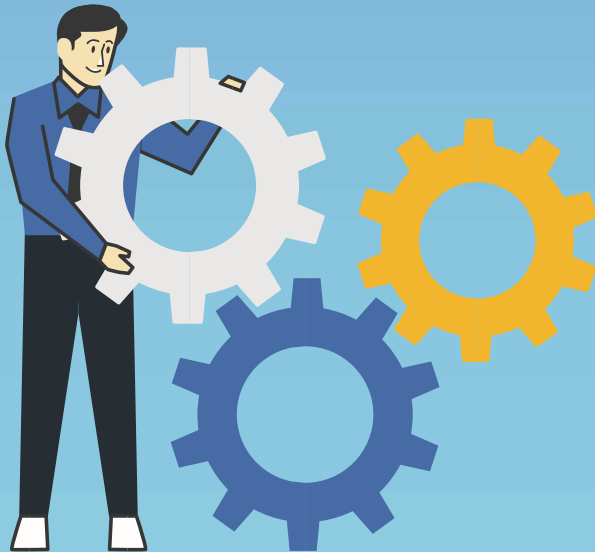


# सुलभ संगणक (Ready Reckoner)



बिहार कौशल विकास मिशन

Knowledge Framework Provider



श्रम संसाधन विभाग

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## कार्यकारी सारांशः

बिहार राज्य के विकास के लिए कौशल विकास पहल सर्वोपरि है। राष्ट्रीय प्राथमिकताओं और अपने युवाओं को कुशल बनाने की राज्य की नीति को ध्यान में रखते हुए, बिहार सरकार ने राज्य के सभी ब्लॉकों में प्रशिक्षण केंद्रों के माध्यम से अगले 5 वर्षों में सभी पात्र और इच्छुक युवाओं को कुशल बनाने का लक्ष्य निर्धारित किया है, जिसे बाद में कौशल विकास केंद्र (एसडीसी) कहा जाता है। तदनुसार, माननीय मुख्यमंत्री की अध्यक्षता में बीएसडीएम का गठन किया गया था, जिसे अब बिहार के विकास आयुक्त की अध्यक्षता में पुनर्गठित किया गया है। बीएसडीएम में राज्य के विभिन्न विभागों का प्रतिनिधित्व है।

बीएसडीएम का दृष्टिकोण "कुशल जनशक्ति के लिए बढ़ती बाजार मांग को पूरा करने की दृष्टि से युवाओं को गुणवत्तापूर्ण कौशल प्रशिक्षण और व्यावसायिक ज्ञान प्रदान करने के लिए प्रणाली की क्षमता और क्षमता में वृद्धि करना और कौशल की कमी को पूरा करना है", और बीएसडीएम के प्रमुख कार्य हैं:

- कौशल विकास एजेंडा का वितरण और प्रबंधन
- उद्योगों के साथ इंटरफेस
- बीएसडीएम और राज्य के अन्य सभी विभागों के माध्यम से प्रशिक्षण और प्लेसमेंट प्रयासों की निगरानी
- क्षेत्र विशिष्ट कौशल में जनशक्ति के संबंध में वर्तमान और भविष्य के बाजार की मांगों (स्थानीय, क्षेत्रीय, राष्ट्रीय और वैश्विक) में अनुसंधान

इसलिए, बिहार सरकार ने बीएसडीएम के तत्वावधान में विभिन्न विभागों के माध्यम से राज्यव्यापी पैमाने पर अपने युवाओं को मिशन मोड में कुशल बनाने के लिए प्रमुख कार्यक्रम शुरू करने का निर्णय लिया है। इन कार्यक्रमों के तहत, बिहार सरकार राज्य में युवाओं को उनके भीतर विभिन्न दक्षताओं को विकसित करके उनकी रोजगार क्षमता और स्व-रोजगार को बढ़ाने में मदद करने के लिए प्रतिबद्ध है। इन कार्यक्रमों में उन लोगों पर विशेष जोर दिया जाएगा जिन्होंने या तो कक्षा 10 वीं की परीक्षा या 12 वीं (यानी 10 + 2) परीक्षा उत्तीर्ण की है। ये कार्यक्रम मुख्य रूप से युवाओं को उत्पादकता, दक्षता, गुणवत्ता और विभिन्न डोमेन में उनके कार्य स्थानों पर उद्यमशीलता की मानसिकता के उच्च स्तर को प्राप्त करने में मदद करने पर ध्यान केंद्रित करेंगे।

अपने कौशल विकास कार्यक्रम ("एसओपी") के तहत, बीएसडीएम कौशल विकास कार्यक्रमों ("एसडीपी") के कार्यान्वयन के लिए उपयुक्त साझेदारी के साथ, कौशल विकास केंद्रों ("एसडीसी") का एक राज्यव्यापी नेटवर्क बनाएगा।

सेक्टर कौशल परिषदों, एमईएस और अन्य केंद्रीय/राज्य प्रायोजित और/या अनुमोदित कौशल कार्यक्रमों द्वारा अनुमोदित विभिन्न क्षेत्र विशिष्ट कौशल विकास कार्यक्रमों के अलावा, बीएसडीएम का उद्देश्य 38 के सभी 534 ब्लॉकों में बड़ी संख्या में कौशल विकास केंद्रों ("एसडीसी") के नेटवर्क के माध्यम से एक विशाल और राज्यव्यापी कुशल युवा कार्यक्रम (केवाईपी) शुरू करके निम्नलिखित 3 स्मार्ट कौशल पाठ्यक्रमों के माध्यम से राज्य में बड़ी संख्या में युवाओं की रोजगार क्षमता में वृद्धि करना है। राज्य के जिले मुख्य रूप से राज्य भर में वितरण की समान गुणवत्ता के लिए ई-लर्निंग मोड में:

एक.	कोर्स 1: (लगभग 80 घंटे)	अंग्रेजी और हिंदी संचार कौशल
दो.	कोर्स 2: (लगभग 120 घंटे)	सूचना प्रौद्योगिकी (आईटी) जागरूकता, वास्तविक जीवन स्थितियों में विभिन्न आईटी उपकरणों की साक्षरता, कार्यक्षमता और स्मार्ट उपयोग, इसके बाद "आईटी साक्षरता कौशल" (हिंदी और अंग्रेजी भाषाओं में) के रूप में जाना जाता है।
तीन.	कोर्स 3: (लगभग 40 बजे)	कार्यस्थल तत्परता के लिए सॉफ्ट स्किल्स और लाइफ स्किल्स को बाद में "सॉफ्ट स्किल्स " (हिंदी और अंग्रेजी भाषाओं में) के रूप में जाना जाता है।

\* उपरोक्त सभी को सामूहिक रूप से "स्मार्ट कौशल" के रूप में जाना जाता है)

स्मार्ट कौशल में प्रशिक्षण अत्यंत महत्वपूर्ण है क्योंकि यह युवाओं की रोजगार क्षमता को बढ़ाता है, घरों से उच्च रोजगार क्षमता वाले स्थानों पर सुचारू बदलाव में मदद करता है और कार्यस्थल पर प्रतिधारण में भी मदद करता है,

स्मार्ट कौशल में प्रशिक्षण का अत्यधिक महत्व इसलिए भी है क्योंकि डोमेन विशिष्ट कौशल पर अच्छी महारत होने के बावजूद, कई युवा उपर्युक्त स्मार्ट कौशल की कमी के कारण रोजगार में प्रवेश या निरंतरता या तेजी से प्रगति से वंचित हैं,

बीएसडीएम कौशल विकास केंद्रों ("एसडीसी") में दो प्रकार के कौशल विकास कार्यक्रम ("एसडीपी") चलाता है

1. कुशल युवा कार्यक्रम पाठ्यक्रम ("केवाईपी पाठ्यक्रम") आयोजित करने के लिए कुशल युवा कार्यक्रम ("केवाईपी") और
2. क्षेत्र विशिष्ट कौशल विकास पाठ्यक्रम ("एसएसडीपी पाठ्यक्रम") आयोजित करने के लिए क्षेत्र कौशल विकास कार्यक्रम ("एसएसडीपी") या इसके बाद "गैर-केवाईपी पाठ्यक्रम" के रूप में भी जाना जाता है,

इसलिए, इस दस्तावेज के निम्नलिखित खंडों में एसडीपी का अर्थ दोनों प्रकार के कार्यक्रम अर्थात केवाईपी और एसएसडीपी और एसडीसी का अर्थ दोनों प्रकार के केंद्र होंगे।

कुशल युवा कार्यक्रम ("केवाईपी") कार्यान्वयन और क्षेत्र कौशल विकास कार्यक्रम ("एसएसडीपी") कार्यान्वयन के लिए एकल बिंदु समन्वय लाभों से लाभ उठाने के लिए, बीएसडीएम ने प्रस्ताव संख्या 2011 के लिए अनुरोध जारी किया। बीएसडीएम/आरएफपी/01/2016-17, दिनांक 16-05-2016 ("आरएफपी") इच्छुक और पात्र संगठनों से प्रस्ताव आमंत्रित करना जो नीचे उल्लिखित सभी तीन सेवाओं को देने में सक्षम हैं-

(अ) कौशल विकास कार्यक्रम प्रबंधन के लिए नॉलेज फ्रेमवर्क प्रदाता ("केएफपी-एसडीपीएम")

(आ) स्मार्ट युवा कार्यक्रम के लिए eContent प्रदाता ("eCP-SYP") (अब "कुशल युवा कार्यक्रम" के रूप में नामित)

(इ) कौशल विकास कार्यक्रम के लिए राज्यव्यापी कार्यान्वयन सहायता एजेंसी ("एसआईएसए-एसडीपी")

बीएसडीएम ने निविदाओं की विस्तृत जांच, मूल्यांकन और तुलना के बाद उस बोलीदाता को ठेका प्रदान किया है जिसकी बोली काफी उत्तरदायी निर्धारित की गई है और मूल्यांकन के बाद सर्वश्रेष्ठ मूल्यवान बोली के रूप में निर्धारित की गई है।

इसलिए, इस समझौते में उल्लिखित सभी नियमों और शर्तों के उचित पालन और प्रदर्शन और इस समझौते के हिस्से के रूप में उक्त आरएफपी में निहित सभी नियमों और शर्तों को ध्यान में रखते हुए, बीएसडीएम और बोलीदाता इस समझौते को निष्पादित करने के लिए सहमत हैं।

इस समझौते में निम्नलिखित दस्तावेज शामिल होंगे:

- पुरस्कार पत्र (एलओए) सं. बीएसडीएम/आरएफपी-26/2016-257 दिनांक 04 जुलाई, 2016
- आरएफपी के तहत ref.no। बीएसडीएम/आरएफपी/01/2016-17, दिनांक 16.05.2016, जिसमें अनुलग्नक 1 से 12 शामिल हैं।
- बोलीदाता द्वारा दिनांक 06 जून, 2016 को वाणिज्यिक बोली प्रस्तुत की गई
- वाणिज्यिक बोली वार्ता बैठक का कार्यवृत्त
- बातचीत के अनुसरण में बोलीदाता द्वारा प्रस्तुत 27 जून, 2016 की संशोधित वाणिज्यिक बोली

## महाराष्ट्र नॉलेज कॉर्पोरेशन लिमिटेड (एमकेसीएल) के बारे में

महाराष्ट्र नॉलेज कॉर्पोरेशन लिमिटेड (एमकेसीएल) महाराष्ट्र सरकार के उच्च और तकनीकी शिक्षा विभाग द्वारा प्रवर्तित और स्थापित एक सार्वजनिक लिमिटेड कंपनी है और इसे 20 अगस्त, 2001 को कंपनी अधिनियम, 1956 के तहत शामिल किया गया था।

### इक्विटी प्रोफाइल और बोर्ड:

महाराष्ट्र सरकार और महाराष्ट्र राज्य के दस सार्वजनिक विश्वविद्यालय एमकेसीएल के प्रारंभिक इक्विटी धारकों में से हैं। जबकि महाराष्ट्र सरकार की 37% हिस्सेदारी है, विश्वविद्यालयों की 33% और शैक्षिक संस्थानों, प्रशिक्षण केंद्रों, सामाजिक संगठनों, एसएमई, निदेशकों, कर्मचारियों और अन्य के पास शेष 30% हिस्सेदारी है।

निदेशक मंडल में सामान्यतः महाराष्ट्र सरकार के तीन नामित, शेरधारिता विश्वविद्यालयों में से दो कुलपति, स्वतंत्र निदेशकों और प्रबंध निदेशक के रूप में ज्ञान के विभिन्न क्षेत्रों के छह प्रख्यात विशेषज्ञ होते हैं।

### वित्तीय स्व-निर्वाह

एक प्रमुख हितधारक के रूप में सरकार होने के बावजूद, एमकेसीएल को सरकार से कोई धन, सहायता अनुदान या वित्तीय सहायता, ऋण या एकाधिकार व्यापार अनुबंध प्राप्त नहीं होते हैं। यह एक गैर-सहायता प्राप्त संगठन के रूप में स्थापित किया गया है। एमकेसीएल ने एक आत्मनिर्भर, धन-सृजन और निरंतर बढ़ते उद्यम का एक अटूट रिकॉर्ड बनाए रखा है। इसने अपनी स्थापना के बाद से ही सरकार और अन्य हितधारकों को हर साल सभ्य लाभांश देने का एक अटूट रिकॉर्ड बनाए रखा है।

### परिवर्तनकारी एजेंडा:

वैश्विक स्तर पर ज्ञान-आधारित समाज और ज्ञान-आधारित अर्थव्यवस्था के तेजी से उभरने को ध्यान में रखते हुए और यह स्वीकार करते हुए कि ज्ञान तेजी से धन का पर्याय बन रहा है, एमकेसीएल सामान्य रूप से आम लोगों और विशेष रूप से युवाओं और स्कूली छात्रों द्वारा सामना किए जाने वाले ज्ञान विभाजन और परिणामी विकास अवसर विभाजन को पाटने के लिए समर्पित है।

इसलिए, एमकेसीएल का मुख्य मिशन तेजी से उभरते ज्ञान-आधारित समाज और ज्ञान-आधारित अर्थव्यवस्था के संदर्भ में शिक्षा, शासन और आम लोगों के सशक्तिकरण में नए मूल्य-आधारित प्रतिमान बनाना है और इसमें विकास के अवसरों के अनुरूप है।

चूंकि अधिकांश नए कार्रवाई योग्य ज्ञान डिजिटल रूप से पैदा हो रहे हैं (अक्सर डिजिटल सहयोग के माध्यम से), डिजिटल रूप से संग्रहीत, डिजिटल रूप से प्रस्तुत, डिजिटल रूप से वितरित, डिजिटल रूप से एक्सेस, डिजिटल रूप से संग्रहीत और प्रबंधित किए जा रहे हैं, और कई मामलों में सामाजिक-आर्थिक प्रगति के लिए डिजिटल रूप से भी लागू किए जा रहे हैं, इसलिए ज्ञान विभाजन और परिणामी विकास अवसर विभाजन को पाटने के परिवर्तनकारी एजेंडे को आगे बढ़ाना अत्यंत आवश्यक हो जाता है। डिजिटल विभाजन।

इसलिए, एमकेसीएल डिजिटल साक्षरता के सार्वभौमिकरण के साथ-साथ विशेष रूप से शिक्षा, शासन और सशक्तिकरण प्रक्रियाओं और सामान्य रूप से सामाजिक-आर्थिक परिवर्तनकारी प्रक्रियाओं को बदलने में सूचना प्रौद्योगिकी के बहुत कल्पनाशील, व्यापक और उपयुक्त अनुप्रयोगों को लगातार डिजाइन, विकसित और सफलतापूर्वक तैनात कर रहा है। परिणामस्वरूप एमकेसीएल ने जीवन के सभी क्षेत्रों में सूचना प्रौद्योगिकी के सार्वभौमिकरण और एकीकरण में सक्षम संगठन के रूप में एक विशिष्ट पहचान प्राप्त की है।

एमकेसीएल आम लोगों के लिए किफायती लागत पर अत्याधुनिक ई-लर्निंग, ई-गवर्नेंस और ई-एम्पावरमेंट मॉडल, फ्रेमवर्क, प्रौद्योगिकियों, उत्पादों, समाधानों और सेवाओं का डिजाइन, विकास और तैनाती करता है। सभी एमकेसीएल मॉडल, फ्रेमवर्क, प्रौद्योगिकियां, उत्पाद, समाधान और सेवाएं वास्तुकला, मूल्य से प्रदर्शन, आउटरीच और ग्राहक संतुष्टि के मामले में वैश्विक संदर्भ में सर्वोत्तम विकल्पों के बराबर हैं।

ई-लर्निंग, ई-गवर्नेंस और ई-एम्पावरमेंट के क्षेत्र में अपने उत्पादों और सेवाओं की श्रृंखला के साथ, एमकेसीएल स्कूलों से लेकर विश्वविद्यालयों के साथ-साथ सरकारी, अर्ध-सरकारी और सामुदायिक संगठनों के शैक्षिक संस्थानों के फास्ट-ट्रैक आईटी एनेबलर / आईटी इंटीग्रेशन पार्टनर / बिजनेस प्रोसेस रि-इंजीनियरिंग पार्टनर के रूप में उभरा है।

दूसरी ओर, महाराष्ट्र सरकार द्वारा गठित एमकेसीएल वैश्विक स्तर पर ज्ञान-आधारित समाज और ज्ञान-आधारित अर्थव्यवस्था के तेजी से उभरने को ध्यान में रख रही है और यह स्वीकार करते हुए कि कार्रवाई योग्य ज्ञान तेजी से धन का पर्याय बन रहा है, एमकेसीएल सामान्य रूप से आम लोगों और विशेष रूप से युवाओं और स्कूली छात्रों द्वारा सामना किए जाने वाले ज्ञान विभाजन और परिणामी विकास अवसर विभाजन को पाटने के लिए समर्पित है।

इसलिए, एमकेसीएल का दृष्टिकोण सीखने, शासन और सशक्तिकरण प्रणालियों को विकसित करना है जो विश्व स्तरीय और मूल्य-आधारित हैं और जो डिजिटल विभाजन को पाटकर लोगों की व्यक्तिगत और सामाजिक विकास ताम्क आवश्यकताओं के प्रति उत्तरदायी हैं।

एमकेसीएल एक आईएसओ 9001: 2015, आईएसएमएस आईएसओ 27001: 2013 और सीएमएमआई स्तर 3 प्रमाणित कंपनी होने के नाते, हम उन सभी मानक प्रथाओं का पालन करते हैं जो सॉफ्टवेयर विकास में अपेक्षित हैं।

## नॉलेज फ्रेमवर्क प्रदाता के लिए आरएफपी – अनुबंध -1

बीएसडीएम ने नॉलेज फ्रेमवर्क प्रदाता के चयन के लिए आरएफपी संसाधित किया और नॉलेज फ्रेमवर्क प्रदाता के लिए आरएफपी के लिए समयरेखा निम्नानुसार है,

- एक.** यह आरएफपी BSDM/RFP/01/2016-17, dated 16-05-2016 के तहत आरएफपी के साथ नॉलेज फ्रेमवर्क प्रोवाइडर के चयन के लिए प्रकाशित किया गया था। बीएसडीएम/आरएफपी/01/2016-17, दिनांक 16.05.2016, जिसमें अनुलग्नक 1 से 12 शामिल हैं।
- दो.** पुरस्कार पत्र (एलओए) सं. बीएसडीएम/आरएफपी-26/2016-257 दिनांक 04 जुलाई, 2016
- तीन.** बोलीदाता द्वारा दिनांक 06 जून, 2016 को वाणिज्यिक बोली प्रस्तुत की गई
- चार.** वाणिज्यिक बोली वार्ता बैठक का कार्यवृत्त
- पाँच.** बातचीत के अनुसरण में बोलीदाता द्वारा प्रस्तुत 27 जून, 2016 की संशोधित वाणिज्यिक बोली

बीएसडीएम और एमकेसीएल (बोलीदाता) के बीच समझौता ज्ञापन – अनुबंध -2

बोलीदाता का विस्तार – अनुबंध-3

विस्तार पत्र -1

विस्तार पत्र -2

विस्तार पत्र-3

विस्तार पत्र-4

विस्तार पत्र-5

## बिहार कौशल विकास मिशन (बीएसडीएम) और महाराष्ट्र ज्ञान निगम लिमिटेड (बोलीदाता) के बीच समझौते में बोलीदाता की भूमिकाओं का सारांश

बीएसडीएम और बोलीलगाने वाले, महाराष्ट्र नॉलेज कॉर्पोरेशन लिमिटेड के बीच समझौते का उद्देश्य मिशन-मोड कौशल विकास कार्यक्रम के माध्यम से बिहार में युवाओं की रोजगार क्षमता को बढ़ाना है। बोलीदाता कौशल विकास कार्यक्रम (एसडीपी) के निष्पादन में महत्वपूर्ण सहायता और सेवाएं प्रदान करने के लिए जिम्मेदार है। निम्नलिखित कार्यकारी सारांश समझौते में बोलीदाता की भूमिकाओं और जिम्मेदारियों को रेखांकित करता है:

### (ए) कौशल विकास कार्यक्रम प्रबंधन के लिए ज्ञान ढांचा प्रदाता ("केएफपी-एसडीपीएम")

बोलीदाता को बड़े पैमाने पर कौशल विकास कार्यक्रमों के कम लागत वाले प्रबंधन के लिए मॉडल और व्यावसायिक प्रक्रियाओं सहित अपने स्वयं के ज्ञान ढांचे तक पहुंच प्रदान करने का काम सौंपा गया है। यह ढांचा राज्य भर में व्यक्तिगत कौशल विकास केंद्रों के स्व-टिकाऊ संचालन को स्थापित करने, प्रशासित करने, निगरानी करने और सुनिश्चित करने के लिए डिज़ाइन किया गया है।

### सॉफ्टवेयर-ए-ए-सर्विस (SAAS) प्लेटफॉर्म:

बोलीदाता कौशल विकास केंद्रों के नेटवर्क का प्रबंधन करने के लिए अपने एसएएस-आधारित सॉफ्टवेयर प्लेटफॉर्म तक पहुंच प्रदान करेगा। मंच केंद्र जीवन-चक्र प्रबंधन, उम्मीदवार प्रशासनिक जीवन-चक्र प्रबंधन, ई-लर्निंग डिलीवरी, ऑनलाइन मूल्यांकन और अन्य महत्वपूर्ण कार्यक्षमताओं का समर्थन करेगा।

### तकनीकी सहायता और होस्टिंग:

बिडर बीएसडीएम को किसी भी अतिरिक्त लागत के बिना सॉफ्टवेयर प्लेटफॉर्म के लिए वेब-सर्वर, डेटाबेस सर्वर और होस्टिंग सेवाओं सहित तकनीकी सहायता प्रदान करने के लिए जिम्मेदार है।

### सिद्ध मॉडल कार्यान्वयन:

बोलीदाता एसडीपी के विभिन्न आयामों को शामिल करते हुए अपने सिद्ध मॉडल की पेशकश करेगा, जैसे सार्वजनिक-निजी भागीदारी-आधारित व्यापार मॉडल, ब्रांडिंग, विपणन, सामग्री विकास, अकादमिक वितरण, मूल्यांकन, प्रमाणन, प्लेसमेंट सहायता और वित्तीय स्थिरता मापा।

#### **बैक-एंड तकनीकी-शैक्षणिक सहायता:**

बोलीदाता बीएसडीएम के लिए बैक-एंड सपोर्ट एजेंसी के रूप में काम करेगा, जो निर्दिष्ट परीक्षा केंद्रों पर अर्ध-ऑनलाइन परीक्षाओं के लिए सॉफ्टवेयर और पद्धति प्रदान करेगा।

#### **केंद्रों का ऑनलाइन पंजीकरण और नवीनीकरण:**

बोलीदाता ऑनलाइन पंजीकरण और बीएसडीएम द्वारा अधिकृत कौशल विकास केंद्रों के आवधिक नवीकरण की सुविधा प्रदान करेगा।

#### **निगरानी और विश्लेषिकी:**

बोलीदाता का मंच कौशल विकास केंद्रों, उम्मीदवारों और प्रमाणित प्रशिक्षकों के लिए महत्वपूर्ण प्रदर्शन संकेतकों (सीपीआई) की ऑनलाइन निगरानी की पेशकश करेगा। यह प्रदर्शन मूल्यांकन के लिए विश्लेषणात्मक उपकरण और डेटा अभिलेखीय भी प्रदान करेगा।

#### **ग्राहक सहायता और प्रतिक्रिया:**

बोलीदाता एसडीपी की प्रभावशीलता में सुधार के लिए कौशल विकास केंद्रों, उम्मीदवारों और अन्य हितधारकों से प्रतिक्रिया एकत्र करने के लिए ऑनलाइन सर्वेक्षण उपकरण सहित ग्राहक सहायता प्रदान करेगा।

#### **24/7 उपलब्धता:**

बोलीदाता केवल नियोजित और अनिर्धारित रखरखाव के लिए अपवादों के साथ सॉफ्टवेयर सेवाओं को 24/7 उपलब्ध कराने का प्रयास करेगा।

#### **सॉफ्टवेयर अद्यतन और पायरेसी सुरक्षा:**

बोलीदाता के सॉफ्टवेयर फ्रेमवर्क अपडेट प्रदान करने, सॉफ्टवेयर चोरी का पता लगाने और अधिकृत उपयोगकर्ताओं द्वारा सॉफ्टवेयर फ्रेमवर्क का उचित उपयोग सुनिश्चित करने के लिए अपने सर्वर के साथ संवाद करेंगे।

(बी) कुशल युवा कार्यक्रम (ईसीपी-केवाईपी) के लिए ई-सामग्री प्रदाता:

यह कार्यकारी सारांश कुशल युवा कार्यक्रम (ईसीपी-केवाईपी) के लिए ई-कंटेंट प्रदाता के रूप में और स्मार्ट कौशल विकास कार्यक्रम (एसआईएसए-एसडीपी) के लिए राज्यव्यापी कार्यान्वयन एजेंसी के रूप में बोलीदाता की भूमिकाओं और जिम्मेदारियों को रेखांकित करता है।

- ई-कंटेंट प्रदाता के रूप में, बोलीदाता एक अर्ध-ऑनलाइन एलएमएस + क्यूओईएस प्लेटफॉर्म पर सभी 3 पाठ्यक्रमों के लिए सूचनात्मक और इंटरैक्टिव ई-लर्निंग और ई-असेसमेंट सामग्री तक पहुंच प्रदान करने के लिए जिम्मेदार है। उन्हें अकादमिक सहायता और मुद्रित अध्ययन सामग्री भी प्रदान करनी चाहिए जो ई-लर्निंग सामग्री का पूरक है।
- बीएसडीएम के साथ बोलीदाता संभावित उम्मीदवार समूहों की पहचान करेगा और पाठ्यक्रमों के लिए उद्देश्यों और पूर्व-अपेक्षित कौशल को निर्दिष्ट करेगा। वे पाठ्यक्रमों के राज्यव्यापी वितरण के लिए मसौदा पाठ्यक्रम और कार्यान्वयन पद्धति भी प्रदान करेंगे।
- उभरते रुझानों को बनाए रखने के लिए बोलीदाता को ई-लर्निंग सामग्री और मूल्यांकन सामग्री को सालाना संशोधित करना आवश्यक है। उन्हें किसी भी गैरकानूनी सामग्री को शामिल किए बिना या तीसरे पक्ष के अधिकारों का उल्लंघन किए बिना सामग्री की सटीकता और गुणवत्ता सुनिश्चित करनी चाहिए।

(ग) कौशल विकास कार्यक्रम के लिए राज्य-व्यापी कार्यान्वयन सहायता एजेंसी (एसआईएसए-एसडीपी)

- राज्यव्यापी कार्यान्वयन एजेंसी के रूप में, बोलीदाता स्मार्ट कौशल विकास कार्यक्रम के लिए प्रबंधकीय, परिचालन, तकनीकी और समन्वय सेवाएं प्रदान करेगा। वे सुचारू कामकाज के लिए जनशक्ति, उपकरण तैनात करेंगे और एक कॉल सेंटर स्थापित करेंगे।

- बोलीदाता केंद्रों के पंजीकरण और नवीकरण की सुविधा भी प्रदान करेगा, और पाठ्यक्रमों के संचालन के लिए बैक-एंड समर्थन प्रदान करेगा। वे विपणन और प्रचार कार्यक्रमों में सहायता करेंगे और पाठ्यक्रमों के लिए उम्मीदवारों को नामांकित करेंगे।
- कुशल युवा कार्यक्रम को एक निर्दिष्ट योजना के अनुसार शुरू किया जाएगा, जिसमें समझौते पर हस्ताक्षर करने के 10 दिनों के भीतर अतिरिक्त गैर-केवाईपी पाठ्यक्रमों और गतिविधियों पर पारस्परिक रूप से सहमति होगी।

## बीएसडीएम में तैनात टीम संरचना: अनुबंध -4

समझौता ज्ञापन के अनुसार राज्य स्तर और जिला स्तर पर बीएसडीएम परियोजना के लिए निम्नलिखित टीम तैनात की गई है।

सदस्यों का ब्यौरा अनुबंध-4 में दिया गया है।

सीनियरता नहीं।	औहदा	व्यक्तियों की संख्या
1.	स्टेट प्रोजेक्ट लीडर	1
2.	क्षेत्रीय प्रबंधक (राज्य स्तर)	प्रत्येक डिवीजन के लिए 1 यानी 9
3.	कनिष्ठ क्षेत्रीय प्रबंधक (राज्य स्तर)	प्रत्येक डिवीजन के लिए 1 यानी 9
4.	क्लस्टर प्रबंधक (जिला स्तर)	38*

\*इस्तीफे के कारण रिक्त जिले के लिए भर्ती प्रक्रिया शुरू

## एमकेसीएल कार्य रिपोर्ट : अनुलग्नक- 5

संलग्न दस्तावेज में 15 जुलाई, 2016 को बीएसडीएम और एमकेसीएल द्वारा और उसके बीच निष्पादित समझौता ज्ञापन के तहत उल्लिखित जिम्मेदारियों के संदर्भ में एमकेसीएल द्वारा किए गए कार्यों का विवरण दिया गया है।

## (क) कौशल विकास कार्यक्रम प्रबंधन के लिए नॉलेज फ्रेमवर्क प्रदाता के रूप में (केएफपी-एसडीपीएम)

बोलीदाता बड़े पैमाने पर कौशल विकास के प्रबंधन के लिए गैर-अनन्य और 'सॉफ्टवेयर-एज-ए-सर्विस' (एसएएस) आधार पर अपने अधिमानतः घरेलू और आसानी से अनुकूलन योग्य और प्रतिकृति सॉफ्टवेयर फ्रेमवर्क तक पहुंच प्रदान करेगा, जैसा कि नीचे निर्दिष्ट किया गया है-

(अ) बोलीदाता शहरी और ग्रामीण क्षेत्रों में संचालित केंद्रों के एक बड़े और व्यापक रूप से फैले नेटवर्क के माध्यम से उच्च गुणवत्ता वाली सेवा वितरण के साथ कौशल विकास कार्यक्रम के कम लागत वाले प्रबंधन के लिए मॉडल और व्यावसायिक प्रक्रियाओं के अपने ज्ञान ढांचे तक पहुंच प्रदान करेगा। बोलीदाता द्वारा सृजित और उपयोग किए जाने वाले नॉलेज फ्रेमवर्क में एक बड़े नेटवर्क में संचालित व्यक्तिगत कौशल विकास केंद्रों की स्थापना, प्रशासन, प्रदर्शन निगरानी, व्यवसाय विकास और स्व-टिकाऊ संचालन के लिए अच्छी तरह से परिभाषित और विकसित मॉडल और प्रक्रियाएं होनी चाहिए। नॉलेज फ्रेमवर्क के एक भाग के रूप में, बोलीदाता को गुणवत्ता माप, गुणवत्ता सत्यापन, गुणवत्ता आश्वासन और सेवा वितरण की गुणवत्ता में वृद्धि के लिए विकसित मॉडलों तक पहुंच प्रदान करनी चाहिए, और उपचारात्मक कार्रवाइयों के बाद निरंतर प्रदर्शन निगरानी करनी चाहिए।

(आ) बोलीदाता अपने सॉफ्टवेयर प्लेटफॉर्म तक पहुंच प्रदान करेगा, जिसके लिए उसके द्वारा कल्पना, डिजाइन और विकसित किया गया है:

1. **केंद्र जीवन-चक्र प्रबंधन प्रणाली:** सॉफ्टवेयर प्रणाली के रूप में बड़ी संख्या में कौशल विकास केंद्रों के नेटवर्क का ऑनलाइन प्रबंधन, समर्थन और निगरानी।
2. **उम्मीदवार प्रशासनिक जीवन-चक्र प्रबंधन प्रणाली:** बड़ी संख्या में उम्मीदवारों को उनके पंजीकरण और उपस्थिति से लेकर पाठ्यक्रम तक ऑनलाइन प्रशासनिक सेवाएं प्रदान करने से लेकर सॉफ्टवेयर प्रणाली के रूप में कौशल विकास पाठ्यक्रम उत्तीर्ण करने के प्रमाण पत्र जारी करने तक।
3. **उम्मीदवार ई-लर्निंग जीवन-चक्र प्रबंधन प्रणाली:** उम्मीदवारों को उनके पाठ्यक्रमों की अवधि के दौरान सीखने का ऑनलाइन प्रबंधन, ई-कंटेंट की डिलीवरी और केवाईपी पाठ्यक्रमों और / या गैर-एसवाईपी पाठ्यक्रमों के समान पाठ्यक्रमों के लिए डिजाइन किए गए इसके ई-लर्निंग को अर्ध और ऑनलाइन मोड के माध्यम से बड़ी संख्या में उम्मीदवारों को एक सॉफ्टवेयर सिस्टम के रूप में प्रदान किया जाता है।
4. अपने पाठ्यक्रमों की अवधि के दौरान बड़ी संख्या में उम्मीदवारों का ऑनलाइन / अर्ध मूल्यांकन। ऑनलाइन मूल्यांकन प्रणाली/अर्ध-ऑनलाइन मूल्यांकन प्रणाली (ओईएस/क्यूओईएस) सॉफ्टवेयर प्रणाली के माध्यम से एक या कई पाठ्यक्रमों के लिए प्रशिक्षकों, परीक्षकों का मूल्यांकन। उम्मीदवार ई-परीक्षा प्रबंधन प्रणाली

5. बोलीदाता इस सॉफ्टवेयर प्लेटफॉर्म के सभी उपयोगकर्ताओं को नॉलेज फ्रेमवर्क तकनीकी सहायता भी देगा।

6. बोलीदाता बीएसडीएम को बिना किसी अतिरिक्त लागत के पाठ्यक्रमों के संचालन के लिए वेब-सर्वर और डेटाबेस सर्वर के साथ-साथ उनकी होस्टिंग और रखरखाव सहायता की पेशकश करेगा।

2.3 - बोलीदाता बीएसडीएम को नीचे सूचीबद्ध अपने सिद्ध मॉडलों की पेशकश करेगा और एसडीपी के कार्यान्वयन के लिए निम्नलिखित आयाम शामिल कर सकता है:

1. सार्वजनिक-निजी भागीदारी आधारित व्यवसाय मॉडल
2. केंद्रों के नेटवर्क का निर्माण, केंद्र जीवन-चक्र प्रबंधन और कौशल विकास पाठ्यक्रम जीवन-चक्र प्रबंधन
3. उम्मीदवार जीवन-चक्र प्रबंधन
4. ईंट और मोटार बुनियादी ढांचे विनिर्देश, प्रावधान और रखरखाव कंप्यूटिंग और संचार बुनियादी ढांचा विशिष्टता, प्रावधान और रखरखाव
5. संपत्ति प्रबंधन
6. मानव संसाधन विकास परामर्शदाता/स्मार्ट कोच/लर्निंग फैसिलिटेटर/एसेसर/कंप्यूटर सिस्टम एडमिनिस्ट्रेटर सर्टिफिकेशन
7. पुस्तकों/अध्ययन और अन्य सामग्री के लिए आपूर्ति श्रृंखला प्रबंधन मॉडल
8. राज्यव्यापी नेटवर्क समन्वय
9. ब्रांडिंग, विपणन, प्रचार, घटना प्रबंधन और प्रचार
10. उम्मीदवार और माता-पिता परामर्श और कैरियर मार्गदर्शन
11. सामग्री विकास और वितरण
12. अकादमिक वितरण
13. मूल्यांकन, मूल्यांकन और प्रमाणन, प्लेसमेंट सहायता और पोस्ट-प्लेसमेंट ट्रेकिंग
14. विनियामक सतर्कता
15. गुणवत्ता प्रबंधन, मूल्यांकन, मान्यता और निगरानी शुल्क संग्रह और प्रदर्शन-आधारित शुल्क शेयर वितरण
16. प्रदर्शन-आधारित पुरस्कार
17. वित्तीय स्थिरता माप
18. ग्राहक संबंध प्रबंधन
19. एमआईएस, एनालिटिक्स, बिजनेस इंटेलिजेंस और डेटा अभिलेखीय और रेफरल

2.4. बोलीदाता बीएसडीएम द्वारा अधिकृत सभी उपयोगकर्ताओं को बीएसडीएम की वेबसाइट/पोर्टल के माध्यम से बोलीदाता के सर्वर पर ऊपर उल्लिखित अपने सॉफ्टवेयर प्लेटफॉर्म तक पहुंच प्रदान करेगा और समय-समय पर अधिकृत उपयोगकर्ताओं को इसका समर्थन करेगा।

