performance of the agency and mutual agreement.</p>
11	<p><b>The Financial Proposal shall be stated in the following currencies: INR only</b></p>
<p><b>C. Submission, Opening and Evaluation</b></p>	
12	<p><b>The Agency must submit/upload:</b></p> <p>(a) Pre-Qualification Proposal  (b) Technical Proposal  (c) Financial Proposal</p> <p>No Hard Copy submission.</p>

13

**Pre-Qualification Criteria:**

SN	Parameter	Supporting documents to be provided
1	<p>The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act and should <b>be in operations continuously for at least 5 years</b> as on the last date of submission of bid.</p> <p><b>(In case of a Consortium, all the Consortium partners will have to submit the above evidence)</b></p>	Copy of Certificate of Incorporation / Registration
2	<p>The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 50 Crores and should have a positive net worth in any three financial years out of last five financial years i.e. from FY 2017-18 to FY 2021-22.</p> <p><b>(In case of a Consortium, the lead partner will have to submit the above evidence)</b></p>	Copy of the Audited Profit and Loss Statement and Balance Sheet and Certificate from a Chartered Accountant (As per format provided in form Prequal-5) regarding the turnover and Positive net worth for each specified Financial Year.
3	<p>The Sole Bidder / Any Partner in case of a consortium, should have experience of <b>at least 03 years</b> in management and monitoring of training/skill development/education field on a large scale to cumulatively <b>at least 05 Lakh candidates / students</b> through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs.</p> <p><b>(In case of a Consortium, any one of the partners will have to submit the above evidence)</b></p>	Certificate from a Chartered Accountant (As per format provided in form Prequal-6) regarding students count and centers count.
4	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing <b>at least three IT portal in state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education /skill development value chains.</b></p> <p>IT Portal will mean portals that cover the entire training/education /skill development value chains, starting from registration of</p>	<p>1. Certificate from a Chartered Accountant (As per format provided in form Prequal-7)</p> <p>2. Work orders/ Contracts/ Performance Certificates etc.</p> <p><b><i>Both the documents as above will have to be mandatorily submitted.</i></b></p>

	<p>centers/candidates, batch formation, attendance module, invoice module, assessment &amp; certification, placement details &amp; tracking etc. (Please refer TOR)</p> <p>IT portal developed for different govt clients under different work-orders issued by them, will be treated as separate IT portals for evaluation under this criteria.</p> <p><b>(In case of a Consortium, any one of the partners will have to submit all the above evidence)</b></p> <p><b><i>However, in case of a consortium, The Lead Bidder must have to meet any one of the criteria as stipulated in serial no. 4, 5 and 6 of this table.</i></b></p>	
<p><b>5</b></p>	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing <b>Learning Management System (LMS) services in at least three state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/donor funding projects in training/education /skill development field.</b></p> <p>LMS for E_Content Courses (KYP and BSCFA Course) will mean LMS covering the entire value chain related to training/education /skill development field. (Please refer TOR)</p> <p>LMS developed/deployed for different govt clients under different work-orders issued by them will be treated as separate LMSs for evaluation under this criteria.</p> <p><b>(In case of a Consortium, any one of the partners will have to submit all the above evidence)</b></p> <p><b><i>However, in case of a consortium, The Lead Bidder must have to meet any one of the criteria as stipulated in serial no. 4, 5 and 6 of this table.</i></b></p>	<p>1. Certificate from a Chartered Accountant (As per format provided in form Prequal-8)</p> <p>2. Work orders/ Contracts/ Performance Certificates etc.</p> <p><b><i>Both the documents as above will have to be mandatorily submitted.</i></b></p>
<p><b>6</b></p>	<p>The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for <b>state govt/central govt/ undertakings/ agencies/ corporations/ Boards/</b></p>	<p>A self-declaration (As per format provided in form Prequal-9) stating that the Bidder has developed high quality multimedia based eLearning content for skill impartment in IT Literacy Skills and / or Soft Skills and/or English Speaking Skills, in</p>

	<p><b>Societies etc. of central/state governments/ Govt Universities/ donor funding projects.</b></p> <p><b>(In case of a Consortium, any one of the partners will have to submit all the above evidence)</b></p> <p><b>However, in case of a consortium, The Lead Bidder must have to meet any one of the criteria as stipulated in serial no. 4, 5 and 6 of this table.</b></p>	Hindi and English languages which are developed in-house and have no conflict with any IP Rights from others directly or indirectly and can be used for BSDM without any infringement of copyright laws by 3rd party like BSDM.
7	<p>The bidder should not have been blacklisted or debarred by any State / Central Government or their agencies or Public Sector Undertakings (PSUs) as on bid submission date for corrupt, fraudulent or any other unethical business practices or for any other reason.</p> <p><b>(In case of a Consortium, all the Consortium partners will have to submit the above Affidavit)</b></p>	Affidavit (As per format provided in form Prequal-3) signed by the authorised signatory of Bidder.
8	<p>The Sole Bidder / All Partners combined in case of a consortium should have a team of at least 50 Software Developers, e-content developers/designers around skilling / training areas, multi-media developers as on the last date of submission of bid.</p> <p><b>(In case of a Consortium, all the Consortium partners will have to submit the above evidence jointly)</b></p>	Declaration (As per format provided in form Prequal-10) signed by the authorised signatory of Bidder on the letter head.
9	<p>The sole bidder/ Any Partner in case of a consortium, should be minimum CMM3 certified or having appropriate ISO certification in the field of software development/IT-ITES services.</p>	Submit copy of certificate

**Note:**

- a. In case of a consortium, The Lead Bidder must have to meet any one of the criteria as stipulated in serial no. 4, 5 and 6.**
- b. If the applicant is found ineligible, then the proposal will be rejected at this stage only.**
- c. The Pre-Qualification and Technical Proposal has to be mandatorily scanned and uploaded as per the prescribed formats only.**

<b>14</b>	<b>Technical Proposal Evaluation Criteria:</b>		
	<b>SN</b>	<b>Evaluation criteria</b>	<b>Max. Marks</b>
	<b>1</b>	<b>Financial Credentials of the Bidder</b>	<b>15</b>
	1.1	Average Annual Turnover of the Bidder as per the audited financial statements for any three financial	15

	<p>years out of last five financial years i.e. from FY 2017-18 to FY 2021-22.</p> <p>&gt; 200 Crore or above: 15 Marks  &gt; 150 Crore &amp; &lt;= 200 Crore: 12 Marks  &gt; 100 Crore &amp; &lt;= 150 Crore: 10 Marks  &gt; 50 Crore &amp; &lt;= 100 Crore: 08 Marks  Less than 50 Crore: 0 Marks</p> <p><b><i>{In case of Consortium, credentials of only the lead partner shall be evaluated for this criteria}</i></b></p>	
2.	<b>Experience of Bidder (furnish self-certification / CA Certificate / work order / contract document / information available in public domain / Demonstration from the client as proof of the following)</b>	40
2.1	<p>The Sole Bidder / Any Partner in case of a consortium, should have experience of at least 03 years in management and monitoring of training/ skill development/education field on a large scale to cumulatively at least 05 Lakh candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs.</p> <p>&gt; 15 Lakh users or More: 10 Marks  &gt; 10 Lakh users &amp; &lt;= 15 Lakh users: 07 Marks  &gt; = 05 Lakh users &amp; &lt;= 10 Lakh users: 05 Marks  Less than 05 Lakh users: 0 Marks</p> <p>(Maximum of 10 marks)</p> <p><b><i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></b></p>	10
2.2	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portal in state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education /skill development value chains.</p> <p>&gt; 10 IT Portal or More: 10 Marks  &gt; 05 IT Portal &lt;= 10 IT Portal: 07 Marks  &gt; = 03 IT Portal &lt;= 05 IT Portal: 05 Marks  Less than 03 IT Portal: 0 Marks</p> <p>(Maximum of 10 marks)</p> <p><b><i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></b></p>	10
2.3	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) services in at</p>	10

	<p>least three state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects in training/education /skill development field.</p> <p>&gt; 10 LMS or More: 10 Marks  &gt; 05 LMS &lt;= 10 LMS: 07 Marks  &gt; = 03 LMS &lt;= 05 LMS: 05 Marks  Less than 03 LMS: 0 Marks</p> <p>(Maximum of 10 marks)</p> <p><i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></p>	
2.4	<p>The Sole Bidder /Any partner in case of a consortium, must have developed or should have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt /central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects</p> <p>More than Five eContents: 10 Marks  Two to Five eContents: 7 Marks  One eContent: 5 Marks  No eContent: 0 Marks</p> <p>(Maximum of 10 Marks)</p> <p><i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></p>	10
3	<b>Approach &amp; Methodology (Technical Presentation)</b>	45
3.1	<p>1. Understanding of Business &amp; Scope of work  2. Approach and Methodology  3. Work Plan</p>	15
3.2	<p><b>Live Demonstration and presentation of:</b></p> <p>1. Any existing portal created by the sole bidder / any partner of the consortium covering the value chain of skill development / education / training  2. Details (including visual snapshots / audio / video / multimedia content) of the eContents created by the sole bidder / any partner of the consortium in the fields of Skill development / Education.  3. Any existing LMS for Skill development / Training / Education sector created by the sole bidder / any partner of the consortium</p>	30

	4. Any proposed value addition across the various aspects of the TOR. Any proposed value addition across the various aspects of the TOR in this RFP. 5. Any other relevant experience in line with the TOR in this RFP.	
	Total	100

**The minimum score for technical qualification is 70**

*Note:*

- a. Appropriate/Admissible Proofs will have to be scanned and uploaded accordingly.*
- b. If the applicant is found ineligible then its proposal will be rejected for further evaluation ie. financial evaluation will not be made for such ineligible bidder/s.*
- c. Date and time for Technical Presentation and demonstration shall be communicated later.*
- d. The Technical Proposal has to be mandatorily provided as per the prescribed formats provided.*

**15. Total Bid Evaluation - QCBS only**

**Only those bids with a technical score of  $\geq 70$  shall be considered for financial evaluation. QCBS method shall be adopted for selection.**

The composite score is a weighted average of the Technical and Commercial scores. The weightages of the Technical vis-à-vis the Combined Commercial score is 0.7 of the Technical score and 0.3 of the Combined Commercial score. The composite score (S) will be derived using following formula:  
 $S = [S(t) * 0.7] + [S(c)^{\#}]$

**Thus, the composite score shall be out of a maximum of 100 marks. The bidder with the highest composite score would be awarded the contract.**

**# The combined commercial score [S(c)] will be derived using the following approach (for sole purpose of calculation of financial score only):**

The quoted amount under FIN-1 (for C1, C2A, C2B and C3) will be obtained and calculated as below (for calculation of financial score only):

- C1\*6,00,000 (Assumed number of candidates for a Year for the purpose of calculation) = A**
- C2A\*4,00,000\*240 (Assumed number of candidates for a Year \* Assumed Hours per course; for the purpose of calculation) = B**
- C2B\*4,00,000\*480 (Assumed number of candidates for a Year\* Assumed number of pages per book; for the purpose of calculation) = C**
- C3\*4,00,000\*240 (Assumed number of candidates for a Year \* Assumed Hours per course; for the purpose of calculation) = D**

**The total of A+B+C+D = E will be obtained**

Therefore, combined commercial score, 'S(c)' = {(Lowest total cost (E) as computed above amongst the Applicants / total cost (E) of the applicant) \* 30}

Section 3 – Prequalification Proposal

**Formats for Pre-Qualification Proposal**

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Form Prequal-1

**Cover Letter / Undertaking**

(On the letter head)  
{Location, Date}

To,  
Chief Executive Officer  
Bihar Skill Development Mission  
Department of Labour Resources  
Government of Bihar, Niyojan Bhawan  
Patna - 800001

Dear Sir,

We, the undersigned, offer to provide the services as **an agency to** provide:

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent
- d. Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

**On ‘Software-as-a-Service’ (SAAS) basis**, for Bihar Skill Development Mission (BSDM).

in accordance with your Request for Proposals RFP No-----dated-----/-----/ 2023.

We are hereby submitting/uploading our proposal (through eProc portal), completed in all respects along with all required proofs, which includes Prequalification Proposal, Technical Proposal and a Financial Proposal as per eProc guidelines.

We hereby confirm that:

- The RFP is being submitted by ..... which is the “Bidder” in accordance with the conditions stipulated in the RFP.
- We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by BSDM, DEPARTMENT OF LABOUR RESOURCES, GOVERNMENT OF BIHAR and in any subsequent communication sent by BSDM. We agree and undertake to abide by all these terms and conditions. Our RFP is consistent with all the requirements of submission as stated in the RFP or in any of the subsequent communications from BSDM.
- We also undertake that we have examined in detail and have understood the terms and conditions stipulated in “**Section 5 - Financial Proposal: Standard Forms**” of the RFP and we agree and undertake to abide by all these terms and conditions.

- The information submitted in our proposal is complete and correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our proposal. We acknowledge that BSDM will be relying on the information provided in the proposal and the documents/proof submitted along with our proposal, for above services, and we certify that all information provided in the application is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying our proposal are true copies of their respective originals.
- We acknowledge the right of BSDM to reject our proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
- We declare that we satisfy all legal requirements and meet all the eligibility criteria laid down in the RFP.
- Our proposal is unconditional, and we hereby undertake to abide by the terms and conditions of the RFP.
- We understand that any work sanctioned in pursuance to the process detailed in this RFP shall be on the terms and conditions specified in the Letter of Award / Work Order / Agreement pertaining to such work, which shall be thoroughly reviewed and accepted by us before undertaking such work.
- We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

*{Only in case of consortium, add: We undertake that all the partners i.e., \_\_\_\_\_ (name of the lead partner) and \_\_\_\_\_ (name of the other partners) shall be liable jointly and severally for the execution of the contract in accordance with the contract terms.}*

We understand that BSDM is not bound to accept any Proposal that BSDM receives. We remain,

Yours sincerely,

Authorized Signature:  
 Name and Title of Signatory:  
 Name of Agency and Seal:  
 In the capacity of:  
 Address:  
 Contact information (phone and e-mail):

## Formats for Pre-Qualification Proposal

(Note: To be executed on a non-judicial stamp paper of Rs. 100/- or more)

### Form Prequal-2

#### **Power of Attorney for Signing of Application**

Know all men by these presents that We..... (Name of the firm and address of the registered office) *{In case of consortium add names of all the partners and their addresses}* do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name)..... son/daughter/wife of .....and presently residing at .....who is presently employed with us and holding the position of..... as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things including to enter into negotiation, as are necessary or required in connection with or incidental to submission of our proposal for the "RFP No. \_\_\_\_\_".

The attorney is fully authorized for providing information/ responses to the BSDM, representing us in all matters before the BSDM including negotiations with the BSDM, signing and execution of all agreements including the Memorandum of Understanding and undertakings consequent to acceptance of our proposal, and generally dealing with the BSDM in all matters in connection with or relating to or arising out of our proposal for the said Empanelment.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

*{Only in case of consortium, add - We also undertake, that the Lead partner M/s \_\_\_\_\_, will be the partner-in-charge; and M/s \_\_\_\_\_ will act as the other partners and above named attorney will be the lawful attorney for this consortium.}*

IN WITNESS WHEREOF WE, .....,  
THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS .....DAY  
OF .....

For .....