- 2.5. बोलीदाता ऑनलाइन पंजीकरण और केंद्रों के पंजीकरण के आवधिक नवीकरण की व्यवस्था करेगा।
- 2.6. बोलीदाता इस संबंध में बीएसडीएम द्वारा दिए गए फीडबैक और सुझावों को ध्यान में रखते हुए समय-समय पर नेटवर्क के निर्माण, पाठ्यक्रमों के संचालन और पाठ्यक्रमों के संचालन के संबंध में अन्य सभी संबद्ध पहलुओं के लिए आवश्यक अपने सॉफ्टवेयर की मेजबानी, उन्नयन और अनुकूलन करेगा।
- 2.7. बोलीदाता अपने संबंधित लॉगिन के माध्यम से केंद्रों को अध्ययन सामग्री की अपेक्षित प्रतियां प्राप्त करने की पावती बीएसडीएम को भेजने की सुविधा प्रदान करेगा और बीएसडीएम को अपने लॉगिन में केंद्रों से अध्ययन सामग्री पावती प्राप्त करने की सुविधा प्रदान करेगा।
- 2.8. बोलीदाता बीएसडीएम द्वारा निर्धारित परीक्षा केंद्रों पर पाठ्यक्रम की अर्ध-ऑनलाइन परीक्षा के लिए संपूर्ण सॉफ्टवेयर और पद्धति प्रदान करके जांच निकाय के रूप में अपनी भूमिका के लिए बीएसडीएम के बैक-एंड तकनीकी-शैक्षणिक सहायता एजेंसी के रूप में कार्य करेगा।
- 2.9. बोलीदाता बीएसडीएम को केंद्रों पर कनेक्टेड कंप्यूटिंग परिसंपत्तियों की जांच और निगरानी के लिए ऑनलाइन सॉफ्टवेयर सहायता प्रदान करेगा और प्रत्येक केंद्र पर उम्मीदवारों और प्रमाणित प्रशिक्षक के प्रदर्शन पर ऑनलाइन डेटा भी प्रदान करेगा।
- 2.10. बोलीदाता केंद्रों की प्रतिक्रिया एकत्र करने के लिए ऑनलाइन सर्वेक्षण उपकरण प्रदान करेगा ताकि बीएसडीएम द्वारा सूचित निष्कर्षों, तथ्यों और सिफारिशों पर विचार करते हुए समय-समय पर उचित कार्रवाई की जा सके। बोलीदाता नेटवर्क के साथ संवाद करने के लिए ऐप भी प्रदान करेगा।
- 2.11. बोलीदाता एसडीसी के महत्वपूर्ण प्रदर्शन संकेतकों (सीपीआई) की निगरानी के लिए बीएसडीएम को एक ऑनलाइन प्रणाली प्रदान करेगा, चाहे उन्हें किसी भी नाम से बुलाया जाए।
- 2.12. बोलीदाता सॉफ्टवेयर सेवाओं को दिन में 24 घंटे, सप्ताह के सातों दिन उपलब्ध कराने के लिए व्यावसायिक रूप से उचित प्रयास का उपयोग करेगा, सिवाय इसके कि:
- पूर्व-सूचित रखरखाव के समय के दौरान नियोजित रखरखाव किया जाता है; और
  - अनिर्धारित रखरखाव सामान्य व्यावसायिक घंटों के बाहर किया जाता है, बशर्ते कि बोलीदाता ने बीएसडीएम को कम से कम 6 सामान्य कार्य घंटों का नोटिस अग्रिम में देने के लिए उचित प्रयासों का उपयोग किया हो।
- 2.13. सॉफ्टवेयर फ्रेमवर्क अपडेट प्रदान करने, सॉफ्टवेयर पायरेसी का पता लगाने और यह सत्यापित करने के उद्देश्य से बोलीदाता के सर्वर के साथ संवाद करते हैं कि अधिकृत उपयोगकर्ता सॉफ्टवेयर फ्रेमवर्क का ठीक से उपयोग कर रहे हैं। बोलीदाता इस प्रक्रिया के संबंध में एकत्र की गई जानकारी का उपयोग सॉफ्टवेयर अपडेट देने और सॉफ्टवेयर समुद्री डाकुओं और उल्लंघनकर्ताओं के खिलाफ कानूनी कार्रवाई करने के लिए करेगा।

2.14. बोलीदाता समय-समय पर उपयोगकर्ताओं के अपेक्षित ऑनलाइन प्रशिक्षण की व्यवस्था करेगा, जैसा कि आवश्यक हो सकता है।

### **(बी) कुशल युवा कार्यक्रम ("ईसीपी-केवाईपी") के लिए ई-कंटेंट प्रदाता के रूप में**

2.15. बोलीदाता सभी 3 केवाईपी पाठ्यक्रमों के लिए समृद्ध मल्टीमीडिया और एनिमेटेड रूप में बहुत जानकारीपूर्ण और इंटरैक्टिव ई-लर्निंग और ई-असेसमेंट सामग्री के लिए बीएसडीएम को गैर-अनन्य आधार पर पहुंच प्रदान करेगा, जो आवश्यक रूप से अर्ध-ऑनलाइन एलएमएस + क्यूओईएस प्लेटफॉर्म पर तैनात हैं और प्रदान की गई ई-सामग्री के संबंध में शैक्षणिक सहायता प्रदान करने के लिए शैक्षणिक सेवाएं प्रदान करते हैं। बोलीदाता पूरक प्रकृति की नहीं बल्कि पूरक सामग्री की मुद्रित अध्ययन सामग्री भी प्रदान करेगा, अर्थात् यह मुद्रित रूप में ई-लर्निंग सामग्री की पुनरावृत्ति नहीं होनी चाहिए, बल्कि कंप्यूटर तक पहुंच के बिना घर पर अध्ययन करते समय उम्मीदवार को अतिरिक्त मूल्य प्रदान करना चाहिए।

2.16. बीएसडीएम के साथ बोलीदाता पाठ्यक्रमों का ज्ञान प्राप्त करने के इच्छुक संभावित उम्मीदवार समूहों की पहचान करेगा।

2.17. बोलीदाता उभरते ज्ञान समाज के संदर्भ में संभावित उम्मीदवार समूह की वर्तमान स्थितियों और भविष्य की आवश्यकताओं के संदर्भ में पाठ्यक्रमों के उद्देश्यों को निर्दिष्ट करेगा और संभावित उम्मीदवारों को विशिष्ट भूमिकाओं और जिम्मेदारियों का निर्वहन करना पड़ सकता है।

2.18. बोलीदाता पाठ्यक्रमों के प्रभावी शिक्षण के लिए ई-कंटेंट तक पहुंचने से पहले उम्मीदवार द्वारा प्राप्त किए जाने वाले पूर्व-अपेक्षित कौशल को निर्दिष्ट करेगा।

2.19. बोलीदाता पाठ्यक्रमों का प्रारूप पाठ्यक्रम और पाठ्यक्रमों के राज्य-व्यापी वितरण की कार्यान्वयन पद्धति (अन्य राज्यों/देशों में बोलीदाता की सफल तैनाती के आधार पर) को बीएसडीएम प्रदान करेगा, जिसे बीएसडीएम बिहार सरकार या बिहार सरकार के अधीन निकाय को उनके आवश्यक अनुमोदन के लिए प्रस्तावित करेगा।

2.20. बोलीदाता प्रत्येक वित्तीय वर्ष में कम से कम एक बार या बीएसडीएम के साथ पारस्परिक रूप से सहमत ई-लर्निंग सामग्री को संशोधित करेगा ताकि संभावित उम्मीदवार समूहों, प्रौद्योगिकी, बाजार विकल्पों, विनियमों और मानकों की जरूरतों और मांगों में उभरते रुझानों के साथ कदम से कदम मिलाकर चल सके।

2.21. बोलीदाता बीएसडीएम के साथ सहमत अनुसूची के अनुसार उपर्युक्त संशोधित ई-लर्निंग सामग्री को बीएसडीएम को वितरित करेगा।

2.22. बोलीदाता पारस्परिक रूप से सहमत मानकों और टेम्पलेट्स के अनुसार उक्त ई-लर्निंग सामग्री से संबंधित मूल्यांकन सामग्री को विकसित और संशोधित और वितरित करेगा।

2.23. बोलीदाता डििलीवरी से पहले ई-लर्निंग सामग्री की सटीकता, गुणवत्ता, गैर-चोरी और पूर्णता सुनिश्चित करेगा।

2.24. बोलीदाता यह सुनिश्चित करेगा कि ई-लर्निंग सामग्री में निंदात्मक, हानिकारक, या गैरकानूनी सामग्री शामिल नहीं होगी और यह संपत्ति, संविदात्मक, रोजगार, व्यापार रहस्य, मालिकाना जानकारी, और गैर-प्रकटीकरण अधिकारों, या किसी भी ट्रेडमार्क, कॉपीराइट या पेटेंट सहित तीसरे पक्ष के व्यक्तिगत या मालिकाना अधिकारों का उल्लंघन या किसी भी तरह से उल्लंघन नहीं करेगा, न ही इसमें कोई प्रारूप होगा, निर्देश, या जानकारी जो किसी भी व्यक्ति, कंप्यूटर सिस्टम या मशीन के लिए गलत या हानिकारक है।

2.25. बोलीदाता बीएसडीएम /केंद्र द्वारा अपनी लागत पर प्रदान किए जाने वाले हार्डवेयर, सॉफ्टवेयर और ऐसे अन्य उपकरणों और उपकरणों को निर्दिष्ट करेगा जो उम्मीदवार द्वारा ई-लर्निंग सामग्री को प्रभावी ढंग से सीखने के लिए आवश्यक है।

2.26. बोलीदाता समय-समय पर पाठ्यक्रम के वितरण और कार्यान्वयन के लिए बीएसडीएम को आवश्यक ऑनलाइन तकनीकी और शैक्षणिक सहायता और ऑनलाइन प्रशिक्षण और मार्गदर्शन प्रदान करेगा।

2.27. बोलीदाता बोलीदाता के अनुभव के आधार पर पाठ्यक्रमों के लिए प्रस्तावित कार्यान्वयन पद्धति प्रस्तुत करेगा और बीएसडीएम के साथ पारस्परिक परामर्श में इसे अंतिम रूप देगा।

2.28. बोलीदाता बीएसडीएम से प्राप्त स्थानीयकरण और अनुकूलन इनपुट को शामिल करते हुए प्रिंट और इलेक्ट्रॉनिक रूपों में अपनी लागत पर पाठ्यक्रमों की अध्ययन सामग्री तैयार करने का वचन देगा। अध्ययन सामग्री के विनिर्देशों को समय-समय पर संशोधित किया जा सकता है जब भी आवश्यक महसूस किया जाता है।

2.29. बीएसडीएम से औपचारिक आदेश प्राप्त होने पर, बोलीदाता प्रिंट और इलेक्ट्रॉनिक रूप में अध्ययन सामग्री का उत्पादन करेगा और प्रत्येक बैच के लिए पारस्परिक रूप से सहमत समय-सीमा के भीतर पारस्परिक रूप से सहमत वाणिज्यिक शर्तों के अनुसार बीएसडीएम को इसकी आपूर्ति करेगा।

2.30. बोलीदाता इस समझौते के तहत पाठ्यक्रमों के सुचारू संचालन के लिए बैक-एंड ऑनलाइन शैक्षणिक सहायता प्रदान करेगा।

2.31. बोलीदाता अपने अनुभव के आधार पर, पाठ्यक्रमों के लिए शैक्षणिक और प्रबंधन पद्धति का प्रस्ताव करेगा, जिसमें विपणन और संवर्धन के लिए प्रक्रियाएं, प्रति दिन प्रति कंप्यूटर उम्मीदवार प्रवेश क्षमता, आवेदन, चयन, प्रवेश, शुल्क संग्रह और वितरण शामिल हैं।

पाठ्यक्रम के लिए शैक्षणिक और प्रशासनिक अनुसूची/कैलेंडर, उम्मीदवारों के बीच स्थिर और अध्ययन सामग्री वितरण की मांग, अकादमिक वितरण मॉडल, असाइनमेंट प्रबंधन प्रणाली (एएमएस), ऑनलाइन मूल्यांकन प्रणाली (ओईएस), प्रमाणित ट्रेनर/प्रमाणित शिक्षण सुविधाकर्ता, सिस्टम प्रशासक, परामर्शदाता आदि की पात्रता और प्रमाणन, उम्मीदवारों का मूल्यांकन और प्रमाणन, उम्मीदवार संबंध प्रबंधन, गुणवत्ता मूल्यांकन, आदि।

2.32 बोलीदाता बीएसडीएम के साथ सहमत बैच-वार शैक्षणिक कैलेंडर के अनुसार पाठ्यक्रमों के लिए एक उपयुक्त समय-सारणी तैयार करेगा।

### **(ग) स्मार्ट कौशल विकास कार्यक्रम (एसआईएसए-एसडीपी) के लिए राज्य-व्यापी कार्यान्वयन एजेंसी के रूप में**

2.33. बोलीदाता बीएसडीएम को उसके द्वारा प्रदान किए गए ज्ञान ढांचे के आधार पर सॉफ्टवेयर प्लेटफॉर्म का उपयोग करके बड़े पैमाने पर कौशल विकास कार्यक्रम के कार्यान्वयन में प्रबंधकीय, परिचालन, तकनीकी और समन्वय सेवाएं प्रदान करने में अपनी विशेषज्ञता और अनुभव प्रदान करेगा।

2.34. बोलीदाता बीएसडीएम के परामर्श से प्रारंभ में एसआईएसए-एसडीपी सेवाएं प्रदान करने के लिए अपेक्षित कार्यस्थल अवसंरचना, फर्नीचर और कंप्यूटिंग और संचार संसाधनों को समय-समय पर निर्दिष्ट और संशोधित करेगा।

2.35. कार्य स्थल की पूर्ण तैयारी के बारे में बीएसडीएम से लिखित सूचना प्राप्त होने पर, बोलीदाता बीएसडीएम द्वारा उपलब्ध कराए गए कार्य स्थल से दो सप्ताह के भीतर अपना संचालन शुरू कर देगा। बोलीदाता को एसडीएम द्वारा आवंटित कार्यालय स्थान के लिए बिजली बिल, इंटरनेट और टेलीफोन बिल का भुगतान करना होगा।

2.36. बोलीदाता प्रवेश पास/आईडी (यदि आवश्यक हो) को संसाधित करने के लिए बीएसडीएम को कर्मचारियों की एक सूची प्रदान करेगा।

2.37 - बोलीदाता एसआईएसए-एसडीपी सेवाएं प्रदान करने के लिए तैनात कर्मचारियों से संबंधित सभी मामलों के लिए जिम्मेदार होगा, जिसमें उक्त कर्मचारियों द्वारा प्रदान की गई सेवाओं की नियुक्ति, मूल्यांकन, समाप्ति, पारिश्रमिक, पर्यवेक्षण और निगरानी शामिल है।

2.38. एसडीसी के राज्यव्यापी नेटवर्क के माध्यम से एसडीपी के कुशल और प्रभावी निष्पादन के लिए कम जनशक्ति तैनात करना:

सीनियर। नहीं।	औहदा	प्रारंभिक संख्याएँ	अपेक्षित संख्या*
1.	स्टेट प्रोजेक्ट लीडर	1	राज्य के लिए 1
2.	क्षेत्रीय प्रबंधक	प्रत्येक डिवीजन के लिए 1 यानी 9	एक क्षेत्र में न्यूनतम 450 एसडीसी पर 1 अधिमानतः
3.	कनिष्ठ क्षेत्रीय प्रबंधक	प्रत्येक डिवीजन के लिए 1 यानी 9	एक क्षेत्र में न्यूनतम 450 एसडीसी पर 1 अधिमानतः
4.	क्लस्टर प्रबंधक	प्रारंभ में प्रत्येक डिवीजन के लिए 2 अर्थात् 18	एक जिले में न्यूनतम 50 एसडीसी के प्रति समूह 1

\*तैनात की जाने वाली जनशक्ति की संख्या वास्तविक उम्मीदवार पंजीकरण और बोलीदाता की योग्यता के आधार पर तय की जाएगी, लेकिन यह प्रारंभिक संख्या से कम नहीं होगी।

2.39. बोलीदाता एसडीसी के नेतृत्व, प्रबंधन और निगरानी के उद्देश्य से तैनात जनशक्ति को इंटरनेट कनेक्टिविटी के साथ टैबलेट/ लैपटॉप और मोबाइल फोन जैसे आवश्यक उपकरण प्रदान करेगा। ब्लॉक स्तर के व्यक्ति स्थानीय मोबिलाइज़र और आयोजकों के रूप में भी कार्य करेंगे।

2.40. बोलीदाता द्वारा एक उपयुक्त स्थान पर एक केंद्रीकृत कॉल सेंटर स्थापित और प्रबंधित किया जाएगा जिसमें बोलीदाता द्वारा 10 एजेंट तैनात किए जाएंगे। बोलीदाता कॉल सेंटर के सुचारू कामकाज के लिए जगह, कंप्यूटिंग और टेलीफोनिक सुविधा जैसी आवश्यक व्यवस्था भी प्रदान करेगा। कॉल सेंटर चलाने में आने वाली लागत बोलीदाता द्वारा वहन की जाएगी।

2.41. बोलीदाता नेटवर्क पदानुक्रम, प्रति जिला/ब्लॉक/वार्ड केंद्रों की वांछित संख्या के साथ-साथ केंद्रों के पंजीकरण और उनके पंजीकरण के आवधिक नवीकरण के लिए मानदंड का सुझाव देगा।

2.42. बोलीदाता उन सॉफ्टवेयर ढांचे का उपयोग करेगा जिन तक यहां पहुंच दी गई है और पाठ्यक्रमों के संचालन का प्रबंधन करेगा।

2.43. बोलीदाता पंजीकरण/नवीकरण प्रक्रिया के लिए आवश्यक स्टेशनरी का डिजाइन तैयार करेगा।

- 2.44. बोलीदाता प्रवेश प्रक्रिया के लिए आवश्यक स्टेशनरी जैसे ब्रोशर, फॉर्म, रसीद आदि का डिजाइन भी करेगा।
- 2.45. बोलीदाता और बीएसडीएम दोनों द्वारा जब भी आवश्यक महसूस किया जाता है, स्टेशनरी के विनिर्देशों को समय-समय पर संशोधित किया जा सकता है।
- 2.46. बोलीदाता एओ को प्राधिकार प्रदान करने/नवीनीकृत करने के लिए मानदंडों का सुझाव देगा।
- 2.47. बोलीदाता समय-समय पर केंद्रों के पंजीकरण/नवीकरण की प्रक्रिया शुरू करेगा और उसे सुविधाजनक बनाएगा।
- 2.48. बोलीदाता एओ के पंजीकरण/नवीकरण के लिए तकनीकी-प्रबंधकीय प्रणाली सहायता प्रदान करेगा और आवश्यकतानुसार समय-समय पर उसका उन्नयन करेगा।
- 2.49. बोलीदाता नेटवर्क पदानुक्रम में उपयुक्त लॉगिन के माध्यम से आवधिक रिपोर्ट प्रस्तुत करेगा, जिसमें केंद्रों पर गुणवत्ता की हानि, यदि कोई हो, का उल्लेख किया जाएगा, और उचित निवारक / पूर्व-निर्धारित / उपचारात्मक / सुधारात्मक कार्रवाई का सुझाव दिया जाएगा।
- 2.50. बोलीदाता विभिन्न मीडिया के माध्यम से उपयुक्त विपणन, विज्ञापन और प्रचार कार्यक्रमों के लिए बीएसडीएम के साथ अपनी कुछ सर्वोत्तम प्रथाओं, विधियों और तैयार डिजाइनों को साझा कर सकता है ताकि संभावित ग्राहकों के बीच पाठ्यक्रमों का व्यापक प्रचार किया जा सके। बोलीदाता पाठ्यक्रमों के विज्ञापन और प्रचार पर कोई खर्च नहीं करेगा।
- 2.51. यदि बीएसडीएम द्वारा अनुरोध किया जाता है, तो बोलीदाता बीएसडीएम को विज्ञापन डिजाइन सहायता प्रदान कर सकता है।
- 2.52. बोलीदाता स्थानीय स्तर पर पाठ्यक्रमों के लिए संभावित ग्राहकों के बीच विज्ञापन और प्रचार करने के लिए केंद्रों की सहायता और सुविधा प्रदान करेगा, लेकिन इसके लिए सीधे कोई खर्च नहीं उठाएगा।
- 2.53. बोलीदाता इस समझौते के तहत पाठ्यक्रम के सुचारू संचालन के लिए बैक-एंड तकनीकी-प्रबंधकीय सहायता प्रदान करेगा।
- 2.54. बोलीदाता अपने बैक-एंड तकनीकी-प्रबंधकीय समर्थन के माध्यम से बीएसडीएम की सुविधा प्रदान करेगा ताकि पाठ्यक्रम का प्रत्येक बैच शुरू हो सके और बीएसडीएम के साथ सहमत कैलेंडर के अनुसार सख्ती से समाप्त हो सके।
- 2.55. बोलीदाता पूर्व-मुद्रित आवेदन पत्र जारी करके, बोलीदाता के प्रवेश सॉफ्टवेयर के उचित संस्करण में उम्मीदवारों के डेटा को दर्ज करके, आवेदकों से निर्दिष्ट शुल्क एकत्र करके, भुगतान किए गए उम्मीदवारों के सारांश डेटा और शुल्क-डीडी / ईपीआई / एनईएफटी / भुगतान गेटवे डेटा के साथ पूर्ण डेटा को बोलीदाता की

वेबसाइट पर सटीक रूप से अपलोड करके और बीएसडीएम के पूर्व-मुद्रित प्रारूप में शुल्क रसीद जारी करके पाठ्यक्रमों के लिए उम्मीदवारों का नामांकन करेगा। आवेदकों

2.56. बोलीदाता केंद्र को अपेक्षित अध्ययन सामग्री के वितरण की व्यवस्था करेगा, जिसमें परिवहन लागत बीएसडीएम द्वारा वहन की जाएगी।

2.57. बोलीदाता यह सुनिश्चित करेगा कि पाठ्यक्रम के अपने बैच के शुरू होने से पहले केंद्रों में नामांकित प्रत्येक उम्मीदवार को अध्ययन सामग्री जारी की जाए।

2.58. बोलीदाता को बोलीदाता के आई-एरिंग कंटेंट मैनेजमेंट सिस्टम (एलएमएस) पर प्रत्येक उम्मीदवार की लॉगिन आईडी बनानी या डाउनलोड करनी होगी और नियमित रूप से एलएमएस सॉफ्टवेयर और ई-कंटेंट के उन्नयन को डाउनलोड करना होगा और केंद्र में इंटरनेट सुविधा का उपयोग करके बोलीदाता सर्वर पर उम्मीदवारों की प्रगति प्रोफ़ाइल का साप्ताहिक अपलोड सुनिश्चित करना होगा।

2.59. बोलीदाता तकनीकी और शैक्षणिक सहायता प्रदान करके बीएसडीएम के सहयोग से प्रमाणित प्रशिक्षक, सिस्टम प्रशासकों और विभिन्न अन्य सेवा प्रदाताओं के लिए ऑनलाइन प्रमाणन परीक्षण की पूरी प्रक्रिया शुरू करेगा।

2.60. बोलीदाता उम्मीदवारों की परीक्षा के सुचारू संचालन, बोलीदाता के परीक्षा सॉफ्टवेयर और कार्यप्रणाली का उपयोग करके उनके प्रमाणीकरण की सुविधा प्रदान करेगा।

2.61. बोलीदाता बीएसडीएम को पाठ्यक्रम प्रमाण पत्र मुद्रित करने और सफल उम्मीदवारों को प्रमाण पत्र देने की सुविधा प्रदान करेगा।

2.62. बोलीदाता एसडीसी के व्यावसायिक लक्ष्यों को तय करने के लिए बीएसडीएम को आवश्यक सहायता, सूचना प्रदान करता है, नेटवर्क भागीदारों के महत्वपूर्ण प्रदर्शन संकेतकों (सीपीआई) की निगरानी के लिए प्रणाली का उपयोग करता है, निर्धारित लक्ष्यों की तुलना में उनके वास्तविक प्रदर्शन की निगरानी करता है, फीड-बैक देता है और बीएसडीएम को उपचारात्मक /सुधारात्मक कार्रवाई का सुझाव देता है।

2.63. बोलीदाता केंद्रों के कर्मचारियों की विभिन्न श्रेणियों का आवधिक प्रशिक्षण करेगा ताकि उन्हें बीएसडीएम के मानदंडों और पाठ्यक्रमों के बारे में उनके संशोधनों के बारे में अद्यतन रखा जा सके।

2.64. बोलीदाता, एसआईएसए-एसडीपी सेवाएं प्रदान करते समय, यह सुनिश्चित करेगा कि आरएसओएम के ग्राहक डेटा की गोपनीयता और सुरक्षा की रक्षा के लिए सभी उचित प्रयास किए जाएं।

2.65. The KYP को निम्नलिखित योजना के अनुसार रोल आउट किया जाएगा:

सी. न.	रोलआउट करने के लिए सिस्टम	समझौते पर हस्ताक्षर करने की तारीख से
1.	बोलीदाता कार्यालय स्थापना और जनशक्ति की तैनाती	50 दिन
2.	बीएसडीएम वेबसाइट का शुभारंभ	50 दिन
3.	केवाईपी कोर्स के लिए उम्मीदवारों और एसडीसी के लिए बीएसडीएम की वेबसाइट पर पंजीकरण सहायता मैनुअल को सक्रिय करना।	50 दिन
4.	बीएसडीएम द्वारा पंजीकरण शुरू करने का विज्ञापन	हस्ताक्षर समझौते के बाद
5.	केंद्र पंजीकरण की तैनाती, उम्मीदवार पंजीकरण, संकाय परीक्षण के लिए ओईएस और पंजीकरण शुरू करना	60 दिन
6.	सामग्री का अनुकूलन, एलएमएस की तैनाती और केवाईपी पाठ्यक्रम के लिए नामांकित उम्मीदवारों द्वारा सीखने की शुरुआत	90 दिन

2.66. इस करार के अंतर्गत गैर-पाठ्यक्रमों और अन्य गतिविधियों के लिए, जो उपर्युक्त 2.65 के अंतर्गत शामिल नहीं हैं, इस करार पर हस्ताक्षर करने के 10 दिनों के भीतर बीएसडीएम और बोलीदाता द्वारा इसे शुरू करने की समय-सीमा पर पारस्परिक रूप से सहमति होगी और ऐसी अनुसूची इस करार का हिस्सा बनेगी।



सुलभ संगणक

बिहार कौशल विकास मिशन



नॉलेज फ्रेमवर्क प्रदाता के लिए आरएफपी – अनुबंध – 1

श्रम संसाधन विभाग

श्रम संसाधन विभाग के संलेख ज्ञापक-200 दिनांक-21.06.2016 में सन्निहित परस्ताव मंत्रिपरिषद् की बैठक दिनांक-22.06.2016 में मद संख्या-11 के रूप में सम्मिलित किया गया। बैठक की कार्यवाही के अवतरण के साथ आपकी सविका लौटायी जाती है।

11. बिहार वितीय नियमावली के नियम 131ज की कंडिका (ग) को शिथिल करते हुये राज्य सरकार के 7 निश्चय के अन्तर्गत युवाओं को संवाद कला तथा प्रारंभिक कम्प्यूटर ज्ञान का प्रशिक्षण तथा राज्यव्यापी कौशल प्रशिक्षण कार्यक्रम के लिये Knowledge FrameWork Provider, E-Content Provider तथा Implementation Support Agency को एकल निविदा के आधार पर निविदा निष्पादन की स्वीकृति के संबंध में।

11. स्वीकृत।

22.6.16

(उपेन्द्र नाथ पाण्डेय)  
सरकार के संयुक्त सचिव  
मंत्रिमंडल सचिवालय विभाग

UP



The State  
**Bihar**  
 Department of  
**RFP**

**RFP for Knowledge Framework  
 Yuva Programme and State  
 Development Programme**

**Request for Proposal (RFP)**  
 Bihar Skill Development Mission  
 Honourable Chief Minister of Bihar  
 capability of the system to deliver  
 and bridge the skill deficit to meet  
 directly undertaking the task through  
 and Hindi Communication skills  
 specific skilling through different  
 In the above context, BSDM through  
 Agencies which can act as a unified  
 Development Program Management (KFP-SDPM), eContent Provider for Smart Yuva  
 Program (eCP-SYP) and also act as a State-wide Implementation Support Agency for Skill  
 Development Program (SISA-SDP).

The qualification and evaluation criteria have been provided in Sections 3.4 to 3.7 of the RFP document. However, the intending bidders are required to go through the whole document carefully before submission of bids. The last date for receipt of responses to this RFP is 15.06.2016 till 3:30 pm.

The RFP document can be downloaded from the website <http://labour.bih.nic.in> w.e.f. 4 p.m. on 16th May onwards.

**Bihar Skill Development Mission**

Department of Labour Resources, Government of Bihar  
 RFP No.: BSDM/RFP/01/2016-17

RFP for Knowledge Framework provider, e-content provider for Smart Yuva Programme and State wide Implementation Support Agency for Skill Development Programme

**Request for Proposal (RFP)**

Bihar Skill Development Mission (BSDM) has been constituted under the chairmanship of Honourable Chief Minister of Bihar. The vision of BSDM is to increase the capacity and capability of the system to deliver quality skill training to the youth to enhance their employability and bridge the skill deficit to meet the growing demand for skilled manpower. BSDM shall be directly undertaking the task through Smart Yuva programme consisting of ICT skills, English and Hindi Communication skills and life skills and shall monitor and coordinate the domain specific skilling through different departments of the state. In the above context, BSDM through this RFP intends to receive proposals from reputed Agencies which can act as a unified partner as Knowledge Framework Provider for Skill Development Program Management (KFP-SDPM), eContent Provider for Smart Yuva Program (eCP-SYP) and also act as a State-wide Implementation Support Agency for Skill Development Program (SISA-SDP).

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(Secretary)  
 Department of Labour Resources  
 Government of Bihar, Vikas Bhawan  
 Patna - 800015

-cum-  
 Chief Executive Officer  
 Bihar Skill Development Mission (BSDM)

PR NO 1752(LABOUR RESOURCES) 2016-17

PR NO 1752(LABOUR RESOURCES) 2016-17

Bihar Skill Development Mission (BSDM)



*The Sunday Express, Date: - 15/5/2016*

## Bihar Skill Development Mission

Department of Labour Resources, Government of Bihar

RFP No.: BSDM/ RFP/01/2016-17

RFP for Knowledge Framework provider, e-content provider for Smart Yuva Programme and State wide Implementation Support Agency for Skill Development Programme

### Request for Proposal (RFP)

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The qualification and evaluation criteria have been provided in Sections 3.4 to 3.7 of the RFP document. However, the intending bidders are required to go through the whole document carefully before submission of bids. The last date for receipt of responses to this RFP is 15.06.2016 till 3:30 pm.

The RFP document can be downloaded from the website <http://labour.bih.nic.in> w.e.f. 4 p.m. on 16th May onwards.

(Secretary)  
Department of Labour Resources  
Government of Bihar, Vikas Bhawan  
Patna - 800015

-cum-  
Chief Executive Officer

Bihar Skill Development Mission (BSDM)

PR NO 1752(LABOUR RESOURCES) 2016-17

प्रेषक,

दीपक कुमार सिंह,  
सरकार के सचिव-सह-  
मुख्य कार्यपालक पदाधिकारी,  
कौशल विकास मिशन, बिहार, पटना ।

सेवा में,

निदेशक,  
सूचना एवं जन संपर्क विभाग,  
बिहार, पटना ।

पटना, दिनांक- 13/5/2016

विषय:-  
महाशय,

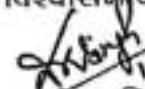
विज्ञापन प्रकाशित करने के संबंध में ।

उपर्युक्त विषय के संबंध में कहना है कि श्रम संसाधन विभाग के नियंत्रणाधीन बिहार कौशल विकास मिशन में Knowledge Framework Provider, स्मार्ट युवा कार्यक्रम हेतु e-content provider तथा राज्यव्यापी कौशल प्रशिक्षण कार्यक्रम के लिए Implementation Support Agency के चयन हेतु प्रकाशित किये जाने वाले RFP संख्या-01/2016-17 के विज्ञापन की हार्ड एवं सौफ्ट कॉपी इस पत्र के साथ संलग्न की जाती है ।

अनुरोध है कि इस विज्ञापन को देश के प्रमुख समाचार पत्रों -The Times of India, The Hindustan Times, The Indian Express, The Hindu, The Economic Times के अखिल भारतीय संस्करण में दिनांक-15.05.2016 को प्रकाशित कराने की कृपा की जाय

अनुलग्नक-यद्योक्त

विश्वासभाजन,

  
13/5/16

सरकार के सचिव-सह-  
मुख्य कार्यपालक पदाधिकारी,  
कौशल विकास मिशन, बिहार, पटना ।

## **Bihar Skill Development Mission**

Department of Labour Resources, Government of Bihar

**RFP No.: BSDM/ RFP/01/2016-17**

### **RFP for Knowledge Framework provider, e-content provider for Smart Yuva Programme and State wide Implementation Support Agency for Skill Development Programme**

#### **Request for Proposal (RFP)**

Bihar Skill Development Mission (BSDM) has been constituted under the chairmanship of Honourable Chief Minister of Bihar. The vision of BSDM is to increase the capacity and capability of the system to deliver quality skill training to the youth to enhance their employability and bridge the skill deficit to meet the growing demand for skilled manpower. BSDM shall be directly undertaking the task through Smart Yuva programme consisting of ICT skills, English and Hindi Communication skills and life skills and shall monitor and coordinate the domain specific skilling through different departments of the state.

In the above context, BSDM through this RFP intends to receive proposals from reputed Agencies which can act as a unified partner as Knowledge Framework Provider for Skill Development Program Management (KFP-SDPM), eContent Provider for Smart Yuva Program (eCP-SYP) and also act as a State-wide Implementation Support Agency for Skill Development Program (SISA-SDP).

The qualification and evaluation criteria have been provided in Sections 3.4 to 3.7 of the RFP document. However, the intending bidders are required to go through the whole document carefully before submission of bids. The last date for receipt of responses to this RFP is 15.06.2016 till 3:30 pm.

The RFP document can be downloaded from the website <http://labour.bih.nic.in> w.e.f. 4 p.m. on 16th May onwards.

  
(Secretary) 13/5/16

Department of Labour Resources  
Government of Bihar, Vikas Bhawan  
Patna - 800015  
-cum-  
Chief Executive Officer  
Bihar Skill Development Mission (BSDM)



# **Bihar Skill Development Mission (BSDM), Government of Bihar (GoB)**

Request for Proposal by BSDM for

Knowledge Framework Provider for Skill Development Program  
Management (KFP-SDPM) +

eContent Provider for Smart Yuva Program (eCP-SYP) +

State-wide Implementation Support Agency for  
Skill Development Program (SISA-SDP)

**April 2016**

**RFP No. BSDM/RFP/01/2016-17**

Date of Issue of RFP	16/05/2016
Last date of Submission of Proposals	15/06/2016

Bihar Skill Development Mission,  
Department of Labour Resources,  
Government of Bihar, Vikas Bhavan,  
Patna - 800 015.

Email: [biharskilldevelopmentmission@gmail.com](mailto:biharskilldevelopmentmission@gmail.com)

Fax: 0612-2215004

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## 1. Letter of Invitation and Important Information

### 1.1. Letter of Invitation

#### A. About BSDM:

Skill Development initiative is paramount for the development of State of Bihar. In view of national priorities, directions from Planning Commission and state's policy of skilling its youth, GoB has set a target of skilling all eligible and willing youths in the next 5 years through block level training centers across all 534 blocks of the state. Accordingly, BSDM has been constituted under the chairmanship of the Hon'ble Chief Minister. BSDM has representation from different departments of the State.

#### B. Vision of BSDM:

The vision of BSDM is to increase the capacity and capability of the system to deliver quality skill training and professional knowledge to the youth to enhance their employability and bridge the skill deficit with a view to meet the growing burgeoning market demand for skilled manpower.

#### C. Key Tasks of BSDM:

- Delivery and Management of skill development agenda
- Interface with industries
- Monitoring of training and placement efforts through BSDM and all other departments of the state
- Research in current and future market demands (local, regional, national and global) regarding manpower in sector specific skills

#### D. Focus on Employability of Youth:

GoBhas, therefore, decided to launch major programs to skill its youth in a mission mode manner on a state-wide scale under the auspices of BSDM through BSDM and 15 departments of the state government.. 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 10th examination or 12th (i.e. 10+2) examination. These programs shall primarily focus on helping the youth attain higher levels of productivity, efficiency, quality and an entrepreneurial mindset at their work places in diverse domains.

Under its Skill Development Program ("SDP"), BSDM shall create, with appropriate partnerships, a state-wide network of Sector Skills Development Centers ("SSDCs") for implementation of Sector Skills Development Programs ("SSDPs")

### E. Smart Yuva Program:

In addition to the various Sector Specific Skills Development Programs approved by Sector Skill Councils, MES and other central/ state sponsored and/or approved skilling programs, BSDM aims at developing large number of youth in the state through the following 3 Smart Skills Courses by launching a massive and statewide **Smart Yuva Program ("SYP")** through a network of large number of **Smart Yuva Program Centers ("SYPCs")** in all the 534 Blocks of 38 Districts of the state predominantly in eLearning mode for uniform quality of delivery across the state:

1.	SYP Course 1: (approx. 80 hrs)	<b>English and Hindi Communication Skills</b>
2.	SYP Course 2: (approx. 120 hrs)	Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of various IT Tools in Real Life Situations, hereinafter referred to as <b>"IT Literacy Skills" (in Hindi and English Medium)</b>
3.	SYP Course 3: (approx. 40 hrs)	Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as <b>"Soft Skills" (in Hindi and English Medium)</b>

Training in smart 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. In spite of having good mastery over domain specific skills, many youth are deprived of either entry or continuity or rapid progression in employment due to lack of above mentioned smart skills.

Thus BSDM will undertake two types of Skill Development Programs ("SDPs") at two types of Skill Development Centers ("SDCs"):

1. Smart Yuva Program ("SYP") at Smart Yuva Program Centers ("SYPCs") for conducting Smart Yuva Program Courses ("SYP Courses") and
2. Sector Skills Development Programs ("SSDPs") at Sector Skills Development Centers ("SSDCs") for conducting Sector Specific Skills Development Courses ("SSDP Courses") or herein after also referred to as "Non-SYP Courses".

Therefore, in the following sections of this document SDP shall mean both types of program viz. SYP and SSDPs and SDCs shall mean both types of centers viz. SYPCs and SSDCs.

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

In order to benefit from single point co-ordination advantages for the Smart Yuva Program ("SYP") implementation and Sector Skills Development Programs ("SSDPs") implementation, BSDM is looking out for only those Bidders who are able to give all the three services mentioned below. Intending Bidders who are not able to provide all the three services will not be considered eligible.

**(a) Knowledge Framework Provider for Skill Development Program Management ("KFP-SDPM")**

BSDM is looking out for a Bidder who has long experience and proven track record in designing, developing, implementing, managing and monitoring of skill development training in key sector/s preferably on a state-wide scale to millions of candidates through its thousands of franchised or affiliated or recognized or authorized Training centers.

The Bidder, by using this experience, should have designed, developed and utilized its own Knowledge Framework of models and business processes for low-cost management of skill development program with high-quality of service delivery and on a mass-scale through a large and widely spread network of Training centers operating in urban as well as rural areas.

The Knowledge Framework created and utilized by the Bidder should have well defined and evolving models and processes for establishment, administration, performance monitoring, business development and self-sustainable operations of individual skill development Training centers operating in a large network.

As a part of the Knowledge Framework the Bidder should have also developed the models for quality measurement, quality verification, quality assurance and quality enhancement of service delivery, and continuous performance monitoring followed by remedial actions.

By encoding this Knowledge Framework, the Bidder should have designed and developed software platform and should be regularly using it for:

1. Online Management support and monitoring of network of large number of Skill Development Training centers in the form of a software system viz. ***Center life-cycle management system***

2. Online Administrative services to large number of students right from their registration and attendance to the course up to the issuance of certificates of passing the skill development course in the form of a software system, material tracking system viz. **Candidate administrative life-cycle managementsystem**
3. Online management of learning of the students throughout the duration of their courses, delivery of eContent and its eLearning designed for courses resembling to SYP courses and/ or Non-SYP courses through a Quasi and Online mode to large number of students in the form of a software system viz. **Candidate Learning life-cycle management system**
4. Online / Quasi Evaluation of large number of students throughout the duration of their courses. Evaluation of trainers, examiners for one or many courses through Online Evaluation System/ Quasi-online Evaluation System (OES/QOES) software system viz. **Candidate Examination Management System**
5. Bidder is also giving **Knowledge Framework Technical Support** to all the users of this software platform

BSDM is desirous of avoiding wasteful expense of time and resources in reinventing best practices and is, therefore, desirous of quickly using on Software-as-a-Service' (SAAS) basis, if available, the proven expertise, experience and actionable knowledge synthesized over the years by the Bidder and expressed through its preferably home-grown and easily customizable and replicable software framework for management of skill development program on a mass-scale.

*BSDM is desirous of using this framework, in full or in parts, for management of all skill development programs under various sectors and not just for Smart Yuva Program; and*

**(b) eContent Provider for Smart Yuva Program ("eCP-SYP")**

BSDM is also looking out for a Bidder who has designed and developed very informative, interactive and SCORM compliant eLearning and eAssessment content in rich multimedia and animated form for any or all of the courses resembling the 3 SYP Courses mentioned in Section 1.1 E above and has deployed and delivered them on a quasi-online Learning Management System ("LMS") + quasi online Evaluation System ("QOES") platform mentioned in (a) above and provided academic support services regarding the eContent provided by the Bidder. BSDM is also looking out for the printed study material of SYP like courses provided by the Bidder not of a supplementary nature but of a complementary one, i.e. it should not be a repetition of the eLearning material in printed form but should be

offering additional value to the candidate while studying at home without access to computer; and

**(c) State-wide Implementation Support Agency for Skill Development Program ("SISA-SDP")**

BSDM is also looking out for accessing the proven managerial, operational, technical and coordination services delivery expertise and experience of the Bidder with proven track record in implementation of the large scale Skills Development Program using the knowledge framework and software platform mentioned in (a) above and by using eContent mentioned in (b) above.

**G. RFP Procedure:**

The Bid Form along with Bid document is available on Website <http://labour.bih.nic.in/>. This can be downloaded. The filled Bid form shall accompany a crossed Demand Draft for Rs. 5000/- as Bid fee drawn on any Nationalized Bank in favour of BSDM, payable at Patna at par. The Bid without Bid fee will be taken as incomplete and non-responsive and shall be rejected. The Demand Draft shall be kept in separate envelope, which will be kept inside technical offer envelope.

a. The summary of Bid notice is as follows:

<b>Bid Reference</b>	BSDM/RFP/01/2016-17
<b>Bid Document Fee</b>	5,000/- (Rupees Five Thousand Only)
<b>Earnest Money Deposit</b>	5,00,000/- ( Rupees Five Lakhs Only)
<b>Availability of Bid Form and Bid Document</b>	From 16/05/2016 16:00 Hrs. on <a href="http://labour.bih.nic.in/Website">http://labour.bih.nic.in/Website</a>
<b>Last Date, Time and Place for Receipt of Offers</b>	15:30 Hrs. on 15/06/2016 in Bihar Skill Development Mission, Department of Labour Resources, Government of Bihar, Vikas Bhavan, Patna - 800 015.  Bids can be submitted between 9:30 Hrs. to 17:30 Hrs. on working days.

<b>Time and Date of Opening of the Technical Bid</b>	16:30 Hrs. on 13/06/2016 at Bihar Skill Development Mission, Department of Labour Resources, Government of Bihar, Vikas Bhavan, Patna - 800 015. Email: biharskilldevelopmentmission@gmail.com
<b>Time and Date of Opening of the Commercial Bid</b>	Will be communicated to the Bidders qualifying in the technical Bid by email/fax
<b>Address of Communication</b>	Bihar Skill Development Mission, Department of Labour Resources, Government of Bihar, Vikas Bhavan, Patna - 800 015.  Email: biharskilldevelopmentmission@gmail.com
<b>Contact Person and its contact details</b>	Shri. Ashok Kumar Singh,  OSD, BSDM, Labour Resources Department, Govt. of Bihar  Email: biharskilldevelopmentmission@gmail.com  Fax: 0612-2215004  Mobile: +91 94 312 09 371

- b. Offer should remain valid for 180 days from the date of submission of the Bid.
- c. BSDM, GoB reserves the right to accept or reject any or all Bid offer(s) without assigning any reason thereof.
- d. Bid Notice is available on <http://labour.bih.nic.in/Website>.

Dated: 16/05/2016

Signing Authority Details

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## 1.2. Important Information

### 1.2.1. Definitions:

- (a) **"Agreement"** means the individual contracts to be signed between the successful Bidder and BSDM, GoB, for Scope of work including all attachments, appendices, all documents incorporated by reference there together with any subsequent modifications, the Bid document, the Bid offer, the acceptance and all related correspondences, clarifications and presentations.
- (b) **"Authorised Representative"** mean any person duly and formally authorized by each of the party.
- (c) **"AVTP/s"** means the Applicant Vocational Training Provider which is an organization that applies to BSDM in the prescribed form for being registered/renewed as Sector Skills Development Center and/or Smart Yuva Program Center.
- (d) **"Bidder"** means an organization registered in India eligible to bid in the stages of pre -qualification, bidding process and includes the successful bidder during the currency of this Agreement.
- (e) **"Candidate"** means a candidate who is a resident of Bihar, is registered on the Portal, is enrolled and has completed a minimum of 10% duration or 10% of the sessions of the course or whichever is applicable for a course.
- (a) **"Center/s"** mean a separate business entity such as a sole proprietorship or a partnership firm or any other legal entity registered with BSDM as per BSDM norms and having safe and ready-to-occupy and fully functional built-up premises for conducting training of SYP courses and/or SSDP courses with carpet area, infrastructural facilities, equipment and manpower as stipulated by BSDM from time to time.
- (b) **"Certified Trainer"** means learning facilitators who are certified by BSDM as per its norms.
- (c) **"Course/s" or "SYP Courses"** means Smart Yuva Program Course/s comprising of below 3 Smart Skills Courses -

1.	SYP Course 1: (approx. 80 hrs)	<b>English and Hindi Communication Skills</b>
2.	SYP Course 2: (approx. 120 hrs)	Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of various IT Tools in Real Life Situations, hereinafter referred to as <b>"IT Literacy Skills"</b> (in Hindi and English Languages)

3.	SYP Course 3: (approx. 40 hrs)	Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as " <b>Soft Skills</b> " (in Hindi and English Languages)
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- (d) "**Corrupt Practice**" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the process of Contract execution.
- (e) "**Customer Data**" means the data inputted by BSDM, Authorized Users, or the Bidder on BSDM's behalf for the purpose of using the software frameworks to which access is given by the Bidder hereunder or facilitating BSDM's use of the Software Services and includes data regarding AOs, SYPCs, Candidates.
- (f) "**District Lead Center**" means DLC, appointed, if any, and authorized by BSDM as per its norms applicable from time to time, for discharging certain responsibilities and carrying out certain activities on its behalf in specifically assigned geographical jurisdiction. DLC should have at least one and only one SYPC of its own in its Premises under BSDM, for running the Course. The said SYPC should have non-zero admissions at every Batch of the Course.
- (g) "**eCP-SYP**" means the eContent Provider courses under Smart Yuva Program.
- (h) "**Fraudulent Practice**" means a misrepresentation of facts in order to influence Bidding process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the GoB of the benefits of free and open competition.
- (i) "**KFP-SDPM**" means the Knowledge Framework Provider for Skill Development Program Management
- (j) "**LOA**" means issuing of Letter of Award, which shall constitute the intention of the BSDM to place the work order with the successful Bidder.
- (k) "**Network Partner**" means Sole Proprietorship, Firm, Company or any other form of organization/s duly authorized by BSDM or having formal relationship with BSDM in any capacity to promote and propagate the Course/s.
- (l) "**Party**" means BSDM or Bidder, individually and "**Parties**" mean BSDM and Bidder, collectively.
- (m) "**Period of Agreement**" means up to 5 years from the date of "signing the Agreement by both the parties".

- (n) **"Proposal"** means the Technical Proposal and the Commercial Proposal.
- (o) **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bid document.
- (p) **"SISA-SDP"** means State-wide Implementation Support Agency for Skill Development Program.
- (q) **"SYPC/s"** means **"Smart Yuva Program Center/s"** which is a Center established by the AVTP and authorized by BSDM as per its norms for conducting the Smart Yuva Program Courses ("SYP Course/s").
- (r) **"SSDPC/s"** means **"Sector Skills Development Center/s"** which is a Center established by the AVTP and authorized by BSDM as per its norms for conducting the Sector Specific Skills Development Courses ("SSDP Courses").
- (s) **"SDC/s"** means **"Skill Development Center/s"** which includes both SYPCs and SSDCs.
- (t) **"Skill Development Program"/ "Skill Development Training"** means a set of skill development projects and operations coordinated together in order to skill the youths in such a way that they get employment and also imbibe entrepreneurial mind set.
- 
- 1.2.2. 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 Bid document with full understanding of its implications.
- 1.2.3. The response to this RFP should be full and complete in all respects. Incomplete or partial Bids shall be rejected. The Bidder must quote for all the items asked for in this RFP.
- 1.2.4. Consortium in any form is not allowed for this RFP.
- 1.2.5. The Bids and all correspondence of documents relating to the Bids shall be written in English Language.
- 1.2.6. The Bidder shall bear all costs associated with the preparation and submission of the Bid, including cost of presentation for the purposes of clarification of the Bid, if so desired by BSDM, GoB. BSDM, GoB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

- 1.2.7. All the communication to BSDM, GoB including this RFP and the Bid documents shall be signed on each page by the authorized representative of the Bidder and attach authority letter.
- 1.2.8. This document provides information to enable the Bidders to understand the broad requirements to submit their "Bids".
- 1.2.9. The Bidders are expected to submit their offers in two parts namely, "Technical Bid" and "Commercial Bid" and in the format given in this document.
- 1.2.10. The Technical Bid (Envelope-1) needs to be in the following format:
  - i. Index
  - ii. Covering Letter (Annexure 1)
  - iii. Bidder's Authorization Certificate (Annexure 2)
  - iv. Affidavit for not being blacklisted (Annexure 3)
  - v. Bid Security Form (Annexure 4)
  - vi. Details of Bidder (Annexure 5)
    - A. General Profile of the Company
    - B. Details on essential qualification criteria along with documentary evidences as provided in para 3.4 below.
    - C. Details on technical evaluation criteria along with documentary evidences as provided in para 3.5 below
  - vii. Sales Tax Clearance Certificate as on 31st December 2015
  - viii. Original Bid Document duly signed
  - ix. Any other relevant information
- 1.2.11. The Commercial Bid (Envelope-2) needs to be in the format defined in 'Commercial Bid Format' (Annexure 6)
- 1.2.12. Agreement (as in Annexure 12) will signed with the successful Bidder with the validity of 5 years and it may be renewed from time to time on mutually agreed terms and conditions for further periods of 5 years each based on the performance of the Bidder.
- 1.2.13. Important Limits

Item	Description
Bid Security (Earnest Money Deposit - EMD) in the form of Demand Draft or Bank Guarantee from a scheduled	Rs. 5,00,000 (Rupees Five Lakhs Only)

Bank	
Bid Validity Period	180 days months from the date of submission of Bids by the Bidder(s)
Period for Signing Contract	Within 30 working days from date of receipt of notification/letter of award

## 2. Scope of Work

The detailed scope of the framework part is described in the Annexure 8.

Bidders are expected to integrate following four systems in a Content Management System (CMS) based portal of BSDM; the domain name for the portal shall be decided by BSDM, GoB.

1. Center life-cycle management system
2. Candidate administrative life-cycle management system
3. Candidate eLearning life-cycle management system
4. Candidate eExamination Management System

The above said BSDM portal will be consisting links such as:

- Introduction, Mission and Vision, Objectives, important announcements, contact details, link to social media etc.
- Information about various schemes covered, public dashboards
- Government Orders and circulars
- Information to the candidates, Registration & stakeholder login links
- News/ Events & Gallery
- Feedback forms and Surveys
- Responsive design so that mobile users can access it through mobile devices and should be compatible with all standard browsers

All the data on this portal and its sub-systems should be protected from cyber-attacks, threats, hacking and should have access control to protect user information from manipulation and any unauthorised access. Audit trails should be maintained by following standards.

### 3. Evaluation Methodology and Award of Contract

#### 3.1. Overall Evaluation

BSDM, GoB will evaluate and compare the Bids determined to be substantially responsive. It is BSDM's intent to select the proposal that is most advantageous to it and each proposal will be evaluated using the criteria and process outlined below.

Each proposal shall be evaluated in the following steps:

Step 1: The Bids shall be evaluated to validate the adherence to the Eligibility / Qualification Criteria Section 3.4 given below. Bids which are found to be meeting or exceeding the Essential Qualification criteria shall be considered as responsive and eligible for Technical Evaluation.

Step 2: Technical Evaluation of Bids which are found to be meeting or exceeding the Essential Qualification criteria specified in Qualification Criteria Section 3.4 given below shall be carried out using a point system. Bidders with score of 70 and above in the technical Bid shall be considered as technically qualified/responsive. However, if the no. of qualified Bidders is less than three, the qualifying marks shall be brought down to a level, where at least three bidders qualify but it shall not be brought down to less than 50 regardless of the no. of qualified bidders.

Step 3: The Commercial Bids of all technically qualified Bidders shall be opened and scores will be assigned to the Bidders based on the following formula:

Commercial Score =  $(\text{Total Cost of the L1 Bidder} / \text{Total Cost of the individual Bidder}) * 100$

Step 4: The final score shall be based on the following formula:

Technical Score\*0.7 + Commercial Score\*0.3

The Bidder with the highest final score based on the formula mentioned above shall be eligible for the award of the contract. BSDM, GoB reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, if deemed in the best interest of BSDM, GoB to do so.

#### Note:

A substantially responsive Bid is the one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope or quality of the Deliverables, or is, inconsistent with the Request for Proposals, or which limits in any substantial way BSDM, GoB's rights or the Bidder's obligations for performance of the Project and the rectification of which

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deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

**3.1. Bid Evaluation Committee**

BSDM, GoB may constitute a Bid Evaluation Committee to evaluate the Bids.

The Bid Evaluation Committee may choose to conduct negotiation or discussion with the technically qualified Bidder with lowest price quote (lowest commercial Bid). The decision of the Bid Evaluation Committee in the evaluation of the Technical and Commercial Bids shall be final and binding on all Bidders. No correspondence will be entertained outside the process of negotiation/ discussion with the Bid Evaluation Committee.

**3.2. Clarifications of Bids and Review of Bidders' Proposed Deviations**

In order to assist in the examination, evaluation and comparison of Bids, BSDM, GoB, 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.

**3.3. Contacting BSDM, GoB**

Any attempt by a Bidder to influence BSDM, GoB in its Bid evaluation, Bid comparison or contract award decisions may result in the rejection of the Bidder's Bid.

**3.4. Qualification Criteria**

Prior to the detailed evaluation with respect to the Qualification Criteria, BSDM, GoB shall determine whether each Bid is (a) complete, (b) is accompanied by the required information and documents and (c) is substantially responsive to the requirements set forth in the RFP document.

The Bids shall then be evaluated based on the eligibility / qualification criteria mentioned below:

Sr. No.	Criteria	Supporting Document(s)/Evidence
1.	The Bidder must be an organization	Copy of the Certificate of

	incorporated and / or registered in India, under any Act and should be in operations continuously for at least 5 years as on the date of submission of the Bid.	Incorporation / Registration from the competent authority and Service Tax Registration Certificate.
2.	The Bidder should have at least 5 years of continuous experience and proven track record in managing and monitoring of skill development training in key sector/s to a minimum of 30 lakh students preferably on a state-wide scale through its at least 2000 franchised or affiliated or authorised Training centers.	Copy of the certificate from a Chartered Accountant reporting Candidates count and centers count.
3.	The Bidder should have experience of designing and developing on its own at least one IT portal through which the Bidder has managed training of at least 30 lakhs students since the inception of Bidder's organization till the date of submission of the Bid, having the modules mentioned in the Scope of Work, even though they might not be having all the sub modules at present.	A. Detailed functional description with services and features offered to various types of users of the 4 Modules of the IT Portal viz. 1. Center life-cycle management system; 2. Candidate's administrative life-cycle management system; 3. Candidate's learning life-cycle management system; 4. eExamination Management System along with the URL(s) and Test Login Ids and Passwords of the IT Portal B. Exhaustive list of reports generated in above 4 life-cycles C. Copy of the certificate from a Chartered Accountant reporting users count for the portal with a mention of the URL(s).
4.	The Bidder's Organization should have a minimum annual turnover of Rs. 50 Crores or above over the last three financial years i.e. (2012-13), (2013-14) and (2014-15) and should have a positive Net Worth.	Copy of the Audited Profit and Loss Statement and Balance Sheet and Copy of the letter from a Chartered Accountant regarding the turnover and the net worth
5.	The Bidder should have a team of at least 50 software professionals working with Bidder for last 3 years and on payroll as on date of submission of the Bid	Letter from an authority which is duly authorised to issue such certificate, from the competent body of the organisation.

6.	The Bidders must have developed high quality e Content for skill impartment in one or all the 3 SYP like courses mentioned in Section 1.1 E above i.e. English / Hindi Communication Skills and/or IT Literacy Skills and/or Soft Skills. This multimedia based eLearning content should be available in English and Hindi medium.	Audited proof of collection of students' fees for SYP like courses continuously for last 3 years. Format given in Annexure 9.
7.	The Bidder should not be black listed from any of the Government Department in last 5 financial years i.e. 2015-16, 2014-15, 2013-14, 2012-13, 2011-12. and should not be currently blacklisted	Declaration signed by the authorised signatory of Bidder on the letter head as per the format provided in Annexure 3.
8.	The Bidder should have at least 5 years' experience in management and monitoring of Skill Development Training on a large scale in at least 1000 Training centers in Rural areas.	Audited proof / self certified proof of collection of annual Training centers registration charges or renewal charges from at least 1000 Training centers from Rural areas.

### 3-5. Technical Bid Evaluation

The Bids of those Bidders who have qualified as per the Pre-Qualification Criteria of this RFP document shall be evaluated by the Bid Evaluation Committee based on a weighted point system, assessing each Bidder's ability to satisfy the requirements set forth in the RFP Document. The Bid Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the Bidders in the technical Bid shall be the basis for this evaluation. In case any of the information is not made available the committee will assign zero marks to that item.

Each of the technical Bids shall be evaluated on a score of 100 points

The proposals passed as per the pre-qualification criteria shall only be evaluated according to the following criteria, but not limited to the following:

Sr. No.	Technical Evaluation Criteria	Points
1.	The bidder's minimum annual turnover (T) in last three	Full marks - 15

	financial years i.e. (2012-13), (2013-14) and (2014-15)  a. $T = 50$ crores b. $50 \text{ crores} < T \leq 75$ crore c. $75 \text{ crores} < T \leq 100$ crore d. $100 \text{ crores} < T \leq 125$ crore e. $125 \text{ crores} < T$	a. 5 marks b. 7 marks c. 10 marks d. 12 marks e. 15 marks
2.	The bidder's experience of developing at least one IT portal which has managed lifecycle of training of at least 30 lakh users (U) since inception  a. $U = 30$ lakhs b. $30 \text{ lakhs} < U \leq 50$ lakhs c. $50 \text{ lakhs} < U \leq 70$ lakhs d. $70 \text{ lakhs} < U \leq 90$ lakhs e. $90 \text{ lakhs} < U$	<b>Full marks – 20</b>  a. 6 marks b. 9 marks c. 12 marks d. 15 marks e. 20 marks
3.	The bidder's continuous experience of at least 5 years of management and monitoring of skill development training on a large scale to Students through its at least 2000 franchised or affiliated or authorized Training centers (C).  a. 2000 Training centers b. $2000 \text{ Training centers} < C \leq 2500$ Training centers c. $2500 \text{ Training centers} \leq C \leq 3000$ Training centers d. $3000 \text{ Training centers} < C \leq 3500$ Training centers e. $3500 \text{ Training centers} < C$	<b>Full marks – 20</b>  a. 6 marks b. 9 marks c. 12 marks d. 15 marks e. 20 marks
4.	The bidder's continuous 5 years' experience in management and monitoring of skill development training on a large scale in at least 1000 Training centers in rural areas (RC)  a. 1000 Rural Training centers (RC) b. $1000 \text{ Training centers} < RC \leq 1250$ Training centers c. $1250 \text{ Training centers} < RC \leq 1500$ Training centers d. $1500 \text{ Training centers} < RC$	<b>Full marks 15</b>  a. 5 marks b. 8 marks c. 11 marks d. 15 marks
5.	Own IT portal for managing life-cycle (i.e. from registration to closure/renewal) of at least 2000 skill impartment/development Training centers/ authorized or franchised training or coaching or learning or teaching centers in urban and rural areas in each year and for management of lifecycle of Students (i.e. from registration to monitoring of progress to continuous assessment to final assessment)	<b>Full marks 15</b>

	<ul style="list-style-type: none"> <li>a. Non-responsive in Training center lifecycle / student lifecycle</li> <li>b. Capable of managing only Training center lifecycle or student lifecycle</li> <li>c. Capable of managing both the lifecycles</li> </ul>	<ul style="list-style-type: none"> <li>a. 0 marks</li> <li>b. 5 marks</li> <li>c. 15 marks</li> </ul>
6.	<p>The bidder's having developed high quality multimedia based eLearning content for skill impartment in IT Literacy Skills and/or Soft Skills and/or English / Hindi Communication Skills in Hindi and English languages.</p> <ul style="list-style-type: none"> <li>a. Content for any one of the above three</li> <li>b. Content for any two of the above three</li> <li>c. Content for all the three above</li> </ul>	<p><b>Full marks 15</b></p> <ul style="list-style-type: none"> <li>a. 5 marks</li> <li>b. 10 marks</li> <li>c. 15 marks</li> </ul>

The minimum qualification marks for Technical Bid will be 70. Any Bidder securing 70 or above marks in the Technical section would be deemed to have qualified technically. However, if the no. of qualified Bidders is less than two, the qualifying marks shall be brought down to a level, where at least two bidders qualify but it shall not be brought down to less than 50 regardless of the no. of qualified bidders.

### 3.6. Commercial Bid Evaluation

The Commercial Bids of only the technically qualified Bidders shall be opened for consideration. Lowest Commercial Bid [denoted by Symbol "F(l)"] will be allotted a commercial Score of 100 marks. The Commercial Score will be denoted by Symbol "S(c)".

The Commercial Score of other Bidders will be computed by measuring the respective Commercial Bids against the lowest proposal.

The Technical Score will be denoted by symbol "S(t)".

The Commercial Scores will be computed as follows:

$$S(c) = 100 * [F(l) / F]$$

Where "F" is the Commercial Bid of the Bidder whose Commercial Score is being calculated.

$$F = (A * 0.20) + (B * 0.20) + (C * 240 * 0.20) + (D * 0.20) + (E1 * 80 * 0.05) + (E2 * 120 * 0.10) + (E3 * 40 * 0.05)$$

Where A, B, C, D and (E1, E2, E3) are the quotes to be given by the bidders defined in Commercial Bid format of this RFP.

The Commercial Score shall be out of a maximum of 100 marks.

### 3.7. Total Bid Evaluation

The minimum qualification marks for Technical Bid will be 70, which can be brought down upto 50 as explained above. The Technical Bid shall have a weightage of 70% in the overall evaluation of the Bid and the Commercial Bid shall have a weightage of 30% in the overall evaluation.

Computing the Final Score:

- i. The Final Score is a weighted average of the Technical and Commercial Scores. The weightages of the Technical vis-à-vis the Commercial score is 0.7 of the Technical Score and 0.3 of the Commercial Score. The Final Score (S) will be derived using following formula:

$$S = [S(t) * 0.7] + [S(c) * 0.3]$$

Thus the Final Score shall be out of a maximum of 100 marks.

- ii. The responsive Bidders will be ranked in descending order according to the Final Score as calculated based on the above formula. The Bidder whose Final Score (weighted average of the Technical and Commercial Scores) is highest shall be eligible for the Award of Contract.

### 3.8. Award Criteria

BSDM, GoB will award the Contract to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Valued Bid after Evaluation (refer to Bid Evaluation section for details).

BSDM, GoB reserves the right to accept or reject any Bid, and the Bidding Process and reject all Bids at any time prior to Award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for BSDM, GoB's action.

### 3.9. Notification of Award

Prior to the expiration of the period of Bid validity, BSDM, GoB will notify the successful Bidder in writing or by fax or email, to be confirmed in writing by letter, that its Bid has been accepted. The notification of award will constitute the formation of the Contract.

Upon the successful Bidder's agreement with BSDM, GoB, BSDM, GoB will promptly notify each unsuccessful Bidder.

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### 3.10. Signing of Contract

At the same time as BSDM, GoB notifies the successful Bidder that its Bid has been accepted, BSDM, GoB shall enter into a separate contract, incorporating all agreements (refer Agreement Annexure 12 for draft of the agreement) between BSDM, GoB and the successful Bidder.

## 4. Payment Terms

### 4.1. General Terms

- i. There shall be no upfront payment to the Bidder for implementation of software, hardware etc.
- ii. Payment shall only be made based on the services provided. It shall be based on 'per Candidate per course per hour' basis or per candidate per course basis. The successful Bidder of this project shall be paid as per the fixed rate (to be quoted by the Bidder in the Commercial Bid) on 'per Candidate per course per hour' per candidate or per course basis, depending on the type of service availed.
- iii. 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 course wise number of Candidates enrolled in the month.
- iv. Bidder and BSDM, GoB will define the frameworks to be used for each course. That is some courses may require only Center Management Framework some may require Center Management Framework plus Learning Management or Center Management Framework plus Online Examination or some course may require all Framework with Learning Management and Online Examination System.
- v. Bidder will raise the invoice within 3 days from the end of the month and BSDM, GoB will pay it within 30 days from the receipt of the invoice through NEFT/RTGS in the Bidders account or through cheque.

## 5. Instructions to Bidders

### 5.1. Cost of Bid Document

The Bid document is available for download from <http://labour.bih.nic.in/> during the period as mentioned above in 'letter of invitation' section. Vendors who **download the Bid document from the website needs to provide a demand draft of Rs. 5,000 (Rupees Ten thousand only) drawn in**

favor of "Bihar Skill Development Mission" payable at Patna at the time of submission of Bid.

### 5.2. Earnest Money Deposit – EMD (Bid Security)

- i. The Bidder shall furnish, as part of its pre-qualification Bid, a Bid security of Rs. 5,00,000 (Rupees Five lakhs only).
- ii. The Bid security is required to protect BSDM, GoB against the risk of Bidder's conduct, which would warrant the security's forfeiture
- iii. The Bid security shall be denominated in Indian Rupees, and shall be in the form of a demand draft drawn on a scheduled bank in favour of "Bihar Skill Development Mission" or a Bank Guarantee from a scheduled bank as per the format given in Annexure 4.
- iv. Unsuccessful Bidder's Bid security will be discharged/ returned as promptly as possible but not later than 60 days after the award of the contract to the successful Bidder.
- v. The successful Bidder's Bid security will be discharged upon the Successful Bidder signing the Contract.
- vi. No interest will be payable by the BSDM, GoB on the amount of the Bid Security.
- vii. The Bid security may be forfeited:
  - a. If a Bidder withdraws his Bid or increases his quoted prices during the period of Bid validity or its extended period, if any; or
  - b. In the case of a successful Bidder, if the Bidder fails to sign the Contract or in accordance with the format given in the Appendix.

### 5.3. Amendments

- i. At any time prior to the deadline for submission of Bids, BSDM, GoB, for any reason, may modify the RFP by amendment notified in writing or by fax or email to all Bidders who have purchased this RFP and such amendment shall be binding on them.
- ii. BSDM, GoB, at its discretion, may extend the deadline for the submission of Bids.

#### 5.4. Prices

- i. The price would be inclusive of all taxes, duties, charges and levies as applicable, except the service tax, which shall be paid extra by the BSDM, as per the applicable rate
- ii. A Bid submitted with an adjustable price quotation will be rejected as non-responsive.

#### 5.5. Correction of errors

Bidders are advised to exercise greatest care in entering the pricing figures. No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the quotations are opened.

#### 5.6. Bid Currency

Prices shall be quoted entirely in Indian Rupees.

#### 5.7. Disqualification

The Bid is liable to be disqualified in the following cases (this list is indicative, and not limited to)

- i. The Bid not submitted in accordance with this document.
- ii. During validity of the Bid, or its extended period, if any, the Bidder increases his quoted prices.
- iii. The Bidder qualifies the Bid with his own conditions.
- iv. Bid is received in incomplete form.
- v. Bid is received after due date and time.
- vi. Bid is not accompanied by all requisite documents
- vii. Information submitted in Technical offer is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
- viii. Commercial Bid is enclosed in the same envelope as Technical Bid.
- ix. Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.

- x. Bidders may specifically note that while processing the Bid documents, if it comes to BSDM, GoB's knowledge expressly or implied, that some Bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of Bid then the Bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the Bids floated by BSDM, GoB. It is also clarified that if need arises BSDM, GoB would go in for appointment of outside party(s) to undertake the work under the captioned Bid.
- xi. In case any one party submits multiple Bids or if common interests are found in two or more Bidders, the Bidders are likely to be disqualified, unless additional Bids/Bidders are withdrawn upon notice immediately.

### 5.8. Sealing and Marking Of Bids

- i. The Bidders shall seal the Technical Proposal in an inner envelope marked "Technical Bid".
- ii. The Bidders shall seal the Commercial Proposal in an inner envelope marked "Commercial Bid".
- iii. The inner envelopes shall be sealed in an outer envelope. Both inner and outer envelopes shall be addressed to Director/Secretary - BSDM, GoB at the address given in the document.
- iv. The inner and outer envelopes shall:
  - a. Bear the Project title and the words
  - b. "DO NOT OPEN UNTIL TECHNICAL EVALUATION" for Commercial Bid
  - c. The inner envelope shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared "late."
  - d. If the outer envelope is not sealed and marked as specified above, BSDM, GoB will not assume responsibility for the Bid's misplacement or premature opening.

### 5.9. Submission of Bids

- i. The Bidder shall submit the Bids using the format and form provided in the Appendix. The technical Bid should not contain any pricing or commercial information.
- ii. Bids along with the relevant documents must be received at the address specified and no later than the time (on the date) specified in Section 4.1

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- iii. Bids received after the date and time mentioned in the Section 4.1 will not be accepted under any circumstances. The Bidder shall ensure that the Bid documents, complete in all respects, reach by the due date and time.
- iv. In case the Bid due date is extended due to any reason the same shall be intimated through the website <http://labour.bih.nic.in/>.
- v. BSDM, GoB may, at its discretion, extend this deadline for the submission of Bids by amending the Request for Proposals, in which case all rights and obligations of BSDM, GoB and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- vi. Bidders are solely responsible for timely delivery of the Bids to the location as mentioned above in this document, set forth herein prior to the stated Proposals Submission due date and are solely responsible for delays in receipt, including but not limited to third party carriers. Any Bid received by BSDM, GoB after the deadline (the last date and time of submission) for submission of Bids prescribed by BSDM, GoB will be rejected.
- vii. Queries, if any, must be received in writing (fax or e-mail) by BSDM at least fourteen (14) days prior to the last date for submission of proposal. Queries received upto this period shall be replied at least 7 days prior to the last date of submission of the proposal.

#### 5.10. Data Rights

The ownership of any data related to the various services under the purview of this project lies with BSDM, and the same needs to be provided by the Bidder to BSDM during the entire duration of the project. Upon completion of the project and/or termination of the contract, the Bidder needs to ensure that complete data is made available to BSDM in any format that may be required.

#### 5.11. Bid Opening

BSDM, GoB will open the 'Technical' Bids and list them for further evaluation. The 'Commercial Bid' covers shall be listed and shall not be opened until the evaluation of the 'Technical Bid'. The commercial Bids of only those Bidders who qualify in technical evaluation will be opened. The Bids will be opened in the presence of representatives of the Bidder(s) qualifying in technical evaluation (if they are present). BSDM, GoB reserves the right at any time to postpone or cancel a scheduled Bid opening.

#### 5.12. Confidentiality

Bidder understands and agrees that all data, materials and information marked and identified by BSDM as 'Confidential' are valuable assets of BSDM and are to be

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considered BSDM's proprietary information and property. Bidder will treat all confidential data, materials and information provided by BSDM with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Bidder will not use or disclose any data, materials or information provided by BSDM without BSDM's prior written approval. Bidder shall not be liable for disclosure or use of any materials or information provided by BSDM.

**5.13. Period of Validity of Bids**

The Bids shall be valid for a period of "SIX MONTHS" from the closing date for submission of the Bid. A Bid valid for a shorter period may be rejected as non-responsive. Till completion of the validity period, unless the Bidder withdraws his Bid in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his Bid.

In exceptional circumstances, at its discretion, BSDM, GoB may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax or email).

**6. Appendices**

**6.1. Annexure 1: Covering Letter**

Date: \_\_\_\_\_

Bid Reference No.:

To

Sub: PARTICIPATION IN THE BID PROCESS FOR Appointment of \_\_\_\_\_

Dear Sir,

This is in response to the RFP issued by the BSDM, GoB (Ref No. ....) dated .....

We ..... (Name of the Bidder) are keen to submit the proposal for the same.

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RFP for KFP-SDPM + eCP-SYP + SISA-SDP

Please find enclosed our Proposal. We have also attached the requisite Processing Fee of Rs. 5,000/- in the form of Demand Draft No. .... dated ..... drawn on .....

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, GoB and in any subsequent communication sent by BSDM, GoB. 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, GoB.

The information submitted in our RFP is complete and correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our RFP. We acknowledge that BSDM, GoB will be relying on the information provided in the RFP and the documents accompanying such RFP for Selection of Bidders, 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 such RFP are true copies of their respective originals.

We acknowledge the right of BSDM, GoB to reject our RFP 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.

This RFP 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.

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For and on behalf of:

Signature: Name: Designation:

(Company Seal) (Authorized Representative and Signatory)

Note: The Covering Letter is to be submitted by Authorized Representative and Signatory on the organisation's letterhead with his/her dated signature and seal.