{Signature, name, designation and address (of all the partners in case of consortium)}

Accepted

.....  
(Signature)

(Name, Title and Address of the Attorney)

Witnesses:

1. \_\_\_\_\_ 2. \_\_\_\_\_

## Formats for Pre-Qualification Proposal

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### Form Prequal-3

(Affidavit on non-judicial stamp paper of Rs. 100/- or more by Authorized Representative and Signatory of the Bidder with his / her dated signature and company seal)

*{In case of consortium, all the partners will have to submit this affidavit separately}*

#### **AFFIDAVIT**

1. I/We do hereby certify that all the statements made in our bids in response to the RFP Reference No..... Dated..... and in the required attachments are true, correct and complete. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my bid at any stage besides liabilities towards prosecution under appropriate law.
2. I/We, on behalf of ..... (Name of Bidder), with its registered office at ..... do hereby declare that we have not been blacklisted or debarred by any State / Central Government or their agencies or Public Sector Undertakings (PSUs) as on bid submission date for corrupt, fraudulent or any other unethical business practices or for any other reason.
3. The undersigned hereby authorizes and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by BSDM to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that further qualifying information may be requested by BSDM and agrees to furnish any such information at the request of BSDM.
5. I/We on behalf of ..... (Name of the Agency) do hereby affirm and undertake that we have carefully read and understood the whole tender documents and will unconditionally abide by all the terms and conditions as given in the above-mentioned RFP.

For and on behalf of:

Signature:

Name:

Designation:

Date:

(Company Seal)

(Authorized Representative and Signatory)

## Formats for Pre-Qualification Proposal

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### Form Prequal-4

#### **Pre-Qualification Criteria**

##### **A- General Profile:**

*{In case of consortium, all the partners will have to submit the details as per format provided below}*

Name of the Bidder	
Telephone Nos: Mobile Nos: E-mail: Website:	
Date of Incorporation (dd/mm/yyyy)	
Offices situated at different locations	
Address of Registered office	
GST Number (with document evidence)	GST Number:  Evidence enclosed on Page No. ____
PAN NO. (with document evidence)	PAN No:  Evidence enclosed on Page No. ____

**B- Eligibility Information / Pre-Qualification criteria as per RFP (Mandatory Clause): Please fill properly.**

SN	Parameter	Supporting documents to be provided	Compliance (Yes/No)	Page Nos. for Supporting documents provided
1				
2				
3				
4				
5				
6				
7				
8				
9				

**Note:**

*If the applicant is found ineligible, then the proposal will be rejected for further Technical and Financial evaluation.*

## **Formats for Pre-Qualification Proposal**

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### Form Prequal-5

*(On CA Firm Letter Head)*

#### CA Certificate for Turnover and Net worth

This is to certify the below details for the \_\_\_\_\_ (Bidder Name):

<b>S. No.</b>	<b>Financial Year</b>	<b>Turnover (in Rs.)</b>	<b>Net worth as on 31<sup>st</sup> March of the respective FY (in Rs.)</b>
<b>1</b>	<b>2017-18</b>		
<b>2</b>	<b>2018-19</b>		
<b>3</b>	<b>2019-20</b>		
<b>4</b>	<b>2020-21</b>		
<b>5</b>	<b>2021-22</b>		

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

**UDIN:**

## **Formats for Pre-Qualification Proposal**

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### **Form Prequal-6**

*(On CA Letter Head)*

#### **CA Certificate**

On the basis of information and records produced before us by \_\_\_\_\_ (Herein after called 'the Agency'), we hereby certify the following: -

The Agency has experience of \_\_\_\_\_ years in management and monitoring of training/skill development/education field on a large scale to cumulatively \_\_\_\_\_ (number of candidates) candidates / students through its franchised or affiliated or authorized centers or at different schools / colleges under State/Central Education / ICT programs.

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

**UDIN:**

## **Formats for Pre-Qualification Proposal**

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### **Form Prequal-7**

*(On CA Letter Head)*

#### CA Certificate

On the basis of information and records produced before us by \_\_\_\_\_ (Herein after called 'the Agency'), we hereby certify the following: -

The Agency has experience of developing at least \_\_\_\_\_ (number of IT Portals) IT portal in state govt /central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects which has managed training/education /skill development value chains.

The projects details are as below:

Name of Client:

Period:

Contract Value:

Project Name and Brief Description:

And So on for next projects \_\_\_\_\_

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

**UDIN:**

## **Formats for Pre-Qualification Proposal**

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### **Form Prequal-8**

*(On CA Letter Head)*

#### CA Certificate

On the basis of information and records produced before us by \_\_\_\_\_ (Herein after called 'the Agency'), we hereby certify the following:-

The Agency has experience of developing/ providing Learning Management System (LMS) services in at least \_\_\_\_\_ (number of projects) state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects in training/education /skill development field.

The projects details are as below:

Name of Client:

Period:

Contract Value:

Project Name and Brief Description:

And So on for next projects \_\_\_\_\_

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

UDIN:

## **Formats for Pre-Qualification Proposal**

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### **Form Prequal-9**

*(On Organization Letter Head)*

#### Undertaking

We declare that we have developed following high quality multimedia-based eLearning content and have fully owned titles of high-quality multimedia based eLearning content for skill development/educational courses in Hindi/ English languages for state govt /central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities/ donor funding projects.

Details of eContents:

The projects details are as below:

Name of Client:

Period:

Contract Value:

Project Name and Brief Description:

And So on for next projects \_\_\_\_\_

The above modules have been developed in-house in Hindi and English languages and have no conflict with any Intellectual Property Rights from others directly or indirectly and can be used without any infringement of copyright laws by any 3rd party like BSDM once authorized/transferred by us, if so required.

(Authorised Signatory)

Name:

Date:

Seal / Stamp

## Formats for Pre-Qualification Proposal

*Form*

### Prequal-10

*(On Organization Letter Head)*

#### Undertaking

We \_\_\_\_\_ *(In case of consortium, mention name of all the partners)* declare that, we have a team of \_\_\_\_\_ Software Developers, e-content developers/designers around skilling / training areas, multi-media developers as on the last date of submission of bid.

(Authorised Signatory)

Name:

Date:

Seal / Stamp

**Technical Proposal: Standard Forms**

**Section 4 - Technical Proposal: Standard Forms**

**Formats for Technical Proposal**

---

*Checklist of Required Forms*

Required for Proposal (√)	FORM	DESCRIPTION	<i>Page Limit</i>
√	TECH-1	Agency's Organization Details and Experience	10
√	TECH-2	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	30
√	TECH-3	Work Schedule and Planning for Deliverables	5

## Form TECH-1

### AGENCY'S ORGANIZATION DETAILS AND EXPERIENCE

---

Form TECH-1: a brief description of the Agency's organization and an outline of the recent experience of the Agency that is most relevant to the assignment. *{In the case of a consortium, information with respect to all the parties will have to be provided.}*

1. Provide here a brief description of the background and organization of your company.
2. Include organizational chart, a list of Board of Directors/ owners / trustees etc.

## Form TECH-2

### DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE

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Form TECH-2: a description of the approach, methodology and work plan for performing the assignment as per the Terms of Reference (TOR) provided in Section 6.

- a) **Technical Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s) and the degree of detail of such output, the approach for mobilizing the resources etc. Please do not repeat/copy the TORs in here.}
  
- b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment as per the TOR, and tentative delivery schedule.  
  
The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule Form in Tech 4.}
  
- c) **Organization and Staffing.** {Please describe the structure and composition of your team, including the list of the Key Experts those who will be working on this assignment.}



**Section 5 - Financial Proposal: Standard Forms**  
**(Just for reference, not to be filled and uploaded with Technical Bid)**  
**Please refer and upload online financial bid format on e-proc.**  
**FORM FIN-1 (FORMAT OF FINANCIAL PROPOSAL)**

SN	Component	Unit	Rate Quote Amount (in INR) (Excluding GST)
1	Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM) (C1)	Per Enrolled User	
2	eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS) (C2A)	Per Hour Per Certified User	
	Printing and delivery cost of study material (in hard copy) for each of the enrolled user under such courses. (C2B)	Per Page Per Enrolled User	
3	Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent (C3)	Per Hour Per Certified User	

**\*Per Page will mean one side of a Printed Page.**

**Note 1: The payment for eContent (C2A) and LMS (C3) will be made on Per Certified User basis for total prescribed duration (Hours) of course, after attaining minimum attendance and successfully passing the course by a candidate. That is, once a candidate has attained the minimum attendance required to be eligible for final examination and has become certified, payment to the successful bidder will be made for total prescribed duration of the course, irrespective of whether the candidate has attained say 85%, 90% or 95% etc.**

**Note 2: For C2B component, the book/study material should contain total number of pages at approximately 02 pages per hour of the prescribed course duration. This will be the bidder responsibility to print and deliver study materials at respective district headquarters to the designated nodal officers of BSDM in a timely manner. The book should match the best quality standards (refer specifications as detailed in TOR- Page number 72 and 73) The book should be at least Four Colour and has to be made available in English and Hindi language as per estimation/requirement. One enrolled learner must get a book either in Hindi or in English.**

**Note 3: Above cost items will be all inclusive like software designing, customisation, hosting, maintenance and updation of Knowledge Framework (Portal), eContent/s, LMS at regular intervals, development, and management of an adaptive website for BSDM, necessary integration with the portal / other systems as per requirement, technical / managerial / operational expenses/ Manpower Deployment/ other expenses, if any, (by whatever name called)/ etc., will be treated as all-inclusive in the Financial Quote.**

**Note 4: For an enrolled candidate, the agency can charge only once for a particular course against Knowledge Framework (Portal) component mentioned under financial bid; during entire contract period, even if, the same candidate enrolled himself again in the same course after dropping out from the course in the first instance.**

**Note 5: Prices quoted should also be inclusive of Fees for resources that will have to be deployed for State-wide Implementation, Monitoring, Maintenance and Operation Support for all the items mentioned in TOR for implementation of Skill Development Programs for entire contract duration.**

SN	Type of Manpower	Unit
1	Team Leader	1
2	Senior Divisional Manager- Systems Support & Maintenance and Training Center Support	1 Per Minimum 300 SDCs preferably for a Division (Minimum 1 Per Division)
3	Junior Divisional Manager- Systems Support & Maintenance and Training Center Support -	1 Per Minimum 300 SDCs preferably for a Division (Minimum 1 Per Division)
4	Cluster Manager	1 Per Minimum 50 SDCs preferably in a District (Minimum 1 Per District)

**Note 6:** Bidder will also have to provide **the study material in hard copy to each of the enrolled candidates for such skill development courses (as and when prescribed) which will run in an quasi online medium through LMS (like KYP and BSCFA Course which is currently being implemented by BSDM).** The study material should be approved by BSDM. This will be the bidder responsibility to provide study materials at respective district headquarters to the designated nodal officers of BSDM in a timely manner.

**No Condition or Stipulation or addition of any item is allowed in table above (i.e. in online financial bid format), the contravention of which will result in rejection of Financial Bid. The Bidder by participating in the bid will be undertaking as below:**

1. We understand that the functionalities covered under the above components will have to be delivered and deployed as per the schedule provided in Section 6 (Terms of Reference).
2. We understand that the prices quoted are inclusive of all charges including those for travelling, hardware, software, manpower, if any, etc. for providing the desired services to BSDM. Nothing will be paid over and above the Financial Quote provided above except GST on applicable rates. **Amount for GST is not required to be quoted by agency.** It will be paid extra by BSDM on applicable rates.
3. **We understand that BSDM does not give any formal or informal commitment/s for the number of learners that will be enrolled/certified (as applicable) under any of its skill development programs. We also understand that Selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.**
4. **Payment Basis:**
  - A. Nothing will be paid over the Financial Quote except GST on applicable rates. GST will be paid extra on applicable rates and should not be quoted in financial bid.
  - B. **Cost/price of all other service components like deployment of manpower as per TOR, storage, travelling, transportation, time to time maintenance and updation of portal/eContents/LMS, taxes (except GST), levies, out of pocket expenses, office expenses, equipment etc., by whatever name called and wherever applicable, will be treated as all-inclusive in the above quotes. All such expenses / Per-diem / statutory levies / taxes etc. will be treated as inclusive in the Financial Quote.**
  - C. **Course duration/s will be of variable hours for different courses. As of now 150+ courses are approved under domain skilling and the course duration may varies from 12 hours course to 1200 hours courses or even above. Similarly, course durations for such skill development courses (as and when prescribed) which will run in an quasi online medium through LMS (like KYP and BSCFA Course which is currently being implemented by BSDM) may also be of variable hours and may vary as per BSDM requirement and will be so communicated time to time. Currently the duration of KYP course and BSCFA course is of 240 hours and 120 hours respectively which may also vary as per BSDM requirement and will be so communicated time to time.**
  - D. **The amount payable to the agency for the Knowledge Framework (Portal) component for all Skill Development Programs Management (KFP-SDPM), will be computed on the basis of Per Enrolled User, irrespective of whether the candidate commences, completes, fails or passes or drops-out from the course or program.**
  - E. All payments to the successful Bidder shall be made on a monthly basis upon submission of invoices along with the sign off of related documents thereof like number of Candidates enrolled/certified (as applicable) in the month for the respective component of financial bid.

- F. Bidder will raise the invoice within 05 days from the end of the month along with the sign off of related documents thereof. BSDM will pay it within 30 days from the receipt of the invoice and only upon satisfaction, in terms of project deliverables, smooth and glitch free implementation, and timelines.
- G. *The Agencies should familiarize themselves with the BSDM, visit BSDM website, skilling initiatives of BSDM, Process and Cost Norms of BSDM, current functionalities on BSDM portal, quality of current eContents and LMS, local conditions etc. and take them into account in preparing their Proposals.*
- H. *The final outcome/deliverables under this RFP, be it the (i) Portal for all Skill Development Programs Management i.e. “Knowledge Framework Portal (KFP-SDPM)”, (ii) eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS) (iii) LMS for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent, should at-least be at par or an improvement of the existing BSDM portal, existing E-content and LMS used for online courses like one currently being used for Kushal Yuva Program (KYP) and BS-CFA Course.*
- I. *Any lesser quality of the deliverables as above will be treated as un-satisfactory performance and the deliverables will be out-rightly rejected without any liability to the BSDM in this regard. The bidders are strongly recommended to visit existing BSDM website/BSDM office/Training centers etc. and have clear understanding of the RFP/ TOR/existing portal/existing E-contents and LMS used for online courses like KYP and BSCFA Course, before participating in this bid.*
5. We understand that our quoted prices is inclusive of Fees for resources that will have to be deployed for State-wide Implementation, Monitoring, Maintenance and other Operational Supports and for all the items mentioned in TOR for implementation of Skill Development Programs for entire contract duration.
  6. We will provide technical experts (both in the field of software and hardware) in the entire state for smooth functioning and state-wide Implementation, Monitoring, Maintenance and Operation Support BSDM skill development programs for entire contract duration
  7. We understand that Conditional Financial Bid, if any, shall be out-rightly rejected by BSDM.
  8. We understand that our quoted price will be all inclusive like software designing, customisation, hosting, maintenance and updation of Knowledge Framework (Portal), eContent/s, LMS at regular intervals, development, and management of an adaptive website for BSDM, necessary integration with the portal / other systems as per requirement, technical / managerial / operational expenses/ Manpower Deployment/ other expenses, if any, (by whatever name called) will be treated as all-inclusive in the Financial Quote.
  9. BSDM will provide office spaces for its state and district personnel. Attendance of resources will have to be mandatorily certified by the team leader or AEBAS biometric if so, required by BSDM.
  10. 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 and that we shall remain bound by a communication within that time.
  11. We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and conditions.
  12. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

We understand, BSDM is not bound to accept any Proposal it receives.