### 6.2. Annexure 2: Bidder's Authorisation Certificate

To,

< Bidder's Name > ----- < Designation > -----  
----- is hereby authorized to sign relevant documents on behalf of the  
Company in dealing with Bid of reference < Bid No. and Date > -----  
----- He is also authorized to attend meetings and submit Technical and  
Commercial information as may be required by you in the course of processing above  
said Bid.

Thanking you,

Authorized Signatory

< Name >

Seal

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**6.3. Annexure 3: Affidavit for not being blacklisted**

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

**AFFIDAVIT**

I/We, on behalf of ..... (Name of Bidder), with its registered office at ..... do hereby declare that the above-mentioned Bidder has not been blacklisted/ debarred by any State/Central Government Department/Public Sector Undertaking in the previous five financial years for breach on our part regarding services offered to be provided by us.

For and on behalf of:

Signature:

Name:

Designation: Date:

(Company Seal)

(Authorized Representative and Signatory)

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#### 6.4. Annexure 4: Bid Security Form

Whereas \_\_\_\_\_ (hereinafter called "the Bidder") has submitted its Bid offer dated \_\_\_\_\_ 2016 for the RFP \_\_\_\_\_ (hereinafter called "the Bid") KNOW ALL MEN by these presents that WE \_\_\_\_\_ of \_\_\_\_\_ (hereinafter called the Bank:) are bound upto \_\_\_\_\_ (hereinafter called "BSDM, GoB") in the sum of \_\_\_\_\_ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Scaled with the Common Seal of the Said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 2016.

THE CONDITIONS of this obligation are:

If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or if the Bidder, having been notified of the acceptance of its Bid by BSDM, GoB during the period of Bid validity: fails or refuses to execute the Contract Form if required; or fails or refuses to furnish the agreement, in accordance with the instruction given in Bid document; We undertake to pay BSDM, GoB up to the above amount upon receipt of its first written demand, without

BSDM, GoB having to substantiate its demand, provided that in its demand the BSDM, GoB shall note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including and any demand in respect thereof should reach the Bank not later than the above date

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(Signature of the Bank)

### 6.5. Annexure 5: Details of Bidder

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

#### A] General Profile of the Company

Name and Address of the Company	
Telephone Nos., Fax, E-mail and Website	
Date of Incorporation (with document evidence in the form of Certificate of Incorporation)	
Offices situated at different locations	
Address of Registered office	
Turnover for last three years 2014-15, 2013-14, 2012-13 (Audited Profit and Loss Statement of three accounting years to be submitted)	
Net worth of last three years 2014-15, 2013-14, 2012-13	

Sales Tax / Service Tax Registration Number (with document evidence)	
PAN NO (with document evidence)	

B) Information regarding Essential qualification criteria as per para 3.4

Sr. No.	Criteria	Information	Specify the Supporting Document(s)/Evidence
1.	Date of incorporation or registration of the Bidder		
2.	The Bidder's continuous experience and proven track record, in years, in managing and monitoring of skill development training in key sector/s to a minimum of 30 lakh students preferably on a state-wide scale through its at least 2000 franchised or affiliated or authorised Training centers.		
3.	The Bidder's experience of designing and developing on its own at least one IT portal through which the Bidder has managed training of at least 30 lakhs students since the inception of Bidder's organization till the date of submission of the Bid, having the functionalities mentioned		

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	in the Scope of Work.		
4.	Minimum annual turnover over the last three financial years i.e. (2012-13), (2013-14) and (2014-15) and information about positive Net Worth.		
5.	No. of software professionals working with Bidder for last 3 years and on payroll as on date of submission of the Bid		
6.	Development by the bidder of high quality eContent for skill impartment in one or all the 3 SYP like courses mentioned in Section 1.1 E above i.e. English / Hindi Communication Skills and/or IT Literacy Skills and/or Soft Skills. This multimedia based eLearning content should be available in English and Hindi medium.		
7.	Information about the functioning of all eContents developed by the Bidder in truly online as well as in a quasi-online mode.		
8.	Information on blacklisting in last 5 financial years		
9.	The Bidder's at least 5 years' experience in management and monitoring of Skill Development Training on a large scale in at least 1000		

Training centers in Rural areas.		
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C) Information on the parameters of technical evaluation, as given in para 3.5

Technical Evaluation Criteria	Information (along with supporting documents)
The bidder's minimum annual turnover (T) in last three financial years i.e. (2012-13), (2013-14) and (2014-15)	
The no. Of users (in lakhs) whose life cycle has been managed by the IT portal developed by the bidder since its inception.	
The no. of franchised or affiliated or authorized Training centers ( C ) through which the bidder has managed and monitored skill development training on a large scale to students continuously for last five years.	
The no. of franchised or affiliated or authorized Rural Training centers ( RC ) through which the bidder has managed and monitored skill development training on a large scale to students continuously for last five years.	
Capability of own IT portal for managing life-cycle (i.e. from registration to closure/renewal) of at least 2000 skill impartment/development Training centers/ authorized or franchised training or coaching or learning or teaching centers in urban and rural areas in each year and for management of lifecycle of Students (i.e. from registration to monitoring of progress to continuous assessment to final assessment) .	Tick the appropriate capability a. Non-responsive in Training center lifecycle / student lifecycle b. Capable of managing only Training center lifecycle or student lifecycle c. Capable of managing both the lifecycles
Development of high quality multimedia based eLearning content for skill impartment in IT Literacy Skills and/or Soft Skills and/or English / Hindi Communication Skills in Hindi and English languages.	Tick the appropriate : a. Content for any one of the above three b. Content for any two of the above three c. Content for all the three above

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RFP for KFP-SDPM + eCP-SYP + SISA-SDP

Authorized Signatory

<Name>

Seal

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1. Name and Details of the person to whom all references shall be maderegarding the Bid

Name:

Telephone:

Fax No.:

E-mail:

Mobile:

Signature:

Place:

Date:

Company Seal

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**6.6. Annexure 6: Commercial Bid Format**[To Be Part of Envelope 2]

To,

Sub: PARTICIPATION IN THE BID PROCESS FOR .....

Sir,

We declare:

i) That we are sole owner of .....

That we/the undersigned agency is equipped with adequate knowledge, expertise, hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of BSDM, GoB. We hereby offer to provide services at the prices and rates mentioned in the financial Bid enclosed.

We do hereby undertake, that, in the event of acceptance of our Bid, the services shall be provided as stipulated in the work order/agreement and the Bid terms and conditions to the Bid and that we shall deliver all the incidental services.

Unless explicitly stated in the agreement, the prices quoted are inclusive of all charges including those for traveling, hardware, software, manpower, if any, etc. for providing the desired services to BSDM, GoB.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Bids and that we shall remain bound by a communication within that time.

We have carefully read and understood the terms and conditions of the Bid and the conditions of the contract applicable to the Bid and we do hereby undertake to provide the services as per these terms and conditions.

1 - - - - - and seal 1

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*RFP for KFP-SDPM + eCP-SYP + SISA-SDP*

We do hereby undertake, that, until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof, the Bid document and placement of letter of intent awarding the contract, shall constitute a binding contract between us. :

Dated:

Signature:

Name and full address of Agency:

Agency Seal

Encl: Price Schedule

FORMAT FOR QUOTING PRICE - [To be part of Envelope 2 and to be printed on letter head with signature of authorised person and seal.]

Prices of providing KFP + eCP + SISA services developed based on proven experience and knowledge of the Bidder in Skill Development Program Management: [Please note that the Commercial Bid Evaluation method given in 3.6 above is summarized below\*:

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$$F = (A * 0.20) + (B * 0.20) + (C * 240 * 0.20) + (D * 0.20) + (E1 * 80 * 0.05) + (E2 * 120 * 0.10) + (E3 * 40 * 0.05)]$$

Sr. No.	Particulars of the Items	Users for the software/eContent / printed item	Charges in Rupees
1.	<p><b>A.</b> Center Life Cycle Management System for conduction of 3 courses under Smart Yuva Program (SYP) and/or any other sector specific skill development courses of BSDM (Non-SYP courses) through Smart Yuva Program Centers (SYPCs) and/or other Skill Development Centers (SDCs) respectively.</p>	<p>SYPC/SDC heads and concerned management personnel authorized by BSDM, KFP personnel for technical support services and SISA personnel, if applicable</p>	<p>Rs. .... per candidate, per course of up to 12 months</p>
2.	<p><b>B.</b> Candidate administrative Life Cycle Management System for conduction of SYP and/or Non-SYP courses through SYPCs and/or SDCs respectively including placement facilitation and tracking up to one year with effect from date of passing the Non SYP Courses.</p>	<p>SYPC/SDC heads, potential employers, employers, and concerned management personnel authorized by BSDM and KFP personnel for technical support services and SISA personnel, if applicable</p>	<p>Rs. .... per candidate, per course of up to 12 months and placement tracking of up to 12 months</p>
3.	<p><b>C.</b> Candidate elearning Life-cycle Management System for SYP and/or Non-SYP courses through online or quasi online LMS</p>	<p>Candidates, Trainers, SYPC/SDC heads and concerned management personnel authorized by BSDM and</p>	<p>Rs. .... per candidate, per course, per hour</p>

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		KFP personnel for technical support services and SISA personnel, if applicable	
4.	<p>D. Candidate eExamination Management System for SYP and/or Non-SYP courses through online/quasi online Evaluation System (QOES/OES)</p>	<p>Candidates, Examiners, Trainers, SYP/SDC heads and concerned management personnel authorized by BSDM and KFP personnel for technical support services and SISA personnel, if applicable</p>	<p>Rs. .... per candidate, per course, per examination attempt of up to 3 hours</p>
5.	<p>E. Informative and interactive Content in multimedia and animated form with eAssessment content to be offered through online/quasi online LMS for 3 SYP courses and their Printed Study Material of approx. 2 pages per hour of course duration.</p>	<p>Candidates, Trainers, SYP heads and concerned management personnel authorized by BSDM and KFP personnel for technical support services and SISA personnel, if applicable</p>	
	<p>E1 SYP Course 1 - English and Hindi Communication Skills (80 hours course)</p>		<p>Rs. .... per candidate, per course, per hour</p>
	<p>E2 SYP Course 2 - IT Literacy Skills (120 hours course)</p>		<p>Rs. .... per candidate, per course, per hour</p>
	<p>E3 SYP Course 3 - Soft Skills (40 hours course)</p>		<p>Rs. .... per candidate, per course, per hour</p>

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Note -

1. The Financial Proposal shall be inclusive of all taxes, levies and statutory liabilities except service tax. Service Tax at applicable rates will be paid extra by the client. 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 service tax.
2. Unless explicitly stated in the agreement the above charges should be inclusive of any other applicable cost items including Software licensing, Designing, Customisation, Hosting, Technical, Managerial, Operational and Out of Pocket Expenses, etc.
3. BSDM and Bidder will prepare a document mutually by deciding which items are essential; out of the above specified items i.e. point number 1 to point number 4 in price bid format for running a Non-SYP course before commencement of any Non-SYP course. The said mutually prepared and executed document shall be considered for raising invoices and payment thereof in case of running of Non-SYP courses.

Bidders are expected to consider following important aspects while calculating quotes.

- i. The Bidders are expected to provide quotes in terms of Rupees.
- ii. The above charges if attracted any taxes shall be paid extra over and above the quotes price.
- iii. The above charges should be inclusive of all relevant costs items including Designing, Customisations, Hosting, Technical, Managerial, and Operational and Out of Pocket Expenses etc. The charges are also inclusive of the entire cost incurred in running/regular updating of the program.
- iv. Third Party Software Licenses such as Microsoft Windows, Microsoft Office, Anti-Virus, etc. required to run 3 SYP courses, if required, will be issued Smart Yuva Centers by BSDM, GoB. The above mentioned software licenses and their updates shall be purchased and distributed by BSDM, GoB from time to time as and when required, and their cost shall be appropriately recovered from the centers.
- v. All the Smart Yuva Centers will have 24 x 7 internet connectivity, reliable electricity supply and if any improvements are required in the internet connection, electricity backup same shall be done by Smart Yuva Centers at their own cost.
- vi. BSDM, GoB will provide a rent free, illuminated, furnished (as per the architectural designs provided by Bidder and agreed mutually) office space admeasuring about 2000 Sq. ft. equipped with electrical power cabling and LAN cabling for computers preferably in the state government

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- premises to the selected Bidder for SISA activities. Bidder is expected to pay electricity bill and other recurring bills for this office space.
- vii. Expenses for monthly advertisements to be published in newspapers, radio, TV, social media, hoardings at public places, posters, banners, handbills, brochures/pamphlets and printing of various stationary like application forms, etc. shall be borne by BSDM, GoB
  - viii. The social mobilisation through print and electronic media shall be the responsibility of BSDM, GoB and mobilisation through deployed mobilisers and call centers shall be the responsibility of the Bidder.
  - ix. The Bidder should also provide technical experts (both in the field of software and hardware) in the entire State for smooth functioning of Smart Yuva Program. The detail of the expected hierarchy of manpower is described in details in Annexure 12.
  - x. The charges quoted above shall be revised upwards by mutual agreement, subject to a maximum of 3% on pro-rata basis of each item shown in the table above at least at the end of every 1 year of the contract period. Space for one Model Smart Yuva Center providing 3 SYP courses shall be provided by BSDM, GoB at its own cost at each block headquarter and at each district headquarter. The design and configuration of such center shall be mutually decided with the Bidder. The design and configuration of these centers can be revised time to time as per the requirement. These centers may be utilized as Nodal Centers for training and orienting the staff of other Smart Yuva centers in the respective Block/District.
  - xi. Taxes: The Financial Proposal shall be inclusive of all taxes, levies and statutory liabilities except service tax. Service Tax at applicable rates will be paid extra by the client. 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 service tax.
  - xii. Interest on delayed payment: BSDM will pay interest @ 1 % per month failing to pay within 30 days of receipt of monthly invoices. However if payment is delayed on account of some clarifications or pendency of documents demanded by BSDM from the service provider in relation to payment processing or deliverables, no interest will be payable

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## 6.7. Annexure 7: Proforma for Performance Bank Guarantee

To,

Bihar Skill Development Mission (BSDM)  
Government of Bihar (GoB)

In consideration of the BSDM signing an agreement (hereinafter called 'the said agreement') with  
M/s \_\_\_\_\_ (hereinafter called 'Bidder') to  
provide-

- Knowledge Framework Provider for Skill Development Program Management (KFP-SDPM) +
  - eContent Provider for Smart Yuva Program (eCP-SYP) +
  - State-wide Implementation Support Agency for Skill Development Program (SISA-SDP)
- ( hereinafter collectively called 'the Services')

in the State of Bihar to BSDM on the terms and conditions contained in the said agreement, which inter-alia provides for production of a Bank Guarantee to the extent of Rupees \_\_\_\_\_ lakhs for the services to be rendered by the Bidder and for the due observance and performance of the terms and conditions of the said agreement, We \_\_\_\_\_ (indicate the name and address and other particulars of the Bank) (hereinafter referred to as 'the Bank') at the request of Bidder hereby irrevocably and unconditionally guarantee to BSDM that Bidder shall render all necessary and efficient services which may be required to be rendered by Bidder as per the said Agreement and further guarantees that the service which shall be provided by Bidder under the said agreement, shall be actually performed in accordance with terms & conditions by the Bidder to the satisfaction of the BSDM.

2. We, the Bank, hereby undertake to pay BSDM an amount not exceeding Rupees \_\_\_\_\_ lakhs against any loss or damage caused to or suffered or would be caused to or suffered by BSDM by reason of any breach or non-observance or non-performance by the said Bidder of any of the terms and conditions of the said agreement.

3. We, the Bank hereby, in pursuance of the terms of the said agreement, absolutely, irrevocably and unconditionally guarantee as primary obligor and not merely as surety against the payment of an amount of Rupees \_\_\_\_\_ lakhs to the BSDM to secure due and faithful observance and performance by Bidder of all his/ their obligations under the said agreement.

4. We, the Bank hereby also undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the BSDM stating that the amount claimed is due by way of loss or damage caused to or suffered by the BSDM by reason of breach or

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non-observance or non-performance by the said Bidder of any of the terms or conditions contained in the said agreement or by reason of Bidder's failure to perform any of its obligations under the said agreement.

5. We, the Bank, hereby agree that the decision of the BSDM as to whether Bidder has failed to or neglected to perform or discharge his duties and obligations as aforesaid and/or whether the service is free from deficiencies and defects and is in accordance with or not of the terms & conditions of the said agreement and as to the amount payable to the BSDM by the Bank hereunder shall be final and binding on the Bank.

6. WE, THE BANK, DO HEREBY DECLARE AND AGREE that:

(a) the Guarantee herein contained shall remain in full force and effect for a period of at least \_\_\_\_\_ months from the date hereof or any extension thereof and that it shall continue to be enforceable till all the dues of BSDM by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till BSDM is satisfied that the terms and conditions of the said agreement have been fully and properly carried out by the said Bidder and accordingly discharged this guarantee.

(b) the BSDM shall have the fullest liberty, without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance and/or observance of any obligations by the said Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSDM against the said Bidder and to forbear or to enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation or extension being granted to the said Bidder or forbearance act or omission on the part of the BSDM or any indulgence by the BSDM to the said Bidder or to give such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.

7. We the BANK undertake not to revoke this Guarantee during its currency except with the previous consent of the BSDM in writing.

8. Notwithstanding anything contained above, our liability, under the Guarantee shall be restricted to Rupees \_\_\_\_\_ Lakhs only and our Guarantee shall remain in force until ONE year from the date hereof or any extension thereof. Unless a demand or claim under this Guarantee is made on us in writing within this date i.e. all your rights under the Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under.

Dated \_\_\_\_\_ day \_\_\_\_\_ for \_\_\_\_\_

(Name of the Bank)

Witness:

1.....

2.....

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## 6.8. Annexure 8: Detailed Scope

The Scope of Work is divided in following parts:

1. Knowledge Framework Provider for Skill Development Program Management (KFP-SDPM)
  - a) Center life-cycle management system
  - b) Candidates administrative life-cycle management system
  - c) Candidate learning life-cycle management system
  - d) Candidate Online Examination system
2. eContent Provider for Smart Yuva Program (eCP-SYP)
3. State-wide Implementation Support Agency for Skill Development Program (SISA-SDP)

The Departments of Government of Bihar should be benefitted via following functionalities in-built within the system

- 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

Also, the system should be such that it can be integrated with third party systems as stated below:

- Integration with mail / sms gateways, any other relevant portal if required etc.
- Candidate data from the Model Registration and 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) needs to be pulled on the BSDM database through integration.
- A Candidate can also register on BSDM portal by filling up the registration form which will include various mandatory non-editable fields as per BSDM's registration details requirement. For candidates registering through BSDM portal the same data needs to be sent to Model Registration and Career Counselling Centre's registration portal in order to verify that the registered candidate is not availing any other scheme.
- Integration with payment gateways, other skill development portals etc.

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The details are as under:

**1. Knowledge Framework Provider for Skill Development Program Management (KFP-SDPM)**

**a) Skill Development Center (SYPC/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
    - a) Fees Definition
    - b) Schedule definition for various activities (registration, payment and confirmation etc.)
    - c) SDC share definition
    - d) 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

- (6)
- viii. Support for Aadhar verification of the Learner data
  - ix. Learner data verification system
  - c. 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.
  - d. Learner Administration:
    - i. Learner data Editing and Finalization
    - ii. Learner registration to more than one course by using the available Learner data
  - e. Bio-metric-Attendance:
    - i. Quasi online deployment of attendance system so that internet dependency is removed
    - ii. Fingerprint enrolment
    - iii. Uploading of fingerprint uploading
    - iv. Synching/uploading of daily attendance data
  - f. 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
  - g. Certificate Management:
    - i. Certificate definition
    - ii. defining certificate attributes
    - iii. Generation of eCertificate for eligible Candidates
    - iv. Provision for certificate printing vendor login for certificate printing
  - h. Disbursement of Grant:
    - i. Learner Progression wise share calculation and disbursement configuration (or milestone based as the case may be)
    - ii. As Learner completes the prescribed number of learning sessions, the SDC share should get due and can paid-out (disbursement) at end of the month.

- iii. In addition to the disbursement, system should have facility for:
- iv. Service tax calculation
- v. Display tax Certificate
- vi. Partner share disbursement
- vii. All mandatory tax compliances
- viii. Facility of system generated invoices for various service providers
- ix. MIS Reports
- i. 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
- j. Study material management & tracking system
- k. Placement details updation & post placement tracking

**c) 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 thru SMS
- f. Final Exam Scheduling, hall ticket generation
- g. Result processing, result publishing, certificate printing
- h. Re-exam application
- i. Course-batch specific configurability for customized admission process

**d.) eExamination management system**

Online Examination management

- j. 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

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1. multiple choice single correct,
  2. multiple choice multiple correct,
  3. match the following,
  4. fill in the blanks,
  5. picture identification,
  6. jigsaw puzzle,
  7. crosswords,
  8. hotspots,
  9. second level reasoning and concept map
- v. Question Bank to follow international QTI standards prescribed by SCORM, 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
- k. 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
- l. Exam Paper Generation
- i. System should be able to conduct test online as well as in quasi mode through eExamination management system
    1. Question and option randomization facility
  - ii. Paper generation for paper based examination-in print ready format from secured printer login
  - iii. eExam interface
    1. with candidate photo
    2. Timer
    3. Question and attempt summary with color legend
    4. Exam instructions
    5. Bilingual display of questions
- m. Secured Examination
- i. Secured browser with restricted navigation
  - ii. Question, options, attempt details and marks data encryption
- n. Exam Evidence
- i. Capturing of exam evidence for transparent examination which includes:
    1. Webcam enabled exam conduct
      - a. video recording through web cam
    2. Desktop screen recording

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3. Screen shot capturing while exam attempt
  4. Webcam preview images capturing
  5. Uploading of all above evidences to server and provision to make it available for scrutiny.
- o. Exam venue management
    - i. Exam venue creation
    - ii. Exam venue candidate allocation
    - iii. Exam venue capacity management
    - iv. Exam venue –supervisor allocation
  - p. Exam administration
    - i. Hall ticket generation
    - ii. Candidate attendance
  - q. 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

#### Assignment management system

- 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.
- Inbox with assignment dates and status as new or expired
- Assignment randomization feature is required where in a set of assignments can be prepared and various assignments can be given to multiple candidates randomly.
- Submission and evaluation: Candidates can download, complete and then submit the assignments online
- Workflow to keep track of every assignment of individual Candidate.

#### e.) 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:

1. Support multiple activities
2. Flexible role based access control
  - o Defining roles and set their permissions
3. Flexible issue tracking system
  - o Defining status and issue types

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- o 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)
- 4. Gantt chart and calendar
  - o Generation of automatic Gantt chart and calendar based on issues start and due dates
- 5. News, documents and files management
  - o Posting messages and share files
- 6. SMS and email notifications

## 2. eContent Provider for Smart Yuva Program (eCP-SYP)

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. Bidder is also expected to provide printed study material 2 pages per hour. Bidder has to deliver printed study material at BSDM's Patna office so that BSDM can despatch the study material to SDCs as per SDCs requirements.

### SYP Course 1: English and Hindi Communication Skills

(80 hrs)

Course offers communication and language skills that include:

- Speaking, Listening, Understanding, Reading and Writing in English and Hindi
- Vocabulary, Sentence construction, Grammar, Pronunciation, Quality of communication (Fluency, Emphasis, Pace, Clarity, etc.), Voice (Intonation, Pitch, Modulation, etc.)
- Non Verbal Communication

Sr.No	Modules	Description <i>(Context for imparting Communication and Language Skills mentioned above)</i>
1.	Home, Surroundings and Routine	Morning chores, Weather, Daily routine etc.
2.	Greetings	Saying hello, Introducing self and others in

		informal / formal occasions and responding appropriately
3.	Friends, Family and Relatives	Family members, Relations, Gatherings, Traveling, Shopping
4.	Food	Vegetables, Grocery, Kitchen, Restaurants etc.
5.	Health and hygiene	Body parts, Habits for good personal hygiene, Civic sense
6.	Telling time and Giving directions	Clock, Time, Directions, Map
7.	News	Reading / Listening / Watching news, Reflections
8.	Making enquiries	Asking appropriate questions to seek required information and responding appropriately
9.	Communicating at common public places	Garden, Banks, Post, Library, Railway station etc.
10.	Helping and offering services	Service attitude, extending help with consent
11.	Getting Ready for Work	Freshen up, Breakfast, Dressing
12.	Telephonic conversation	Sign in and sign off a conversation, Noting and leaving messages, Telephone etiquettes
13.	Sharing thoughts with others	Expressing opinions, Sharing ideas, Proposing plans etc.

14.	Using references like dictionary and thesaurus	Using references like dictionary (printed / online), thesaurus, online search engines etc. for sourcing information
15.	Communication in cyber world	Participating in audio / video conferencing, Posting on Blogs, Forums etc.
16.	Interview techniques	Answering confidently, Asking meaningful questions, Non-Verbal communication
17.	Meetings at workplace	Participating in a meeting, Discuss, Describe and Justify an argument, Taking notes etc.
18.	Workplace ethics	Responsible and ethical communication at workplace
19.	Customer Service	Service visit to a home, communicating with a customer at his/her home or in office / shop/ workplace etc.
20.	Safety	Communication for emergencies involving First-aid, Fire, Accident etc.

### **SYP 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 7
2. Internet browsers
3. MS Word 2013
4. MS Excel 2013
5. MS PowerPoint 2013
6. MS Access 2013

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7. MS Outlook 2013
8. Google Apps
9. Open Office Writer
10. Open Office Calc
11. Open Office Impress

Syllabus is mapped to following international standards:

Sr. No	Standards	Short forms used in the document
1	California Common Core Standards	CCCS
2	National Educational Technology Standards for Students	NETS
3	Northstar Digital Literacy Standards	NDLS
4	Microsoft's Standards	MS

#### Modules

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

#### Details:

Sr. No.	Module	Category	Skills	Standards
1.	Operating System:	Basic Operations	Learner should be able to start, restart, shutdown, lock, sleep, hibernate and log off a computer or laptop.	CCCS

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Sr. No.	Module	Category	Skills	Standards
	Windows			
2.			Learner should be able to use mouse techniques such as Click, Right Click, Double Click and Drag & Drop	NDLS
3.			Learner should be able to plug in headphones correctly and use when appropriate, adjust volume and mute audio	NDLS
4.		Personalize Desktop	Learner should be able to personalize desktop by applying desktop theme, background, and screensaver	
5.			Learner should be able to personalize desktop by applying various gadgets like calendar, clock, slide show and picture puzzle.	
6.			Learner should be able to change display settings such as screen resolution	
7.		File and Folder Management	Learner should be able to manage file and folders effectively by creating, moving, copying, renaming, deleting and restoring files or folders.	CCCS, NDLS And MS
8.			Learner should be able to create shortcut of a folder to frequently used files or folders.	
9.			Learner should be able to share and access folder with others in a network computer.	
10.			Learner should be able to switch between multiple programs with the help of Alt + Tab.	

Sr. No.	Module	Category	Skills	Standards
11.			Learner should be able to check free space of disk drives and be able to copy files into removable storage devices like pen drives, CDs.	NDLS
12.		Using Accessories	Learner should be able to use accessories like Calculator, Paint, Notepad, WordPad, Sticky Notes, Snipping Tools, and Windows Media Player.	MS
13.			Learner should be able to give a presentation on a large screen by connecting a computer to a projector.	
14.			Learner should be able to use Run command, if the program name is not available in Start menu	
15.		Using Technology	Learner should be able to burn a CD or DVD using Windows operating system.	NETS
16.			Learner should be able to scan his/her photograph and stores in a personal folder.	NDLS, CCCS
17.			Learner should be able to connect his/her mobile phone to PC and transfers files from PC to mobile or mobile to PC.	
18.			Learner should be able to add a network printer and prints a document from his/her computer.	NDLS, CCCS
19.			Learner should be able to record his/her voice by using Sound Recorder and plays this file in PowerPoint.	MS

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Sr. No.	Module	Category	Skills	Standards
20.			Learner should be able to use Speech Recognition to control a computer with his/her own voice.	
21.			Learner should be able to make a movie clip with the help of Windows Movie Maker.	
22.			Learner should be able to connect tablets and laptops to the Television.	
23.			Learner should be able to use their computer as a television by setting TV Tuner Card.	
24.			Learner should be able to send a fax from his/ her personal computer. (Windows Fax and Scan, Online Services like FaxZero, eFax, and GotFreeFax.com,	
25.		Language Setting	Learner should be able to use his/her computer by setting various languages like Marathi, Hindi, Tamil and much more.	
26.		Troubleshooting of Computer	Learner should be able to resolve troubleshooting issues like PC hang or not responding application by using Task Manager.	CCCS
27.			Learner should be able to compress or decompress files or folders to reduce size of the file or folder.	CCCS
28.			Learner should be able to enhance performance of disk with the help of disk cleanup and disk defragmenter utilities	CCCS

Sr. No.	Module	Category	Skills	Standards
29.			Learner should be able to take a backup of an important files and folders.	CCCS
30.			Learner should be able to protect his/her computer against viruses, computer worms, and Trojan horses.	CCCS

Sr. No.	Module	Category	Skills	Standards
1.	Internet	Basic Operations	Set up a LAN connection (select appropriate network type, topology and cable connection)	
2.			Search, compare and purchase suitable internet plan from internet service provider	
3.			Set up internet connection using appropriate hardware and software	NDLS
4.			Configure and activate internet connection (using wired connection, wi-fi zone, dongle)	
5.			Operate web browser: use address bar, Internet options, bookmark pages, setting Favorites (Internet Explorer, Google Chrome, Mozilla Firefox))	CCCS
6.			Delete History or Cookies files while using Internet in Cyber Café.	

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Sr. No.	Module	Category	Skills	Standards
7.			Add favorite websites by using favorite's link to visit websites regularly.	
8.			Download, Install antivirus software and scan files/emails with antivirus software for spyware/malware/viruses, Update virus definitions (Quick Heal, Norton, McAfee, Symantec)	
9.		Exercise Digital Access	Search text information, images, videos with search engines (Google, Bing, Yahoo)	CCCS, MS, NDLS
10.			Refine search results (with constraints like size, color, type, time, usage rights)	
11.			Utilize correct keywords for effective search	
12.			Type web address and visit educational, organizational, commercial web sites	CCCS, MS, NDLS
13.			Fill online form (passport application, newsletter/ blog subscription, registration) and upload necessary files	
14.			Listen and download songs online from sites: like indiamp3.com, hungama.com, gaana.com	
15.			Watch videos online from: youtube.com, vimeo.com (search videos/songs/lectures, like, share, subscribe, download-add to)	

Sr. No.	Module	Category	Skills	Standards
16.			Search info about jobs on monsterindia.com, naukri.com (register, build and submit resume, search jobs by industry/location/function)	
17.			Explore a product or service online (search, visit sites, find more relevant info)	
18.			Search for a map / driving directions with Google Maps (search / set location, set language, get driving directions, save map)	
19.			Use Google IME and Google Translate to type and translate text in other languages.	
20.			Play SWF files or Movie Clips by enabling plug-ins to access the content.	CCCS
21.			Download and read books from BalBharati and NCERT sites	
22.		Use eCommerce	Buy a product online through Flipkart.com, Amazon.in, eBay.in (Search a product, choose Price range, compare, purchase through net banking, debit/credit card)	CCCS, NDLS
23.			Make a reservation for travel through iretc.co.in, msrtc.gov.in, makemytrip.com (search bus/train/flight, choose price range, compare, choose seating preference and book tickets)	
24.			Book movie/drama tickets with bookmyshow.com (Select movie/drama, choose time, seating arrangement,	

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Sr. No.	Module	Category	Skills	Standards
			pay using net banking/debit/credit card)	
25.			Do banking online through sbi.co.in, hdfcbank.com (activate net banking account, view account statement, fund transfer, view cheque status, Request cheque book)	
26.			Make a donation to a charity online (select fund type like annadan/medical/education/general, chose method like net banking/credit/debit card)	
27.			Pay bills online (mobile, internet connection, electricity, water, TV/DTH connection)	
28.			Pay to access or download digital content online (e.g. newspaper article, eBooks, eLearning courses)	
29.			Practice precautionary methods while shopping online (not sharing personal information with strangers, being alert for online predators, reporting suspicious activities)	
30.			Sell online (olx.com, quickr.com: register, take picture, upload, sell)	
31.		Employ Digital Communication	email Communication Create email ID (Choose mail service provider, fill form, register) Send or read e-mail, send attachments Reply, forward emails, Organize/modify: spam, junk	CCCS, MS, NDLS

Sr. No.	Module	Category	Skills	Standards
			folders	
32.			messengers Download and install messengers (Google Talk, Yahoo) Share (Send/Receive) information and attachments on messengers Make online call (using Skype, Viber, Line) Share (Send/Receive) images/videos/files through file storage and sharing services (Dropbox, WeTransfer)	
33.			Social networking Operate social networking sites (Facebook, LinkedIn, Twitter: Register, Build Profile, Upload images/videos/songs, visit friends' profile, like, follow) Take part in chat rooms or online discussions with other people Create and Organize online photo albums (Picasa, Flickr: Register, upload, organize, share) Create blog and post information on the blog with WordPress (create blog, maintain archives, managing calendar), Post a comment or review online	
34.			use of internet with mobile Send instant messages (WhatsApp, WeChat)	

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Sr. No.	Module	Category	Skills	Standards
35.		Apply Digital Etiquette	Practice standards/guidelines for digital communication email: replying mails, addressing people in a proper, decent way, avoiding spelling mistakes, writing small but clear sentences  social networking site: no obscene pics, use of decent language, uploading friends/acquaintances pictures with prior permission	CCCS, MS, NDLS
36.			Employ knowledge of laws restricting the use of copyrighted materials  (Avoiding use of copyrighted logos/images/videos/songs/text in profile, or shared material without prior permission)	CCCS, MS, NDLS
37.		Cyber Security	Protect the privacy of information with the help of password.	CCCS
38.			Set strong password by taking extra precautions to make their password as difficult as possible to crack.	
39.			Recognize and describe the potential risks and dangers associated with various forms of online communications	CCCS
40.			Identify and explain the strategies used for the safe and efficient use of computers (e.g., passwords, virus protection software, spam filters, popup blockers).	CCCS
41.			Do safe e-mail practices by applying appropriate e-mail etiquette.	CCCS

Sr. No.	Module	Category	Skills	Standards
42.			Buy items online by following cyber-bullying strategies.	CCCS
43.			Use digital information in a network by knowing risk associated. (e.g., Internet, mobile phones, wireless, LANs).	CCCS
44.			Know safe and unsafe practices for sharing personal information via e-mail and the Internet.	CCCS
45.			Access telecommunications/Internet safely, effectively and efficiently (e.g., password, firewalls, spam, security, Acceptable Use Policy).	CCCS
46.			Participate in online communities safely and securely. (e.g., discussion groups, blogs, social-networking sites).	CCCS
47.			Use practices to protect one's personal safety online (e.g., not sharing personal information with strangers, being alert for online predators, reporting suspicious activities).	CCCS, NDLS
48.			Fill online forms by correctly entering CAPTCHA security codes.	NDLS
49.			Keep his/her computer secured and up-to-date by using Windows Action Center and Windows Update.	MS
50.		Computer Ergonomics	Use computer safely and properly by following Ergonomic rules like sitting on a chair, distance between monitor and user, keyboard typing, mouse handling.	CCCS

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Sr. No.	Module	Category	Skills	Standards
51.		Online Collaboration	Evaluate multimedia presentations for organization, content, design, presentation, and appropriate use of citations with the help of teacher's guidelines.	CCCS
52.			Use a variety of telecommunication tools to collaborate and communicate with peers, experts, and other audiences (at district's discretion). (e.g., e-mail, discussion groups, Web pages, blogs, Web conferences)	CCCS
53.			Use online communication tools to collaborate with peers, community members, and field experts as appropriate (e.g., bulletin boards, discussion forums, and listservs, audio and video conferencing).	CCCS
54.			Attend a class from anywhere in the world by using virtual classroom facility.	
55.			Complete at least one online non-credit course or tutorial; discuss the benefits and disadvantages of this method of learning.	CCCS
56.			Use a variety of media and formats to communicate information and ideas effectively to multiple audiences.	NETS
57.		Physically Handicapped	Access applications and hardware appropriately with the help of alternate techniques. (voice typing)	
58.		Analyzing Digital Data		
59.		Building and		

Sr. No.	Module	Category	Skills	Standards
		Designing a Dashboard		

Sr. No.	Topic	Category	Skills	Standards
1.	Word Processing	Basic Operations	Learner should be able to perform file operations like, New, Open, Save, Save As, Close and Exit.	CCCS
2.			Learner should be able to create new document from the available templates of Microsoft Word.	CCCS
3.			Learner should be able to add / remove command menu on the Ribbon or Quick Access Toolbar.	
4.			Learner should be able to turn off 'Ctrl+Click' option to open hyperlink.	
5.		Creating, Editing and formatting Outputs	Learner should be able to create socially useful and productive work like greeting card, business card and cover page by applying various formatting skills like font style, font color, font size and alignment.	CCCS, MS, NDLS
6.			Learner should be able to create socially useful and productive work like Invitation Letter and Letterhead by applying various formatting skills like font style, line spacing, change case, bullets and numbering.	
7.			Learner should be able to create project report with the help of various formatting features like font name, font	

Sr. No.	Topic	Category	Skills	Standards
			size, Bold, Italic, and Underline style and heading style.	
8.		Enhancing Outputs	Learner should enhance greeting card, business card and cover page by inserting shapes, pictures, tables, text boxes, applying shape style, picture style, picture cropping, table style, table alignment, text box style, word art, page border and page color.	CCCS, MS, NDLS
9.			Learner should be able to improve Invitation Letter and Letterhead by inserting watermark, header and footer, date and time, hyperlink, drop cap, page border and page color.	
10.			Learner should be able to improve his project report by inserting cover page, pictures, shapes, SmartArt, Table of Content and footnotes, positioning, arranging and grouping various objects.	
11.		Page Setup	Learner should be able to change page orientation, paper size, page margin and page numbers of word document.	
12.			Learner should be able to add line numbers in the margin and print Invitation Letter on both the sides.	
13.		Linking and Embedding	Learner should be able to insert and link other documents like greeting card created in Paint, Spreadsheet, Excel chart and hyperlink to web pages.	
14.		Previewing and Printing	Learner should be able to preview a document and print it by selecting an appropriate printer.	

Sr. No.	Topic	Category	Skills	Standards
15.		Advanced Word Processing	Learner should be able to send a greeting card, business card and cover pages as an attachment by using 'Save and Send' option.	
16.			Learner should be able to send Invitation Letter and Letterhead to multiple persons by using Mail Merge feature.	
17.			Learner should be able to do proofreading of a document by checking spelling and grammatical mistakes.	CCCS, MS, NDLS
18.			Learner should be able to save SUPW documents into different formats such as Web Page, Word Template, Word 97-2003 Documents, PDF, Plain Text and Rich Text Format.	CCCS
19.			Learner should be able to encrypt SUPWs by adding a password to the files and preventing formatting changes by using 'Restrict Editing' option.	CCCS
20.			Learner should be able to design forms by inserting ActiveX controls like Date Picker Content Control, Picture Content Control, Plain Text content control and Check Box Content Control	
21.			Create and include his/her own Digital Signatures into the documents. Learner should be able to verify the identity of the person who signed the documents with the help of Digital Signatures.	
22.			Learner should be able to compare two versions of a	

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Sr. No.	Topic	Category	Skills	Standards
			document simultaneously.	

Sr. No.	Topic	Category	Skills	Standards
1.	Spreadsheet	Creating Organizing and Formatting Worksheets	Learner should be able to create socially useful and productive work spreadsheets like Event Expenses Sheet and Exam Time Table to store large amount of data and apply formatting like cell alignment, cell border, merge and center cell, renaming sheet.	CCCS, MS
2.			Learner should be able to create To-Do-List and Planner by applying various formatting skills like worksheet background, removing border, adjusting row and column height, inserting and deleting rows and columns, applying numbering formats, using wrap text and text orientation and cell background.	CCCS, MS
3.			Learner should be able to set rules / condition for cell formatting using Conditional Formatting.	
4.			Learner should be able to fill data automatically in worksheet cells by using auto fill feature.	CCCS, MS
5.		Data Analysis and Management	Learner should be able to manage and distinguish data by applying sort and filter.	CCCS, MS
6.			Lerner should be able to compare data by creating charts and graphs	CCCS, MS

Sr. No.	Topic	Category	Skills	Standards
7.			Learner should be able to modify and format charts by applying chart layout, chart style, labels and titles	CCCS
8.			Learner should be able to create tiny charts using Sparkline's.	
9.			Learner should be able to extract information from a large amount of data with the help of Pivot Table, Pivot Charts and Slicers.	CCCS
10.		Using Formulas and Functions	Learner should be able to do arithmetic operations by using various formulas.	CCCS
11.			Learner should be able to use basic functions like SUM, Average, MIN, COUNT, MAX and IF	CCCS
12.			Learner should be able to use advanced functions like SUMIF, COUNTIF, LOOKUP, VLOOKUP, HLOOKUP, LEN and NOW	
13.			Learner should be able to use NESTED IF to calculate Grade and Class.	
14.		Resolving Errors	Learner should be able to correct Excel errors such as # NULL! , #DIV/o! , #VALUE! , #REF!	
15.		Printing Worksheets	Learner should be able to set and clear print area of spreadsheet files.	
16.			Learner should be able to specify row and column to	

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Sr. No.	Topic	Category	Skills	Standards
			repeat on printed page.	
17.			Learner should be able to change page order before printing his worksheet.	
18.			Learner should be able to print entire workbook, active page and selected page.	
19.		Advanced Spreadsheet	Learner should be able to enter data on a new line within a cell using Alt + Enter	
20.			Learner should be able to keep a specific row or column visible while scrolling a worksheet by using Freeze Panes.	
21.			Learner should be able to use excel data while using mail merge in a word processing.	

Sr. No.	Topic	Category	Skills	Standards
1.	Presentation Graphics	Creating Presentation	Learner should be able to create socially useful and productive work like Digital Photo Album, Flyer and Greeting card by applying basic formatting skills like text alignment, text color, character spacing and slide layout	CCCS
2.			Learner should be able to create Personal Portfolio by applying formatting skills like text shadow, line spacing and columns.	
3.		Designing and Enhancing	Learner should be able to enhance his/her Personal Portfolio by applying design themes, theme colors,	CCCS

Sr. No.	Topic	Category	Skills	Standards
		Presentation	background styles and inserting shapes, pictures, SmartArt, word art, header and footer, clipart, table.	
4.			Learner should be able to generate musical greeting card and musical digital photo album by inserting audio and video, applying transition and animation effects.	
5.			Learner should be able to perform Digital Image Processing with the help of various picture tools like artistic effect, brightness and contrast, picture style, compress picture, crop picture, arranging and resizing images	
6.		Delivering Presentation	Learner should be able to set appropriate presentation view, animation timing and animation sequence of the presentation.	CCCS
7.			Learner should be able to play a greeting card or digital photo album in a continuous loop.	
8.			Learner should be able to change format of a presentation file to open automatically as a slide show.	
9.			Learner should be able to create video of a presentation by using 'Create a Video' option.	
10.			Learner should be able to present online by broadcasting his/her personal portfolio.	
11.			Learner should be able to change file format of a presentation file into Image File Type, PowerPoint template and PowerPoint Picture Presentation.	

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Sr. No.	Topic	Category	Skills	Standards
12.		Advanced Presentation Graphics	Learner should be able to use slide masters to make a global change in Presentation.	

Sr. No.	Topic	Category	Skills	Standards
1.	Database Management System	Basic Operations	Learner should be able to plan and design various databases by creating database structure, setting appropriate data types and entering data.	CCCS
2.		Working with objects	Learner should be able to create form to add or edit table data easily and effectively.	
3.			Learner should be able to produce and prints reports by using report wizard.	CCCS, MS
4.			Learner should be able to import or export data from various applications like Excel, Outlook, and Text file.	
5.		Database Security	Learner should be able to protect a database created in MS Access.	

Sr. No.	Topic	Category	Skills	Standards
1.	Personal Information Manager	Configuration	Learner should set up a new email account in Microsoft Outlook	

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2.		Basic Operations	Learner should be able to send, receive, reply, forward mail messages to others.	
3.			Learner should be able to include a signature in outgoing message.	
4.			Learner should be able to schedule a meeting with others.	
5.			Learner should be able to create contacts, appointments, task list, group contacts to use MS outlook effectively.	

**SYP Course 3: Soft Skills and Life Skills for Workplace Readiness**  
**(40 hrs, Hindi and English Medium)**

Course offers Soft Skills and Life Skills required for

- Being sensitive towards self, others and nature
- Understanding and managing self for raising personal competence
- Understanding others and maintaining sound interpersonal relations through responsible communication
- Achieving an enriched personal, professional and social life

Sr.No.	Modules	Description
1.	Self-Awareness and Self-Management	Understanding self, Being sensitive towards self, others, society and nature, Being Assertive, Identifying strengths and weaknesses for raising personal competence
2.	Interpersonal Skills	Being sensitive towards others, Understanding others, Managing workplace relations and teams
3.	Presentation Skills	Presenting self, ideas and work with confidence and quality

4.	Time management	Schedules and plans, respecting value of time – self and others
5.	Goal Setting and Decision making	Personal goal setting, Taking Initiative, Making appropriate decisions
6.	Being Flexible	Adapt to change & challenges with positive attitude
7.	Workplace Ethics	Responsible and ethical behaviour at workplace, Respecting diversity (cultural, gender)
8.	Conflict Management	Analyzing and Resolving conflicts, Convincing, Compromising, Seeking cooperation and collaboration
9.	Positive Health (Stress Management)	Maintaining a balanced personal, professional and social life, Managing stress
10.	Customer Relationship Management	Value and practice service attitude, Being sensitive towards customer and serving with empathy

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

Both the sub-modules should be covered in approx. 240 hours. The duration of Learning for Life/ Communication Skills & Spoken English should be approx. 120 hours.

Periodic updation of the Smart Yuva course content to ensure market relevance of the content being offered.

Standards followed while designing the course:

The bidder should mention various national and international course standards followed while designing the IT literacy course covering the

syllabus mentioned above.

**Study Material:**

The bidder should provide study material in the form of

1. Book : Highly illustrated, at least 200 Pages, Four colour book in English and Hindi language for every Learner
2. eContent: SCORM 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 the above course based on the syllabus as defined above.

**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 SCORM 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

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3. Assignments/ePortfolio activities
  4. Projects
  5. Question bank
  6. Interactive quizzes (timed and untimed)

#### Inform Sessions

Inform type content may vary from flash 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.

##### A. Interactive exercises (with corrective feedback)

- a. Screen size: 800 x 600, 1024 x 768
- b. Recommended formats: (flash based) SWF

##### B. Simulations (guided, with hints, and without hints)


- a. Screen size: 800 x 600, 1024 x 768
- b. Recommended format: (Flash based) SWF

#### Assignments / e Portfolio activities

1. Assignments are to encourage hands-on application of concepts/gained skills, though the nature of assignments can vary depending upon the subject / skill.
2. These assignments/activities for enrichment of ePortfolio ideally should comprise of:
  - c. Reference material (raw files, open files, and other required assets)
  - d. Instructions (in PDF format)
  - e. 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

### **3. State-wide Implementation Support Agency for Skill Development Program (SISA-SDP)**

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 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. The Bidder shall provide to BSDM its expertise and experience in rendering managerial, operational, technical and coordination services in implementation of the large scale Skills Development Program using the software platform based on its knowledge framework provided by it hereunder.

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2. The Bidder in consultation with BSDM, will initially specify and revise from time to time the requisite work place infrastructure, furniture and internet and tele-communication resources required for rendering SISA-SDP services hereunder.
3. Upon receiving a written intimation from BSDM regarding the complete readiness of the work place, the Bidder will commence its operations within two weeks from the work place made available by BSDM. The Bidder shall pay electricity bill, internet and telephone bills for the office space allotted to it by BSDM.
4. The Bidder will provide a list of the staff to BSDM, for processing entry passes/IDs (if required).
5. The Bidder will be responsible for all matters regarding the staff deployed for rendering SISA-SDP services, including appointment, appraisal, termination, remuneration, supervision and monitoring the services rendered by the said staff.
6. The Bidder shall deploy below manpower for efficient and effective execution of SDP through a state-wide network of SDCs. The details of manpower is defined under Annexure 10
7. 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 and monitoring the SDCs. The block level persons shall also act as local mobilisers and organizers.
8. A centralised call center shall be established and managed by the Bidder at a suitable place in which 10 agents shall be deployed by the Bidder. The Bidder shall also provide necessary arrangements like place, computing and telephonic facility for smooth functioning of the call center. The cost incurred in running the call center shall be borne by the Bidder.
9. 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.
10. The Bidder shall use the software frameworks to which access has been given hereunder and manage the conduct of the Courses.
11. The Bidder shall undertake the design of the stationery required for registration/renewal process.
12. The bidder shall also undertake the design of the stationery required for admission process like brochures, forms, receipts, etc.
13. The specifications of the stationery may be revised from time to time whenever felt necessary by both Bidder and BSDM.

14. The Bidder shall suggest criteria for granting/renewing authorization to AVTPs.
15. The Bidder shall undertake and facilitate the process of registration/renewal of the Centers from time to time.
16. The Bidder shall render techno-managerial system support for registration/renewal of AVTPs and upgrade the same from time to time as required.
17. 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.
18. 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.
19. If requested by BSDM, Bidder may offer advertisement design support to BSDM against reimbursement of agency and Bidder manpower costs from time to time.
20. 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.
21. The Bidder shall offer the back-end techno-managerial support for smooth conduct of the Course under this Agreement.
22. 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.
23. The Bidder shall enroll the Candidates for the Courses by issuing the pre-printed application form, by entering Candidates' data into the proper version of the admission software of the Bidder, by collecting the specified fee from the applicants, by uploading the paid Candidates' summary data and full data along with the fee-DD/EPI/NEFT/ Payment Gateway data accurately on the Bidder's web-site and by issuing the fee receipts in BSDM's pre-printed format to the applicants
24. The Bidder shall arrange distribution of the requisite study material to the Center, with transportation cost to be borne by BSDM.

(A7)

25. The Bidder shall ensure that the study material is issued to every Candidate enrolled in the Centers before the commencement of their Batch of the Course. The changes of despatching the study material will be borne by BSDM.
26. The Bidder shall create or download from Bidder server the login id of each Candidate on Bidder's Learning Content Management System (LMS) of Bidder's eLearning Frameworkon Center LAN and regularly download the upgrades of LMS Software and eContent and ensure weekly upload of Candidates' progress profile to Bidder server by using the Internet facility at the Center.
27. The Bidder shall undertake the entire process of Online Certification Test for Smart Certified Coach, System Administrators and various other service providers in cooperation with BSDM by providing technical and academic support.
28. The Bidder shall facilitate for smooth conduct of the examination/s of the Candidates, their certification by using the Bidder's examination software and methodology.
29. The Bidder will facilitate BSDM to print the course certificates and to deliver the certificates to the successful Candidates.
30. 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.
31. 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.
32. The Bidder shall, in providing the SISA-SDP Services, ensure that all reasonable efforts are taken to protect the privacy and security of BSDM's Customer Data.

6.9. Annexure 9: Financial Certificates

CERTIFICATE

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

1. The total number of Training centers registered with the Company in \_\_\_\_\_ as on the date of our inspection of the information and records is \_\_\_\_\_ Nos. and the corresponding revenue generated so far towards their yearly renewal charges for the FY 2016 (Apr 15 to Mar 16 is Rs. \_\_\_\_\_ Unaudited) and

The total number of Training centers registered with the Company for FY 2015 (Apr 14 to Mar 15) is \_\_\_\_\_ Nos. and the corresponding revenue generated is Rs. \_\_\_\_\_ (Audited) - as Shown under Note No. \_\_\_\_\_ Revenue from \_\_\_\_\_ in the Audited Accounts for FY 2014-15.

2. The break-up of the above Network partner count for :-

	Urban Area	Rural Area	Total.
FY 16			
FY 15			

CERTIFICATE

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

(AS)

The total number of \_\_\_\_\_ Candidates confirmed count over the last six financial years and cumulative is as under:-

<u>FY</u>	<u>Candidates Count *</u>
2010-11	
2011-12	
2012-13	
2013-14	
2014-15	
2015-16 (Unaudited)	
Total	

\*And the revenue generated against the same is shown under Revenue from Operations in the audited accounts in \_\_\_\_\_ as Revenue from \_\_\_\_\_ Course.

### 6.10. Annexure 10: Details of Manpower Expected

Followings are the details of manpower hierarchy expected to be deployed by the Bidder in the entire state for efficient and effective execution of SDP through a state-wide network of SDCs.

Sr. No.	Designation	Initial numbers	Expected Numbers*
1.	State Project Leader	1	1 for the state
2.	Regional Manager	1 for each division i.e. 9	1 per minimum 450 SDCs preferably in a region
3.	Junior Regional Manager	1 for each division i.e. 9	1 per minimum 450 SDCs preferably in a region
4.	Cluster Manager	Initially 2 for each division i.e. 18	1 per cluster of minimum 50 SDCs in a district

\*The number of manpower to be deployed will be decided on the basis of actual candidate registration and viability to the Bidder.

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

A centralised call center shall be established and managed by the Bidder at a suitable place in which 10 agents shall be deployed by the Bidder. The Bidder shall also provide necessary arrangements like place, computing and telephonic facility for smooth functioning of the call center. The cost incurred in running the call center shall be borne by the Bidder.

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### 6.11. Annexure 11: Rollout plan

The SYP will be rolled out as per the following plan:

Sr. No.	Systems to Rollout	From the date of signing of agreement
1.	Bidder's office establishment and deployment of Manpower	50 Days
2.	Launching of BSDM's website	50 Days
3.	Activating registration help manual links on website of BSDM for Candidates and SYPCs	50 Days
4.	Advertisement of commencement of registrations by BSDM	After signing of agreement
5.	Deployment of Center registration, Candidate Registration, OES for Faculty test and commencement of registrations	60 days
6.	Customization of Content, Deployment of LMS and Commencement of learning by the Candidates enrolled for SYP course	90 days

6.12. Annexure 12: Agreement Draft

AGREEMENT BETWEEN

Bihar Skill Development Mission (BSDM)

AND

\_\_\_\_\_ (BIDDER)

This Agreement is made at \_\_\_\_\_, INDIA on the \_\_\_\_\_ day of \_\_\_\_\_, 2016

BETWEEN

**Bihar Skill Development Mission**, under Department of Labour Resources, Government of Bihar ("GoB") a Society registered under the Society Registration Act, 1860, having registration no. \_\_\_\_\_ and having its Registered office at \_\_\_\_\_, Patna \_\_\_\_\_, Bihar INDIA, hereinafter referred to as "BSDM" (which expression unless repugnant to the context and meaning thereof, shall mean and include its permitted successors and assigns), represented by \_\_\_\_\_ as the party of the First part,

AND

\_\_\_\_\_, an Organization incorporated/ registered under the \_\_\_\_\_ Act, and having its registered office at \_\_\_\_\_, hereinafter referred to as "the Bidder" (which expression unless repugnant to the context and meaning

(A1)

thereof, shall mean and include its permitted successors and assigns),  
represented by \_\_\_\_\_ as the party of the Second part.

#### **PREAMBLE**

**WHEREAS** Skill Development initiative is paramount for the development of State of Bihar ("the State"). In view of national priorities and State's policy of skilling its youth, GoB has set a target of skilling all eligible and willing youths in the next 5 years through block level training centers across all the blocks of the State. Accordingly, BSDM has been constituted under the Chairmanship of the Hon'ble Chief Minister. BSDM has representation from different Departments of the State.

**AND WHEREAS** the vision of BSDM is *"Increasing the capacity & capability of the system to deliver quality skill training and professional knowledge to the youth to enhance their employability and bridge the skill deficit with a view to meet burgeoning market demand for skilled manpower"*,

**AND WHEREAS** the Key Tasks of BSDM are:

- Delivery and Management of skill development agenda
- Interface with industries
- Monitoring of training and placement efforts through BSDM and all other departments of the state
- Research in current and future market demands (local, regional, national and global) regarding manpower in sector specific skills

**AND WHEREAS** GoB has, therefore, decided to launch major programs to skill its youth in a mission mode manner on a state-wide scale through various departments under the auspices of BSDM. Under these programs, the GoB 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 10th examination or 12th (i.e. 10+2) examination. These programs shall primarily focus on helping the youth attain higher levels of productivity, efficiency, quality and an entrepreneurial mindset at their work places in diverse domains.

**AND WHEREAS** under its Skill Development Program ("SDP"), BSDM shall create, with appropriate partnerships, a state-wide network of Sector Skills Development Centers ("SSDCs") for implementation of Sector Skills Development Programs ("SSDPs").

**AND WHEREAS**, in addition to the various Sector Specific Skills Development Programs approved by Sector Skill Councils, MES and other central/ state sponsored and/or approved skilling programs, BSDM aims at developing large number of youth in the State through the following 3 Smart Skills Courses by launching a massive and state wide **Smart Yuva**

Program("SYP") through a network of large number of Smart Yuva Program Centers("SYPC/s") in all the 534 Blocks of 38 Districts of the State predominantly in eLearning mode for uniform quality of delivery across the State:

4.	SYP Course 1: (Approx. 80 hrs)	English and Hindi Communication Skills
5.	SYP Course 2: (Approx. 120 hrs)	Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of various IT Tools in Real Life Situations, hereinafter referred to as "IT Literacy Skills" (in Hindi and English Languages)
6.	SYP Course 3: (Approx. 40 hrs)	Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as "Soft Skills" (in Hindi and English Languages)

(all above collectively referred as "Smart Skills")

AND WHEREAS Training in smart 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,

AND WHEREAS Training in smart skills is of utmost importance also because in spite of having good mastery over domain specific skills, many youth are deprived of either entry or continuity or rapid progression in employment due to lack of above mentioned smart skills,

AND WHEREAS BSDM will undertake two types of Skill Development Programs ("SDPs") at two types of Skill Development Centers ("SDCs"):

3. Smart Yuva Program ("SYP") at Smart Yuva Program Centers ("SYPCs") for conducting Smart Yuva Program Courses ("SYP Courses") and
4. Sector Skills Development Programs ("SSDPs") at Sector Skills Development Centers ("SSDCs") for conducting Sector Specific Skills Development Courses ("SSDP Courses") or herein after also referred to as "Non-SYP Courses",

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Therefore, in the following sections of this document SDP shall mean both types of program viz. SYP and SSDPs and SDCs shall mean both types of centers viz. SYPCs and SSDCs.

**AND WHEREAS**, in order to benefit from single point co-ordination advantages for the **Smart Yuva Program ("SYP")** implementation and **Sector Skills Development Programs ("SSDPs")** implementation, BSDM floated a Request For Proposal no. \_\_\_\_\_, dated \_\_\_\_-\_\_\_\_-2016 ("**RFP**") inviting proposals from interested and eligible organizations who are able to give all the three services mentioned below-

- (a) **Knowledge Framework Provider for Skill Development Program Management ("KFP-SDPM")**
- (b) **eContent Provider for Smart Yuva Program ("eCP-SYP")**
- (c) **State-wide Implementation Support Agency for Skill Development Program ("SISA-SDP")**

**AND WHEREAS** BSDM after detail examination, evaluation, and comparison of Bids, has awarded the Contract to the Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Valued Bid after Evaluation,

**NOW THEREFORE** in consideration of the due observance and performance of all the terms and conditions mentioned in this Agreement and all the terms & conditions as contained in the said RFP forming part of this Agreement, BSDM and the Bidder agree to execute this Agreement.

**NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:**

#### **1 DEFINITIONS**

Without limiting any other terms defined elsewhere herein as used in this Agreement, the following terms shall, unless the context otherwise require, have the following respective meanings:

- (u) "**Agreement**" means the individual contracts to be signed between the successful Bidder and BSDM, GoB, for Scope of work including all attachments, appendices, all documents incorporated by reference together with any subsequent modifications, the Bid document, the Bid offer, the acceptance and all related correspondences, clarifications and presentations.
- (v) "**Authorised Representative**" mean any person duly and formally authorized by each of the party.

(w) "AVTP/s" means the Applicant Vocational Training Provider which is an organization that applies to BSDM in the prescribed form for being registered/renewed as Sector Skills Development Center and/or Smart Yuva Program Center.

(x) "Bidder" means an organization registered in India eligible to bid in the stages of pre -qualification, bidding process and includes the successful bidder during the currency of this Agreement.

(y) "Candidate" means -

(a) the individual registered at the SYPC for the SYP Course/s and/or registered at the SSDC for the SSDP Course/s after due approval by BSDM for payment of his/her stipulated share of course fee and stipulated share of examination fee to the SYPC and/or SSDC as applicable; or

(b) the individual registered at the SYPC for the SYP Course/s and/or registered at the SSDC for the SSDP Course/s directly by payment on his/her own of his/her full course fee and examination fee and receipt of stipulated share by BSDM within the specified period.

(z) "Center/s" mean a separate business entity such as a sole proprietorship or a partnership firm or any other legal entity registered with BSDM as per BSDM norms and having safe and ready-to-occupy and fully functional built-up premises for conducting training of SYP courses and/or SSDP courses with carpet area, infrastructural facilities, equipment and manpower as stipulated by BSDM from time to time.

(aa) "Certified Trainer" means learning facilitators who are certified by BSDM as per its norms.

(bb) "Course/s" or "SYP Courses" means Smart Yuva Program Course/s comprising of below 3 Smart Skills Courses -

1.	SYP Course 1: ( Approx. 80 hrs)	<b>English and Hindi Communication Skills</b>
2.	SYP Course 2: (Approx. 120 hrs)	Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of various IT Tools in Real Life Situations, hereinafter referred to as "IT Literacy Skills"  (in Hindi and English medium)

3.	SYP Course 3:  (Approx. 40 hrs)	Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as "Soft Skills"  (in Hindi and English medium)
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(5)

- (cc) "Customer Data" means the data inputted by BSDM, Authorized Users, or the Bidder on BSDM's behalf for the purpose of using the software frameworks to which access is given by the Bidder hereunder or facilitating BSDM's use of the Software Services and includes data regarding AOs, SYPCs, Candidates.
- (dd) "District Lead Center" means DLC, appointed, if any, and authorized by BSDM as per its norms applicable from time to time, for discharging certain responsibilities and carrying out certain activities on its behalf in specifically assigned geographical jurisdiction. DLC should have at least one and only one SYPC of its own in its Premises under BSDM, for running the Course. The said SYPC should have non-zero admissions at every Batch of the Course.
- (ee) "eCP-SYP" means the eContent Provider courses under Smart Yuva Program.
- (ff) "KFP-SDPM" means the Knowledge Framework Provider for Skill Development Program Management
- (gg) "Network Partner" means Sole Proprietorship, Firm, Company or any other form of organization/s duly authorized by BSDM or having formal relationship with BSDM in any capacity to promote and propagate the Course/s.
- (hh) "Party" means BSDM or Bidder, individually and "Parties" mean BSDM and Bidder, collectively.
- (ii) "Requirements" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bid document.
- (jj) "SISA-SDP" means State-wide Implementation Support Agency for Skill Development Program.
- (kk) "SYPC/s" means "Smart Yuva Program Center/s" which is a Center established by the AVTP and authorized by BSDM as per its norms for conducting the Smart Yuva Program Courses ("SYP Course/s").
- (ll) "SSDPC/s" means "Sector Skills Development Center/s" which is a Center established by the AVTP and authorized by BSDM as per its norms for conducting the Sector Specific Skills Development Courses ("SSDP Courses").

(mm) "SDC/s" means "Skill Development Center/s" which includes both SYPCs and SSDCs.

(nn) "Skill Development Program"/ "Skill Development Training" means a set of skill development projects and operations coordinated together in order to skill the youths in such a way that they get employment and also imbibe entrepreneurial mind set.

## 2. RIGHTS & RESPONSIBILITIES OF THE BIDDER

### (A) As Knowledge Framework Provider for Skill Development Program Management ("KFP-SDPM")

2.1. The Bidder shall give access to its preferably home grown and easily customizable and replicable software frameworks on non-exclusive and 'Software-as-a-Service' (SAAS) basis, for management of skill development on mass-scale as specified below-

(a) The Bidder shall give access to its own Knowledge Framework of models and business processes for low-cost management of skill development program with high-quality of service delivery and on a mass-scale through a large and widely spread network of centers operating in urban as well as rural areas. The Knowledge Framework created and utilized by the Bidder should have well defined and evolving models and processes for establishment, administration, performance monitoring, business development and self-sustainable operations of individual skill development centers operating in a large network. As a part of the Knowledge Framework, the Bidder should also give access to the models developed by it for quality measurement, quality verification, quality assurance and quality enhancement of service delivery, and continuous performance monitoring followed by remedial actions.

(b) The Bidder shall give access to its software platform conceived, designed and developed by it for:

1. Online Management, support and monitoring of network of large number of Skill Development Centers in the form of a software system viz. **Center life-cycle management system;**
2. Online Administrative services to large number of candidates right from their registration and attendance to the course up to the issuance of certificates of passing the skill development course in the form of a software system viz. **Candidate administrative life-cycle managementsystem**
3. Online management of learning of the candidates throughout the duration of their courses, delivery of eContent and its eLearning designed for courses resembling to SYP courses and/ or Non-SYP courses through a Quasi and Online mode to large number of candidates in the form of a

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software system viz. **Candidate eLearning life-cycle management system**

4. Online / Quasi Evaluation of large number of candidates throughout the duration of their courses. Evaluation of trainers, examiners for one or many courses through Online Evaluation System/ Quasi-online Evaluation System (OES/QOES) software system viz. **Candidate eExamination Management System**
5. Bidder shall also give **Knowledge Framework Technical Support** to all the users of this software platform

2.2. The Bidder shall offer the web-server and database server as well as their hosting and maintenance support to BSDM for the conduct of Courses without any extra cost to BSDM

2.3. The Bidder shall offer to BSDM its such proven models as enlisted below and may include the following dimensions for implementation of the SDP :

1. Public-Private Partnership based Business Model
  2. Creation of Network of Centers Center Life-cycle Management Skill Development Course Life-Cycle Management
  3. Candidate Life-Cycle Management
  4. Brick and Mortar Infrastructure Specification, Provisioning and Maintenance Computing and Communication Infrastructure Specification, provisioning and maintenance
  5. Assets Management
  6. Human Resource Development Counselor/ Smart Coach/ Learning Facilitator /Assessor / Computer System administrator Certification
  7. Supply Chain Management Model for books/study and other material
  8. Statewide Network Coordination
  9. Branding, Marketing, Promotion, Events Management and Publicity
  10. Candidate and Parent Counseling and Career Guidance
  11. Content Development and Distribution
  12. Academic Delivery
  13. Assessment, Evaluation and Certification Placement Assistance and Post-placement Tracking
  14. Regulatory Vigilance
  15. Quality Management , Assessment, Accreditation and Monitoring Fee Collection and Performance-based Fee Share Distribution
  16. Performance-based Rewards
  17. Financial Sustainability Measurement
  18. Customer Relationships Management
  19. MIS, Analytics, Business Intelligence and Data Archival and referral
- 2.4. The Bidder shall provide access to its software platform mentioned above to all the users authorized by BSDM on Bidder's server through

(2)

BSDM's website/portal and support thereof to the authorized users from time to time.

- 2.5. The Bidder shall provide for online registration and periodic renewal of registration of Centers.
- 2.6. The Bidder shall host, upgrade and customize its software required for creation of the network, conduction of the Courses and all other allied aspects regarding the conduct of the Courses from time to time, by taking into consideration the feedback and suggestions made by the BSDM in this respect.
- 2.7. The Bidder shall provide to Centers through their respective logins, a facility to send the acknowledgement of receipt of requisite copies of study material to BSDM and to BSDM in its login a facility to receive the study material acknowledgement from Centers.
- 2.8. The Bidder shall function as the back-end techno-academic support agency to BSDM for its role as the Examining Body by providing entire software and methodology for quasi-online examination of the Course at the examination centers stipulated by BSDM.
- 2.9. The Bidder shall offer the online software support to BSDM for checking and monitoring the connected computing assets at the Centers and also the online data on performance of the Candidates and CertifiedTrainer at each Center.
- 2.10. The Bidder shall provide Online Survey Tools to collect feedback of the Centers so as to take appropriate actions from time to time considering the findings, facts and recommendations communicated by BSDM. Bidder shall additionally provide Apps to communicate with the Network.
- 2.11. The Bidder shall provide an online system to BSDM for monitoring of the Critical Performance Indicators (CPIs) of the SDCs, by whatever name they are called.

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2.12. The Bidder shall use commercially reasonable endeavor to make the Software Services available 24 hours a day, seven days a week, except for:

- planned maintenance carried out during the maintenance time as pre-intimated; and
- unscheduled maintenance performed outside Normal Business Hours, provided that the Bidder has used reasonable endeavours to give BSDM at least 6 Normal Business Hours' notice in advance.

2.13. The Software frameworks communicate with the Bidder's servers for the purpose of providing Updates, detecting software piracy and verifying that the Authorized Users are properly using the Software Frameworks. The Bidder will use information gathered in connection with this process to deliver software updates and pursue legal action against software pirates and infringers.

2.14. The Bidder shall arrange for requisite online training of users from time to time, as may be necessary.

**(B) As eContent Provider for Smart Yuva Program("eCP-SYP")**

2.15. The Bidder shall give access on non-exclusive basis to BSDM, to very informative and interactive eLearning and eAssessment content in rich multimedia and animated form for all the 3 SYP Courses which are necessarily deployable on a quasi-online LMS + QOES platform and provide academic services for rendering academic support regarding the eContent provided. The Bidder shall also provide printed study material not of a supplementary nature but of a complementary one, i.e. it should not be repetition of the eLearning material in printed form but should be offering additional value to the Candidate while studying at home without access to computer.

2.16. The Bidder along with BSDM, shall identify potential Candidate groups desirous of acquiring knowledge of the Courses.

2.17. The Bidder shall specify the objectives of the Courses keeping in view the context of current conditions and futuristic requirements of the potential Candidate group in the context of emerging knowledge society

and the specific roles and responsibilities the potential Candidates may have to discharge.

2.18. The Bidder will specify the pre-requisite skills to be acquired by the Candidate before accessing the eContent for effective learning of the Courses.

2.19. The Bidder shall provide the draft curriculum of the Courses and implementation methodology of state-wide delivery of the Courses (based on Bidder's successful deployment in other States/Countries) to BSDM which BSDM in turn shall propose to GoB or the body under GoB for their necessary approval.

2.20. The Bidder will revise the eLearning Content at least once every financial year or as mutually agreed with BSDM so as to keep in step with emerging trends in needs and demands of the potential candidate groups, technology, market options, regulations and standards.

2.21. The Bidder shall deliver to BSDM the above mentioned revised eLearning Content as per schedule agreed with BSDM.

2.22. The Bidder shall also develop and revise and deliver annually once the Assessment Material related to the said eLearning Content as per standards and templates mutually agreed.

2.23. The Bidder shall ensure the accuracy, quality, non-piracy and completeness of the eLearning Content before the delivery.

2.24. The Bidder will ensure that the eLearning Content will not contain libelous, injurious, or unlawful material and will not violate or in any way infringe upon the personal or proprietary rights of third parties, including property, contractual, employment, trade secrets, proprietary information, and non-disclosure rights, or any trademark, copyright, or patent, nor will it contain any format, instruction, or information that is inaccurate or injurious to any person, computer system, or machine.

- (2)
- 2.25. The Bidder will specify the hardware, software and such other tools and equipment to be provided by BSDM/ Center at their own cost which is required by the Candidate to learn the eLearning Content effectively.
- 2.26. Bidder will offer the necessary online technological and academic support and online training and guidance to BSDM for the delivery and implementation of the course from time to time.
- 2.27. The Bidder will present the proposed implementation methodology for the Courses based on the Bidder's experience and finalize the same in mutual consultations with BSDM.
- 2.28. The Bidder shall undertake to get designed the study material of the Courses at its own cost in print and electronic forms while including the localization and customization inputs received from BSDM. The specifications of the study material may be revised from time to time whenever felt necessary.
- 2.29. Upon receipt of the formal order from BSDM, the Bidder shall undertake the production of study material in print and electronic form and supply it to BSDM as per the mutually agreed commercial terms within the mutually agreed time-frame for each batch.
- 2.30. The Bidder shall offer the back-end online academic support for smooth conduct of the Courses under this Agreement.
- 2.31. The Bidder shall, based on its experience, propose the academic and management methodology for the Courses, including the processes for marketing and promotion, Candidate intake capacities per computer per day, application, selection, admission, fee collection and distribution of its shares to the parties hereto, academic and administrative schedule/calendar for the course, requisition of stationary and study material distribution among the Candidates, academic delivery model, Assignment Management System (AMS), Online Evaluation System (OES), eligibility and certification of Certified Trainer/ Certified Learning Facilitator, system administrators, counselors, etc., evaluation and certification of Candidates, Candidate relationship management, quality assessment, etc.

2.32. The Bidder shall work out a suitable time-table for the Courses according to the Batch-wise academic calendar agreed with BSDM.

**(C) As State-wide Implementation Agency for Smart Skills Development Program ("SISA-SDP")**

2.33. The Bidder shall provide to BSDM its expertise and experience in rendering managerial, operational, technical and coordination services in implementation of the large scale Skills Development Program using the software platform based on its knowledge framework provided by it hereunder.

2.34. The Bidder in consultation with BSDM, will initially specify and revise from time to time the requisite work place infrastructure, furniture and computing and communication resources required for rendering SISA-SDP services hereunder.

2.35. Upon receiving a written intimation from BSDM regarding the complete readiness of the work place, the Bidder will commence its operations within two weeks from the work place made available by BSDM. The Bidder shall pay electricity bill, internet and telephone bills for the office space allotted to it by BSDM.

2.36. The Bidder will provide a list of the staff to BSDM, for processing entry passes/IDs (if required).

2.37. The Bidder will be responsible for all matters regarding the staff deployed for rendering SISA-SDP services, including appointment, appraisal, termination, remuneration, supervision and monitoring the services rendered by the said staff.

2.38. The Bidder shall deploy below manpower for efficient and effective execution of SDP through a state-wide network of SDCs :

Sr.	Designation	Initial numbers	Expected Numbers*
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(19)

No.			
5.	State Project Leader	1	1 for the state
6.	Regional Manager	1 for each division i.e. 9	1 per minimum 450 SDCs preferably in a region
7.	Junior Regional Manager	1 for each division i.e. 9	1 per minimum 450 SDCs preferably in a region
8.	Cluster Manager	Initially 2 for each division i.e. 18	1 per cluster of minimum 50 SDCs in a district

\*The number of manpower to be deployed will be decided on the basis of actual candidate registration and viability to the Bidder.