## Section 6. Terms of Reference (TOR)

Bihar Skill Development envisages selection of an agency who will provide:

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent
- d. Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

***On ‘Software-as-a-Service’ (SAAS) basis, for Bihar Skill Development Mission (BSDM).***

***For such skill development courses (as and when prescribed by BSDM) which will run in an quasi online medium through Learning Management System (LMS) and eContent like Kushal Yuva Program (KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally”, the selected bidder will have to provide satisfactory eContent, LMS and also Books for each of the enrolled candidate.***

Accordingly, the bidder has to perform tasks and services as software designing, customisation, hosting, maintenance and updation of Knowledge Framework (Portal), eContent/s, LMS at regular intervals, development, and management of an adaptive website for BSDM, necessary integration with the portal / other systems as per requirement, technical / managerial / operational expenses/ Manpower Deployment/ other expenses, if any, (by whatever name called)/ etc., will be treated as all-inclusive in the Financial Quote.

The agency should be able to provide all the services mentioned above. Intending agencies who do not have the means to provide all the services as above will not be considered eligible.

- I. The Bidder shall offer all type of servers like webserver, database server, domain server etc. for hosting software, data and its maintenance support to BSDM for its skill development programs and conduct of courses without any extra cost to BSDM.
- II. All types of hosting to be done by the selected agency and all charges on account of hosting to be borne by the selected agency. The application and the data need to be maintained at two separate sufficiently distant locations (one at primary and other at secondary site also known as Disaster Recovery (DR) site which will be used for data storage and rapid recovery in case disaster strikes), with mirror imaging preferably on real time basis or with a maximum lag of 24 hours. In future if BSDM decides to host the whole service on state data center or any other data center, the agency shall be bound to do so without any extra cost while also maintaining mirror images at one such primary hosting location maintained by the agency.
- III. **The selected agency will ensure that the existing BSDM data will be seamlessly ported (without any data loss) on the new framework and will be always accessible in the BSDM desired format. At the end of contract period, the agency must transfer all BSDM data in such a manner that will help BSDM to ensure that data of existing portal can be migrated easily and in a usable manner on the platform that will be provided / onboarded by BSDM. This thing has to be kept in mind since inception stage of the contract period for an easy transfer and transition of data at the end of contract period.**

- IV. The selected agency will develop/customize the Knowledge Framework (Portal), LMS, eContent / Content for the various skilling initiatives of BSDM (as detailed in the scope or as instructed by BSDM) using their own infrastructure / hardware and will always follow standard development, testing, user acceptance, security and other protocols.
- V. **All the development / customization work related to Portal, LMS and content needs to be completed maximum within 06 months from the date of execution of agreement.**
- VI. **Website:** The vendor will also develop and manage an adaptive website for BSDM in line with the existing BSDM website. The vendor will also ensure updation of the content on the website in collaboration with BSDM as and when required. The website should also have the necessary integration with the portal / other systems as per requirement. The agency needs to ensure that the ownership of the website along with the domain name should be of BSDM.
- VII. At first-time deployment of the Framework / LMS / application the selected agency will have to ensure the required security audit / certifications within 3 months post deployment, through a certified agency of the product to be deployed. Post Deployment and initial audit / certification of the Framework / LMS / application, the selected agency will get the application / Framework / LMS audited through a certified agency at least on an annual basis as per set industry norms/protocols.

**VIII. The Scope of Work is divided in following parts:**

- 1. Knowledge Framework (Portal) for all Skill Development Program's Management (KFP-SDPM)
  - a. Skill Development Center (SDC) / Center Life-Cycle Management System
  - b. Candidate's administrative life-cycle management system
- 2. Learning Management System (LMS) for such skill development courses (as and when prescribed) which will run in an quasi online medium having eContent
  - a. Candidate learning life-cycle management system
  - b. eExamination management system
  - c. Assignment management system
- 3. eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- 4. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment, Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent), etc. for entire contract duration

***Currently E-content and LMS are being used in Kushal Yuva Program (KYP) and BS-CFA Course which are having following broad component:***

Learning Management System (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM)

- a. Candidate learning life-cycle management system
- b. eExamination management system
- c. Assignment management system

eContent for Kushal Yuva Program (eCP-KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally

- d. eContent Provider for Kushal Yuva Program (eCP-KYP)
  - i. KYP Course 1: English and Hindi Communication Skills
  - ii. KYP Course 2: IT Literacy Skills
  - iii. KYP Course 3: Soft Skills and Life Skills for Workplace Readiness
- e. eContent Provider for Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally
- f. Other General terms related to eContent for Kushal Yuva Program and BS-CFA

**In addition to the current / existing courses of BSDM which runs in an Quasi online medium through LMS and i.e. KYP and BSCFA, the selected agency will work in collaboration and in mutual consultation with BSDM, for creation of any such other / new course/s that BSDM will plan to offer.**

**The broad details of scope of work for the selected agency is given below. These are illustrative and not exhaustive and BSDM may require customization/ addition of other functionalities depending on the requirements during implementation of the project.**

The details are as under:

## **1. Knowledge Framework (Portal) for all Skill Development Program's Management (KFP-SDPM)**

The Knowledge framework (Dynamic portal) for both KYP and Non-KYP programs (i.e. for all Skill Development Program's Management -KFP-SDPM) to provide the following key benefits to the Stakeholders:

### **Candidates/ Trainees**

- Seamless and hassle-free registration of the candidates
- Upload and download of certificates to the trained Candidates
- Providing Candidates with a view of their life cycle throughout i.e. from registration to their training, assessment, certification, skill development and placements
- Providing listing of job opportunities to candidates in their relevant skill / domain.

### **Training Service Providers / Training centre / Trainers**

- Target allocation to Training centres based on intake capacity
- Target Achievement Tracking
- Visibility on the availability of training centers with desired facilities across blocks of the State
- Tracking completion of training, assessment and issuance of Certificate to the Candidates
- Required MIS reports
- Allowing Monitoring of attendance of the trainer & trainees
- Automated Invoice generation

### **Assessing Bodies/ Assessors**

- Online registration of the Assessing bodies.

- Requirement / Demand based Assessment Agency/Assessor Allocation and Assessment Scheduling.
- Tracking of completion of assessment and issuance of Certificate to the trained Candidates.
- A robust support system for providing relevant and employable skills to the youth.

#### **Employers/ Recruiters/ Industry**

- Online registration of the Employment/ Placement Agency
- Search for relevant candidates with required skill sets as per vacancies
- Posting of Job opportunity on the Job Portal
- Tracking the job vacancies based on skill set, location wise, etc.

#### **Departments**

- Generation of online Utilization Certificates for schemes funds vis-à-vis target achievement
- MIS reports
- Facilitate in achieving sector-course target and various other parameters

#### **BSDM**

- Integrated view and dashboard for all the programme tracks and programmes state-wide roll out status
- Near paperless/Seamless and hassle-free registration of the Candidates/Training Centres /Assessment Bodies/Employers and complete tracking of their life cycles.
- Financial tracking across all the stakeholders
- Completion of training, assessment and issuance of Certificate to the trained Candidates.
- Generation of utilization certificates/ fund utilization tracking
- Online monitoring of:
  - Training centre performance against targets
  - Batch Management
  - Assessment & Certification
  - Placement & Post Placement Support
  - Utilization Certificates for schemes
  - Regular attendance of the trainer & trainees, Sector-course target
  - Planning and coordinating the entire initiative of BSDM through IT System
  - Program Management and Monitoring across SPMU and DPMU

#### **A. Skill Development Center (SDC) / Center Life-Cycle Management System**

- a. New SDC Registration
  - i. Online Application form submission
  - ii. EOI submission for specific eligible Offering/Course
  - iii. Submission of various details e.g. Premises, Address, Infrastructure, Videos, Photographs, Documents, HR details, Bank account, etc.
  - iv. Verification of submitted details by authorized parent organization
  - v. Final approval by BSDM
  - vi. Trainer registration

- vii. Trainer profile
- viii. Trainer certification
- ix. Trainer attendance
- b. Existing SDC Renewal
- c. Remote IT Infrastructure management
  - i. Complete snapshot of hardware, software installed in SDC
  - ii. Approval/rejection as per minimum IT infra criteria
  - iii. Duplicate computer identification
- d. Automatic or manual authorization to additional services for existing SDC
- e. Customized Workflow system integration for controlling various activities
- f. Multi-tier network hierarchy management for smooth coordination of business
- g. Financial Transaction Management
  - i. Payment Collection/ disbursement thru Payment Gateway, NEFT, etc.
  - ii. Automatic / Semi-automatic / Manual Reconciliation of each transaction
  - iii. eWallet (advance payment) Facility for flexible utilization of payment
  - iv. Revenue share payment calculation, deductions (taxes), disbursement
  - v. Provision for Training centre payment, automated invoice generation, integration with tally (or any other accounting system) and bank
  - vi. Utilization certificate maintenance
  - vii. Financial reporting
- h. Communication with SDC
  - i. Email, SMS, Alerts on dashboard
  - ii. Personalized
  - iii. Manual or System generated after specific event or at scheduled time

## **B. Candidate's administrative life-cycle management system**

- a. Learner Registration Management:
  - i. Event creation, enabling, disabling
  - ii. Event wise
    - Fees Definition
    - Schedule definition for various activities (registration, payment and confirmation etc.)
    - SDC share definition
    - Refunds provision to be added as per Common Guidelines of Ministry of Skill Development & Entrepreneurship
- b. Learner Registration:
  - i. Defining registration process
  - ii. Customization of registration form
  - iii. Configuration of Learner details
  - iv. Enquiry management
  - v. Provision of providing the registration facility quasi/online and syncing of data with online admission data.
  - vi. Provision for image assisted data entry of Learner details by SDC
  - vii. Provision for capturing registration form, Learner photo and signature through system

- viii. Support for Aadhar verification of the Learner data
- ix. Learner data verification system
- c. Batch Management
  - i. Type of batch- There will be multiple types of batches on account of the different target groups and guiding norms.
  - ii. Course selection
  - iii. Trainer selection – Trainer batch mapping
  - iv. Duration & Timing of training per day
  - v. Candidate scheme mapping
  - vi. Approval of batches by respective departments
  - vii. Ongoing batch inspection
- d. Fees Management:
  - i. Through fee payment by various government schemes
  - ii. Learner can be confirmed against the fees or the approval rules based various scheme.
  - iii. Through fees payment by the Learner
  - iv. Fees management contents Learner fees collection from SDCs providing fees receipt to the Candidates and confirm admission after successful reconciliation of Learner fees.
- e. Learner Administration:
  - i. Learner data Editing and Finalization
  - ii. Learner registration to more than one course by using the available Learner data
- f. Bio-metric-Attendance:
  - i. AEBAS integration and implementation
  - ii. Synching/uploading of daily attendance data
- g. Examination Management:
  - i. Course wise exam eligibility criteria definition
  - ii. Exam – Learner allocation
  - iii. Exam conduct
  - iv. Result processing
  - v. Result declaration
  - vi. Re-examination
  - vii. Defining certifying body
  - viii. Integration for Assessment with concerned portal (if applicable)
- h. Certificate Management:
  - i. Certificate definition
  - ii. Integration for Certification with concerned portal (if applicable)
  - iii. Defining certificate attributes
  - iv. Generation of e-Certificate for eligible Candidates
  - v. Provision for e-Certificate printing
  - vi. Providing e-Certificate on BSDM Portal for easy verification
  - vii. Assistance to BSDM for alignment of e-Certificate under digital repository like digiLocker through integration with such portals on BSDM requirement.
- i. Disbursement of Grant / Invoicing:
  - i. Learner Progression wise share calculation and disbursement configuration (or milestone based as the case may be)

- ii. Automated customized Invoicing
- iii. As Learner completes the prescribed number of learning sessions, the SDC share should get due and can be paid-out (disbursement) at end of the month.
- iv. In addition to the disbursement, system should have facility for:
  - o Service tax calculation
  - o Display tax Certificate
  - o Partner share disbursement
  - o All mandatory tax compliances
- v. Facility of system generated invoices for various service providers
- vi. MIS Reports
- j. Placement and post placement tracking management
  - i. Registration of employers
  - ii. Job posting by employers
  - iii. View of posted jobs in Learner and SDC login
  - iv. Candidates to apply against the posted jobs
- k. Study material management & tracking system
- l. Placement details updation & post placement tracking

**Note:** If required by BSDM, the Knowledge Framework (Portal) should be able to facilitate resumption of training of a dropped-out candidate right from where they had dropped out / stopped training within the stipulated time period. Also, the Knowledge Framework (Portal) should be able to facilitate inter-batch or inter-center portability to allow a dropped-out candidate to resume their training in a different batch at the same center or at a different center.

**m. MIS Reports and Dashboard:**

The portal should have the feature to provide different reports in the system. These reports should be available both at local and central level and should have different flavors based on user roles. The reports should cover all aspects of registration, course, batch, learning progress and monitoring, bio metric attendance etc.

For such skill development courses (as and when prescribed) which will run in an quasi online medium having eContent and LMS

- Course completion
- Candidate reports (tracking, monitoring)
- Exam related reports
- Users / roles reports
- Bio metrics registration and attendance reports
- LMS activation reports
- Service management related reports
- Business Intelligence / analytical reports

For Core skills training

- ▶ District and Block Performance Dashboard (Sample)
  - o Students Enrolled (Target Vs Actual)

- Training Centers Inspection Achievement
- Student Placement Achievement
- District and Block wise students Grievance & Redressal Achievement
- ▶ State Performance Dashboard (Sample)
  - District Performance Report
  - Scheme wise performance – Departmental Review
  - Payment to Training centres
  - Training Centers Inspection Report
  - Student Grievances & Redressal Report
  - Central / State Fund Mobilization and Utilization Status
- ▶ Other categorizations of MIS would also include category wise, gender wise, religion wise, training centre wise etc. reports
  - Categorized reporting
    - Scheme wise
    - Religion wise
    - Category wise
    - Gender wise
    - District wise
    - Sector wise
    - Training centre wise
    - Overall performance
  - Operational reporting
    - Target achievement reports
    - Candidate / Batch level reporting

## **2. Learning Management System (LMS) for such skill development courses (as and when prescribed) which will run in an quasi online medium having eContent like KYP and BS-CFA Program currently being implemented by BSDM**

### **A. Candidate's learning life-cycle management system**

- a. Learner profile management
- b. Login generation for eLearning (LMS)
- c. Batch-wise learner management
- d. Monitoring-tracking of eLearning Progress
- e. Various Alerts to learner through SMS
- f. Final Exam Scheduling, hall ticket generation
- g. Result processing, result publishing, e-Certificate printing
- h. Re-exam application
- i. Course-batch specific configurability for customized admission process

Following are the functional requirements of the LMS:

#### **Course Management:**

- The LMS should be able to define / edit / delete/ assign a new course.

- Course Structuring and Integration:
  - The LMS should allow VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT compliant content to be uploaded. Multiple language support should be there. The LMS should be able to show course content in a tree structure and allow sequencing / serialization of the content. The LMS should allow making parts of the content optional / mandatory. If made mandatory then Candidate should not be allowed to skip the content, neither Candidate can forward / fast forward / go to next section.
- **Content Creation:** The system should also allow importing VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT compliant content. Configuring Topic wise certificates in the course sequence.
- **Content QC:** The LMS should have feature of quality control / check of the content. This should also allow edit features on the imported VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT content.
- **Content Tracking:** The LMS should have tracking and monitoring features where Candidate's progress can be monitored. This will include parameters like time spent by the Candidate on each and every content object that he has gone through. Tracking also needs to be done for assessment.
- **Content Support:**
  - Support for all types of Multimedia content (Audio/Video/Word File/PPT/PDF)
  - Support for embedding external content
  - Content/Topic Sequencing requirement & option to make content Mandatory/Non-mandatory (which may be skipped) to be added

### **LMS Features:**

Following are the feature points for LMS

The candidate should be able to learn in quasi mode or online mode using the Learning Management System based on the requirement.

While Training:

- Personal login facility
- Access to eLearning content and course activities
- Access to course activities only for hard skill courses (to be learned at workplace)
- Provision to upload the video evidence of the activities learnt
- Language selection
- Access to assessment activities distributed across the course content (for continuous assessment)
- Calendar to set personal learning path to complete the course
- Collaborative features viz. chat
- Generation of topic wise completion certificate

### **Evidence of Candidate Training:**

LMS in addition to above features should also enable for capturing evidence of training, like selfie video, using Picture-In-Picture (PIP) feature as a tool for evidence based learning and assessment. Here Candidate should be able to record her/his actions while s/he is creating an output.

**Note:** If required by BSDM the Learning Management System (LMS) should be able to facilitate resumption of training of a dropped-out candidate right from where they had dropped out / stopped training within the stipulated time period. Also, the Learning Management System (LMS) should be able to facilitate inter-batch or inter-center portability to allow a dropped-out candidate to resume their training in a different batch at the same center or at a different center.

**Post Training features:**

- For self-assessment, Candidate can take timed tests
- Practice and performance tests on different types of questions which include multiple choice single correct, multiple choice multiple correct, match the following, fill in the blanks, picture identification, jigsaw puzzle, crosswords, hotspots, second level reasoning and multimedia questions.
- Performance Monitor: with the help of graphical and numerical representation of complete performance monitor, the Candidate can identify the weak areas for more practice.
- Submitting candidate feedback

**Other facilities preferably provided:**

- Personalized access to content
- Self-learning at own pace
- Collaboration with peers for enhanced learning
- Interaction with tutor/learning facilitator/ domain expert
- Hands on experience for practical
- Opportunity to apply the skills
- Assessment while learning by taking and solving the online challenges
- Meaningful assessment with corrective feedback leading to improvement in performance

**B. eExamination management system**

Online Examination management

- a. Item Bank (Question Bank) repository management
  - i. Create / edit / delete question bank
  - ii. Import / export feature.
  - iii. Support bilingual (Hindi / Question) where a Candidate can see question and options in both languages.
  - iv. Feature to import different types of questions including
    - multiple choice single correct,
    - multiple choice multiple correct,
    - match the following,
    - fill in the blanks,
    - picture identification,
    - jigsaw puzzle,
    - crosswords,
    - hotspots,
    - second level reasoning and concept map

- v. Question Bank to follow international QTI standards prescribed by VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT, to maintain the question repository, different question parameters are stored, viz: difficulty level, type, marks, and associated learning unit.
- vi. Feature for continuous up-gradation of the question repository
- b. Exam and Event management
  - i. Exam creation
  - ii. Exam – Item bank Mapping (Blue Print Creation)
  - iii. Exam scheduling for set of Candidates at any point of time.
  - iv. System should be able to track all test for any given Candidate and should support associated reports with Candidate attempt details
- c. Exam Paper Generation
  - i. System should be able to conduct test online as well as in quasi mode through eExamination management system
    - o Question and option randomization facility
  - ii. Paper generation for paper-based examination-in print ready format from secured printer login
  - iii. eExam interface
    - o With candidate photo
    - o Timer
    - o Question and attempt summary with color legend
    - o Exam instructions
    - o Bilingual display of questions
- d. Secured Examination
  - i. Secured browser with restricted navigation
  - ii. Question, options, attempt details and marks data encryption
- e. Exam Evidence
  - i. Capturing of exam evidence for transparent examination which includes:
    - o Webcam enabled exam conduct
      - video recording through web cam
    - o Desktop screen recording
    - o Screen shot capturing while exam attempt
    - o Webcam preview images capturing
    - o Uploading of all above evidences to server and provision to make it available for scrutiny.
- f. Exam venue management
  - i. Exam venue creation
  - ii. Exam venue candidate allocation
  - iii. Exam venue capacity management
  - iv. Exam venue –supervisor allocation
- g. Exam administration
  - i. Hall ticket generation
  - ii. Candidate attendance
- j. MIS and Dashboard

- i. Exam wise –venue wise reports
- ii. Candidate wise attempt reports
- iii. Dashboard for centralised monitoring of exam event and post exam analysis

### **C. Assignment management system**

- a. Assignment management should offer interfaces for Candidates, teachers (faculty), evaluators (assistant faculty), tutor (lab instructor) and administrators to enable the teacher to post assignments for the Candidates based on the course structure.
- b. Inbox with assignment dates and status as new or expired
- c. Assignment randomization feature is required where in a set of assignments can be prepared and various assignments can be given to multiple candidates randomly.
- d. Submission and evaluation: Candidates can download, complete and then submit the assignments online
- e. Workflow to keep track of every assignment of individual Candidate.

## **3. eContent for such skill development courses (as and when prescribed) which will run in an quasi online medium through LMS (like KYP and BS-CFA Program currently being implemented by BSDM)**

### **3.1 eContent Provider**

The scope of the work includes providing ready to use multimedia eLearning content in Hindi and English languages for such courses based on standards prescribed by National Vocational Education Qualification Framework NVQEF or other international standards.

#### **Study Materials/Books for such quasi-online medium courses having eContent and LMS:**

- Bidder is also expected to provide the study material in hard copy to each of the enrolled candidates for such quasi-online medium courses having eContent and LMS, in a timely manner at the respective district headquarters.
- This will be the bidder responsibility to transport and ensure delivery of study materials at respective district headquarters to the designated nodal officers of BSDM in a timely manner, which in turn will act as a collection point for training centers.
- The Bidder shall ensure that the study material is available for every Candidate enrolled in the Centers before the commencement of their Batch of the Course.
- **The study material should be approved by BSDM.**
- The Book/Study Material should be highly illustrated and should match the best quality standards and should contain prescribed number of pages.
- It is expected that the book should contain total number of pages at approximately 02 pages per hour of the prescribed course duration. One page will mean printing on one side of a page and a back-to-back printing will mean 02 pages. The book should be highly illustrated and should match the best quality standards containing contain prescribed number of pages. The book should be at least Two Colored and has to be made available in English and Hindi language as per estimation/requirement. One enrolled learner must get a book either in Hindi or in English.

**Specification (Illustrative only and not exhaustive):**

- Inner Paper 75 GSM Maplitho/Offset of A Grade Paper Mill, Four Colour- Back to Back Printing. Brightness should be minimum 82, opacity should be minimum 85 and smoothness should be maximum 300.
- Cover Page 250 GSM Art/Pearl Graphic, Gloss should be minimum 75%, Four Colour with lamination.
- Book Binding should be perfect binding.
- Per Page will mean one side of a Printed Page.

**The existing course details for Kushal Yuva Program and BSCFA Course are attached as Annexure. The course details is only tentative and may be changed as per requirement of BSDM. The Course syllabus/contents/topics etc. have to be finalized in conjunction with and approval of BSDM.**

3.2 Other General terms related to such skill development courses (as and when prescribed) which will run in an quasi online medium through LMS (like KYP and BS-CFA Program currently being implemented by BSDM)

The agency should have / created exhaustive modules covering but not limited to the above-mentioned minimum topics hosted online and delivered through eLearning mode.

Yearly updation of the content of such courses to ensure market relevance of the content being offered.

Standards followed while designing the course:

- eContent: VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT compliant rich multimedia eLearning content in English and Hindi language.

Specification for Multimedia Based Educational Content:

The bidder should have ready to use multimedia eLearning content in Hindi and English languages for such courses based on the syllabus as given in Annexure and as defined by BSDM time to time.

Content Features:

Following are the expected features in the content:

Nature of content

- A typical Content LO (Learning Object) must follow a representative flow viz.
  - Learning objective -introduction
  - Demonstration
  - Explanation
  - Exploration and interactive exercise and/or simulation
  - Summary
  - Test on skills covered in the learning object
  - Activity/Exercise
  - Project

- All the content must be VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT compliant
- Each and every single frame of content must be accompanied by narration text (similar to the VO language)
- Essentially all the content frame should have run time specified along with
- Each and every content frame must have a pre loader and a scrubber/status bar along with a reply button.
- Each and every content frame must have a clear (without any noise / humming) human voice over. It should be with neutral accent.

### Content Types

Following are the types of content required for above mentioned course:

1. Inform sessions
2. Perform sessions
3. Assignments/ePortfolio activities
4. Projects
5. Question bank
6. Interactive quizzes (timed and untimed)

### **Inform Sessions**

Inform type content may vary from animations, video, static images graphics, etc. This content will be rendered through HTML pages.

#### Flash Animations

- Screen size: 800 x 600 or 1024 x 768
- Embed all the desired fonts within the compiled file
- Duration: 30 – 40 seconds (for every individual frame)

#### Graphics

- Screen size: 800 x 600, 1024 x 768
- Recommended formats: JPEG, GIFF, PNG, BMP, PDF

#### Video

- Screen size: 800 x 600, 1024 x 768
- Recommended formats: MPEG, MP4

### **Perform Sessions**

Perform type content helps the learner to understand the concepts/skills and its application through interactivity. Session contains interactive exercises, simulations etc.

- Interactive exercises (with corrective feedback)
  - Screen size: 800 x 600, 1024 x 768
- Simulations (guided, with hints, and without hints)
  - Screen size: 800 x 600, 1024 x 768

### **Assignments / e Portfolio activities**

- Assignments are to encourage hands-on application of concepts/gained skills, though the nature of assignments can vary depending upon the subject / skill.
- These assignments/activities for enrichment of ePortfolio ideally should comprise of:

- Reference material (raw files, open files, and other required assets)
- Instructions (in PDF format)
- Glimpse/sample of finished assignment/activity

### **Assessment through Objective Questions**

To support comprehensive and continuous assessments the assessment sessions should have

- Simulation based assessment sessions (with hint, without hint): for convergence of learning and assessment

### **Objective questions including**

- Multiple Choice Single Correct
- Multiple Choice Multiple Correct
- Fill in the blanks
- Match the following
- Drag and Drop
- Comprehensive questions
- Multimedia Questions with Video and Audio support

### **Content package**

Content will be considered complete only when it is bundled with following:

- Detailed syllabus
- Day wise breakup
- List of special additions like case studies
- Quality assurance certificate/undertaking

Required features of the Multimedia educational content keeping in mind the aptitude and ability of the Candidates

Local language: For better understanding and interpretation, the languages in the multimedia content will be written and spoken with utmost correctness. The language experts may be engaged for the purpose.

Cultural context of multimedia eLearning content: It should predominantly reflect life ethos and culture of state

## **4. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports etc. for entire contract duration**

BSDM is also desirous of accessing the proven managerial, operational, technical and coordination services delivery expertise and experience of the Bidder with proven track record in implementation /support of the large scale Skills Development Program using the knowledge and software framework/s mentioned the scope above and by using eContent mentioned above.

### **1. Knowledge Framework Technical Support**

SDCs are going to use a support mechanism to track the issue or task allocation. Following is the scope of the support management System:

- Support multiple activities
  - Flexible role-based access control
    - a. Defining roles and set their permissions
  - Flexible issue tracking system of Defining status and issue types
    - a. Workflow transitions can be set up for each issue type and Role through the web-based administration interface (a default configuration can be loaded when installing the application)
  - Gantt chart and calendar
    - a. Generation of automatic Gantt chart and calendar based on issues start and due dates
  - News, documents and files management
    - a. Posting messages and share files
  - SMS and email notifications
2. The Bidder shall provide to BSDM its expertise and experience in rendering managerial, operational, technical and coordination services in implementation / support of the large scale Skills Development Program using the software platform based on the BSDM knowledge framework created by it hereunder.
  3. The Bidder will ensure that any legacy data of BSDM (data available with BSDM in any format across all schemes) is imported in the Portal / LMS developed by the bidder for BSDM.
  4. The Bidder should provide technical experts (both in the field of software and hardware) in the entire state for smooth functioning and state-wide Implementation, Monitoring, Maintenance and Operation Support of BSDM skill development programs for entire contract duration
  5. The Bidder shall deploy below manpower for efficient and effective execution of SDP through a state-wide network of SDCs. Followings are the details of manpower hierarchy expected to be deployed by the Bidder in the entire state for efficient and effective execution of Skill Development Programs through a state-wide network of SDCs.

<b>SN</b>	<b>Type of Manpower</b>	<b>Unit</b>
1	Team Leader	1
2	Senior Divisional Manager- Systems Support & Maintenance and Training Center Support	1 Per Minimum 300 SDCs preferably for a Division (Minimum 1)
3	Junior Divisional Manager- Systems Support & Maintenance and Training Center Support -	1 Per Minimum 300 SDCs preferably for a Division (Minimum 1)
4	Cluster Manager	1 Per Minimum 50 SDCs preferably in a District (Minimum 1)

6. The Bidder shall provide necessary equipment like tablet/laptops with internet connectivity and mobile phones to the deployed manpower for the purpose of leading, managing, supporting and monitoring the SDCs. The district/block level persons shall also act and assist as local mobilisers and organizers.