**2.39.** 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 and monitoring the SDCs. The block level persons shall also act as local mobilisers and organizers.

**2.40.** A centralised call center shall be established and managed by the Bidder at a suitable place in which 10 agents shall be deployed by the Bidder. The Bidder shall also provide necessary arrangements like place, computing and telephonic facility for smooth functioning of the call center. The cost incurred in running the call center shall be borne by the Bidder.

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- 2.41. 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.
- 2.42. The Bidder shall use the software frameworks to which access has been given hereunder and manage the conduct of the Courses.
- 2.43. The Bidder shall undertake the design of the stationery required for registration/renewal process.
- 2.44. The bidder shall also undertake the design of the stationery required for admission process like brochures, forms, receipts, etc.
- 2.45. The specifications of the stationery may be revised from time to time whenever felt necessary by both Bidder and BSDM.
- 2.46. The Bidder shall suggest criteria for granting/renewing authorization to AVTPs.
- 2.47. The Bidder shall undertake and facilitate the process of registration/renewal of the Centers from time to time.
- 2.48. The Bidder shall render techno-managerial system support for registration/renewal of AVTPs and upgrade the same from time to time as required.
- 2.49. 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.
- 2.50. 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

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to the Courses among the potential clientele. The Bidder shall not incur any expenses on advertisement and promotion of the Courses.

- 2.51. If requested by BSDM, Bidder may offer advertisement design support to BSDM.
- 2.52. 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.
- 2.53. The Bidder shall offer the back-end techno-managerial support for smooth conduct of the Course under this Agreement.
- 2.54. 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.
- 2.55. The Bidder shall enroll the Candidates for the Courses by issuing the pre-printed application form, by entering Candidates' data into the proper version of the admission software of the Bidder, by collecting the specified fee from the applicants, by uploading the paid Candidates' summary data and full data along with the fee-DD/EPI/NEFT/ Payment Gateway data accurately on the Bidder's web-site and by issuing the fee receipts in BSDM's pre-printed format to the applicants
- 2.56. The Bidder shall arrange distribution of the requisite study material to the Center, with transportation cost to be borne by BSDM.
- 2.57. The Bidder shall ensure that the study material is issued to every Candidate enrolled in the Centers before the commencement of their Batch of the Course.
- 2.58. The Bidder shall create or download from Bidder server the login id of each Candidate on Bidder's Learning Content Management System (LMS) of Bidder's eLearning Framework on Center LAN and regularly download the upgrades of LMS Software and eContent and ensure weekly

upload of Candidates' progress profile to Bidder server by using the Internet facility at the Center.

2.59. The Bidder shall undertake the entire process of Online Certification Test for Certified Trainer, System Administrators and various other service providers in cooperation with BSDM by providing technical and academic support.

2.60. The Bidder shall facilitate for smooth conduct of the examination/s of the Candidates, their certification by using the Bidder's examination software and methodology.

2.61. The Bidder will facilitate BSDM to print the course certificates and to deliver the certificates to the successful Candidates.

2.62. 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.

2.63. 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.

2.64. The Bidder shall, in providing the SISA-SDP Services, ensure that all reasonable efforts are taken to protect the privacy and security of BSDM's Customer Data.

2.65. The SYP will be rolled out as per the following plan:

Sr. No.	Systems to Rollout	From the date of signing of agreement
7.	Bidder's office establishment and deployment of Manpower	50Days

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8.	Launching of BSDM website	50 Days
9.	Activating registration help manual links on website of BSDM for Candidates and SYPCs	50 Days
10.	Advertisement of commencement of registrations by BSDM	After signing of agreement
11.	Deployment of Center registration, Candidate Registration, OES for Faculty test and commencement of registrations	60 days
12.	Customization of Content, Deployment of LMS and Commencement of learning by the Candidates enrolled for SYP course	90 days

**3. RIGHTS & RESPONSIBILITIES OF BSDM**

**3.1** BSDM shall make efforts to obtain the necessary Government Resolutions/ Orders in consultation with the other concerned departments of the GoB to recognize the Courses as a de-facto standard of Smart Skills Development in the State.

**3.2** BSDM shall send appropriate communications to all the Government-aided, partially aided, unaided public and private educational institutions across the State including schools, colleges, polytechnics, ITIs etc. and give wider and regular publicity through press and electronic media among the people at large regarding the necessity, benefits and availability of the Courses across the State.

**3.3** BSDM will make the information of the Courses available to the public at large on the web-server made available by the Bidder and initiate the Network Partner network building and management on the web-server and database server made available by Bidder.

**3.4** BSDM will understand the implementation methodology of the Course proposed by the Bidder, offer comments and suggestions and arrive at a mutually agreeable methodology.

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- 3.5 BSDM will provide a rent free, illuminated, furnished (as per the architectural designs provided by the Bidder and agreed mutually) office space admeasuring about 2000 Sq. ft. equipped with electrical power cabling and LAN cabling for computers preferably in the state government premises to the bidder for SISA activities. BSDM shall inform the Bidder in writing about the readiness of the premises allocated to it, as soon as the desired infrastructure is fully ready and in operational condition.
  
- 3.6 BSDM shall arrange for entry passes/IDs (if required) for Bidder's staff and other representatives.
  
- 3.7 BSDM shall provide uninterrupted agreed office space, furniture, internet and telephone connections, computing resources for the Bidder's staff deployed for rendering operational services hereunder during the contract period and incur all the recurring, maintenance and operational costs except electricity bills, internet and telephone bills related to such infrastructure.
  
- 3.8 BSDM shall provide adequate seating arrangement, state-of-the-art infrastructure, air conditioning, clean and proper environment, hygiene, secured work area with locking facility, ongoing maintenance of the entire facility provided, etc. to the Bidder's staff on all working days and within the working hours throughout the Agreement period. Any further requirements if any, related to facilitation shall be separately intimated to BSDM in writing by the Bidder during the project implementation phase from time to time.
  
- 3.9 BSDM shall offer the facilities mentioned hereinabove beyond the normal working hours of BSDM and ensure that there is no discomfort or inadequacy whatsoever to the Bidder's staff throughout the Agreement period.
  
- 3.10 BSDM shall also arrange all necessary stationery, consumables such as paper, printer cartridges, ribbons, CDs, DVDs, Floppies etc.
  
- 3.11 BSDM shall provide the Bidder with all necessary access to such information as may be required by the Bidder in order to render timely

and effective Services hereunder, including but not limited to Customer Data, security access information and configuration services.

**3.12** BSDM shall as mutually agreed adopt the hierarchy, district/block/ward wise number of SYPCs and criteria for SSDC registration and renewal after suitable modifications, if necessary, and undertake the process of registration of Applicant Vocational Training Providers (AVTPs) as SDCs and periodic renewal of their registration.

**3.13** BSDM shall invest and/or get invested by the AVTPs the required sums for the capital costs for creation of SDCs and equip it with suitable infrastructure, furniture and fixtures, back-up power supply through UPS/inverter/generator, computers and other equipment etc. And the SDCs shall incur all the recurring and maintenance costs related to and for the purpose of running the courses at the SDCs in a smooth manner and as per the quality standards prescribed by BSDM from time to time.

**3.14** BSDM shall undertake to create and/or get created through AVTPs the specified infrastructure facilities such as space for setting up the SYPCs, with classrooms, labs, drinking water facility, toilets, electricity supply and Internet connections and telecommunication, furniture, computing facilities, etc. and undertake to appoint/engage the qualified staff as prescribed by BSDM from time to time. Undertake periodic training of the various categories of the staff of the SDCs so as to keep them updated about BSDM's norms and revisions thereof about the various aspects of the offering and thereby keep them competitive.

**3.15** BSDM shall accept the delivery of printed study material from the bidder and dispatch the study material to SDCs as per SDCs requirements.

**3.16** BSDM through its SDCs shall ensure -

- (a) the safety and insurance of all the Candidates, other personnel, within the premises of the SDCs as well as SDCs' invested/mobilized assets;
- (b) that its network and systems comply with the relevant specifications provided by the Bidder from time to time;

(c) the smooth conduct of the courses at SDCs exclusively only in the premises authorized for the SDCs;

(d) satisfactory standards of cleanliness, upkeep and cosmetic maintenance by the SDCs of the premises;

(e) offering of full learning facilitation to all the Candidates in the SDCs as per the syllabus and quality standards and procedures agreed with Bidder so as to achieve the desired objective of the curriculum and ensure attainment of desired competencies on the part of the Candidates;

that the study material supplied by Bidder shall be strictly used for its distribution among the registered course Candidates only and at no extra cost to the Candidates and shall not be sold, commercially exploited, copied or used for any other purpose;

(f) the availability of stipulated number of qualified and trained staff for the management, coordination, marketing, counseling, teaching, evaluation, system administration, etc. at each Center;

(g) strict adherence to and full compliance of the methodologies by all the SDCs for smooth conduct of the Course/s;

(h) carrying out of the installation, commissioning, up-gradation, from time to time, if necessary, and uninterrupted operations of server and client computer hardware, operating system software, application software, Bidder's eLearning Framework on SDC LAN including Learning Management System (LMS), Assignment Management System (AMS), Online Evaluation System (OES) software and the Course eContent provided therein by Bidder, and in adherence to the specifications as proposed by Bidder and adopted by BSDM from time to time;

(i) carrying out of the Installation, commissioning and uninterrupted operations of multimedia and Internet enabled server and client PCs ensuring that the down time for any PC or peripheral should not be more than 5% of the installed capacity measured in machine hours of training period per month by providing adequate generator back-up;

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(j) that the ratio of Certified Trainer/ Certified Learning Facilitator to Candidates in the SDC will be 1:24 in the SDC lab and at a time 1 Candidate will use one computer;

**3.17** BSDM will be responsible for procuring and maintaining its network connections and telecommunications links from its systems to the Internet, and all problems, conditions, delays, delivery failures and all other loss or damage arising from or relating to BSDM's network connections or telecommunications links or caused by the internet or electricity failure.

**3.18** BSDM understands that the Bidder's software frameworks need underlying Operating System licenses, Database Server Software licenses and allied frameworks to work. It shall be the responsibility of BSDM to make available / procure for itself and the SDCs such Operating System licenses, Database Server Software licenses and allied frameworks, as and when required. The Bidder would not be responsible for providing such underlying licenses unless specifically agreed in writing.

**3.19** BSDM shall obtain necessary consent from all stakeholders for receipt of emails and/or sms sent by the Bidder for providing services hereunder.

**3.20** BSDM will regularly give the feedback and suggestions for improvement and customization of the software frameworks to suit the changing needs of the users.

**3.21** BSDM shall seek Bidder's support and maintain regular follow-up for implementation of the mutually agreed customization requirements from time to time.

**3.22** BSDM shall offer localization inputs regarding the stationery required for registration/renewal process of SDCs from time to time.

**3.23** BSDM shall adopt the criteria regarding granting/renewing authorization to AVTPs after suitable modifications, if necessary.

3.24 BSDM shall update the skills of its SDCs using the Bidder's system and its revision from time to time and use the same effectively for registration and renewal.

3.25 BSDM shall regularly supervise the performance of SDCs, seek feedback of the Candidates, recommend improvements to SDCs, warn them against any direct or indirect attempt of unfair trade practices/mal practices and train them periodically to follow BSDM's norms and guidelines in overall interest of BSDM's network of Network Partners, SDCs and its Candidates.

3.26 BSDM may use marketing, advertisement, and promotional designs provided by the Bidder with required modifications.

3.27 BSDM shall give wide publicity, carry out advertisement and promotion among the potential clientele for the Courses at its own cost.

3.28 BSDM shall supervise the quality of advertisements and promotions being made by the SDCs locally and ensure that all public communications by the SDCs are free of errors, free of any socially objectionable or illegal references, in strict adherence of Brand Standards and are without misleading the potential clientele either directly or indirectly in any manner whatsoever.

BSDM shall undertake the overall front-end coordination and management of the conduct of the Course under this Agreement. BSDM shall study the academic and management methodology proposed by Bidder from time to time adopt it with suitable modifications, if necessary.

3.29 BSDM may offer inputs and cooperation for localization of the study material for the course from time to time.

3.30 BSDM shall place a formal order on Bidder for supply of requisite number of copies of the course material in print and electronic form as per the mutually agreed commercial terms from time to time and bear cost of transportation from its office location to the SYPCs.

- 3.31 BSDM shall announce the time-table for the Course as agreed with the Bidder and ensure that the Course will commence and conclude strictly as per the academic calendar declared.
- 3.32 BSDM shall analyze the Candidate data through the BSDM login provided by Bidder, and take corrective action for ensuring satisfactory completion of the course by every Candidate in each SDC.
- 3.33 BSDM shall facilitate the smooth conduct of the OnCeT for Certified Trainer, System Administrators and various other service providers.
- 3.34 BSDM shall at its own cost print the stationery required for admission process like brochures, forms, receipts, etc.
- 3.35 BSDM shall not deliver study material or take examination or give certification to the Candidates who have been registered by the SDC after the date stipulated by BSDM in the academic calendar and/or its late or non-communication to BSDM by the SDC and/or Candidate's registration at non-authorized Institutes, and/or Candidate's registration without the payment of full Program fee to BSDM before the stipulated date.
- 3.36 BSDM shall function as the Examining Body and identify and appoint one of the responsible and experienced Government Organizations or Universities or other organizations with adequate authority and accountability as Certifying Body for the Course on a state-wide scale.
- 3.37 The Certificates given to the successful Candidates will have printed signatures of the appropriate authority of BSDM and of the certification authority.
- 3.38 BSDM will print the course certificates at its own cost and arrange to deliver the certificates to the Candidates.

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**3.39** BSDM shall collect the feedback from the Candidates for improvement of the admission process, study material, academic delivery, evaluation and certification software. Analyze the data and communicate the findings and recommendations to Bidder.

**3.40** BSDM shall carry out random as well as periodic inspection of activities and resources at the SDCs to verify the availability of infrastructural and computing facilities as per the specified quantity and configuration and skilled faculty members and management.

**3.41** BSDM shall set up quarterly Business targets for the SDCs and take remedial/corrective actions based on the feedback, suggestions given by the Bidder.

**3.42** BSDM shall ensure that the SDCs do not either directly or indirectly and either themselves or through others train their Candidates at unauthorized premises.

**3.43** If the Bidder processes any personal data on the BSDM's behalf when performing its obligations under this agreement, the parties record their intention that BSDM shall be the data controller and the Bidder shall be a data processor and in any such case-

- i. BSDM acknowledges and agrees that the personal data may be transferred or stored at some other place in order to carry out the Services and the Bidder's other obligations under this agreement;
- ii. BSDM shall ensure that it is entitled to transfer the relevant personal data to the Bidder so that the Bidder may lawfully use, process and transfer the personal data in accordance with this agreement on BSDM's behalf;
- iii. BSDM shall ensure that the relevant third parties have been informed of, and have given their consent to, such use, processing, and transfer as required by all applicable data protection legislation;

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iv. The Bidder shall process the personal data only in accordance with the terms of this agreement and any lawful instructions reasonably given by BSDM from time to time; and

v. each party shall take appropriate technical and organizational measures against unauthorized or unlawful processing of the personal data or its accidental loss, destruction or damage.

**3-44** BSDM shall attend and participate in trainings arranged by Bidder and pay requisite fees as stipulated by Bidder, if any. The cost of the training shall be borne as mutually agreed from time to time.

4. FINANCIAL TERMS

4.1 BSDM shall make payment to the Bidder for providing KFP+eCP+SISA services developed based on proven experience and knowledge in Skill Development Program Management as follows:

Sr. No.	Particulars of the Items	Users for the software/eContent / printed item	Charges in Rupees
1.	<p>A. Center Life Cycle Management System for conduction of 3 courses under Smart Yuva Program (SYP) and/or any other sector specific skill development courses of BSDM (Non-SYP courses) through Smart Yuva Program Centers (SYPCs) and/or other Skill Development Centers (SDCs) respectively.</p>	<p>SYPC/SDC heads and concerned management personnel authorized by BSDM, KFP personnel for technical support services and SISA personnel, if applicable</p>	<p>Rs. .... per candidate, per course of up to 12 months</p>
2.	<p>B. Candidate Administrative Life Cycle Management System for conduction of SYP and/or Non-SYP courses through SYPCs and/or SDCs respectively including placement facilitation and tracking up to one year with effect from date of passing the Non SYP Courses</p>	<p>SYPC/SDC heads, potential employers, management and personnel authorized by BSDM and KFP personnel for technical support services and SISA</p>	<p>Rs. .... per candidate, per course of up to 12 months and placement tracking of up to 12 months</p>

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		personnel, if applicable	
		Candidates, Trainers, SYPC/SDC heads and concerned management personnel authorized by BSDM and KFP personnel for technical support services and SISA personnel, if applicable	Rs. .... per candidate. per course, per hour
3.	C. Candidate eLearning Life-cycle Management System for SYP and/or Non-SYP courses through online or quasi online LMS	Candidates, Examiners, Trainers, SYPC/SDC heads and concerned management personnel authorized by BSDM and KFP personnel for technical support services and SISA personnel, if applicable	Rs. .... per candidate. per course, per examination attempt of 3 hours
4.	D. Candidate eExamination Management System for SYP and/or Non-SYP courses through online/quasi online Evaluation System (QOES/OES)		
5.	E. Informative and interactive eContent in multimedia and animated form with eAssessment content to be offered through online/quasi online LMS for 3 SYP courses and their Printed Study Material of approx. 2 pages per hour of course duration.	Candidates, Trainers, SYPC heads and concerned management personnel authorized by BSDM and KFP personnel for technical support services and SISA personnel, if applicable	

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E1 SYP Course 1 - English and Hindi Communication Skills (80 hours course)	Rs. .... per candidate, per course, per hour
E2 SYP Course 2 - IT Literacy Skills (120 hours course)	Rs. .... per candidate, per course, per hour
E3 SYP Course 3 - Soft Skills (40 hours course)	Rs. .... per candidate, per course, per hour

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- i. Taxes: Above charges are inclusive of all taxes, levies and statutory liabilities except service tax. Service Tax at applicable rates will be paid extra by the client. 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 service tax.
- ii. Unless explicitly stated in this Agreement, the above charges should be inclusive of any other applicable cost items including Software licensing, Designing, Customisation, Hosting, Technical, Managerial, Operational and Out of Pocket Expenses, etc.
- iii. BSDM and Bidder will prepare a document mutually by deciding which items are essential; out of the above specified items i.e. point number 1 to point number 4 in price bid format for running a Non-SYP course before commencement of any Non-SYP course. The said mutually prepared and executed document shall be considered for raising invoices and payment thereof in case of running of Non-SYP courses. Such documents executed from time to time, shall form a part and parcel of this Agreement.
- iv. Third Party Software Licenses such as Microsoft Windows, Microsoft Office, Anti-Virus, etc. required to run 3 SYP Courses, may be issued to Smart Yuva Centers by BSDM on appropriate recovery of charges. The above mentioned software licenses and their updates shall be purchased and distributed by BSDM from time to time as and when required.
- v. Expenses for monthly advertisements to be published in newspapers, radio, TV, social media, hoardings at public places, posters, banners, handbills, brochures/pamphlets and printing of various stationary like application forms, etc. shall be borne by BSDM. The social mobilisation through print and electronic media shall be the responsibility of BSDM and mobilisation through deployed mobilisers and call centers shall be the responsibility of the Bidder.
- vi. The charges quoted above shall be revised upwards by mutually agreed terms, subject to a maximum of 3% on pro-rata basis of each item shown in the table above at least at the end of every 1 years of the contract period. Space for one Model Smart Yuva Center providing 3 SYP courses shall be provided by BSDM at its own cost at each block headquarter and at each district headquarter. The

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design and configuration of such center shall be mutually decided with the Bidder. The design and configuration of these centers can be revised time to time as per the requirement. These centers may be utilized as Nodal Centers for training and orienting the staff of other Smart Yuva centers in the respective Block/District.

vii. **Security Deposit in the form of Performance Bank Guarantee (PBG):**

Performance Bank Guarantee (PBG) / Security Deposit (SD): No PBG will be taken from the Bidder at the time of execution of the Agreement. However, an amount equal to 3% of each invoice value shall be retained by BSDM as SD against discharge of agreed responsibilities by the Bidder. However, the Bidder shall not be penalized if the failure is due to Force- Majeure conditions and/or due to BSDM's failure to discharge its responsibilities, consequently resulting in the Bidders inability in discharging its responsibilities.

**Validity of PBG:** The PBG shall have validity for a period six months beyond the period of agreement.

**Forfeiture or encashment of PBG:**

BSDM shall reserve the right to forfeit the PBG, in case of failure by the Bidder to discharge agreed responsibilities under the Agreement. BSDM shall give a minimum 120 days written notice to the Bidder to perform its obligations under this Agreement, failing which BSDM shall have the right to en-cash the PBG submitted by the Bidder.

BSDM may forfeit the PBG only if the failure/disruption is due to the fault of the Bidder. The PBG shall not be forfeited if the failure is due to Force-Majeure conditions and/or due to BSDM's failure to discharge its responsibilities, consequently resulting in the Bidders inability in discharging its responsibilities.

Further, only the PBG related to the concerned period/Course Batch for which BSDM has informed of failure of discharge of agreed responsibilities may be forfeited and period/Course Batches for which due performance has already been done shall not be forfeited.

**Return of Security Deposit:** The accumulated SD shall be refunded to the Bidder after every six months against submission of PBG of equivalent amount by the Bidder to BSDM. On termination or expiry of the Agreement, the accumulated SD shall be refunded and all the PBGs shall be released to the Bidder after ensuring discharge of agreed responsibilities by the Bidder.

- viii. Penalty: BSDM may charge penalty in case of proven failure/ disruption of the services offered by the bidder. These penalties shall be applicable only if the failure/ disruption is due to the fault of the Bidder. Bidder shall not be penalized if the failure is due to Force- Majeure conditions and/or due to BSDM's failure to discharge its responsibilities, consequently resulting in the Bidders inability in discharging its responsibilities. The agreed penalty amount charged on the Bidder shall be restricted to 25% of the Fees/Charges received/receivable by the Bidder in respect of which non-performance has been reported by BSDM.
- ix. Liquidity Damages will be capped up to the value of the assignment
- x. Interest on delayed payment: BSDM will pay interest @ 1 % per month failing to pay within 30 days of receipt of monthly invoices. However if payment is delayed on account of some clarifications or pendency of documents demanded by BSDM from the service provider in relation to payment processing or deliverables, no interest will be payable

4.2 There shall be no advance payment to the Bidder for providing services hereunder.

4.3 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 course wise number of candidates enrolled in the month.

4.4 Bidder will raise the invoice within 3 days from the end of the month and BSDM, GoB will pay it within 30 days from the receipt of the invoice through NEFT/RTGS in the Bidders account or through cheque. Payment to the Bidder shall be paid by BSDM, GoB within 30 days.

4.5 Bidder's license fees and/or charges shall be non-refundable and non-transferable under any circumstances.

4.6 All necessary expenses for the performance of individual responsibilities of parties hereto shall be incurred by them on their own, unless specifically being understood to be otherwise.

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4.7 Applicable taxes will be deducted from the payments made by the concerned party without any prior intimation, however the same shall be duly intimated to the other party in writing along with every payment made and appropriate tax deduction certificate shall be provided by BSDM to Bidder.

4.8 The Parties to this Agreement hereby agree that services shall be additionally billed with the taxes as per the prevailing tax laws of the country or any modifications therein.

## 5. INTELLECTUAL PROPERTY RIGHTS

5.1 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 name, 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 data generated during the period of validity of this Agreement.

5.2 Since the software frameworks for the delivery of the courses/s is developed by the Bidder, 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, are explicit Intellectual Property of Bidder only. Any third-party components licensed by Bidder, if any, shall remain the property of those respective third-parties;

5.3 All the intellectual property rights, to and in the models specified in this Agreement are the exclusive intellectual property of Bidder and also other models which may be conceived, developed and shared with BSDM from time to time.

5.4 The Bidder owns 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.

5.5 The Customer data 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. If any application/s for information is

received under The Right To Information Act, 2005 regarding any of the said matters then, only BSDM shall be responsible for replying since the property rights are held by it. On BSDM's request, the Bidder may facilitate it by generating reports required for replying to the said Applications under RTI.

5.6 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 investigating such cases of any violation of Intellectual Property Rights or its unlawful use and taking legal action against the said infringement.

5.7 Upon expiration or termination of this Agreement, whichever is earlier, either party hereby agrees that-

- i. it shall not make any claim on the Trade Name, Trade Marks, 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,
- 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,
- 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.

**6. CONFIDENTIALITY**

6.1 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 :

- (a) Inconsequential or obvious;
- (b) Already in its possession other than as a result of a breach of this clause; or
- (c) In the hands of the public other than as a result of a breach of this clause.

6.2 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 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.

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## 7. INDEMNITY

7.1 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: -

- (a) a breach or non-performance of any of the representations, warranties, covenants and/or assurances contained herein;
- (b) failure to perform any obligations contained herein;
- (c) a breach of any law, rule, regulation, notification or other statutory or legal provisions or requirements;
- (d) any willful misconduct or negligent acts by it or any of its officers, directors, employees or agents.

## 8. CONTRACT INTERPRETATIONS

8.1 In this agreement unless otherwise specified :

- All words/terms denoting the singular shall include the plural and vice-versa;
- All words/terms denoting any gender shall include all genders.

## 9. HEADINGS

9.1 The Headings used under this agreement for a group of terms and conditions are meant to serve only as a convenience. The Headings are not to be considered for the interpretation of terms or conditions in the Agreement.

## 10. WAIVER

10.1 The party that is entitled to the benefit hereof may waive any term or condition of this Agreement at any time. Such waiver must be in writing and must be executed by an authorized officer of such party. A waiver on one occasion will not be deemed to be a waiver of the same or any other breach or non-fulfillment on a future occasion.

## 11. VALIDITY

11.1 This Agreement embodies the entire, sole and exclusive Agreement and understanding between the parties hereto with respect to the subject matter hereof.

11.2 Signing of this Agreement shall result in cancellation and replacement of all past understandings, appointments, and agreements amongst the parties hereto whether in writing or otherwise.

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11.3 Any amendment or modification or waiver in connection with this Agreement will not be effective unless made in writing and signed by both the parties.

11.4 If any provision of this Agreement is held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions hereof shall not in any way be affected or impaired thereby.

11.5 This Agreement shall be for a period of 5 (five) years commencing from \_\_\_\_\_ and shall be valid for the said period, unless terminated earlier. It may be extended for further periods thereafter on mutually agreed terms and conditions.

## 12. TERMINATION

12.1 This Agreement may be terminated by either party by giving the other party a notice in writing of three months of its intention to do so, but without dishonoring any commitment entered into prior to the date of termination notice and no party shall leave its commitment unfinished which may result in tangible losses to the Candidates, SYPCs and/or the other party.

12.2 The Agreement shall also stand terminated for any reasons such as legal processes, acts of the State or similar such exigencies beyond the normal control of the party concerned and which disable any of the parties hereto from functioning further.

12.3 The Agreement may be terminated by both parties by mutual consent.

12.4 Both the parties shall honour commitments made prior to the date of notice, complete the ongoing commitments to avoid major inconveniences.

12.5 Despite termination, the parties shall abide by the usual professional ethics and normal code of conduct to maintain the confidentiality of the information and intellectual property rights.

(1)

12.6 The Clauses of this Agreement, which by nature are intended to survive termination of this Agreement shall remain in effect after such termination.

### 13. FORCE MAJEURE

13.1 Neither party to this Agreement shall be liable for any failure or delay on its part in performing any of its obligations under this Agreement if such failure or delay shall be result of or arising out of Force Majeure conditions and, provided that the party claiming Force Majeure shall use its best efforts to avoid or remove such cause of non-performance and shall fulfill and continue performance hereunder with the utmost dispatch whenever and to the extent such cause or causes are removed.

13.2 Any extraordinary event, which cannot be controlled by the parties, shall for the purpose of this Agreement, be considered as a Force Majeure event. Such events include natural calamities or omissions of any Government or agency thereof, compliance with rules, regulations or order of any Government Authority, strike, lockout, unlawful acts, willful tampering of data on the portal and hardware and power failure, downtime of ISP services, virus/worms/spyware/denial of service attacks, spamming and hacking attacks. PROVIDED however, if either party claims that existence of any of the aforesaid conditions is delaying or disabling the performance by said party of its obligations under this Agreement then such party shall give immediate notice by registered mail or courier to the other party of the existence of such conditions whose existence are claimed to delay or disable the performance of obligations as aforesaid.

### 14. JURISDICTION

14.1 All disputes and differences, whatsoever arising out of these presents or any part thereof and whether as to the construction thereof or otherwise shall be referred to the courts at Patna, INDIA which shall be the courts having jurisdiction to entertain and try the same.

### 15. PUBLICITY AND USE OF NAME

15.1 Bidder may identify BSDM as a customer and a user of Bidder's offering in press releases, marketing materials, demonstrations, presentations, bids, tenders and Expression of Interests (EOIs). Bidder may refer potential new customers to BSDM as a reference for its offering and BSDM agrees to respond reasonably to all such reference contacts. For any mutually agreed press release, Bidder may restate the substance or language of that press release for so long as it remains factually accurate.

### 16. NOTICES

16.1 Each party shall identify and appoint/ nominate/ designate with adequate authority and accountability a Project Leader for the implementation of Mass

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Smart Skills Development Program who will act as a single point contact with the other party for successful implementation of the mission in a time-bound manner.

16.2 Any notices, requests and other communications required or permitted hereunder shall be in writing and shall be given by courier/registered mail or by facsimile/e-mail followed by a confirmation letter by courier, registered mail, at or to each of the parties at the addresses set forth below in this Agreement or to address as intimated from time to time :

<b>First Party :</b>  Mr. _____  Tel. : +91  Email :	<b>Second Party :</b>  Mr. _____  Tel. : +91  Email :
--	---

IN WITNESS WHEREOF the parties hereto have set their respective hands to these presents in duplicate (wherein each copy shall be considered original) hereof the day and year herein above written.

For

For

Signature: \_\_\_\_\_

Name:

Designation:

Signature: \_\_\_\_\_

Name:

Designation:

**Witnesses**

**For**

**For .**

Signature: \_\_\_\_\_

Name:

Designation:

Signature: \_\_\_\_\_

Name:

Designation:

(5)

Annexure I

Proforma for Performance Bank Guarantee

To,

**Bihar Skill Development Mission (BSDM)**

**Government of Bihar (GoB)**

In consideration of the BSDM signing an agreement (hereinafter called 'the said agreement') with M/s \_\_\_\_\_ (hereinafter called 'Bidder') to provide-

- Knowledge Framework Provider for Skill Development Program Management (KFP-SDPM) +
- eContent Provider for Smart Yuva Program (eCP-SYP) +
- State-wide Implementation Support Agency for Skill Development Program (SISA-SDP)

(Hereinafter collectively called 'the Services')

in the State of Bihar to BSDM on the terms and conditions contained in the said agreement, which inter-alia provides for production of a Bank Guarantee to the extent of Rupees \_\_\_\_\_ lakhs for the services to be rendered by the Bidder and for the due observance and performance of the terms and conditions of the said agreement, We \_\_\_\_\_ (indicate the name and address and other particulars of the Bank) (hereinafter referred to as 'the Bank') at the request of Bidder hereby irrevocably and unconditionally guarantee to BSDM that Bidder shall render all necessary and efficient services which may be required to be rendered by Bidder as per the said Agreement and further guarantees that the service which shall be provided by Bidder under the said agreement, shall be actually performed in accordance with terms & conditions by the Bidder to the satisfaction of the BSDM.

2. We, the Bank, hereby undertake to pay BSDM an amount not exceeding Rupees \_\_\_\_\_ lakhs against any loss or damage caused to or suffered or would be caused to or suffered by BSDM by reason of any breach or non-observance or non-performance by the said Bidder of any of the terms and conditions of the said agreement.

3. We, the Bank hereby, in pursuance of the terms of the said agreement, absolutely, irrevocably and unconditionally guarantee as primary obligor and not merely as surety against the payment of an amount of Rupees \_\_\_\_\_ lakhs to the BSDM to secure due and faithful observance and performance by Bidder of all his/ their obligations under the said agreement.

4. We, the Bank hereby also undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the BSDM stating that the amount claimed is due by way of loss or damage caused to or suffered by the BSDM by reason of breach or non-observance or non-performance by the said Bidder of any of the terms or conditions contained in the said agreement or by reason of Bidder's failure to perform any of its obligations under the said agreement.

5. We, the Bank, hereby agree that the decision of the BSDM as to whether Bidder has failed to or neglected to perform or discharge his duties and obligations as aforesaid and/or whether the service is free from deficiencies and defects and is in accordance with or not of the terms & conditions of the said agreement and as to the amount payable to the BSDM by the Bank hereunder shall be final and binding on the Bank.

6. WE, THE BANK, DO HEREBY DECLARE AND AGREE that:

(a) the Guarantee herein contained shall remain in full force and effect for a period of at least \_\_\_\_\_ months from the date hereof or any extension thereof and that it shall continue to be enforceable till all the dues of BSDM by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till BSDM is satisfied that the terms and conditions of the said agreement have been fully and properly carried out by the said Bidder and accordingly discharged this guarantee.

(b) the BSDM shall have the fullest liberty, without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance and/or observance of any obligations by the said Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the BSDM against the said Bidder and to forbear or to enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation or extension being granted to the said Bidder or forbearance act or omission on the part of the BSDM or any indulgence by the BSDM to the said Bidder or to give such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.

7. We the BANK undertake not to revoke this Guarantee during its currency except with the previous consent of the BSDM in writing.

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8. Notwithstanding anything contained above, our liability, under the Guarantee shall be restricted to Rupees \_\_\_\_\_ Lakhs only and our Guarantee shall remain in force until ONE year from the date hereof or any extension thereof. Unless a demand or claim under this Guarantee is made on us in writing within this date i.e. all your rights under the Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under.

Dated \_\_\_\_\_ day \_\_\_\_\_ for  
\_\_\_\_\_

(Name of the Bank)

Witness:

1.....

2.....



क्रम संख्या 96251 दिनांक 9.7.2016 मुख्य 1000 शीट संख्या V 813170  
 धोला का नाम एवं पता विद्युत् विभाग विकास / बिहार सरकार, मुंबई  
 रमेश प्रसाद, मुद्रांक विभागा  
 लाल नं० 11/77 समाहरनालय, प्रटना  
 19/07/16

**AGREEMENT BETWEEN**

**Bihar Skill Development Mission (BSDM)**

**AND**

**Maharashtra Knowledge Corporation Limited (BIDDER)**

This Agreement is made at PATNA, INDIA on the 15<sup>th</sup> day of July, 2016

**BETWEEN**

**Bihar Skill Development Mission**, under Department of Labour Resources, Government of Bihar ("GoB") a Society registered under the Society Registration Act, 1860, having registration no. 896 dated 29<sup>th</sup> June, 2010 and having its Registered office at Department of Labour Resources, Government of Bihar, Vikas Bhawan, Patna - 800015, Bihar, India, hereinafter referred to as "**BSDM**" (which expression unless repugnant to the context and meaning thereof, shall mean and include its permitted successors and assigns), represented by the Chief Executive Officer (CEO), BSDM, as the party of the First part,

15.7.2016

**Principal Secretary**  
 Labour Resources Department  
 Bihar, Patna

AND

**Maharashtra Knowledge Corporation Limited**, an Organization incorporated/ registered under the Companies Act, 1956 having CIN U80302PN2001 PLC135348 and having its registered office at ICC Trade Tower , "A" Wing, 5<sup>th</sup> Floor, Senapati Bapat Road, Shivajinagar, Pune, Maharashtra-411016, hereinafter referred to as "**the Bidder**" (which expression unless repugnant to the context and meaning thereof, shall mean and include its permitted successors and assigns), represented by its Managing Director & CEO as the party of the Second part.

## PREAMBLE

**WHEREAS** Skill Development initiative is paramount for the development of State of Bihar ("the State"). In view of national priorities and State's policy of skilling its youth, Government of Bihar has set a target of skilling all eligible and willing youths in the next 5 years through training centers across all the blocks of the State, hereinafter referred as Skill Development Centers (SDCs). Accordingly, BSDM was constituted under the chairmanship of the Hon'ble Chief Minister, now reconstituted under the chairmanship of Development Commissioner, Bihar. BSDM has representation from different Departments of the State.

**AND WHEREAS** the vision of BSDM is "*Increasing the capacity & capability of the system to deliver quality skill training and professional knowledge to the youth to enhance their employability and bridge the skill deficit with a view to meet burgeoning market demand for skilled manpower*",

**AND WHEREAS** the Key Tasks of BSDM are:

- Delivery and Management of skill development agenda
- Interface with industries
- Monitoring of training and placement efforts through BSDM and all other departments of the state
- Research in current and future market demands (local, regional, national and global) regarding manpower in sector specific skills

**AND WHEREAS** Government of Bihar has, therefore, decided to launch major programs to skill its youth in a mission mode manner on a state-wide scale through various departments under the auspices of BSDM. Under these programs, the Government of Bihar 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 10th examination or 12th (i.e. 10+2) examination. These programs shall primarily focus on helping the youth attain higher levels of productivity, efficiency, quality and an entrepreneurial mindset at their work places in diverse domains,



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**AND WHEREAS** under its Skill Development Program (“SDP”), BSDM shall create, with appropriate partnerships, a state-wide network of Skill Development Centers (“SDCs”) for implementation of Skill Development Programs (“SDPs”).

**AND WHEREAS,** in addition to the various Sector Specific Skills Development Programs approved by Sector Skill Councils, MES and other central/ state sponsored and/or approved skilling programs, BSDM aims at enhancing employability of large number of youths in the State through the following 3 Smart Skills Courses by launching a massive and state wide **Kushal Yuva Program (“KYP”)** through a network of large number of Skill Development Centers (“SDCs”) in all the 534 Blocks of 38 Districts of the State predominantly in eLearning mode for uniform quality of delivery across the State:

1.	KYP Course 1: (Approx. 80 hrs)	<b>English and Hindi Communication Skills</b>
2.	KYP Course 2: (Approx. 120 hrs)	Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of various IT Tools in Real Life Situations, hereinafter referred to as “ <b>IT Literacy Skills</b> ” (in Hindi and English Languages)
3.	KYP Course 3: (Approx. 40 hrs)	Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as “ <b>Soft Skills</b> ” (in Hindi and English Languages)

(All above collectively referred as “**Smart Skills**”)

**AND WHEREAS** Training in smart 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,

**AND WHEREAS** Training in smart skills is of utmost importance also because in spite of having good mastery over domain specific skills, many youth are deprived of either entry or continuity or rapid progression in employment due to lack of above mentioned smart skills,

**AND WHEREAS** BSDM will undertake two types of Skill Development Programs (“SDPs”) at Skill Development Centers (“SDCs”):

1. Kushal Yuva Program (“KYP”) for conducting Kushal Yuva Program Courses (“KYP Courses”) and



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Labour Resources Department  
Bihar, Patna.

2. Sector Skills Development Programs (“SSDPs”) for conducting Sector Specific Skills Development Courses (“SSDP Courses”) or herein after also referred to as “Non-KYP Courses”,

Therefore, in the following sections of this document SDP shall mean both types of program viz. KYP and SSDPs and SDCs shall mean both types of centers.

**AND WHEREAS**, in order to benefit from single point co-ordination advantages for the **Kushal Yuva Program (“KYP”)** implementation and **Sector Skills Development Programs (“SSDPs”)** implementation, BSDM floated a Request For Proposal No. BSDM/RFP/01/2016-17, dated 16-05-2016 (“RFP”) inviting proposals from interested and eligible organizations who are able to give all the three services mentioned below-

(a) **Knowledge Framework Provider for Skill Development Program Management (“KFP-SDPM”)**

(b) **eContent Provider for Smart Yuva Program (“eCP-SYP”) ( now renamed as “Kushal Yuva Program”)**

(c) **State-wide Implementation Support Agency for Skill Development Program (“SISA-SDP”)**

**AND WHEREAS** BSDM after detailed examination, evaluation, and comparison of Bids, has awarded the Contract to the Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Valued Bid after Evaluation,

**NOW THEREFORE** in consideration of the due observance and performance of all the terms and conditions mentioned in this Agreement and all the terms & conditions as contained in the said RFP forming part of this Agreement, BSDM and the Bidder agree to execute this Agreement.

**NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:**

**This Agreement shall comprise of the following documents:**

- Letter of Award (LoA) no. BSDM/RFP-26/2016-257 dated July 04, 2016
- RFP vide ref.no. BSDM/RFP/01/2016-17, dated 16-05-2016 including Annexure 1 to 12 annexed thereto
- Commercial Bid dated June 06, 2016 submitted by the bidder
- Minutes of Commercial Bid Negotiation Meeting



  
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- Revised Commercial Bid dated June 27, 2016 submitted by the bidder in pursuance of negotiations

## 1. DEFINITIONS

Without limiting any other terms defined elsewhere herein as used in this Agreement, the following terms shall, unless the context otherwise require, have the following respective meanings:

- (a) **"Agreement"** means the individual contracts to be signed between the successful Bidder and BSDM, Govt. of Bihar, for Scope of work including all attachments, appendices, all documents incorporated by reference there together with any subsequent modifications, the Bid document, the Bid offer, the acceptance and all related correspondences, clarifications and presentations.
- (b) **"Authorised Representative"** means any person duly and formally authorized by each of the party.
- (c) **"AO/s"** means the Applicant Organisation/s which includes Sole Proprietorship, Firm, Company or any other form of organization/s, that applies to BSDM in the prescribed form for being registered/renewed as skill development center (SDC) for running KYP or Non KYP courses.
- (d) **"Bidder"** means an organization registered in India eligible to bid in the stages of pre -qualification, bidding process and includes the successful bidder during the currency of this Agreement.
- (e) **"BSDC/s"** means "Block Skill Development Center/s" in which the space will be allotted by BSDM to suitable AOs based on transparent criteria for setting up the infrastructure for training of KYP courses. It may run non KYP courses also.
- (f) **"Candidate"** means -
- (a) the individual enrolled at the SDC for the KYP Course/s or SSDP Course/s after due approval by BSDM for payment of his/her stipulated share of course fee and stipulated share of examination fee to the SDC and after the issuance of valid login ID and password by BSDM; or
- (b) the individual enrolled at the SDC for the KYP Course/s or SSDP Course/s directly by payment on his/her own of his/her full course fee and examination fee and receipt of stipulated share by BSDM within the specified period after the issuance of valid login ID and password by BSDM.
- (g) **"Center/s"** mean a separate business entity such as a sole proprietorship or a partnership firm or any other legal entity registered with BSDM as per BSDM norms and having safe and ready-to-occupy and fully functional built-up premises for conducting training of KYP courses



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and/or SSDP courses with carpet area, infrastructural facilities, equipment and manpower as stipulated by BSDM from time to time.

- (h) **"Certified Trainer"** means learning facilitators who are certified by BSDM as per its norms.
- (i) **"Course/s"** or **"KYP Courses"** means Kushal Yuva Program Course/s comprising of below 3 Smart Skills Courses –

1.	KYP Course 1: (Approx. 80 hrs)	<b>English and Hindi Communication Skills</b>
2.	KYP Course 2: (Approx. 120 hrs)	Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of various IT Tools in Real Life Situations, hereinafter referred to as <b>"IT Literacy Skills"</b>  (in Hindi and English medium)
3.	KYP Course 3: (Approx. 40 hrs)	Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as <b>"Soft Skills"</b>  (in Hindi and English medium)

- (j) **"Customer Data"** means the data inputted by BSDM, Authorized Users, or the Bidder on BSDM's behalf for the purpose of using the software frameworks to which access is given by the Bidder hereunder or facilitating BSDM's use of the Software Services and includes data regarding AOs, KYPCs, and Candidates.
- (k) **"District Lead Center"** means DLC, appointed, if any, and authorized by BSDM as per its norms applicable from time to time, for discharging certain responsibilities and carrying out certain activities on its behalf in specifically assigned geographical jurisdiction. DLC should have at least one and only one SDC of its own in its Premises under BSDM, for running the KYP Course. The said SDC should have non-zero admissions at every Batch of the Course.
- (l) **"eCP-KYP"** means the eContent Provider courses under Kushal Yuva Program.
- (m) **"KFP-SDPM"** means the Knowledge Framework Provider for Skill Development Program Management
- (n) **"Network Partner"** means Sole Proprietorship, Firm, Company or any other form of organization/s duly authorized by BSDM or having formal



  
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relationship with BSDM in any capacity to promote and propagate the Course/s.

- (o) **"Party"** means BSDM or Bidder, individually and "Parties" mean BSDM and Bidder, collectively.
- (p) **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bid document.
- (q) **"SISA-SDP"** means State-wide Implementation Support Agency for Skill Development Program.
- (r) **"Skill Development Program"/ "Skill Development Training"** means a set of skill development projects and operations coordinated together in order to skill the youths in such a way that they get employment and also imbibe entrepreneurial mind set.
- (s) **"SDC"** means Skill Development Center which is a Center established by the AO and authorized by BSDM as per its norms for conducting KYP courses and/or non-KYP courses in the State of Bihar.

## 2. RIGHTS & RESPONSIBILITIES OF THE BIDDER

### (A) As Knowledge Framework Provider for Skill Development Program Management ("KFP-SDPM")

2.1. The Bidder shall give access to its preferably home grown and easily customizable and replicable software frameworks on non-exclusive and 'Software-as-a-Service' (SAAS) basis, for management of skill development on mass-scale as specified below-

(a) The Bidder shall give access to its own Knowledge Framework of models and business processes for low-cost management of skill development program with high-quality of service delivery and on a mass-scale through a large and widely spread network of centers operating in urban as well as rural areas. The Knowledge Framework created and utilized by the Bidder should have well defined and evolving models and processes for establishment, administration, performance monitoring, business development and self-sustainable operations of individual skill development centers operating in a large network. As a part of the Knowledge Framework, the Bidder should also give access to the models developed by it for quality measurement, quality verification, quality assurance and quality enhancement of service delivery, and continuous performance monitoring followed by remedial actions.

(b) The Bidder shall give access to its software platform conceived, designed and developed by it for:



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1. Online Management, support and monitoring of network of large number of Skill Development Centers in the form of a software system viz. **Center life-cycle management system;**
2. Online Administrative services to large number of candidates right from their registration and attendance to the course up to the issuance of certificates of passing the skill development course in the form of a software system viz. **Candidate administrative life-cycle management system**
3. Online management of learning of the candidates throughout the duration of their courses, delivery of eContent and its eLearning designed for courses resembling to KYP courses and/ or Non-KYP courses through a Quasi and Online mode to large number of candidates in the form of a software system viz. **Candidate eLearning life-cycle management system**
4. Online / Quasi Evaluation of large number of candidates throughout the duration of their courses. Evaluation of trainers, examiners for one or many courses through Online Evaluation System/ Quasi-online Evaluation System (OES/QOES) software system viz. **Candidate eExamination Management System**
5. Bidder shall also give Knowledge Framework Technical Support to all the users of this software platform

2.2. The Bidder shall offer the web-server and database server as well as their hosting and maintenance support to BSDM for the conduct of Courses without any extra cost to BSDM

2.3. The Bidder shall offer to BSDM its such proven models as enlisted below and may include the following dimensions for implementation of the SDP :

1. Public-Private Partnership based Business Model
2. Creation of Network of Centers, Center Life-cycle Management and Skill Development Course Life-Cycle Management
3. Candidate Life-Cycle Management
4. Brick and Mortar Infrastructure Specification, Provisioning and Maintenance Computing and Communication Infrastructure Specification, provisioning and maintenance
5. Assets Management
6. Human Resource Development Counselor/ Smart Coach/ Learning Facilitator /Assessor / Computer System administrator Certification
7. Supply Chain Management Model for books/study and other material
8. State wide Network Coordination
9. Branding, Marketing, Promotion, Events Management and Publicity
10. Candidate and Parent Counseling and Career Guidance
11. Content Development and Distribution
12. Academic Delivery



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13. Assessment, Evaluation and Certification, Placement Assistance and Post-placement Tracking
  14. Regulatory Vigilance
  15. Quality Management , Assessment, Accreditation and Monitoring Fee Collection and Performance-based Fee Share Distribution
  16. Performance-based Rewards
  17. Financial Sustainability Measurement
  18. Customer Relationships Management
  19. MIS, Analytics, Business Intelligence and Data Archival and referral
- 2.4. The Bidder shall provide access to its software platform mentioned above to all the users authorized by BSDM on Bidder's server through BSDM's website/portal and support thereof to the authorized users from time to time.
- 2.5. The Bidder shall provide for online registration and periodic renewal of registration of Centers.
- 2.6. The Bidder shall host, upgrade and customize its software required for creation of the network, conduction of the Courses and all other allied aspects regarding the conduct of the Courses from time to time, by taking into consideration the feedback and suggestions made by the BSDM in this respect.
- 2.7. The Bidder shall provide to Centers through their respective logins, a facility to send the acknowledgement of receipt of requisite copies of study material to BSDM and to BSDM in its login a facility to receive the study material acknowledgement from Centers.
- 2.8. The Bidder shall function as the back-end techno-academic support agency to BSDM for its role as the Examining Body by providing entire software and methodology for quasi-online examination of the Course at the examination centers stipulated by BSDM.
- 2.9. The Bidder shall offer the online software support to BSDM for checking and monitoring the connected computing assets at the Centers and also the online data on performance of the Candidates and Certified Trainer at each Center.
- 2.10. The Bidder shall provide Online Survey Tools to collect feedback of the Centers so as to take appropriate actions from time to time considering the findings, facts and recommendations communicated by BSDM. Bidder shall additionally provide Apps to communicate with the Network.
- 2.11. The Bidder shall provide an online system to BSDM for monitoring of the Critical Performance Indicators (CPIs) of the SDCs, by whatever name they are called.

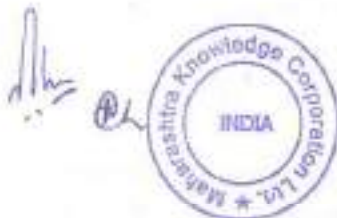


  
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- 2.12. The Bidder shall use commercially reasonable endeavour to make the Software Services available 24 hours a day, seven days a week, except for:
- planned maintenance carried out during the maintenance time as pre-intimated; and
  - unscheduled maintenance performed outside Normal Business Hours, provided that the Bidder has used reasonable endeavours to give BSDM at least 6 Normal Business Hours' notice in advance.
- 2.13. The Software frameworks communicate with the Bidder's servers for the purpose of providing Updates, detecting software piracy and verifying that the Authorized Users are properly using the Software Frameworks. The Bidder will use information gathered in connection with this process to deliver software updates and pursue legal action against software pirates and infringers.
- 2.14. The Bidder shall arrange for requisite online training of users from time to time, as may be necessary.

**(B) As eContent Provider for Kushal Yuva Program ("eCP-KYP")**

- 2.15. The Bidder shall give access on non-exclusive basis to BSDM, to very informative and interactive eLearning and eAssessment content in rich multimedia and animated form for all the 3 KYP Courses which are necessarily deployable on a quasi-online LMS + QOES platform and provide academic services for rendering academic support regarding the eContent provided. The Bidder shall also provide printed study material not of a supplementary nature but of a complementary one, i.e. it should not be repetition of the eLearning material in printed form but should be offering additional value to the Candidate while studying at home without access to computer.
- 2.16. The Bidder along with BSDM shall identify potential Candidate groups desirous of acquiring knowledge of the Courses.
- 2.17. The Bidder shall specify the objectives of the Courses keeping in view the context of current conditions and futuristic requirements of the potential Candidate group in the context of emerging knowledge society and the specific roles and responsibilities the potential Candidates may have to discharge.
- 2.18. The Bidder will specify the pre-requisite skills to be acquired by the Candidate before accessing the eContent for effective learning of the Courses.
- 2.19. The Bidder shall provide the draft curriculum of the Courses and implementation methodology of state-wide delivery of the Courses (based on Bidder's successful deployment in other States/Countries) to BSDM which BSDM in turn shall propose to Government of Bihar or the body under Government of Bihar for their necessary approval.



  
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- 2.20.** The Bidder will revise the eLearning Content at least once every financial year or as mutually agreed with BSDM so as to keep in step with emerging trends in needs and demands of the potential candidate groups, technology, market options, regulations and standards.
- 2.21.** The Bidder shall deliver to BSDM the above mentioned revised eLearning Content as per schedule agreed with BSDM.
- 2.22.** The Bidder shall also develop and revise and deliver annually once the Assessment Material related to the said eLearning Content as per standards and templates mutually agreed.
- 2.23.** The Bidder shall ensure the accuracy, quality, non-piracy and completeness of the eLearning Content before the delivery.
- 2.24.** The Bidder will ensure that the eLearning Content will not contain libelous, injurious, or unlawful material and will not violate or in any way infringe upon the personal or proprietary rights of third parties, including property, contractual, employment, trade secrets, proprietary information, and non-disclosure rights, or any trademark, copyright, or patent, nor will it contain any format, instruction, or information that is inaccurate or injurious to any person, computer system, or machine.
- 2.25.** The Bidder will specify the hardware, software and such other tools and equipment to be provided by BSDM/ Center at their own cost which is required by the Candidate to learn the eLearning Content effectively.
- 2.26.** Bidder will offer the necessary online technological and academic support and online training and guidance to BSDM for the delivery and implementation of the course from time to time.
- 2.27.** The Bidder will present the proposed implementation methodology for the Courses based on the Bidder's experience and finalize the same in mutual consultations with BSDM.
- 2.28.** The Bidder shall undertake to get designed the study material of the Courses at its own cost in print and electronic forms while including the localization and customization inputs received from BSDM. The specifications of the study material may be revised from time to time whenever felt necessary.
- 2.29.** Upon receipt of the formal order from BSDM, the Bidder shall undertake the production of study material in print and electronic form and supply it to BSDM as per the mutually agreed commercial terms within the mutually agreed time-frame for each batch.
- 2.30.** The Bidder shall offer the back-end online academic support for smooth conduct of the Courses under this Agreement.
- 2.31.** The Bidder shall, based on its experience, propose the academic and management methodology for the Courses, including the processes for marketing and promotion, Candidate intake capacities per computer per day, application, selection, admission, fee collection and distribution



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of its shares to the parties hereto, academic and administrative schedule/calendar for the course, requisition of stationary and study material distribution among the Candidates, academic delivery model, Assignment Management System (AMS), Online Evaluation System (OES), eligibility and certification of Certified Trainer/ Certified Learning Facilitator, system administrators, counselors, etc., evaluation and certification of Candidates, Candidate relationship management, quality assessment, etc.

- 2.32. The Bidder shall work out a suitable time-table for the Courses according to the Batch-wise academic calendar agreed with BSDM.

**(C) As State-wide Implementation Agency for Smart Skills Development Program ("SISA-SDP")**

- 2.33. The Bidder shall provide to BSDM its expertise and experience in rendering managerial, operational, technical and coordination services in implementation of the large scale Skills Development Program using the software platform based on its knowledge framework provided by it hereunder.
- 2.34. The Bidder in consultation with BSDM, will initially specify and revise from time to time the requisite work place infrastructure, furniture and computing and communication resources required for rendering SISA-SDP services hereunder.
- 2.35. Upon receiving a written intimation from BSDM regarding the complete readiness of the work place, the Bidder will commence its operations within two weeks from the work place made available by BSDM. The Bidder shall pay electricity bill, internet and telephone bills for the office space allotted to it by BSDM.
- 2.36. The Bidder will provide a list of the staff to BSDM, for processing entry passes/IDs (if required).
- 2.37. The Bidder will be responsible for all matters regarding the staff deployed for rendering SISA-SDP services, including appointment, appraisal, termination, remuneration, supervision and monitoring the services rendered by the said staff.





  
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**2.38.** The Bidder shall deploy below manpower for efficient and effective execution of SDP through a state-wide network of SDCs :

Sr. No.	Designation	Initial numbers	Expected Numbers*
1.	State Project Leader	1	1 for the state
2.	Regional Manager	1 for each division i.e. 9	1 per minimum 450 SDCs preferably in a region
3.	Junior Regional Manager	1 for each division i.e. 9	1 per minimum 450 SDCs preferably in a region
4.	Cluster Manager	Initially 2 for each division i.e. 18	1 per cluster of minimum 50 SDCs in a district

*\*The number of manpower to be deployed will be decided on the basis of actual candidate registration and viability to the Bidder but shall not be less than the initial number.*

**2.39.** 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 and monitoring the SDCs. The block level persons shall also act as local mobilisers and organizers.

**2.40.** A centralised call center shall be established and managed by the Bidder at a suitable place in which 10 agents shall be deployed by the Bidder. The Bidder shall also provide necessary arrangements like place, computing and telephonic facility for smooth functioning of the call center. The cost incurred in running the call center shall be borne by the Bidder.

**2.41.** 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.

**2.42.** The Bidder shall use the software frameworks to which access has been given hereunder and manage the conduct of the Courses.



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- 2.43. The Bidder shall undertake the design of the stationery required for registration/renewal process.
- 2.44. The bidder shall also undertake the design of the stationery required for admission process like brochures, forms, receipts, etc.
- 2.45. The specifications of the stationery may be revised from time to time whenever felt necessary by both Bidder and BSDM.
- 2.46. The Bidder shall suggest criteria for granting/renewing authorization to AOs.
- 2.47. The Bidder shall undertake and facilitate the process of registration/renewal of the Centers from time to time.
- 2.48. The Bidder shall render techno-managerial system support for registration/renewal of AOs and upgrade the same from time to time as required.
- 2.49. 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.
- 2.50. 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.
- 2.51. If requested by BSDM, Bidder may offer advertisement design support to BSDM.
- 2.52. 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.
- 2.53. The Bidder shall offer the back-end techno-managerial support for smooth conduct of the Course under this Agreement.
- 2.54. 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.
- 2.55. The Bidder shall enroll the Candidates for the Courses by issuing the pre-printed application form, by entering Candidates' data into the proper version of the admission software of the Bidder, by collecting the specified fee from the applicants, by uploading the paid Candidates' summary data and full data along with the fee-DD/EPI/NEFT/ Payment Gateway data accurately on the Bidder's web-site and by issuing the fee receipts in BSDM's pre-printed format to the applicants



  
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- 2.56. The Bidder shall arrange distribution of the requisite study material to the Center, with transportation cost to be borne by BSDM.
- 2.57. The Bidder shall ensure that the study material is issued to every Candidate enrolled in the Centers before the commencement of their Batch of the Course.
- 2.58. The Bidder shall create or download from Bidder server the login id of each Candidate on Bidder's Learning Content Management System (LMS) of Bidder's eLearning Framework on Center LAN and regularly download the upgrades of LMS Software and eContent and ensure weekly upload of Candidates' progress profile to Bidder server by using the Internet facility at the Center.
- 2.59. The Bidder shall undertake the entire process of Online Certification Test for Certified Trainer, System Administrators and various other service providers in cooperation with BSDM by providing technical and academic support.
- 2.60. The Bidder shall facilitate for smooth conduct of the examination/s of the Candidates, their certification by using the Bidder's examination software and methodology.
- 2.61. The Bidder will facilitate BSDM to print the course certificates and to deliver the certificates to the successful Candidates.
- 2.62. 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.
- 2.63. 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.
- 2.64. The Bidder shall, in providing the SISA-SDP Services, ensure that all reasonable efforts are taken to protect the privacy and security of BSDM's Customer Data.
- 2.65. The KYP will be rolled out as per the following plan:

Sr. No.	Systems to Rollout	From the date of signing of agreement
1.	Bidder's office establishment and deployment of Manpower	50Days



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Sr. No.	Systems to Rollout	From the date of signing of agreement
2.	Launching of BSDM website	50 Days
3.	Activating registration help manual links on website of BSDM for Candidates and SDCs for KYP Course.	50 Days
4.	Advertisement of commencement of registrations by BSDM	After signing of agreement
5.	Deployment of Center registration, Candidate Registration, OES for Faculty test and commencement of registrations	60 days
6.	Customization of Content, Deployment of LMS and Commencement of learning by the Candidates enrolled for KYP course	90 days

2.66. For non KYP courses and other activities under this agreement, not covered under 2.65 above, the time schedule for roll out shall be mutually agreed upon by the BSDM and the bidder within 10 days of signing of this agreement and such schedule shall form part of this Agreement.

### 3. RIGHTS & RESPONSIBILITIES OF BSDM

3.1 BSDM shall make efforts to obtain the necessary Government Resolutions/ Orders in consultation with the other concerned departments of the Government of Bihar to recognize the Courses as a de-facto standard of Smart Skills Development in the State.

3.2 BSDM shall send appropriate communications to all the Government-aided, partially aided, unaided public and private educational institutions across the State including schools, colleges, polytechnics, ITIs etc. and give wider and regular publicity through press and electronic media among the people at large regarding the necessity, benefits and availability of the Courses across the State.

3.3 BSDM will make the information of the Courses available to the public at large on the web-server made available by the Bidder and initiate the Network Partner network building and management on the web-server and database server made available by Bidder.



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- 3.4 BSDM will understand the implementation methodology of the Course proposed by the Bidder, offer comments and suggestions and arrive at a mutually agreeable methodology.
- 3.5 BSDM will provide a rent free, illuminated, furnished (as per the architectural designs provided by the Bidder and agreed mutually) office space admeasuring about 2000 Sq. ft. equipped with electrical power cabling and LAN cabling for computers preferably in the state government premises (at Patna) to the bidder for SISA activities. BSDM shall inform the Bidder in writing about the readiness of the premises allocated to it, as soon as the desired infrastructure is fully ready and in operational condition.
- 3.6 BSDM shall arrange for entry passes/IDs (if required) for Bidder's staff and other representatives.
- 3.7 BSDM shall provide uninterrupted agreed office space, furniture, internet and telephone connections, computing resources for the Bidder's staff deployed for rendering operational services hereunder during the contract period and incur all the recurring, maintenance and operational costs except electricity bills, internet and telephone bills related to such infrastructure.
- 3.8 BSDM shall provide adequate seating arrangement, state-of-the-art infrastructure, air conditioning, clean and proper environment, hygiene, secured work area with locking facility, ongoing maintenance of the entire facility provided, etc. to the Bidder's staff on all working days and within the working hours throughout the Agreement period. Any further requirements if any, related to facilitation shall be separately intimated to BSDM in writing by the Bidder during the project implementation phase from time to time.
- 3.9 BSDM shall offer the facilities mentioned hereinabove beyond the normal working hours of BSDM and ensure that there is no discomfort or inadequacy whatsoever to the Bidder's staff throughout the Agreement period.
- 3.10 BSDM shall also arrange all necessary stationery, consumables such as paper, printer cartridges, ribbons, CDs, DVDs, Floppies etc.
- 3.11 BSDM shall provide the Bidder with all necessary access to such information as may be required by the Bidder in order to render timely and effective Services hereunder, including but not limited to Customer Data, security access information and configuration services.
- 3.12 BSDM shall as mutually agreed adopt the hierarchy, district/block/ward wise number of SDCs and criteria for SDC registration and renewal after suitable modifications, if necessary, and undertake the process of registration of Applicant Organisations (AOs) as SDCs and periodic renewal of their registration.



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**3.13** BSDM shall invest and/or get invested by the AOs the required sums for the capital costs for creation of SDCs and equip it with suitable infrastructure, furniture and fixtures, back-up power supply through UPS/inverter/generator, computers and other equipment etc. And the SDCs shall incur all the recurring and maintenance costs related to and for the purpose of running the courses at the SDCs in a smooth manner and as per the quality standards prescribed by BSDM from time to time.

**3.14** BSDM shall undertake to create and/or get created through AOs the specified infrastructure facilities such as space for setting up the SDCs with classrooms, labs, drinking water facility, toilets, electricity supply and Internet connections and telecommunication, furniture, computing facilities, etc. and undertake to appoint/engage the qualified staff as prescribed by BSDM from time to time, undertake periodic training of the various categories of the staff of the SDCs so as to keep them updated about BSDM's norms and revisions thereof about the various aspects of the offering and thereby keep them competitive.

**3.15** BSDM shall accept the delivery of printed study material from the bidder and dispatch the study material to SDCs as per SDCs requirements.

**3.16** BSDM shall direct its empaneled SDCs to ensure the safety and insurance of all the Candidates, other personnel, within the premises of the SDCs as well as SDCs' invested/mobilized assets

**3.17** BSDM through its SDCs shall ensure -

- (a) that its network and systems comply with the relevant specifications provided by the Bidder from time to time;
- (b) the smooth conduct of the courses at SDCs exclusively only in the premises authorized for the SDCs;
- (c) satisfactory standards of cleanliness, upkeep and cosmetic maintenance by the SDCs of the premises;
- (d) offering of full learning facilitation to all the Candidates in the SDCs as per the syllabus and quality standards and procedures agreed with Bidder so as to achieve the desired objective of the curriculum and ensure attainment of desired competencies on the part of the Candidates;

that the study material supplied by Bidder shall be strictly used for its distribution among the registered course Candidates only and at no extra cost to the Candidates and shall not be sold, commercially exploited, copied or used for any other purpose;

- (e) the availability of stipulated number of qualified and trained staff for the management, coordination, marketing, counseling, teaching, evaluation, system administration, etc. at each Center;
- (f) strict adherence to and full compliance of the methodologies by all the SDCs for smooth conduct of the Course/s;
- (g) carrying out of the installation, commissioning, up-gradation, from time to time, if necessary, and uninterrupted operations of server and client



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computer hardware, operating system software, application software, Bidder's eLearning Framework on SDC LAN including Learning Management System (LMS), Assignment Management System (AMS), Online Evaluation System (OES) software and the Course eContent provided therein by Bidder, and in adherence to the specifications as proposed by Bidder and adopted by BSDM from time to time;

- (h) carrying out of the Installation, commissioning and uninterrupted operations of multimedia and Internet enabled server and client PCs ensuring that the down time for any PC or peripheral should not be more than 5% of the installed capacity measured in machine hours of training period per month by providing adequate generator back-up;
- (i) that the ratio of Certified Trainer/ Certified Learning Facilitator to Candidates in the SDC will be 1:30 in the SDC lab and at a time 1 Candidate will use one computer;

**3.18** BSDM understands that the Bidder's software frameworks need underlying Operating System licenses, Database Server Software licenses and allied frameworks to work. BSDM shall procure for itself and will also ensure that SDCs are not allowed to operate without making available / procure such Operating System licenses, Database Server Software licenses and allied frameworks, as and when required. The Bidder would not be responsible for providing such underlying licenses unless specifically agreed in writing.

**3.19** BSDM shall obtain necessary consent from all stakeholders for receipt of emails and/or sms sent by the Bidder for providing services hereunder.

**3.20** BSDM will regularly give the feedback and suggestions for improvement and customization of the software frameworks to suit the changing needs of the users.

**3.21** BSDM shall seek Bidder's support and maintain regular follow-up for implementation of the mutually agreed customization requirements from time to time.

**3.22** BSDM shall offer localization inputs regarding the stationery required for registration/renewal process of SDCs from time to time.

**3.23** BSDM shall adopt the criteria regarding granting/renewing authorization to AOs after suitable modifications, if necessary.

**3.24** BSDM shall update the skills of its SDCs using the Bidder's system and its revision from time to time and use the same effectively for registration and renewal.

**3.25** BSDM shall regularly supervise the performance of SDCs, seek feedback of the Candidates, recommend improvements to SDCs, warn them against any direct or indirect attempt of unfair trade practices/mal practices and train them periodically to follow BSDM's norms and



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guidelines in overall interest of BSDM's network of Network Partners, SDCs and its Candidates.

- 3.26** BSDM may use marketing, advertisement, and promotional designs provided by the Bidder with required modifications.
- 3.27** BSDM shall give wide publicity, carry out advertisement and promotion among the potential clientele for the Courses at its own cost.
- 3.28** BSDM shall supervise the quality of advertisements and promotions being made by the SDCs locally and ensure that all public communications by the SDCs are free of errors, free of any socially objectionable or illegal references, in strict adherence of Brand Standards and are without misleading the potential clientele either directly or indirectly in any manner whatsoever.
- BSDM shall undertake the overall front-end coordination and management of the conduct of the Course under this Agreement. BSDM shall study the academic and management methodology proposed by Bidder from time to time adopt it with suitable modifications, if necessary.
- 3.29** BSDM may offer inputs and cooperation for localization of the study material for the course from time to time.
- 3.30** BSDM shall place a formal order on Bidder for supply of requisite number of copies of the course material in print and electronic form as per the mutually agreed commercial terms from time to time and bear cost of transportation from its office location to the SDCs .
- 3.31** BSDM shall announce the time-table for the Course as agreed with the Bidder and ensure that the Course will commence and conclude strictly as per the academic calendar declared.
- 3.32** BSDM shall analyze the Candidate data through the BSDM login provided by Bidder, and take corrective action for ensuring satisfactory completion of the course by every Candidate in each SDC.
- 3.33** BSDM shall facilitate the smooth conduct of the OnCeT for Certified Trainer, System Administrators and various other service providers.
- 3.34** BSDM shall at its own cost print the stationery required for admission process like brochures, forms, receipts, etc.
- 3.35** BSDM shall not deliver study material or take examination or give certification to the Candidates who have been registered by the SDC after the date stipulated by BSDM in the academic calendar and/or its late or non-communication to BSDM by the SDC and/or Candidate's registration at non-authorized Institutes, and/or Candidate's registration without the approval of BSDM before the stipulated date.

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- 3.36** BSDM shall function as the Examining Body and identify and appoint one of the responsible and experienced Government Organizations or Universities or other organizations with adequate authority and accountability as Certifying Body for the Course on a state-wide scale.
- 3.37** The Certificates given to the successful Candidates will have printed signatures of the appropriate authority of BSDM and/or of the certification authority.
- 3.38** BSDM will arrange to deliver the certificates to the Candidates either in printed form or in electronic form.
- 3.39** BSDM shall collect the feedback from the Candidates for improvement of the admission process, study material, academic delivery, evaluation and certification software, analyze the data and communicate the findings and recommendations to Bidder.
- 3.40** BSDM shall carry out random as well as periodic inspection of activities and resources at the SDCs to verify the availability of infrastructural and computing facilities as per the specified quantity and configuration and skilled faculty members and management.
- 3.41** BSDM shall set up targets for the SDCs and take remedial/corrective actions based on the feedback, suggestions given by the Bidder.
- 3.42** BSDM shall ensure that the SDCs do not either directly or indirectly and either themselves or through others train their Candidates at unauthorized premises.
- 3.43** If the Bidder processes any personal data on the BSDM's behalf when performing its obligations under this agreement, the parties record their intention that BSDM shall be the data controller and the Bidder shall be a data processor and in any such case-
- i. BSDM acknowledges and agrees that the personal data may be transferred or stored at some other place in order to carry out the Services and the Bidder's other obligations under this agreement;
  - ii. BSDM shall ensure that it is entitled to transfer the relevant personal data to the Bidder so that the Bidder may lawfully use, process and transfer the personal data in accordance with this agreement on BSDM's behalf;
  - iii. BSDM shall ensure that the relevant third parties have been informed of, and have given their consent to, such use, processing, and transfer as required by all applicable data protection legislation;
  - iv. The Bidder shall process the personal data only in accordance with the terms of this agreement and any lawful instructions reasonably given by BSDM from time to time; and
  - v. Each party shall take appropriate technical and organizational measures against unauthorized or unlawful processing of the personal data or its accidental loss, destruction or damage.



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3.44 BSDM shall attend and participate in trainings arranged by Bidder and pay requisite fees as stipulated by Bidder, if any. The cost of the training shall be borne as mutually agreed from time to time.



  
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27.15 (rate of Candidate eExamination Management system = Rs. 82.65/- shall be charged for that candidate for each course.

(C) (i) Bidder will raise invoices at the rates mentioned in point number 1(A), 2(B), 4(D) and 5(E) above as specified in the RFP.

(ii) Bidder will raise invoices at the negotiated rates mentioned in point number 3(C). At the end of the concerned financial year, bidder will issue credit note (if applicable) based on total candidate count as on March 31 each year to BSDM, which will be utilized (if applicable) for settling subsequent invoices raised from April onwards in the next financial year. At the beginning of each financial year i.e. from 1<sup>st</sup> of April, the candidate count will start from number 1 onwards.

- i. Taxes: Above charges are inclusive of all taxes, levies and statutory liabilities except service tax. Service Tax at applicable rates will be paid extra by the client. 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 service tax.
- ii. Unless explicitly stated in this Agreement, the above charges should be inclusive of any other applicable cost items including Software licensing, Designing, Customisation, Hosting, Technical, Managerial, Operational and Out of Pocket Expenses, etc.
- iii. BSDM and Bidder will prepare a document mutually by deciding which items are essential; out of the above specified items i.e. point number 1 to point number 4 in price bid format for running a Non-KYP course before commencement of any Non-KYP course. The said mutually prepared and executed document shall be considered for raising invoices and payment thereof in case of running of Non-KYP courses. Such documents executed from time to time, shall form a part and parcel of this Agreement.
- iv. Third Party Software Licenses such as Microsoft Windows, Microsoft Office, Anti-Virus, etc. required to run 3 KYP Courses, may be issued to SDCs by BSDM on appropriate recovery of charges. The above mentioned software licenses and their updates shall be purchased and distributed by BSDM from time to time as and when required.
- v. Expenses for advertisements to be published in newspapers, radio, TV, social media, hoardings at public places, posters, banners, handbills, brochures/pamphlets and printing of various stationary like application forms, etc. shall be borne by BSDM. The social mobilisation through print and electronic media shall be the responsibility of BSDM and mobilisation through deployed mobilisers and call centers shall be the responsibility of the Bidder.
- vi. The charges quoted above shall be revised upwards by mutually agreed terms, subject to a maximum of 3% on pro-rata basis of each item shown in the table above at least at the end of every 1 years of the contract period. Space for one Model SDC providing 3 KYP courses may be provided by BSDM at its own cost at each block headquarter and at each district headquarter. The design and configuration of such center shall be mutually decided with the Bidder. The design and configuration of these centers can be revised time to time as per



  
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the requirement. These centers may be utilized as Nodal Centers for training and orienting the staff of other SDCs in the respective Block/District.

vii. **Security Deposit in the form of Performance Bank Guarantee (PBG):**

**Performance Bank Guarantee (PBG) / Security Deposit (SD):** No PBG will be taken from the Bidder at the time of execution of the Agreement. However, an amount equal to 3% of each invoice value shall be retained by BSDM as SD against discharge of agreed responsibilities by the Bidder. However, the Bidder shall not be penalized if the failure is due to Force- Majeure conditions and/or due to BSDM's failure to discharge its responsibilities, consequently resulting in the Bidders inability in discharging its responsibilities.