7. The Bidder will provide a list of the staff to BSDM, for processing entry passes/IDs (if required).
8. Upon receiving a written intimation from BSDM regarding the complete readiness of the workplace, the Bidder will commence its operations within two weeks from the work place made available by BSDM. The Bidder shall pay electricity bill (if so instructed by BSDM), internet and telephone bills for the office space allotted to it by BSDM.
9. The Bidder will be responsible for all matters regarding the staff deployed for rendering the services in this scope, including appointment, appraisal, termination, remuneration, supervision and monitoring the services rendered by the said staff.
10. The Bidder shall suggest the network hierarchy, desired number of Centers per district/block/ward as well as criteria for registration of Centers and periodic renewal of their registration.
11. The Bidder shall use the software frameworks created for BSDM and manage the conduct of the Courses.
12. The Bidder shall undertake the design of the stationery required for registration/renewal process.
13. The bidder shall also undertake the design of the stationery required for admission process like brochures, forms, receipts, etc.
14. The specifications of the stationary may be revised from time to time whenever felt necessary by both Bidder and BSDM.
15. The Bidder shall suggest criteria for granting/renewing authorization to SDCs if required by BSDM.
16. The Bidder shall undertake and facilitate the process of registration/renewal of the Centers from time to time as suggested by BSDM.
17. The Bidder shall render techno-managerial system support for registration/renewal of SDCs and upgrade the same from time to time as required.
18. The Bidder shall offer periodic reports through appropriate logins in the network hierarchy indicating loss of quality at the Centers, if any, and suggest appropriate preventive/ pre-emptive/ remedial/corrective actions.
19. Bidder may share some of its best practices, methods and ready designs with BSDM for suitable marketing, advertisement and promotional programs through various media so as to give wider publicity to the Courses among the potential clientele. The Bidder shall not incur any expenses on advertisement and promotion of the Courses.
20. If requested by BSDM, Bidder may offer advertisement design support to BSDM.
21. The Bidder shall assist and facilitate the Centers to carry out advertisement and promotion among the potential clientele for the Courses at local level but will not directly incur any expense for the same.
22. The Bidder shall offer the back-end techno-managerial support for smooth conduct of the Courses under this Agreement.
23. The Bidder shall through its back-end techno-managerial support, facilitate BSDM so that each batch of the Course will commence and conclude strictly as per the calendar agreed with BSDM.
24. The Bidder shall create the login id of each Candidate on Learning Content Management System (LMS) of BSDM's eLearning Framework on Center LAN and regularly download the

- upgrades of LMS Software and eContent and ensure regular upload of Candidates' progress profile to corresponding server by using the Internet facility at the Center.
25. The Bidder shall undertake the entire process of Online Certification Test for Certified Trainers / Learning facilitators, System Administrators and various other service providers in cooperation with BSDM by providing technical and academic support.
  26. The Bidder shall facilitate for smooth conduct of the examination/s of the Candidates, their certification by using the LMS's examination software and methodology.
  27. The Bidder will provide BSDM the LMS delivered course certificates (soft copy) as approved by BSDM and make any necessary updation in the certificate template as and when required.
  28. The Bidder provide necessary support, information to BSDM for deciding the Business targets of the SDCs, use system for monitoring of the Critical Performance Indicators (CPIs) of the Network Partners, monitor their actual performance against set targets, give feed-back and suggest remedial/corrective actions to BSDM.
  29. The Bidder will undertake periodic training of the various categories of the staff of the Centers so as to keep them updated about BSDM's norms and revisions thereof about the Courses / processes / modules.
  30. The Bidder shall, in providing the Services, ensure that all reasonable efforts are taken to protect the privacy and security of BSDM's Customer Data.
  31. At first-time deployment of the Framework / LMS / application the selected agency will have to ensure the required security audit / certifications within 3 months post deployment, through a certified agency of the product to be deployed. Post Deployment and initial audit / certification of the Framework / LMS / application, the selected agency will get the application / Framework / LMS audited through a certified agency at least on an annual basis as per set industry norms/protocols.
  - 32. All the development / customization work related to Portal, LMS and content needs to be completed maximum within 06 months from the date of execution of agreement.**
  33. The vendor will also develop and manage an adaptive website for BSDM in line with the existing BSDM website. The vendor will also ensure updation of the content on the website in collaboration with BSDM as and when required. The website should also have the necessary integration with the portal / other systems as per requirement.
  34. In case of any changes as jointly decided by BSDM and selected agency no extra cost will be raised to BSDM.
  35. Yearly updation of such skill development courses which will run in an quasi online medium through Learning Management System (LMS) and eContent like Kushal Yuva Program (KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally”, to ensure market relevance of the content being offered and accordingly modification in hard copy of content (study material) as well.
  36. Capacity building of BSDM & other stakeholders (as required) on the system
    - o Process wise / module wise periodic demo for the Knowledge framework (Dynamic portal) for all programs and the LMS.
    - o Develop training materials, manuals and standard operating procedures and periodic updation of the same. The training for the staff will include training in use of the Knowledge framework (Dynamic portal) for all programs and the LMS for their respective operations and functions. Emphasis shall be on training end users to

effectively use the Knowledge framework (Dynamic portal) for all programs and LMS features and provide initial handholding.

### 37. Technical Architecture

- Scalability: The application should have scalability to support 50000 concurrent users at any point of time the application should also support same number for any online / offline exam.
- Ease of Maintenance: The application code should have been written leveraging industry coding standards / frameworks / modularity. There should be sufficient documentation available across SDLC stages.
- Performance: The selected agency in consultation with BSDM needs to declare performance benchmark for all critical transactions. The selected agency also needs to certify and produce documentation to ensure that rigorous reviews and testing have been carried out in producing application platform. Performance will be one of the key criteria to finalize the application.
- Configurability: The application should have features to change look & feel (UI) of pages.
- Compatibility
  - The Knowledge framework (Dynamic portal) for all programs shall be compatible with Desktops, Tablets & phones. LMS should also have interoperability.
  - Data can be in different formats including but not limited to, MS-Word, excel, power-point, pdf, video etc.
  - Browser compatibility: Chrome, Mozilla Firefox, IE and Safari.
- Technology: The preferred technology would be open source (Java / PHP / MySQL etc. or any other pertinent technology)
- Content upload and compatibility standards: VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT
- **Integration with third party systems**
  - Integration with mail / sms gateways, any other relevant portal if required etc.
  - Candidate data from the District Registration cum Career Counselling Centre's registration portal (a portal created by Planning Department, Govt. of Bihar for Registration of youth and further channelizing them into their preferred program) or any other relevant portal needs to be pulled on the BSDM database through integration.
  - Integration with payment gateways, other skill development portals etc.
  - The selected bidder will have to arrange for SMS gateway, SMTP services, the costs of which will also have to be borne by the selected bidder.
  - The payment gateway transactions charges will be borne by BSDM (if required). An arrangement will be made with Banks by BSDM in this regard, which needs to be facilitated by the selected bidder.
  - The selected bidder will provide API for connectivity with any software solution which is proposed by the training partner through which such training partner will implement the training.

38. The LMS should have capability of following deployment model:
- Deployment/installation and activation on the local server of centers with personalized access to eContent for each candidate, assignment, evaluations, personalized candidate records, and analytical reports for the stakeholders.
  - Data sync up between offline and online (central server) installations is required on daily basis. The sync up should happen back and forth.
  - In case of issue in local server the central server should provide the learning facility to Candidate on temporary basis and learning records should get sync after the local server issue is resolved. This will help center and Candidate in providing minimum service down time.
39. Security: The applications should have very strong and robust security provisions including encryptions. As applications will have local server / client capability it should be secured enough so that no one can penetrate into the software / database.
- Application access needs to be protected through two layers of firewalls of different makes. First layer will be perimeter/external firewall and second layer will be core/internal firewall (hosted in the core of the network).
  - Sys Log server for log collection
  - Antivirus System
  - Load Balancer for distribution of traffic among multiple web/app servers
  - Valid authentication for application access
40. Service Level Agreement
- Create and operate help desk for easy resolution of client issues (L1 and L2 Support). The Help Desk should offer a single point of contact for all inquiries related to Knowledge framework (Dynamic portal) and LMS.
  - The help desk will cater to all the issues related to
    - Application downtime - The Knowledge framework (Dynamic portal) and LMS needs to maintain an uptime of 99%. Any planned downtime needs to be intimated and approved in advance.
    - Grievance redressal
    - Change management – The mechanism for change management request handling is to be decided at the time of project commencement in collaboration between selected agency and BSDM.
    - Technical issues (L1, L2 ) etc. – The Incidents and Service Requests handling mechanism is provided below
      - L1 Support: L1 or Level 1 Support is the initial support level responsible for basic customer issues. The first job of L1 support personnel is to gather the User's information and to determine the User's issue by analyzing the symptoms and figuring out the underlying problem. L1 support personnel are expected to resolve the basic issues reported by any User.
      - The L1 support will be prioritized as Low and Medium level issues based on the effort required with different response time.

- ✓ Low: Response time  $\leq$  4 working hours
    - ✓ Medium: Response time  $\leq$  8 working hours
  - L2 Support: L2 or Level 2 is a more in-depth technical support level than L1 Support and requires more experienced and knowledgeable personnel on Knowledge framework (Dynamic portal) or LMS and related support services. It is synonymous with level 2 support, support line 2, administrative level support, and accounts for advanced technical troubleshooting and analysis required for rendering the solution posed. L2 shall provide support in resolving any query that is unresolved by L1. In case L2 support personnel is not in a position to resolve any query/request raised, they are required to take support from their organization over the same to ensure request resolution.
  - The L2 support will be prioritized as High and Critical level issues based on the effort required with different response time.
    - ✓ High: Response time  $\leq$  24 working hours
    - ✓ Critical: Response time  $\leq$  72 working hours
  - Response Time is the total time from request creation to issue resolution and restoration of service. Service may be restored either by a workaround or by a permanent solution. Ninety percent of issues to be resolved within the time frame specified for each Priority.
- Efforts to be made to ensure that all the requests are resolved in the stipulated response time.
- Service measurement and Reporting: The service of the agency will also be measured on the following counts:

Sl. No.	Service	Minimum achievement standard
1	Application uptime	99%
	No. of issues resolved	95% of the total issues registered
2	No. of issues resolved within the stipulated Response time	90% of the total issues registered
3	No. of unscheduled outages	None

- Monthly reports for the above need to be submitted to BSDM by the agency.
- Customer / BSDM escalation matrix to be in place
  - The Business and Technology Services Leader assigned for BSDM should be available to address any questions about the services, processes etc. The Business and Technology Services Leader may be directly contacted, or a Service Request might be initiated with the Help Desk.

## **Appendix I – form of contract (Tentative)**

**CONTRACT FOR:** Agency who will provide:

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent
- d. Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

***On ‘Software-as-a-Service’ (SAAS) basis, for Bihar Skill Development Mission (BSDM)***

**CONTRACT NUMBER:** RFP No. and Date of issuance of RFP

**THIS CONTRACT is made**

**BETWEEN:** [Bihar Skill Development Mission (BSDM), Department of Labour Resources, Government of Bihar (hereinafter called “the Client”)]

**AND:** [*Please insert name of Bidder*] (hereinafter referred to as “the Agency”)

[*Please insert nodal officer and communication address of the Agency*]

**WHEREAS:**

**A.** the Client has requested the Agency to provide certain services as defined in the Terms of Reference of the RFP (hereinafter called the “Services”); and

**B.** the Agency, having represented to the Client that they have the required professional skills, personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract.

NOW THEREFORE the parties hereto hereby agree as follows:

### **1. Documents**

This Contract shall be comprised of the following documents:

- a) Form of Contract
- b) Letter of Award
- c) Section 1 – LOI and Important Information
- d) Section 2 - Instructions to Agencies and Data Sheet
- e) Section 3 – Pre-Qualification Proposal and attached formats
- f) Section 4 - Technical Proposal and attached formats
- g) Section 5 - Financials

- h) Section 6 - Terms of Reference
- i) Minutes of Contract Negotiation Meeting
- j) Form of Consortium agreement (if applicable)

This Contract constitutes the entire agreement between the Parties in respect of the Agency’s obligations and supersedes all previous communications between the Parties, other than as expressly provided for in Sections 2 and 6.

**2.** The mutual rights and obligations of the Client and the Agency shall be as set forth in the Contract; in particular

- (a) The Agency shall carry out the Services in accordance with the provisions of the Contract; and
- (b) Client shall make payments to the Agency in accordance with the provisions of the Contract.

**Commencement and Duration of the Services**

The Agency shall start the Services on \_\_\_\_*[please insert date]* ("the Start Date") and shall complete them by \_\_\_\_*[please insert date]* ("the End Date") unless this Contract is terminated earlier in accordance with its terms and conditions.

**3. Financial Limit**

Payment rates under this Contract shall not, in any circumstances, exceed as quoted in the Financial Proposal.

**4. Time of the Essence**

Time shall be of the essence as regards the performance by the Agency of its obligations under this Contract. *{Only in case of consortium, add: We undertake that all the partners i.e., \_\_\_\_\_ (name of the lead partner) and \_\_\_\_\_ (name of the other partner) shall be liable jointly and severally for the execution of the contract in accordance with the contract terms.}*

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of Client

For and on behalf of Agency

Signature

Signature

Name:

Name:

Date:

Date:

Witness on behalf of Client

Witness on behalf of Agency

- 1. ....
- 2. ....

- 1.....
- 2. ....

**Appendix II – form of Consortium agreement (tentative)**  
**ON A STAMP PAPER**

This Consortium Agreement executed on this \_\_\_\_ day of \_\_\_\_\_ 2023

By:

M/s. \_\_\_\_\_ a \_\_\_\_\_ incorporated under the laws of \_\_\_\_\_ and having its registered office at \_\_\_\_\_  
(Hereinafter called the “Lead Partner/Partner-in-charge” which expression shall include its successors);

And M/s. \_\_\_\_\_ a \_\_\_\_\_ incorporated under the laws of \_\_\_\_\_ and having its registered office at \_\_\_\_\_ (Here in after called the “Other Partner” which expression shall include its successors)

The Lead Partner / Partner-in-charge and the Other Partner shall collectively hereinafter be called as the “Consortium Members” for the purpose of submitting a proposal (herein after called as “Bid”) for the work of selection of an agency who will provide:

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. eContent for skill development courses (as and when prescribed) which will run in an quasi online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent
- d. Printing and Transportation of Books at District HQs - for courses which will run in an quasi online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

***On ‘Software-as-a-Service’ (SAAS) basis, for Bihar Skill Development Mission (BSDM)***

in response to Request for Proposal (hereinafter called as ”RFP” Document) Dated \_\_ / \_\_ / 2023 for the purposes of submitting the RFP (RFP No. \_\_\_\_\_) and entering into a contract in case of award for the Assignment.

WHEREAS, the Client invited bids vide its RFP (RFP No. \_\_\_\_\_) for the Assignment AND WHEREAS as per document, Consortium bids will also be considered by the Client provided they meet the specific requirements in that regard.

AND WHEREAS the proposal is being submitted to the Client by the consortium partners based on the Consortium Agreement being these presents and the proposal with its forms and submission documents, in accordance with the requirement of RFP document conditions and requirements will be signed by the Authorized Signatory and submitted to the Client.

AND WHEREAS Clause of RFP document stipulates that a Consortium, meeting the requirements stipulated in the RFP document may also submit a Proposal signed by Lead Partner of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations there under to BSDM and duly signed Consortium Agreement shall be attached to the Proposal.

NOW THEREFORE, in consideration of the mutual covenants of the members of the Consortium, the sufficiency whereof is hereby acknowledged and other good valuable consideration, we agree as follows:

1. We the members in the Consortium hereby confirm that the name and style of the Consortium shall be A Lead Partner Consortium.
2. M/s \_\_\_\_\_ Shall act as Lead Partner for self, and for and on behalf of M/s \_\_\_\_\_ (Other Partner) and further declare and confirm that we shall jointly and severally be bound unto the Client for the successful performance of the obligations under the Request for Proposal (RFP) and resulting Contact Agreement(s) submitted /executed by the Lead Partner in the event of the selection of Consortium. Further, the Lead Partner is authorized to incur liabilities and receive instructions for and on behalf of any or all partners of the CONSORTIUM.
3. The composition or the constitution of the consortium shall not be altered without the prior consent of BSDM.
4. It is expressly agreed by the members that all members of the consortium shall be held equally responsible for the obligations under the RFP Document, Contract and this Agreement, irrespective of the specific roles/responsibilities undertaken by them.
5. For the purpose of this Agreement, the RFP Document and the Contract, the Lead Partner shall be the single point of contact for the BSDM, shall have the overall responsibility of the management of the assignment and shall have single point responsibility for ensuring that all members of the consortium are complying with the terms and conditions set out in the Contract and the RFP Document.
6. All instructions/communications from BSDM to the Lead Partner shall be deemed to have been duly provided to all the members of the consortium.
7. If BSDM suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to RFP (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the RFP and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to BSDM on its demand without any demur or contest. The Client shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the Client to proceed against the Lead Partner before proceeding against or dealing with the Other Partner.
8. The financial liability of the Consortium Members to the BSDM, with respect to any of the claims arising out of the performance or non-performance of obligations under the RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to BSDM.
9. It is expressly agreed by the Members that all the due payments shall be made by the Client to Lead Partner only.
10. This Consortium agreement shall be construed and interpreted in accordance with the laws of India and the Court of Patna shall have the exclusive jurisdiction in all matters arising there under.
11. It is also hereby agreed that Lead Partner shall, on behalf of the Consortium shall submit the Bid and performance Security as specified by Client in the RFP document.
12. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by BSDM.
13. This Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Assignment, which have been taken on by the Parties under the Contract, RFP Document and under this Agreement.

IN WITNESS WHEREOF, the Members to the Consortium agreement have through their authorized representatives executed these presents and affixed common seal of their organization, on the day, month and year first mentioned above.

For and on behalf of \_\_\_\_\_ (Lead Partner)

1) Witness

2) Witness

(Signature of Legally Authorised Signatory)

Name:

Designation:

Organization Name:

For and on behalf of \_\_\_\_\_(Other  
Partner)

1) Witness

2) Witness

(Signature of Legally Authorised Signatory)

Name:

Designation:

Organization Name:

## **IMPORTANT**

**The interested bidders are strongly advised to visit the BSDM website [www.skillmissionbihar.org](http://www.skillmissionbihar.org) for further details and knowledge about skill development programs and initiatives being implemented by Bihar Skill Development Mission.**

To be treated as an Annexure to this document: Please must refer the Session and Topic wise Hourly Break-up of KYP and BSCFA Course available on BSDM website and also in tender section of BSDM website to understand BSDM KYP and BSCFA program.

**Annexure: Tentative Syllabus and Course Content for Kushal Yuva Program and BSCFA Course (Illustrative only and not exhaustive)**

• **Brief Syllabus for Kushal Yuva Program (eCP-KYP) and BS-CFA:**

**1. Syllabus Kushal Yuva Program (eCP-KYP):**

The scope of the work includes providing ready to use multimedia eLearning content in Hindi and English languages for IT Literacy course based on standards prescribed by National Vocational Education Qualification Framework NVQEF.

**A. KYP Course 1: English Language Skills (80 Hours)**

**List of Skills / Competencies in Syllabus**

**English Language Skills:** Listening, Speaking, Conversing, Reading, Writing

<b>Skill</b>	<b>Sub-skills</b>
Listening (L)	<ul style="list-style-type: none"> <li>• Concentration</li> <li>• Interest in the topic</li> <li>• Meaning and concept understanding</li> <li>• Sense making</li> <li>• Understanding</li> <li>• Memorization and recall</li> </ul>
Speaking (S)	<ul style="list-style-type: none"> <li>• Pronunciation</li> <li>• Fluency</li> <li>• Speed</li> <li>• Intonation</li> <li>• Clarity</li> <li>• Sentence construction</li> </ul>
Conversing (C )	<ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Responding</li> </ul>
Reading (R )	<ul style="list-style-type: none"> <li>• Concentration</li> <li>• Meaning and concept understanding</li> <li>• Follow up reading</li> <li>• Loud reading</li> <li>• Silent reading</li> </ul>
Writing (W)	<ul style="list-style-type: none"> <li>• Understanding and clarity</li> <li>• Layout</li> <li>• Planning according to meaning</li> <li>• Use of language appropriate to content</li> <li>• Note making</li> </ul>

English language competency levels: Parity with International Standards for English Language Skills

Compliance is established with Common European Framework of Reference for Languages: Learning, Teaching and Assessment (CEFR standard) – Level A1 and A2.

<b>Skill</b>		<b>A1 Level</b>	<b>A2 Level</b>
UNDERSTANDING	Listening	<ol style="list-style-type: none"> <li>1. I can understand familiar words when my family and common people speak.</li> <li>2. I can use very basic phrases concerning myself, my family when people speak slowly and clearly.</li> <li>3. I can understand simple conversation over phone.</li> </ol>	<ol style="list-style-type: none"> <li>1. I can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment).</li> <li>2. I can catch the main point in short, clear, simple messages and announcements.</li> <li>3. I can identify topics of TV programs, especially if helped by visual clues.</li> </ol>
	Reading	<ol style="list-style-type: none"> <li>1. I can understand familiar names, words and very simple sentences, for example on notices and posters or in catalogues.</li> </ol>	<ol style="list-style-type: none"> <li>1. I can read very short, simple texts.</li> <li>2. I can understand short simple personal letters.</li> <li>3. I can extract basic information from newspaper, magazines etc.</li> </ol>
SPEAKING	Spoken Interaction	<ol style="list-style-type: none"> <li>1. I can ask and answer simple questions on very familiar topics.</li> <li>2. I can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.</li> </ol>	<ol style="list-style-type: none"> <li>1. I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.</li> </ol>
	Spoken Production	<ol style="list-style-type: none"> <li>1. I can use simple phrases and sentences to describe where I live and people I know.</li> </ol>	<ol style="list-style-type: none"> <li>1. I can use a series of phrases and sentences to describe my family.</li> <li>2. I can use a series of phrases and sentences to describe other people.</li> <li>3. I can use a series of sentences to describe my educational background and my present or most recent job.</li> </ol>

## Functions, Topics, Vocabulary

Description	A1 Level	A2 Level
Functions	Directions Describing habits and routines Giving personal information Greetings Telling the time Understanding and using numbers Understanding and using prices	Describing past experiences Describing people Describing places Describing things Obligation and necessity Requests Suggestions
Vocabulary and Topics	Food and drink Nationalities and countries Personal information Things in the town, shops and shopping Verbs – basic	Adjectives: personality, description, feelings Food and drink Travel and services
	Family life Hobbies and pastimes Holidays Leisure activities Shopping Work and jobs	

## Grammar

A1 Level	A2 Level
Adjectives: common and demonstrative Adverbs of frequency Comparatives and superlatives Going to How much/how many and very Common uncountable nouns I'd like Imperatives (+/-) Intensifiers - very basic Modals: can/can't/could/couldn't Past simple of "to be" Past Simple Possessive adjectives Possessive s Prepositions, common Prepositions of place Prepositions of time, including in/on/at Present continuous Present simple Pronouns: simple, personal Questions There is/are	Adjectives – comparative, – use of than and definite article Adjectives – superlative – use of definite article Adverbial phrases of time, place and frequency – including word order Adverbs of frequency Articles – with countable and uncountable nouns Countables and Uncountables: much/many Future Time (will and going to) Gerunds Going to Imperatives Modals – can/could Modals – have to Modals – should Past continuous Past simple Phrasal verbs – common Possessives – use of 's, s' Prepositional phrases (place, time and movement) Prepositions of time: on/in/at

To be, including question + negatives  
Verb + ing: like/hate/love

Discourse Markers:  
Connecting words, and, but, because

Present continuous  
Present continuous for future  
Present perfect  
Questions  
Verb + ing/infinitive: like/  
want-would like  
Wh-questions in past  
Zero and 1st conditional

Discourse Markers:  
Linkers: sequential – past time

## **B. KYP Course 2: IT Literacy Skills (120 hrs, Hindi and English Medium)**

Course offers Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of following IT Tools:

1. Windows 10
2. Internet browsers
3. MS Word 2019
4. MS Excel 2019
5. MS PowerPoint 2019
6. MS Outlook 2019
7. Google Workspace

Syllabus should be mapped to following international standards:

<b>Sr. No.</b>	<b>International IT Literacy Standards</b>
1	Microsoft Office Standards (MOS)
2	European Computer Driving Licence (ECDL)

### **Modules to be covered:**

1. Operating System
2. Internet
3. Word Processing
4. Spreadsheet
5. Presentation Graphics
6. Personal Information Manager

### **Details:**

The software tools to be covered in the course:

<b>Sr. No.</b>	<b>Tools</b>
<b>Operating System and Internet</b>	
1	Windows 10
2	Internet
3	Google Chrome
4	Mozilla Firefox
<b>Word Processor</b>	
5	<b>MS Word 2019/365</b>
6	Google Docs
<b>Spreadsheet</b>	
7	<b>MS Excel 2019/365</b>
8	Google Sheets

Presentation Graphics	
9	<b>MS PowerPoint 2019/365</b>
10	Google Slides
Personal Information Manager	
11	<b>MS Outlook 2019/365</b>
12	Gmail Inbox
13	Google Drive
Other Essentials Tools	
14	Several Apps on Smart Phones
Job Readiness Skills	
15	Digital Skills for Entry-level Job Readiness in various domains in Physical Space and Cyber Space

1. **Basic IT Awareness:** In addition to basic concepts in IT and introduction to computers, this topic brings an awareness that in 21st Century almost everything is linked directly or indirectly to Information Technology e.g. from smartphone to Drone Technology to Google car, from Smart watches, Fit Bit to 3D printing and so on. This topic also covers awareness about the life and work of individuals whose inventions and discoveries have made today's world of IT possible and made our life simple, easy and interesting. This topic attempts to motivate and inspire a learner to pursue career in IT.
2. **Smart Typing Skills:** Learner gets an opportunity to learn scientific method of error-free typing along with use of voice typing while achieving high speed and acceptable as per the industry standards
3. **21<sup>st</sup> Century Office Productivity Skills:** These are the skills that help the Learner work effectively at the workplace by way of smart use of various office automation tools to quickly deliver various professionally relevant high quality outputs required in normal job environments.
4. **21<sup>st</sup> Century Daily Life Skills:** Now-a-days, use of internet, mobile and similar gadgets, and Apps available on them have liberated us. 21st Century Daily Life Skills cover how to make smart use of such various Apps and Websites to make job environment efficient, productive and effective.
5. **21<sup>st</sup> Century Study Skills:** The rapidly changing part of life in 21st Century is, mainly the way we learn/study. 21st Century Study Skills helps us to keep up with it, and open new learning avenues. e.g.: using various websites/apps for accessing interactive learning objects, virtual labs, accessing knowledge-banks like, TED Talks, Google Scholar etc.

6. **21<sup>st</sup> Century Citizenship Skills:** Being a citizen belonging to 21st Century, everyone should be aware of various online services and facilities made available by central government. 21st Century Citizenship Skills help in availing these services effectively. e.g.: services like availing passport, Aadhaar card, PAN card, various certificates like, birth/death/marriage/income certificate etc.
7. **Ergonomics:** Ergonomics is the process of designing or arranging workplaces, products and systems so that they fit the people who use them. Here in this section, a learner will learn the skills that help in improving their behaviour at workspaces and make them cope up with different environments to minimize risk of physical injury or harm.
8. **Go Green:** Go Green section includes knowledge and practices that can lead to more environment friendly and ecologically responsible decisions and lifestyles, which can help protect the environment and sustain its natural resources for current and future generations.
9. **Netiquettes:** Netiquettes are the etiquettes to use the internet. This includes communicating in a polite manner whether through mail, chat or forums, respecting copyright issues, posting topics, respecting the time of others, etc. All these aspects are covered in this section.
10. **Cyber Security Skills:** Cyber Security skills are the skills that anyone and everyone should be aware about. Skills that educate about vulnerabilities while moving around in the cyber world, and best practices for maintaining safety, securing your digital identity. e.g.: tasks like: I can protect myself from online spoofing, I can secure my net banking account with strong password, I can securely share my data on social media sites etc.
11. **Introduction to Digital Careers:** Every learner who is on verge of stepping in to employment, must get his/her basics right so as to be able to grab a job opportunity with success. The aspirant must know things such as how to create an effective resume, what tools are available online to assist him/her with different job opportunities available, how he/she can use Professional networking online to connect with Industry professionals etc.

Sr. No	Introduction to Digital Careers
1.	<b>Financial Accounting Careers</b>
2.	<b>Office Productivity Careers</b>
3.	<b>Digital Designing Careers</b>
4.	<b>Software Development Careers</b>
5.	<b>Data Analytics &amp; Data Visualisation Careers</b>
6.	<b>Digital Arts Careers</b>
7.	<b>CAD/CAM Careers</b>
8.	<b>IT Hardware &amp; Networking Careers</b>

9.	<b>Digital Freelancing Careers</b>
10.	<b>Industrial Revolution (IR) 4.0 Careers</b>

12. **Remote Working Skills:** Remote Working Skills have become the norm of the day in view of the Covid-19 Pandemic and will continue to be so in near future. Many of the industries/companies around the world had now adopted to WFH to a large extent. In this view, every learner must know the basics of Work From home and the skills he/she must require for effectively and efficiently work from home i.e. proper workplace arrangement, requirement of reliable Internet connection and speed, intermittent exercises to be done etc.

1. **Basic IT Awareness:**

Topics	Sub-Topics
<b>Computer Basics</b>	Describe the importance of computers in today's world.
	Identify the main parts of a computer.
	Identify the steps for starting and shutting down a computer.
	Identify the different groups of keys on a keyboard.
	Basic typing, typing in multiple languages.
	Perform different tasks by using a mouse.
	Describe other common computing devices such as laptops, netbooks, tablets, and phones.
	Identify the primary hardware components of a computer.
	Explain an operating system.
	Explain programs and data.
	Describe a network and the types of networks.
	Explain the terms Internet, World Wide Web, and intranet.
	Compare the features of different types of computers.
	Explain the role of memory.
	Explain the basics of computer performance.
	Explain the concept of minimum requirements for software.
	Describe the types of productivity programs and their uses.
	Describe the types of communications programs and their uses.
	Describe the uses of educational and entertainment programs.
	Explain the common functions of an operating system.
Identify the components of the Windows 10 interface.	
Explain the options available in the Start screen of Windows 10.	
Work with the Windows 10 interface within programs.	
Manage files and folders in Windows Explorer.	
Perform basic file operations.	
Describe how computers have become a central part of everyday rural and urban life – around the world.	
Identify the career opportunities available for a computer-literate person.	
<b>The Internet, and the World Wide Web</b>	Describe the uses of the Internet and Cloud Services.
	Identify the requirements for an Internet connection.
	Identify the features of two types of Internet connections.
	Relate the term bandwidth to types of Internet connections.
	Describe the components of the Web.