**Return of Security Deposit:** The accumulated SD shall be refunded to the Bidder after every six months against submission of PBG of equivalent amount by the Bidder to BSDM. On termination or expiry of the Agreement, the accumulated SD shall be refunded and all the PBGs shall be released to the Bidder after ensuring discharge of agreed responsibilities by the Bidder.

**Validity of PBG:** The PBG shall have validity for a period six months beyond the period of agreement.

**Forfeiture or encashment of PBG:** BSDM shall reserve the right to forfeit the PBG, in case of failure by the Bidder to discharge agreed responsibilities under the Agreement. BSDM shall give a minimum 120 days written notice to the Bidder to perform its obligations under this Agreement, failing which BSDM shall have the right to en-cash the PBG submitted by the Bidder.

BSDM may forfeit the PBG only if the failure/disruption is due to the fault of the Bidder. The PBG shall not be forfeited if the failure is due to Force-Majeure conditions and/or due to BSDM's failure to discharge its responsibilities, consequently resulting in the Bidders inability in discharging its responsibilities.

Further, only the PBG related to the concerned period/Course Batch for which BSDM has informed of failure of discharge of agreed responsibilities may be forfeited and period/Course Batches for which due performance has already been done shall not be forfeited.

viii. **Penalty:** BSDM may charge penalty in case of proven failure/ disruption of the services offered by the bidder. These penalties shall be applicable only if the failure/ disruption is due to the fault of the Bidder. Bidder shall not be penalized if the failure is due to Force- Majeure conditions and/or due to



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BSDM's failure to discharge its responsibilities, consequently resulting in the Bidders inability in discharging its responsibilities. The agreed penalty amount charged on the Bidder shall be restricted to 25% of the Fees/Charges received/receivable by the Bidder in respect of which non-performance has been reported by BSDM.

- ix. Liquidity Damages will be capped up to the value of the assignment
- x. Interest on delayed payment: BSDM will pay interest @ 1 % per month failing to pay within 30 days of receipt of monthly invoices. However if payment is delayed on account of some clarifications or pendency of documents demanded by BSDM from the service provider in relation to payment processing or deliverables, no interest will be payable

4.2 There shall be no advance payment to the Bidder for providing services hereunder.

4.3 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 course wise number of candidates enrolled in the month.

4.4 Bidder will raise the invoice within 3 days from the end of the month and BSDM, Government of Bihar will pay it within 30 days from the receipt of the invoice through NEFT/RTGS in the Bidders account or through cheque. Payment to the Bidder shall be paid by BSDM, Government of Bihar within 30 days.

4.5 Bidder's license fees and/or charges shall be non-refundable and non-transferable under any circumstances.

4.6 All necessary expenses for the performance of individual responsibilities of parties hereto shall be incurred by them on their own, unless specifically being understood to be otherwise.

4.7 Applicable taxes will be deducted from the payments made by the concerned party without any prior intimation, however the same shall be duly intimated to the other party in writing along with every payment made and appropriate tax deduction certificate shall be provided by BSDM to Bidder.

4.8 The Parties to this Agreement hereby agree that services shall be additionally billed with the taxes as per the prevailing tax laws of the country or any modifications therein.

## 5. INTELLECTUAL PROPERTY RIGHTS

5.1 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



Handwritten signature and date: 15/11/16

Page 29 of 35

**Principal Secretary**  
Labour Resources Department  
Bihar, Patna

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 name, 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 data generated during the period of validity of this Agreement.

- 5.2 Since the software frameworks for the delivery of the courses/s is developed by the Bidder, 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, are explicit Intellectual Property of Bidder only. Any third-party components licensed by Bidder, if any, shall remain the property of those respective third-parties;
- 5.3 All the intellectual property rights, to and in the models specified in this Agreement are the exclusive intellectual property of Bidder and also other models which may be conceived, developed and shared with BSDM from time to time.
- 5.4 The Bidder owns 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.
- 5.5 The Customer data 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. If any application/s for information is received under The Right To Information Act, 2005 regarding any of the said matters then, only BSDM shall be responsible for replying since the property rights are held by it. On BSDM's request, the Bidder may facilitate it by generating reports required for replying to the said Applications under RTI.
- 5.6 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 investigating such cases of any violation of Intellectual Property Rights or its unlawful use and taking legal action against the said infringement.
- 5.7 Upon expiration or termination of this Agreement, whichever is earlier, either party hereby agrees that-
- it shall not make any claim on the Trade Name, Trade Marks, 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,
  - 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,
  - 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



Handwritten signature and date 15/7/16.

**Principal Secretary**  
Labour Resources Department  
Bihar, Patna

property received from the other party or made in connection with this Agreement.

## 6. CONFIDENTIALITY

6.1 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 :

- (a) Inconsequential or obvious;
- (b) Already in its possession other than as a result of a breach of this clause; or
- (c) In the hands of the public other than as a result of a breach of this clause.

6.2 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.

## 7. INDEMNITY

7.1 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: -

- (a) a breach or non-performance of any of the representations, warranties, covenants and/or assurances contained herein;
- (b) failure to perform any obligations contained herein;
- (c) a breach of any law, rule, regulation, notification or other statutory or legal provisions or requirements;
- (d) any wilful misconduct or negligent acts by it or any of its officers, directors, employees or agents.

## 8. CONTRACT INTERPRETATIONS

8.1 In this agreement unless otherwise specified :

- All words/terms denoting the singular shall include the plural and vice-versa;
- All words/terms denoting any gender shall include all genders.



*Handwritten signature*  
13/7/16  
**Principal Secretary**  
Labour & Welfare Department  
Bihar, Patna

notice and no party shall leave its commitment unfinished which may result in tangible losses to the Candidates, KYPCs and/or the other party.

- 12.2 The Agreement shall also stand terminated for any reasons such as legal processes, acts of the State or similar such exigencies beyond the normal control of the party concerned and which disable any of the parties hereto from functioning further.
- 12.3 The Agreement may be terminated by both parties by mutual consent.
- 12.4 Both the parties shall honour commitments made prior to the date of notice, complete the ongoing commitments to avoid major inconveniences.
- 12.5 Despite termination, the parties shall abide by the usual professional ethics and normal code of conduct to maintain the confidentiality of the information and intellectual property rights.
- 12.6 The Clauses of this Agreement, which by nature are intended to survive termination of this Agreement shall remain in effect after such termination.

### 13. FORCE MAJEURE

- 13.1 Neither party to this Agreement shall be liable for any failure or delay on its part in performing any of its obligations under this Agreement if such failure or delay shall be result of or arising out of Force Majeure conditions and, provided that the party claiming Force Majeure shall use its best efforts to avoid or remove such cause of non-performance and shall fulfil and continue performance hereunder with the utmost dispatch whenever and to the extent such cause or causes are removed.
- 13.2 Any extraordinary event, which cannot be controlled by the parties, shall for the purpose of this Agreement, be considered as a Force Majeure event. Such events include natural calamities or omissions of any Government or agency thereof, compliance with rules, regulations or order of any Government Authority, strike, lockout, unlawful acts, wilful tampering of data on the portal and hardware and power failure, downtime of ISP services, virus/worms/spyware/denial of service attacks, spamming and hacking attacks. PROVIDED however, if either party claims that existence of any of the aforesaid conditions is delaying or disabling the performance by said party of its obligations under this Agreement then such party shall give immediate notice by registered mail or courier to the other party of the existence of such conditions whose existence are claimed to delay or disable the performance of obligations as aforesaid.



Handwritten signature and date "15/7/16" in blue ink. Below it is a blue stamp that reads "Principal Secretary Labour Resources Department Bihar, Patna".

**8.2** In case of any discrepancies between the clauses/terms of the RFP or any other preceding document and this Agreement, the clauses and terms of this Agreement will prevail.

## 9. HEADINGS

**9.1** The Headings used under this agreement for a group of terms and conditions are meant to serve only as a convenience. The Headings are not to be considered for the interpretation of terms or conditions in the Agreement.

## 10. WAIVER

**10.1** The party that is entitled to the benefit hereof may waive any term or condition of this Agreement at any time. Such waiver must be in writing and must be executed by an authorized officer of such party. A waiver on one occasion will not be deemed to be a waiver of the same or any other breach or non-fulfilment on a future occasion.

## 11. VALIDITY

**11.1** This Agreement embodies the entire, sole and exclusive Agreement and understanding between the parties hereto with respect to the subject matter hereof.

**11.2** Signing of this Agreement shall result in cancellation and replacement of all past understandings, appointments, and agreements amongst the parties hereto whether in writing or otherwise.

**11.3** Any amendment or modification or waiver in connection with this Agreement will not be effective unless made in writing and signed by both the parties.

**11.4** If any provision of this Agreement is held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions hereof shall not in any way be affected or impaired thereby.

**11.5** This Agreement shall be for a **period of 5 (five) years commencing from the date of signing of this agreement** and shall be valid for the said period, unless terminated earlier. It may be extended for further periods thereafter on mutually agreed terms and conditions.

## 12. TERMINATION

**12.1** This Agreement may be terminated by either party by giving the other party a notice in writing of three months of its intention to do so, but without dishonouring any commitment entered into prior to the date of termination



*15/11/16*  
**Principal Secretary**  
Labour Resources Department  
Bihar, Patna

#### 14. JURISDICTION

- 14.1 All disputes and differences, whatsoever arising out of these presents or any part thereof and whether as to the construction thereof or otherwise shall be referred to the courts at Patna, INDIA which shall be the courts having jurisdiction to entertain and try the same.

#### 15. PUBLICITY AND USE OF NAME

- 15.1 Bidder may identify BSDM as a customer and a user of Bidder's offering in press releases, marketing materials, demonstrations, presentations, bids, tenders and Expression of Interests (EOIs). Bidder may refer potential new customers to BSDM as a reference for its offering and BSDM agrees to respond reasonably to all such reference contacts. For any mutually agreed press release, Bidder may restate the substance or language of that press release for so long as it remains factually accurate.

#### 16. NOTICES

- 16.1 Each party shall identify and appoint/ nominate/ designate with adequate authority and accountability a Project Leader for the implementation of Mass Smart Skills Development Program who will act as a single point contact with the other party for successful implementation of the mission in a time-bound manner.
- 16.2 Any notices, requests and other communications required or permitted hereunder shall be in writing and shall be given by courier/registered mail or by facsimile/e-mail followed by a confirmation letter by courier, registered mail, at or to each of the parties at the addresses set forth below in this Agreement or to address as intimated from time to time.

First Party :	Second Party :
Name: Mr. Dipak Kumar Singh, IAS Principal Secretary, Labour-cum-CEO, Bihar Skill Development Mission Address: Department of Labour Resources Government of Bihar, Vikas Bhawan, Patna - 800015 Tel: 0612-2213855 Fax: 0612-2215004	Name: Mr. Vivek Sawant (Managing Director & CEO) Maharashtra Knowledge Corporation Ltd. (MKCL) Address: ICC Trade Tower, 'A' Wing, 5th Floor, Senapati Bapat Road, Pune 411 016. Tel: 020 40114500/01 Fax: 020 25630302
Email: biharskilldevelopmentmission@gmail.com;	Email:



Handwritten signature and date "15/11/16".  
Principal Secretary  
Labour Resources Department  
Bihar, Patna

ceo.bsdm@gmail.com	md@mkcl.org; legal@mkcl.org
--------------------	-----------------------------

IN WITNESS WHEREOF the parties hereto have set their respective hands to these presents in duplicate (wherein each copy shall be considered original) hereof the day and year herein above written.

For  
Bihar Skill Development Mission (BSDM)

For  
Maharashtra Knowledge Corporation Limited  
(the Bidder)

Signature:   
Name: Dipak Kumar Singh, IAS  
Principal Secretary  
Labour Resources Department  
Bihar, Patna  
Designation: CEO, BSDM

Signature:   
Name: Vivek Sawant  
Designation: Managing Director & CEO, MKCL



Witnesses

For  
Bihar Skill Development Mission

For  
Maharashtra Knowledge Corporation Limited

Signature:   
Name: Sanjay Kumar  
Designation: Mission Director

Signature:   
Name: Anupam Narkhede  
Designation: Program Co-ordinator



सुलभ संगणक

बिहार कौशल विकास मिशन



बोलीदाता का विस्तार - अनुबंध - 3

Government of Bihar  
Bihar Skill Development Mission  
Department of Labour Resources

Letter No. BSDM/SDM-4c/2021-423

Dated: 6th July 2021

From,

Smt. Vandana Kini, IAS  
Additional Chief Secretary,  
Labour Resources Department,  
Cum- CEO  
Bihar Skill Development Mission

To,

Ms. Veena Kamath  
Managing Director,  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, 'A' Wing, 5th Floor,  
Senapati Bapat Road, Shivajinagar, Pune 411016

**Subject: Regarding extension of validity of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016 till 31<sup>st</sup> December 2021.**

Madam,

Please refer to the clause 11.5 of the contract dated 15<sup>th</sup> July 2016 executed for Engagement of Knowledge Framework Provider for Bihar Skill Development Mission (BSDM), which is valid till 14<sup>th</sup> July 2021. In this regard it may be mentioned that a Request for Proposal (RFP) has already been published for selection of an agency partner in this regard.

However in order to ensure continuance of BSDMs programs / schemes without any interruption it is proposed to further extend your agreement till 31<sup>st</sup> December 2021 on the basis of the existing terms and conditions with a 03% ( Three Percent) escalation cost, in accordance with the existing contract i.e. Clause number vi of Section 4, in this regard.

Kindly communicate your acceptance of the above extension at the earliest.

Thanking you,

Yours faithfully,

*Vandana Kini*  
(Vandana Kini) 6/7/2021  
Additional Chief Secretary,  
Labour Resources Department,  
Cum- CEO  
Bihar Skill Development Mission

**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](mailto:biharskilldevelopmentmission@gmail.com) Website: [www.skillmissionbihar.org](http://www.skillmissionbihar.org)

Letter No.: BSDM/SDM-40/2021- 908

Date: 27.12.2021

To,

M/s. Veena Kamath  
Managing Director  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, A-Wing, 5<sup>th</sup> Floor  
Senapati Bapat Road, Shivajinagar, Pune-411016

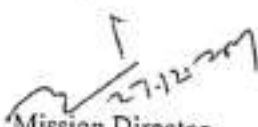
Subject: Regarding further extension of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016, till 31<sup>st</sup> March 2022.

Reference: Our letter no. BSDM/SDM-40/2021-423 dated 06<sup>th</sup> July 2021

Dear Madam

With reference to our letter referred to above, in order to ensure continuation of BSDM's programs/schemes without any obstacles, your agreement currently valid till 31<sup>st</sup> December 2021 is being further extended up to 31<sup>st</sup> March 2022, as per the same terms and conditions as mentioned in the above referenced letter dated 06<sup>th</sup> July 2021 (copy attached) in this regard.

Thanking You,

  
Mission Director  
Bihar Skill Development Mission (BSDM)  
Department of Labour Resources  
Government of Bihar

Government of Bihar  
Bihar Skill Development Mission  
Department of Labour Resources

Letter No. BSDM/SDM-40/2021-423

Dated: 6th July 2021

From,

Smt. Vandana Kini, IAS  
Additional Chief Secretary,  
Labour Resources Department,  
Cum- CEO  
Bihar Skill Development Mission

To,

Ms. Veena Kamath  
Managing Director,  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, 'A' Wing, 5th Floor,  
Senapati Bapat Road, Shivajinagar, Pune 411016

**Subject:** Regarding extension of validity of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016 till 31<sup>st</sup> December 2021.

Madam,

Please refer to the clause 11.5 of the contract dated 15<sup>th</sup> July 2016 executed for Engagement of Knowledge Framework Provider for Bihar Skill Development Mission (BSDM), which is valid till 14<sup>th</sup> July 2021. In this regard it may be mentioned that a Request for Proposal (RFP) has already been published for selection of an agency partner in this regard.

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However in order to ensure continuance of BSIDMs programs / schemes without any interruption it is proposed to further extend your agreement till 31<sup>st</sup> December 2021 on the basis of the existing terms and conditions with a 03% ( Three Percent) escalation cost, in accordance with the existing contract i.e, Clause number vi of Section 4, in this regard.

Kindly communicate your acceptance of the above extension at the earliest.

Thanking you,

Yours faithfully,  
*Vandana Kini*  
(Vandana Kini) 6/7/2021  
Additional Chief Secretary,  
Labour Resources Department,  
Cum- CEO  
Bihar Skill Development Mission



**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](mailto:biharskilldevelopmentmission@gmail.com) Website: [www.skillmissionbihar.org](http://www.skillmissionbihar.org)

Letter No.: BSDM/SDM-40/2021- 291

Date: 29/03/2022

To,

M/s. Veena Kamath  
Managing Director  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, A-Wing, 5<sup>th</sup> Floor  
Senapati Bapat Road, Shivajinagar, Pune-411016

**Subject: Regarding further extension of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016, till 30<sup>th</sup> September 2022.**

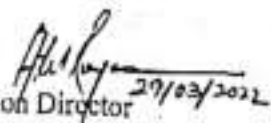
**Reference:**

1. Our letter no. BSDM/SDM-40/2021-908 dated 27<sup>th</sup> December 2021
2. Our letter no. BSDM/SDM-40/2021-423 dated 06<sup>th</sup> July 2021

Dear Madam

With reference to our letter referred to above, in order to ensure continuation of BSDM's programs/schemes without any obstacles, your agreement currently valid till 31<sup>st</sup> March 2022 is being further extended up to 30<sup>th</sup> September 2022, as per the same terms and conditions as mentioned in the above referenced letter dated 06<sup>th</sup> July 2021 (copy attached) in this regard.

Thanking You,

  
Mission Director *29/03/2022*  
Bihar Skill Development Mission (BSDM)  
Department of Labour Resources  
Government of Bihar

(127) (15)

**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](mailto:biharskilldevelopmentmission@gmail.com) Website: [www.skillmissionbihar.org](http://www.skillmissionbihar.org)

Letter No.: BSDM/SDM-40/2021- 908

Date: 27.12.2021

To,

M/s. Veena Kamath  
Managing Director  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, A-Wing, 5<sup>th</sup> Floor  
Senapati Bapat Road, Shivajinagar, Pune-411016

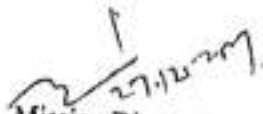
Subject: Regarding further extension of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016, till 31<sup>st</sup> March 2022.

Reference: Our letter no. BSDM/SDM-40/2021-423 dated 06<sup>th</sup> July 2021

Dear Madam

With reference to our letter referred to above, in order to ensure continuation of BSDM's programs/schemes without any obstacles, your agreement currently valid till 31<sup>st</sup> December 2021 is being further extended up to 31<sup>st</sup> March 2022, as per the same terms and conditions as mentioned in the above referenced letter dated 06<sup>th</sup> July 2021 (copy attached) in this regard.

Thanking You,

  
Mission Director  
Bihar Skill Development Mission (BSDM)  
Department of Labour Resources  
Government of Bihar

Government of Bihar  
Bihar Skill Development Mission  
Department of Labour Resources

280 (145)

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Letter No. BSDM/SDM-40/2021 - 423

Dated: 6th July 2021

From,

Smt. Vandana Kini, IAS  
Additional Chief Secretary,  
Labour Resources Department,  
Cum- CEO  
Bihar Skill Development Mission

To,

Ms. Veena Kamath  
Managing Director,  
Maharashtra Knowledge Corporation Limited (MKCL),  
ICC Trade Tower, 'A' Wing, 5th Floor,  
Senapati Bapat Road, Shivajinagar, Pune 411016

Subject: Regarding extension of validity of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016 till 31<sup>st</sup> December 2021.

Madam,

Please refer to the clause 11.5 of the contract dated 15<sup>th</sup> July 2016 executed for Engagement of Knowledge Framework Provider for Bihar Skill Development Mission (BSDM), which is valid till 14<sup>th</sup> July 2021. In this regard it may be mentioned that a Request for Proposal (RFP) has already been published for selection of an agency partner in this regard.

12/11/21

However in order to ensure continuance of ISDMs program schemes without any interruption it is proposed to further extend your agreement till 31<sup>st</sup> December 2021 on the basis of the existing terms and conditions with a 03% (Three Percent) escalation cost, in accordance with the existing contract i.e. Clause number vi of Section 4, in this regard

Kindly communicate your acceptance of the above extension at the earliest

Thanking you

Yours faithfully,

*Nandana Kaur*

6/7/2021

Additional Chief Secretary  
Labour Resources Department  
C-101, C-10  
Bihar Skill Development Mission

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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](mailto:biharskilldevelopmentmission@gmail.com) Website: [www.skillmissionbihar.org](http://www.skillmissionbihar.org)

Letter No.: BSDM/SDM-40/2021- 1002

Date: 02/08/2022

To,

**Smt. Veena Kamath**  
Managing Director  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, A-Wing, 5<sup>th</sup> Floor  
Senapati Bapat Road, Shivajinagar, Pune-411016

**Subject: Regarding further extension of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016, till 31<sup>st</sup> December 2022.**


**Reference:**

1. Our letter no. BSDM/SDM-40/2021-291 dated 29<sup>th</sup> March 2022
2. Our letter no. BSDM/SDM-40/2021-908 dated 27<sup>th</sup> December 2021
2. Our letter no. BSDM/SDM-40/2021-423 dated 06<sup>th</sup> July 2021

Dear Madam

With reference to our letters referred above and in order to ensure continuation of BSDM's programs/schemes without any obstacles, your agreement currently valid till 30<sup>th</sup> September 2022 is being further extended up to 31<sup>st</sup> December 2022, as per the same terms and conditions as mentioned in the above referenced letter dated 06<sup>th</sup> July 2021 (copy attached) in this regard.

Thanking You,

  
Mission Director 02/08/2022  
Bihar Skill Development Mission (BSDM)  
Department of Labour Resources  
Government of Bihar

(11)

**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](mailto:biharskilldevelopmentmission@gmail.com) Website: [www.skillmissionbihar.org](http://www.skillmissionbihar.org)

Letter No.: BSDM/SDM-40/2021 (Part I) - 12/12/22

Date: 13-12-2022

To,

Smt. Veena Kamath  
Managing Director  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, A-Wing, 5<sup>th</sup> Floor  
Senapati Bapat Road, Shivajinagar, Pune-411016

**Subject: Regarding further extension of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016, till 31<sup>st</sup> May 2023.**

**Reference: Our letter no. BSDM/SDM-40/2021-902 dated 08.08.2022, 291 dated 29<sup>th</sup> March 2022, 908 dated 27<sup>th</sup> December 2021 and 423 dated 06<sup>th</sup> July 2021.**

Dear Madam

With reference to our letters referred above and in order to ensure continuation of BSDM's programs/schemes without any obstacles, your agreement currently valid till 31<sup>st</sup> December 2022 is being further extended up to 31<sup>st</sup> May 2023, as per the same terms and conditions as mentioned in the above referenced letter dated 06<sup>th</sup> July 2021 (copy attached) in this regard.

Thanking You,

  
Mission Director  
Bihar Skill Development Mission (BSDM)  
Department of Labour Resources  
Government of Bihar

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

Email: [biharskilldevelopmentmission@gmail.com](mailto:biharskilldevelopmentmission@gmail.com) Website: [www.skillmissionbihar.org](http://www.skillmissionbihar.org)

Letter No.: BSDM/SDM-40/2021 (Part I) - 713

Date: 26-05-2023

To,

Smt. Veena Kamath  
Managing Director  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, A-Wing, 5<sup>th</sup> Floor  
Senapati Bapat Road, Shivajinagar, Pune-411016

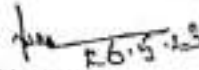
**Subject:** Regarding further extension of your agreement with Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016, till 31<sup>st</sup> May 2024 or Selection of New Knowledge Partner along with completion & roll out of BSDM's Programs (i.e. successful parallel run of existing BSDM programs and data transfer and handover) by them in this regard, whichever is earlier.

**Reference:** Our Letter No. BSDM/SDM-40/2021 (Part I)-1374 dated 13<sup>th</sup> December 2022, 902 dated 08<sup>th</sup> August 2022, 291 dated 29<sup>th</sup> March 2022, 908 dated 27<sup>th</sup> December 2021 and 423 dated 06<sup>th</sup> July 2021.

Dear Madam

With reference to the subject line and our letters referred above, in order to ensure continuation of BSDM's programs/schemes without any obstacles, your agreement currently valid till 31<sup>st</sup> May 2023 is being further extended till 31<sup>st</sup> May 2024 or Selection of New Knowledge Partner along with completion & roll out of BSDM's Programs (i.e. successful parallel run of existing BSDM programs and data transfer and handover) by them in this regard, whichever is earlier, as per the same terms and conditions as mentioned in the above referenced letter dated 06<sup>th</sup> July 2021 (copy attached) in this regard.

Thanking You,



Mission Director  
Bihar Skill Development Mission (BSDM)  
Department of Labour Resources  
Government of Bihar

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Government of Bihar  
Bihar Skill Development Mission  
Department of Labour Resources

Letter No. BSDM/SDM-40/2021 - 423

Dated: 6th July, 2021

From

Smt. Vandana Kini, IAS  
Additional Chief Secretary,  
Labour Resources Department,  
Cum- CEO  
Bihar Skill Development Mission

To,

Ms. Veena Kamath  
Managing Director,  
Maharashtra Knowledge Corporation Limited (MKCL)  
ICC Trade Tower, A Wing, 5th Floor,  
Senapati Bapat Road, Shivajinagar, Pune-411016

Subject: Regarding extension of validity of your agreement with  
Bihar Skill Development Mission (BSDM) dated 15<sup>th</sup> July 2016  
till 31<sup>st</sup> December 2021.

Sir,

Please refer to the clause 11.5 of the contract dated 15<sup>th</sup> July 2016  
executed for Engagement of Knowledge Framework Provider for Bihar  
Skill Development Mission (BSDM), which is valid till 31<sup>st</sup> July 2021. In  
this regard it may be mentioned that a Request for Proposal (RFP) has  
already been published for selection of an agency partner in this regard.

However in order to ensure continuance of BSDMs programs / schemes without any interruption it is proposed to further extend your agreement till 31<sup>st</sup> December, 2021 on the basis of the existing terms and conditions with a 03% (Three Percent) escalation cost, in accordance with the existing contract j.e. Clause number vi of Section 4, in this regard.

Kindly communicate your acceptance of the above extension at the earliest.

Thanking you,

Yours faithfully,

*Vandana Kini*

(Vandana Kini)

6/7/2021  
Additional Chief Secretary,  
Labour Resources Department,  
Cum-CEO  
Bihar Skill Development Mission



# सुलभ संगणक

बिहार कौशल विकास मिशन



बीएसडीएम में तैनात टीम संरचना: अनुबंध – 4

क्र.	नाम	फोन. नं.	पदस्थान	सौंपा जिला/ क्षेत्र	ईमेल आईडी	आवंटित कार्य
1	योगेश थोरवे	9850693796	प्रोजेक्ट लीडर	बिहार राज्य	yogesht@mkcl.org	कुल परियोजना प्रबंधन, SPOC to BSDM
2	शिवाजी मांगड़े	9975997694	क्षेत्रीय प्रबंधक सह टीम लीडर	सारण, भागलपुर, कोसी	shivajim@mkcl.org	केन्द्र सहायता प्रबंधन प्रणाली, क्लस्टर मैनेजर प्रबंधन, मासिक प्रदर्शन रिपोर्ट, सहायता प्रणाली समन्वय, क्षेत्रीय समन्वय
3	चंद्रमुनी हनवते	9657815143	क्षेत्रीय प्रबंधक सह टीम लीडर	दरभंगा, मगध	chandramunih@mkcl.org	विज्ञापन डिजाइनिंग और डिजिटल मार्केटिंग, SOLAR विकास प्रबंधन, क्षेत्रीय समन्वय, डेटा प्रबंधन
4	दयानंद कोरे	9765824244	क्षेत्रीय प्रबंधक सह टीम लीडर	पटना, पूर्णिया	dayanandk@mkcl.org	ERA (eLearning Revolution for All), कंटेन्ट प्रबंधन, परीक्षण, नए अपडेट, झुकाव प्रबंधन और विश्लेषण, KYP के लिए AEBAS, क्षेत्रीय समन्वय
5	सलमान खान पठान	6205606785	क्षेत्रीय प्रबंधक सह टीम लीडर	मुंगेर, तिरहुत	salmanp@mkcl.org	डोमेन स्किनिंग फ्रेमवर्क विकास और प्रबंधन, सपोर्ट, बीएसडीएम अधिकारियों के साथ समन्वय, डोमेन के लिए AEBAS, क्षेत्रीय समन्वय
6	सय्यद मोईन	8210313481	क्षेत्रीय प्रबंधक	पूर्णिया	syedm@mkcl.org	सोशल मीडिया प्रबंधन, एफबी पेज और YouTube चैनल पर विपणन समर्थन, क्षेत्रीय समन्वय
7	महेश पाटील	9689531871	क्षेत्रीय प्रबंधक	सारण	maheshpa@mkcl.org	ऑनलाइन मूल्यांकन प्रणाली (OES), परीक्षा प्रबंधन, ONCET, LF निरंतर मूल्यांकन, परीक्षा अभिविन्यास, क्षेत्रीय समन्वय
8	स्वप्निल माळी	9860921439	क्षेत्रीय प्रबंधक	मुंगेर, तिरहुत	swapnilm@mkcl.org	KYP अध्ययन सामग्री प्रबंधन, SOLAR विकास प्रबंधन, क्षेत्रीय समन्वय
9	गणेश घुगे	9657309646	क्षेत्रीय प्रबंधक	भागलपुर, कोसी	ganeshg@mkcl.org	KYP सपोर्ट ब्लॉग प्रबंधन, क्षेत्रीय बैठक प्रबंधन, क्षेत्रीय समन्वय, सोशल मीडिया डिजाइनिंग
10	अनिल टेकाळे	9689401156	क्षेत्रीय प्रबंधक	दरभंगा, मगध	anilt@mkcl.org	बीएस-सीएफए पुस्तक प्रबंधन, बीएस-सीएफए कोर्स समन्वय, प्रमाणपत्र प्रबंधन (ऑनलाइन और प्रिंट), एसडीसी के साथ ईमेल संचार, डेटा प्रबंधन, क्षेत्रीय समन्वय, BSDM वेबसाइट प्रबंधन
11	विवेक कुमार	9576976219	सहायक क्षेत्रीय प्रबंधक	सारण	vivekk@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
12	कुणाल कुमार	7255009000	सहायक क्षेत्रीय प्रबंधक	तिरहुत	kunalku@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।

क्र.	नाम	फोन. नं.	पदस्थान	सौंपा जिला/ क्षेत्र	ईमेल आईडी	आवंटित कार्य
13	अभिषेक राज	9931413790	सहायक क्षेत्रीय प्रबंधक	पटना	abhishekra@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
14	नवीन कुमार सिंह	7352890837	सहायक क्षेत्रीय प्रबंधक	पूर्णिया	naveenkumars@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
15	महेंद्र कुमार	9122940522	सहायक क्षेत्रीय प्रबंधक	दरभंगा	mahendrak@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
16	बिनोद कुमार	9576391739	सहायक क्षेत्रीय प्रबंधक	कोसी	binodk@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
17	सूरज कुमार	8935868572	सहायक क्षेत्रीय प्रबंधक	मुंगेर	surajk@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
18	सुभाष रंजन	8540013959	सहायक क्षेत्रीय प्रबंधक	भागलपुर	subhasr@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
19	अंकुश कुमार झा	9507859553	सहायक क्षेत्रीय प्रबंधक	मगध	akushkumarj@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना। क्लस्टर मैनेजर टीम का प्रबंधन करना।
20	असिम अहमद	9135638673	क्लस्टर मैनेजर	किशनगंज	clustermanager_kishanganj@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
21	गणेश कुमार	9934068845	क्लस्टर मैनेजर	शेखपुरा	clustermanager_sheikhpura@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
22	कबिंद्र कुमार सिंह	9135638673	क्लस्टर मैनेजर	अरवल	clustermanager_arwal@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
23	मोहम्मद साइक आजम	9470727634	क्लस्टर मैनेजर	अररिया	clustermanager_araria@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।

क्र.	नाम	फोन. नं.	पदस्थान	सौंपा जिला/ क्षेत्र	ईमेल आईडी	आवंटित कार्य
24	राहुल कुमार	8581993340	क्लस्टर मैनेजर	पूर्णिया	clustermanager_purnea@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
25	सुप्रिया कुमारी	8581993340	क्लस्टर मैनेजर	लखीसराय	clustermanager_lakhisarai@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
26	राजा कुमार ठाकुर	9570535969	क्लस्टर मैनेजर	मधुबनी	clustermanager_madhubani@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
27	कौशल किशोर	9470727634	क्लस्टर मैनेजर	वैशाली	clustermanager_vaishali@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
28	श्याम कुमार	9102661322	क्लस्टर मैनेजर	पटना	clustermanager_patna@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
29	मोहम्मद तन्वीर अंसारी	9572969668	क्लस्टर मैनेजर	पटना	clustermanager_patna1@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
30	मोहम्मद अख्तर हुसैन	8102914720	क्लस्टर मैनेजर	जहानाबाद	clustermanager_jehanabad@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
31	शुभम कुमार	8678067186	क्लस्टर मैनेजर	गया	clustermanager_gaya@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
32	मोहम्मद सैफ	9470727634	क्लस्टर मैनेजर	दरभंगा	clustermanager_darbhanga2@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
33	रंजन कुमार	8969917233	क्लस्टर मैनेजर	पूर्वी चंपारण	clustermanager_eastchampan2@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
34	अलोक कुमार	9470727634	क्लस्टर मैनेजर	पूर्वी चंपारण	clustermanager_eastchampan1@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
35	राजीव रंजन	9122727584	क्लस्टर मैनेजर	मुजफ्फरपुर	clustermanager_muzaffarpur1@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
36	सचिन कुमार	9570535969	क्लस्टर मैनेजर	औरंगाबाद	clustermanager_aurangabad@mkcl.org	KYP, BS-CFA और डोमेन स्किनिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।

क्र.	नाम	फोन. नं.	पदस्थान	सौंपा जिला/ क्षेत्र	ईमेल आईडी	आवंटित कार्य
37	अभिषेक कुमार	9102661322	क्लस्टर मैनेजर	भागलपुर	clustermanager_bhagalpur@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
38	विशाल कुमार	9572969668	क्लस्टर मैनेजर	बक्सर	clustermanager_buxar@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
39	राहुल कुमार पांडे	9135638673	क्लस्टर मैनेजर	गोपालगंज	clustermanager_gopalganj@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
40	मंतोष कुमार	9572969668	क्लस्टर मैनेजर	जमुई	clustermanager_jamui@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
41	अरुण कुमार राम	9570535969	क्लस्टर मैनेजर	कैमूर (भभुआ)	clustermanager_bhabhua@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
42	राकेश कुमार	9523321453	क्लस्टर मैनेजर	खगरिया	clustermanager_khagaria@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
43	अरुण कुमार	9852779844	क्लस्टर मैनेजर	नालंदा	clustermanager_nalanda@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
44	नीतीश कुमार	9135638673	क्लस्टर मैनेजर	नवादा	clustermanager_nawada@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
45	रणजीत कुमार	9470727634	क्लस्टर मैनेजर	समस्तीपुर	clustermanager_samastipur1@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
46	क्षमा कुमारी	8651511233	क्लस्टर मैनेजर	समस्तीपुर	clustermanager_samastipur2@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
47	प्रिंस कुमार	8002545712	क्लस्टर मैनेजर	मधेपुरा	clustermanager_madhepura1@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
48	मौसम कुमारी	7004070105	क्लस्टर मैनेजर	सुपौल	clustermanager_supaul@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
49	अन्शु राज	8102914720	क्लस्टर मैनेजर	मधेपुरा	clustermanager_mahepura2@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।

क्र.	नाम	फोन. नं.	पदस्थान	सौंपा जिला/ क्षेत्र	ईमेल आईडी	आवंटित कार्य
50	अशुतोश कुमार	8102914720	क्लस्टर मैनेजर	बेगूसराय	clustermanager_begusarai@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
51	प्रशांत गुप्ता	9470727634	क्लस्टर मैनेजर	भोजपुर	clustermanager_bhojpur@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
52	प्रीतम शर्मा	8678067186	क्लस्टर मैनेजर	कटिहार	clustermanager_katihar@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
53	जय वर्मा	9135638673	क्लस्टर मैनेजर	रोहतास	clustermanager_rohtas@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
54	सूरज कुमार राम	9470727634	क्लस्टर मैनेजर	सारण	clustermanager_saran@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
55	मोहम्मद अख्तर हुसैन	9852779844	क्लस्टर मैनेजर	औरंगाबाद	clustermanager_aurangabad@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
56	कबीन्द्र कुमार सिंह	8969917233	क्लस्टर मैनेजर	अरवल	clustermanager_arwal@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।
57	मोहम्मद साइक आजम	9523321453	क्लस्टर मैनेजर	अररिया	clustermanager_araria@mkcl.org	KYP, BS-CFA और डोमेन स्किंलिंग SDCs के लिए जिले को तकनीकी और प्रबंधकीय सहायता प्रदान करना।