	Explain how Web addresses work.
	Explain how to connect to the Internet.
	Explore Web sites by using a browser.
	Describe how to save favorite Web sites.
	Search for reliable information on the Web.
	Explain how to perform transactions over the Web.
	Explain how e-mail works.
	Write and send e-mail messages.
	Manage e-mail messages.
	Identify correct e-mail etiquette
	How to create an email address.
	Identify the features of online communities.
	Explain how instant messaging and Web-cam video communication works.
	Explain how to create and publish Web pages.
	Explain how to blog using Windows Live Writer.
<b>Information Technology, The Internet, and You</b>	Information Systems
	People
	Software
	Hardware
	Data
	Connectivity and the Mobile Internet
<b>The Internet, the Web and Electronic Commerce</b>	The Internet and the Web
	Internet Access
	Web Utilities (Filters, File transfer utilities, Internet Security Suites)
	Communication
	Search Tools
	Electronic Commerce
	Cloud Computing
	The Internet of Things
<b>Application Software</b>	Application Software
	General-Purpose Applications
	Specialized Applications
<b>System Software</b>	System Software
	Operating systems
	Mobile Operating systems
	Desktop Operating systems
	Utilities
<b>The System Unit</b>	System Unit
	System Board
	Microprocessor
	Memory
	Expansion Slots and Cards
	Bus Lines
	Ports
	Power Supply

	Electronic Data and Instructions
<b>Input and Output</b>	What is Input?
	Keyboard Entry
	Pointing Devices
	Scanning Devices
	Image Capturing Devices
	Audio-Input Devices
	What is Output?
	Monitors
	Printers
	Audio-Output Devices
	Combination Input and Output devices
<b>Secondary Storage</b>	Storage
	Hard Disks
	Solid State Storage
	Optical Discs
	Cloud Storage
	Mass Storage Devices
<b>Communications and Networks</b>	Communications
	Communication Channels
	Connections Devices
	Data Transmission
	Networks
	Network Types
	Network Architecture
	Organizational Networks
<b>Databases</b>	Data
	Data Organization
	Databases
	DBMS Structure
	Types of Databases
	Database Uses and Issues

## 2. Smart Typing Skills:

Topics	Sub-Topics
<b>Introduction</b>	Introduction to Typing
	Touch Typing
	Voice Typing
	Keyboard
	Types of Keyboards
	Ergonomic Keyboards
	PDA Keyboards
	Devanagari Font and complex script settings, Unicode settings

	Muscle Memory
	Names of Fingers
	Finger Placements
	Minimizing Hand Movements
	Typing Trivia
	Measuring Progress
<b>Introduction to Keyboard</b>	Introduction to Keyboard, Home Row
	The Space Bar
	The Enter Key
	Using Keys
	Typing Tips
	Learning the G and H Keys
	Learning the Apostrophe Key
	Top Row
	Learning the E and I Keys
	Learning the W and O Keys
	Learning the Q and Y Keys
	Learning the P and T Keys
	Bottom Row
	Learning the C and Comma Keys
Learning the Tab Key	
<b>Introduction to Number Pad</b>	Num Pad
	Touch Typing on the Number Pad
	Num Pad Home Row Positions
	Index Finger Keys
	Typing Tips
	Learning the X and Period Keys
	Learning the Z and Slash Keys
	Learning the B and N Keys
<b>Other Keys</b>	Other Keys, Numbers and Symbols
	Shift Keys
<b>Number and Symbols</b>	Numbers
	Using Number Keys – 1 to 5
	Using Number Keys – 6 to 9 and zero
	Symbols
	Learning the Square Brackets and Back Slash Keys
	Navigation Keys

	End Key
	Page Up and Page Down Keys
	Arrow Keys
	Other Keys
	Esc Key
	Windows Key
	Special Keys
	Caps Lock
	Numeric Keypad
	Middle Finger Keys
	Ring Finger Keys
	Little Finger Keys
<b>Data Entry in Various Tools</b>	Microsoft Excel 2019
	Creating a Workbook
	Using Templates
	Downloading Templates
	Creating a Blank Workbook
	Moving Between Cells
	Entering Headings
	Entering Data
	Adjusting Column Width
	Open Office Writer
	Creating a New Document
	Entering Text
	Text Wrapping and Tabs
	Selecting Text
	Editing Text
	Undoing and Redoing
	Editing Modes
	Open Office Calc
	Creating a Spreadsheet
	Moving Between Cells
	Entering Headings
	Entering Data
	Adjusting Column Width
	Google Docs
	Adobe PageMaker

	CorelDRAW
	Adobe InDesign
	Data Entry
	Role of a Data Entry Operator
	Need for Data Conversion
	Skills Required for Data Entry
	Types of Data Entry Jobs
	Data Entry Jobs in Industrial Sector
	Data Entry Jobs in Medical Sector
	Related Jobs
	Types of Data
	Data Validation
	Data Categories
	Data Correctness
	Compiling Data
	Data Entry Tools
<b>Data Conversion, Scanning and Image Assisted Data Entry</b>	Scanning
	OCR
	Data Conversion for the Web
	Other Conversions
	Data Entry Pay Scales
	Factors affecting Pay Scale
<b>Copyrights and document formats</b>	Copyright
	Legal Documents and Stamp Papers
	Other Documents
	Medical Transcription
	How Transcription Works
	Medical Transcription Course
	Stamp Papers
	Bank Documents
	KYC Details
	Loan Applications
	Form Entries
	Form Entry
	Publications
	Types of Typists
More Information	

	Typewriters To Computers
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### 3. 21<sup>st</sup> Century Office Productivity Skills:

Topics	Sub-Topics
<b>Office Productivity Programs – MS Office (Word, Excel, PowerPoint) and Google Office (Docs, Sheets, Slides)</b>	Describe the functionality of the common programs in Microsoft Office 2019 and Office Web Apps.
	Identify the main components of the graphical user interface (GUI) of a productivity program.
	Use the pointer to navigate in a program.
	Identify the tabs, groups, and commands on the Ribbon.
	Use the buttons on the toolbars to perform various tasks.
	Type text and characters in a program by using the keyboard.
	Explain the use of keyboard shortcuts and key combinations.
	Perform basic tasks in a word processor.
	Find and open templates in word processor.
	Edit and format text in word processor.
	Work with tables and pictures in word processor.
	Proofread a document in a word processor.
	Identify the benefits of desktop publishing.
	Identify the components of a spreadsheet.
	Enter data into a spreadsheet.
	Perform basic mathematical tasks in a spreadsheet.
	Insert charts in a spreadsheet.
	Print a spreadsheet.
	Identify the elements of a presentation program.
	Create a presentation.
Add graphics and multimedia to a presentation.	
Use the print options available in a presentation program.	
Explain basic concepts of a database.	
Create a database.	
Work with records in a database.	
Explain what database queries are and how they work.	
Work with reports.	

### 4. 21<sup>st</sup> Century Daily Life Skills:

Topics	Sub-Topics
<b>Internet and Connectivity</b>	Buying good internet plans for mobile
	Configure and activate internet connection for mobile
	Wi-Fi
	Tethering, Hotspot
<b>Productivity</b>	Mobile Number Identification :Truecaller App
	Google Tasks
	Google Calendar
	To-Do, reminders, Alarms, Clock

	Gmail
	Voice Typing
	Smart Voice Assistant: Google Assistant, Siri
	Weather forecast: Accuweather
	JustDial
	Mobile Scanners (Adobe Scanner, Google Lens)
	Evernote
	QR code scanning
	Google Docs, Google Slides, Google Sheets, Google Drive
	Google Playbooks
	Voice Recorder
	Mirroring Apps
	Minutes of meetings: Otter
	Google Keep
	Android File Explorer
	DropBox
	Camera (Photo, Video)
<b>Social Connect</b>	Networking for professional upgradation: LinkedIn
	Google Duo
	Skype
	Google Meet
	WhatsApp
<b>Entertainment</b>	Booking movie/theatre tickets online: BookMyShow
	Watching movies online : YouTube, Netflix, Prime Video, Hotstar, Voot
	News apps: Inshorts, Daily Hunt
	Storytel, Audible, BookGanga
	Smart Home: Alexa, Google Home
	Casting (Mobile on TV)
	Online Music: Gaana, JioSaavn
<b>Cashless Transactions</b>	Google Pay
	Paytm
	BHIM App
<b>eBanking</b>	Opening net banking account
	Credit or debit card for online shopping
<b>Bill Payment/ Recharge</b>	Recharge mobile phone online
	Pay Telephone bill online
	Pay electricity bill online
<b>Travel</b>	Travel Planning: Yatra, MakeMyTrip, Trivago, Google Trip
	Railway Booking: IRCTC
	Flight tracking: Flight Radar
	Booking Cabs online: OLA, Uber
	mParivahan

<b>Navigation</b>	Google Maps, GPS, Here Maps
<b>New Media Literacy</b>	Image Editing, Audio Editing, Video Editing, Short clips, Facebook videos, Instagram videos
	Google Photos, Musemaze, Kinemaster
<b>File Sharing</b>	Transfer using Bluetooth, ShareIt, WeTransfer
<b>eCommerce</b>	Online Shopping
	Amazon, Flipkart, Myntra, AJIO, Snapdeal
<b>Utilities</b>	Utility services: Urban Company
	Quickr
	Buy and sell: OLX
<b>Backup and Recovery</b>	Mobile Data Backup
	Contact/SMS Backup
	eWallets
	Digital Wallets
	SMS Organizer
<b>Security</b>	FaceID
	Biometric Authentication
	PINs
	Emergency Number (ICE)

#### 5. 21<sup>st</sup> Century Study Skills:

Topic	Sub-Topic
<b>Smart Search</b>	Using Google to search more information about study topics
	Doing clustered search
	Using Wikipedia to search the information
	Searching and downloading eBooks (NCERT)
	Finding information about The World via <a href="https://knoema.com/atlas">https://knoema.com/atlas</a>
<b>Online and Free Learning</b>	Watching educational videos online (YouTube)
	Watching educational talks on TED Talks
	Listening to a podcast and learn cool science facts in 60 seconds
	Joining Massive Open Online Courses (MOOCs)
	Learning online courses on Coursera.org
	Learning online courses on Udemy App
	Learning any subject online for free on edX
	Learning from Best Colleges in the World - NPTEL
	Learning through videos on Khan Academy
	I want to improve my Social Learning/General Knowledge using Facebook
	Using Discovery Science for studying in a better way
	Learning programming/coding with peers on <a href="http://www.codecademy.com">www.codecademy.com</a>
	I can access online Research Papers (Google Scholar)
	I can participate in Live Discussions (Facebook Live)

	I can learn by discussions in forums (quora.com)
	Listening to music, watch videos and share online
	Learning through Edmodo
	Learning online courses on Moodle
<b>Notes Making and Presentation</b>	Using Google Docs to share notes
	Organizing my day/ Notes, important points using Google Keep
	Making a presentation on my research and take real time feedback via Google Slides
	Express my Ideas using Mindmap tool
	Checking my project report for Plagiarism using Plagiarism checker
<b>Collaboration and Data Organization</b>	Collaborating with peers to practice for competitive exams like IIT JEE
	Conduct a poll/survey/research using Google Forms
	Improving my productivity using StayFocusd app
	Keeping track of my important events/classes all in one place (Google Calendar)
<b>Language Learning</b>	Searching synonyms, antonyms, and thesaurus on dictionary.com
	Checking grammar and spell check
	Improving vocabulary using volt
	Listening to Online Stories / Classic Literature in any language
	Learning a new language by interacting with my phone with the duoLingo App
<b>Art, History and Humanities</b>	Learning about History using Google Arts and Culture
	Learning about the History of India, using India History App chronologically
	Drawing art on a tablet using an app
<b>Learning through Experiments, Games</b>	Performing science experiments online- Physics
	Performing science experiments online- Chemistry
	Performing Math Experiments
	Learning about the stars by using <a href="http://stars.chromeexperiments.com/">http://stars.chromeexperiments.com/</a>
	Testing Intelligence Quotient (IQ)
	Testing Emotional Quotient (EQ)
	Understanding my personality type - <a href="https://www.16personalities.com/">https://www.16personalities.com/</a>
	Learning by playing games and improve my abilities - Elevate
	Learning by playing games and improve my abilities – NeuroNation
	Exploring <a href="http://planner5d.com/">http://planner5d.com/</a> for interior plans

#### 6. 21<sup>st</sup> Century Citizenship Skills:

Topics	Sub-Topics
<b>Citizenship Skills</b>	Applying for Birth Certificate online
	Using online government helpline services
	Finding Vehicle Details
	Visiting and exploring 'mygov.in'
	Booking appointment online in Government Hospital

Filing income tax return
Applying for Aadhaar Card, verifying and updating Aadhaar Details
Getting alerts from Central Government
Applying for Passport online
Tracking status of my Passport application online
Applying online for Pradhanmantri Suraksha Bima Yojana
Applying online for Pradhanmantri Jeevan Jyoti Bima Yojana
Using Digilocker to store certificates online
Scanning and storing documents online
Applying online for Pradhanmantri Awas Yojana
Applying online for Voter ID Card
Searching name in the Voter ID list
Applying online for Driving License
Applying for PAN Card online
Applying online for Pradhan Mantri Fasal Bima Yojana
Registering complaints on Consumer Forum
Booking an appointment with Government officer Online Booking
Viewing details on MGNREGA
Making an application for right to information
Using Rakshak App for safety of Women and Senior Citizens
Applying online for Pradhanmantri Mudra Yojana
Calculating income tax
Checking weather status in nearby area
Knowing all Emergency Numbers
Applying for ration card online
Applying online for Start-up Recognition
Applying for education loan
Applying online for Pradhanmantri Sukanya Samruddhi Yojana
Applying for National Scholarships
Registering complaints with National Human Rights Commission online
Using mKisan Portal and Kisan App
Locating blood bank nearby me, and know about stock availability
Availing ePost Office Service of India Post
Availability LPG services online
Checking Provident Fund Online
Applying online for Atal Pension Yojana
Tracking status of the court case online
Getting Soil Health card
Becoming aware about the Agricultural Market Price using mKissan App
Applying for Death Certificate online

## 7. Ergonomics:

Topic	Sub-Topic
	Importance of ideal posture while using computer
	Some neck exercises for stress relief

<b>Correct Sitting Postures while using computer</b>	Ideal neck Posture
	Shoulder exercises for computer users
	Leg exercises
	Stretch your legs
	Why use an ergonomic chair?
	Use ergonomic table
	Ergonomic keyboard drawer
	Avoid the Lower Back Pain
	Prevent musculoskeletal disorders
	Exercises for your back
	Prevent ergonomic injuries in children
<b>Using Mouse and Keyboard Correctly</b>	Correct use of keyboard and posture
	Ergonomic keyboards
	Tips to use the keyboard
	Use Mouse Ergonomically
	What is an ergonomic mouse?
<b>Taking Care of Eyes</b>	Eyes vis-a-vis your computer screen
	Adjust the display's brightness
	Check and optimize the display settings
	Rule of 20-20-20"
	Prevent computer vision syndrome
	Blink your eyes
	Soothe your eyes
Proper lighting around computer workstation	
<b>Taking Care of Ears</b>	Avoiding high audio volume
	Helpful tips: Reading from your computer screen
	Using ergonomic headphones
<b>Taking Care of Hands and Fingers</b>	Exercises your hands and fingers
	Ouch! That wrist hurts!
	Flex those fingers
<b>Forming good Habits</b>	Break the harmful habits
	Adjust your workstation for comfort
	Check the position of your monitor
	Don't keep those legs dangling
	Correct laptop posture
	Exercises at your desk
	Avoid eating at your desk
	Breathing exercises
	Keep away from the noise
Taking care while working at AC workplaces	

## 8. Go Green:

Topic	Sub-Topic
<b>Saving Energy</b>	Importance of shutting down and logging off a computer
	Turn off your monitor
	Did you correctly shutdown your computer?
	Hibernate, lock or shut down?
	Screensavers are not energy savers, shun them
	Use apps to save time and fuel
	Use Google Maps to save fuel and time
	Save fuel, go green
	Tips on green computing
	Use shared drive storages instead of email attachments
	Analyze your computer's energy usage
	Use effective power management
	When multitasking, close the unused apps
	Organize files and folders: Saves energy
	Use energy saving technology
	Buy computers that come with a Star rating
	Buy only energy efficient products
	Upgrade to a flat panel LCD monitor
	Adjust the brightness on your monitor
	Remember to turn-off the Bluetooth and Wi-Fi
Turn off the peripherals	
Verify if your computer's power supply is 80 plus Certified	
Extend the life of your computer	
<b>Paperless Working</b>	Save paper, use the Notepad app
	Send e-invites and save paper
	Reduce your carbon footprints
	Share online and reduce paper waste
	Save paper, use both sides of paper
	Use paperless communication
	Use online services wherever possible
	Think before you take a printout
	Reduce paper margins to decrease paper consumption
	Use soft copies of textbooks whenever possible
	Use digital copies over hard copies
	Opt for e-bills and e-bank statements to save environment
	Use printer rationally, opt for eFax
Replace colored prints with black and white	
<b>Saving Resources</b>	Use Google Calendar to work effectively
	Create shortcuts, not copies
	Avoid unnecessary digital storage and email attachments

	Delete unused files from the hard drive
	Archive large email folders
	Avoid non-productive message and mail forwards
	Use zip files and PDFs
	Video conference to save time and resources
	Download only the apps and programs you need
<b>Recycling</b>	Recycle your old computer
	Separate your e-waste and techno trash
	Reuse ink cartridges

### 9. Netiquettes:

Topics	Sub-Topics
<b>Netiquettes</b>	Netiquettes
	Email etiquettes
	Online forms and their risks
	Be vigilant while using online classifieds
	Rules of Net-etiquettes
	Sharing is caring, but not on Internet
	Deactivate unused accounts
	Safe online recharge
	Risks in Online registration
	Validate before sharing online
	If you copy-paste, first know about copyrights
	Importance of strong password
	Sharing photos online
	Safe Downloading
	Stay safe on social networking sites
	Surf smarter
	Digital signatures
	Be safe while posting your resume online
	Trusted websites
	Cyber Hacking
	Cyber Mischief
	Cyber Stalking
	Cheating by personation
Cyber Identity Fraud	
Some safe e-commerce tips	
Keep your software/apps updated	
Be vigilant while using online classifieds	
Just because it's free, it doesn't mean it's safe	
<b>Smart Habits</b>	Encrypt files to protect data
	Online gaming is not always fun!

Keep your account information for yourself
Use antivirus protection before you go online
Protect yourself from cyber bullying
Stay safe while booking tickets online
Create back-up copies for your important stuff
Sharing is caring, but not on the Internet
Unsecure wireless connections
Peer to peer sharing
Keep your data private online
Surf smarter
Don't leave copies of your printed pages in a common printer
Use emoticons in your post
Don't Type in ALL CAPS
Read the email before you send
Risks associated with social bookmarking
Unsecured wireless connections
Do not attach unnecessary files
Don't reply a private message on "reply all"

#### 10. Cyber Security Skills:

Topics	Sub-Topics
<b>Cyber Security Skills</b>	Managing and maintaining strong passwords
	Securing online banking transactions and taking care of information safety
	Setting Emergency Text on ANDROID phone
	Tracking the data (internet) usage on Android PHONE
	Using good antivirus software for my Laptop and PC
	Securing Profile and other pictures shared on Facebook
	Using App Locker tools for important Mobile Apps
	Restricting Administrator account access on Personal Laptops
	"Safely remove hardware option" for plug and play devices
	Legal aspects of fake Profiles on Social Media Sites
	Securing WhatsApp DP
	Awareness about Legal aspects of publishing/transmitting material containing sexually explicit conducts
	Awareness about defamation through social media and it's legal implications
	Awareness about frauds and cheating through matrimonial sites
	Using Login IDs and passwords on public computers using safety tips
	Be careful while Sharing and Forwarding on social media
	Prevent/Block the appearance of unwanted Ads and Pop-ups
	Importance of using a physical lock for laptop
	Checking the warranty of a product or gadget

	Importance of noting down the IMEI Code
	Avoid malware while downloading Android apps
	Blocking of my SIM card when handset is lost
	Awareness about the legal consequences of using cracked or pirated software
	Protecting yourself from fake emails which pretend to be genuine
	Secure net banking and online transactions on public computers
	Awareness about data theft and IT Act 2000
	Awareness about Online Sexual harassments and it's Legal implications
	Protecting yourself from online lottery cheating and fake messages
<b>Smart Habits</b>	Protection from 'Work from Home' scams
	Protection from social media blackmailing
	Awareness of consequences of downloading unknown Email attachments and safety tips
	Securing Debit/Credit card physically
	Awareness about the legal consequences of displaying and distributing pirated music/videos
	Protecting data in case of loss or theft of computer/laptop
	Steps to follow whenever Mobile is stolen/lost
	Using safety tips for using public Wi- Fi networks
	Securing Aadhaar card data
	Awareness about the hazards of playing online mobile games
	Avoid peeping while using passwords and PINs
	Using the safety tips while taking selfies
	Awareness about legal consequences about data tampering
	Awareness about the hazards of using mobile while walking or driving a vehicle on road
	Awareness about the legal aspects of offence like internet and drug trafficking
	Protect yourself while travelling by a hired car
	Identifying and protecting from fraud calls regarding online lucky draw

### 11. Job Readiness Skills:

Topics	Sub-Topics
<b>Job Readiness Skills</b>	Job Readiness and Digital Freelancing
	Careers in Digital Freelancing
	Use of Mobile for Digital Freelancing
	Internet for Digital Freelancing
	Mobile Data and Hotspot
	Creating Professional email ID
	Security for email account
	Retrieving lost password for email account
	Resume: Do's and Don'ts

	Various Job portals
	Apply for suitable online jobs
	Create Professional Network on LinkedIn
	Digilocker: Store your documents online
	Google Drive for storage
	Communication and Etiquettes
	Gboard: Google Keyboard
	Grammarly
	Voice typing using Google Docs
	Notes taking using Google Keep
	Securing net banking transactions
	Use of Paytm and BHIM for Cashless transaction
	Use of PayPal
	Job opportunities on Freelancing portals

## 12. Work From Home (WFH) Skills:

Topics	Sub-Topics
<b>Introduction</b>	Introduction To the Course
	Remote working - a developing global concept
	Types of Remote Working concepts
	Difference between Office working and Remote working
	Working with Global Teams
	How to be a Good Remote Worker
<b>Getting Started with Remote Working</b>	Connecting your laptop to internet - Wi-Fi
	Connecting your laptop to internet - Mobile Hotspot
	Connecting to your company's VPN
<b>Connecting with peers in remote working - video and chat</b>	Video conference through Google Meet
	Instant Messaging using WhatsApp
	Emails vs. Instant Messaging Applications
<b>Collaborating with Team Members</b>	Google Suite
<b>Accounting of tasks in remote working</b>	Trello
<b>Trouble shooting of IT issue</b>	Some Quick Fix Tips
	Team Viewer, AnyDesk
<b>File Sharing during remote working</b>	Dropbox
<b>Office Tools</b>	Digital signature
	Scanning documents

<b>Best Practices in Remote Working</b>	Create a workplace that works for you
	Take care of your physical health
	Take care of your mental health
	Time management
	Meeting Etiquette
	Messaging Etiquette

### C. KYP Course 3: Soft Skills (40 hours)

The course covers soft skills, communication skills and personal effectiveness skills.

#### Soft Skills

Sr. No	Soft Skills
1	Psychology of Success
2	Self-Awareness and Self-Acceptance
3	Self-Management
4	Interpersonal Relationships
5	Collaboration and Cooperation
6	Time Management
7	Smart Goal Setting
8	Decision Making
9	Problem Solving (Conflict Management)
10	Emotional Intelligence
11	Positive Health
12	Ethics and Values
13	Being Sensitive Towards Others, Society and Nature

#### Communication Skills

Sr. No	Communication Skill
1	Effective Communication
2	Listening
3	Non-Verbal Communication
4	Interpersonal Communication
5	Communication within a Group
6	Social Skills (Diversity)
7	Presentations
8	Written Communication

9	Email Communication
10	Technology Mediated Communication
11	Visual Communication
12	Mass Communication
13	Public Speaking

### Personal Effectiveness Skills

<b>Sr. No</b>	<b>Skills of Personal Effectiveness for Job-Readiness</b>
1	Critical Thinking
2	Scientific Attitude
3	Being Flexible
4	Being Confident
5	Being Effective
6	Being Creative and Innovative
7	Art Appreciation
8	Grooming
9	Resume Writing
10	Interview Preparation and Appearing for an Interview
11	Negotiation Skill
12	Service Orientation
13	Quality Orientation and Customer Delight

## **2. Syllabus for BS-CFA : 120 hrs**

BSDM has implemented the Bihar State - Certificate in Financial Accounting (BS-CFA) scheme through Online Mode (LMS) and through an Interactive session conducted by a Certified Trainer (Learning Facilitator) to:

- Create a work force that understand how Goods and Service Tax (GST) is levied on the supply of goods and services and to help small and medium enterprises of Bihar for filing GST returns.
- Introduce a training that will enhance the employment / self-employment potential of the youth interested in pursuing a career in the aforementioned sector.

The illustrative (not exhaustive) syllabus is as follows, which may undergo up-gradation in near future.

### **List of topics**

1. Introduction to Financial Accounting (Theory)
2. Tally History and Journey (Theory)
3. Introduction to GST (Theory)
4. Tally with GST
5. Financial Accounting Basics (Theory + Practical)
6. Maintaining Company Data
7. Incorporation of various laws under GST (Theory)
8. Creating Masters
9. Voucher Entry
10. Constitutional Amendments in GST (Theory)
11. Inventory
12. Economic Survey with regard to GST (GST)
13. Payroll
14. TDS
15. Other Scenarios
16. Reports
17. Tally Software Services (TSS)
18. Data Management

### **Illustrative Syllabus Details**

#### **1. Introduction to Financial Accounting (Theory)**

- Accounting
- Methods of Accounting
- Financial Accounting Concept
- Recording of Transactions
- Accounts Books

- Final Accounts
- Manual Accounting vs Computerised Accounting
- Computerized Accounting Software
- Accounting without codes
- Budgets, MIS and Ratio analysis (in short)

## 2. Tally History and Journey (Theory) 3.

### Introduction to GST (Theory)

- “5 W” of GST
- Basics of GST
- Objectives of GST
- GST at Global level
- List of Goods not covered under GST
- Registration Process Under GST to be added
- Registered and Unregistered Dealers and Effects of Purchases from Unregistered Dealers

## 4. Tally with GST

- Upgrading to Tally.ERP 9 Release 6.0
- Start Using Tally.ERP 9 for GST Compliance
  - Activate GST
  - Set up tax rates
  - Update or create ledgers as required
- Recording Sales and Printing Tax Invoices
- Recording Purchases
- Recording a Tax Payment
- Transferring Tax Credits of VAT, excise and service tax to GST

## 5. Financial Accounting Basics (Theory + Practical)

- Company Creation
- Accounts Configuration
- Accounts Classification
- Accounts Master Creations
- Trial Balance
- Voucher Entry
- Discount Entry
- Petty Cash
- Voucher Types and Classes
- Accounts Vouchers

## **6. Maintaining Company Data**

- Gateway of Tally
- Creating and Maintaining a Company
- Loading a Company
- Maintaining Group Company
- F11: Company Features
- F12: Configuration

## **7. Incorporation of various laws under GST (Theory)**

- List of all taxes that are subsumed into GST to be given separately here. · Reverse charge mechanism introduction of GST to be given · Central taxes which will be included in CGST
- State taxes which will be included in SGST
- IGST
- GST Rates

## **8. Creating Masters**

- Accounts Information
- Statutory Info.
- Inventory Information

## **9. Voucher Entry**

- Accounting Vouchers
- Inventory Vouchers
- Optional & Non-Accounting Vouchers
- Order Processing
- Advanced Voucher Entry

## **10. Constitutional Amendments in GST (Theory)**

- Power with central government
- Power with state government
- GST Council
- Set off Mechanism between CGST, IGST and SGST

## **11. Inventory**

### **Stock Groups**

- Creating a Stock Group
- Creating Multiple Stock Groups
- Displaying a Stock Group

### **Stock Categories**

- Creating a Stock Category
- Creating Multiple Stock Categories
- Displaying a Stock Category
- Altering a Stock Category

### **Stock Items**

- Creating a Stock Item
- Creating a Stock Item in Advance Mode
- Displaying a Stock Item
- Altering a Stock Item

### **Units of Measurement**

- Creating Compound Units of Measure
- Altering a Units of Measure
- Displaying a Units of Measure

### **Bills of Materials**

- Creating Single Bill of Materials for a Stock Item
- Creating Manufacturing Journal for a Stock Item with Single Bill of Materials ·  
Creating Multiple Bill of Materials for a Stock Item
- Creating Manufacturing Journal for a Stock Item with Multiple Bill of Materials ·  
Creating Single/Multiple Bill of Material with Type of Item
- Creating Manufacturing Journal for a Stock Item with single/Multiple BOM created  
with Type of Item

### **Batches & Expiry Dates**

- Activating Batch-Wise Details
- Manufacturing date & Expiry date for Batch

### **Inventory Voucher Class**

- Creating Stock Journal Voucher Class
- Predefined Voucher Types in Tally.ERP 9

## **12. Economic Survey with regard to GST (GST)**

- Benefits of implementing GST
- Limitations of implementing GST

### **13. Payroll**

- Payroll Features of Tally.ERP 9
- Enabling Payroll in Tally.ERP 9
- Five Easy Steps to Generate a Pay Slip
- Creating Payroll Masters (Payroll Info)
- Payroll Voucher Entry / Transactions
- Payroll Reports

### **14. TDS**

- Getting Started with TDS
- Configuring TDS
- Masters
- Transactions
- TDS Reports
- Union Budget Changes for TDS - 2017-18

### **15. Other Scenarios**

- Recording Purchase from Registered & Unregistered GST Dealers · Inward Supply of Services Under Reverse Charge
- Recording an Advance Receipt from Customer
- Recording an Advance Payment to Supplier under GST · Sales - Nil Rated, Exempt, SEZ, and Deemed Export · Recording Sales of Composite Supply Under GST
- Recording Sales of Mixed Supply Under GST
- Recording Sales Returns
- Recording Purchase Returns (Debit/Credit Notes)
- Recording Import of Services (Debit/Credit Notes)
- Recording Export Sales
- Recording Journal Vouchers for Adjustments Against Tax Credit · Recording a Journal Voucher for TDS Adjustment
- Recording a Journal Voucher for TCS Adjustment
- Recording a Journal Voucher for Refund of Tax Credit · Recording a Journal Voucher for ISD Credit
- Recording a Journal Voucher for Transitional Credit · Recording Journal Vouchers for Other Liabilities
- Recording Journal Vouchers for Reversal of Tax Credit

### **16. Reports**

- Basic Features of Displaying Reports
- Modifying Reports
- Display Financial Statements

- Display Registers & Ledgers
- Display Inventory Reports & Statements
- Management Information System (MIS) Reports
- Printing Reports

#### **17. Tally Software Services (TSS)**

- Creating Remote Users
- Authorising Security Levels
- Assigning Security Controls
- Connect Company to Tally.NET Server
- Remote Login

#### **18. Data Management**

- Backup & Restore
- Split a Company
- Import Data
- Export of Data
- E-Capabilities
- Tally ODBC
- SQL Query

#### **18. Registration**

- Applying for registration
- Reply to show cause notice
- Updating forms and Annexures
- Amendment to Registration
- Cancellation
- Revocation of Law Cancellation

#### **20. Reforms**

- Uploading statement and supplies
- Downloading of invarious
- Matching with booking of accounts
- Use of offline utilities

#### **21. E-way Bills**

- Generations
- Updation

- Cancellation
- Reports

## 22. Payment of Taxes

## 23. Introduction to Tally Prime

## 24. GST & GST Reports

- Intrastate GST Transaction
- Intrastate Purchase Transaction
- Intrastate Sales Transaction
- Interstate Transaction
- Interstate Purchase Transaction
- Interstate Sales Transaction
- Payment & Receipt Transaction
- GST Reports: Concept of E- Invoice
- GST Reports: Interstate GST Transaction with E-Way Invoice
- GST Reports: GSTR1 View
- GST Reports: GSTR2 & GSTR2A & GSTR2B
- GST Reports: GSTR3B View
- GST Reports: Other GST Reports in Tally Prime
- Concept of GSTR9 & GSR9C