मध्यप्रदेश डी.ए.वाय.–राज्य ग्रामीण आजीविका मिशन
म.प्र. शासन
पंचायत एवंग्रामीणविकासविभाग

M.P. DAY State Rural Livelihood Missic
Govt. of M.P.
Panchayat & Rural Development Dept

No. 3173 /MP-DAYSRLM/SKILL/2020   Date: 24 / 07 /2020

Expression of Interest (EoI) for hiring of State Technical Support Agency (STSA) under Deen Dayal Upadhyaya Grameen Kaushal Yojana(DDU-GKY)

1. Deen Dayal Upadhayaya Grameen Kaushal Yojana (DDU-GKY) is a flagship program of the Ministry of Rural Development (MoRD), Government of India (GoI). The program is aimed at alleviation of rural poverty through career promoting skills and placements with unique focus under the National Rural Livelihood Mission (NRLM). Madhya Pradesh Deen Dayal Antyodaya Yojna State Rural Livelihoods Mission (MP DAY SRLM) is State level nodal unit to implement DDU-GKY in Madhya Pradesh.

2. **Objective of Assignment**

   MP DAY SRLM acts as a centralized organization for training activities, livelihood innovation and liaison between various institutions, government departments within and outside the state to facilitate employment generation under DDU-GKY. MP DAY SRLM envisages management of skill development program by hiring a competent agency, which will provide suitable technical support services to MP DAY SRLM for operating across all districts of the state.

3. Detailed Terms of Reference (TOR), standard forms and other information required for submission of EOI will be available on website http://prd.mp.gov.in/NRLM/ & www.ddugky.gov.in .

4. MP DAY SRLM now invites eligible consulting firms ("Consultants") to indicate their interest in providing the services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the services.

5. Expressions of Interest for providing consultancy services should be submitted in a sealed envelope super scribing EOI for hiring of Technical Support Agency for DDUGKY-MPSRLM along with a soft copy in a CD/DVD and all necessary supporting documents to the address mentioned below latest by 11th August 2020 by 03:00 P.M. These will be opened same day at 03:30 P.M.

6. The duration of the engagement will be for period of 02 (two) years extendable up to 1 year on satisfactory performance reviewed by the client and continuation of the Scheme.

7. The selection will be as per approved procurement procedures.

8. MP DAY SRLM reserves the right to accept/reject any or all the proposals without assigning any reason thereof.

   Address:MP-DAYSRLM, 3rd floor, Beej Bhawan, Arera Hills, Bhopal –452004.

   Additional Chief Executive Officer
   MP-DAY State Rural Livelihood Mission

Madhya Pradesh Rajya Ajeevika Forum (MPRAF)
MPDAY- State Rural Livelihoods Mission (MPDAY-SRLM)
Skills Division
Panchayat and Rural Development Department
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Phone: +91- 755-2766814,12 website:www.prd.mp.gov.in

S no/3174 /MP-DAY SRLM/ Skills-PRC/2020, Bhopal   Dated 24.07.20

Request for Expression of Interest (REOI)

Hiring of Services of an Agency (State Technical Support Agency-STSA) to Provide Technical Support for Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) in MP

Dear Sir/Madam,

Letters of Expression of Interest are invited from qualified and experienced consulting firms who wish to provide Services as an Agency (State Technical Support Agency-STSA) to Provide Technical Support for Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) in MP

1. **Background:**

    1. Madhya Pradesh Rajya Aajeevika Forum (MPRAF) a Society Established under the Society's Act, 1973 in Panchayat and Rural Development Department, Government of Madhya Pradesh, is an implementing agency of Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY), in state Madhya Pradesh.

        DDU-GKY is a flagship program of the Ministry of Rural Development (MoRD), Government of India (GoI). The program is aimed at alleviation of rural poverty through career promoting skills and placements. The key focus areas of this are -the poor rural youth; the priority it gives to disadvantaged groups such as the SC/ ST / women and minorities and its attention to market-led training programs to ensure employability and its emphasis on partnership based skilling and placement delivery.

    2. DDU-GKY follows three–tier implementation architecture.
        i.   At the Apex is the National Unit (NU), set with the objective of for forming policy, providing technical facilitation to states, providing major part of funding to the program, monitoring & evaluation as well as undertaking coordination with key stakeholders in the sector, nationally and internationally;
        ii. Next in hierarchy is the State Rural Livelihood Missions/ state designated skill development agency as the state level nodal implementation support agencies and implementation undertaken in partnership with Project Implementation Agencies (PIAs)
        iii. Thereafter at next level are the PIAs that are in general private sector agencies, NGOs, government and semi-government agencies with experience in skilling and placement, that serve as the skill imparting and placement partners under the program. At present, there are 97 PIAs implementing the program in

different districts of MP.

Madhya Pradesh Rajya Ajeevika Forum (a Society implementing MPRADY-SRLM) seeks to hire services of a suitable technically qualified Technical Support Agencies (TSA) for an Agency (State Technical Support Agency-STSA) to Provide Technical Support for Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) in MP

2. **The objective of the Consultancy Services**

Madhya Pradesh is recognized as an Annual Action Plan (AAP) state to implement DDU-GKY, and has been mandated to train 75,237 candidates within 3 years started from 2019 to 2022. Action Plan training target & duration may be vary (increase or decrease) according to the direction/notification of Govt of India/Govt. of MP. It has partnered and has to partner with multiple Project Implementation Agencies (PIAs). It has to support these PIAs in various tasks like candidate mobilization, counselling, skills training, placement and post placement tracking. Further the monitoring of these PIAs is also essential for successful implementation.

Therefore, there is a requirement need to engage an Agency (as per the DDUGKY Guidelines[1]) as Consultant to be called 'STSA' to technically support the execution of the project. The *State Technical Support Agency (TSA)* would provide handholding to the state in strengthening the implementation process for assigned target.

3. **Process of Hiring and contracting the services**

MPRAF will undertake following steps for hiring the services of Agency to provide Services as State Technical Support Agency (STSA) to provide Technical Support for Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) in MP.

a. **Issue of Request for Expression of Interest.**
   Advertisement for EoI in designated websites and news papers.

b. **Evaluation of EOIs by MPRAF:**
   Receipt and evaluation of EOIs and prepare short list of suitable consultants/Agencies/firms;

c. **Issue of RFP and Technical Evaluation by MPRAF:**
   Request for Proposal will be invited from the shortlisted consultants who are meeting the desirable criteria indicated below.

   At the RFP stage, consultants will be required to submit technical proposal and Financial Proposals. As per the provisions of RFP, MPRAF will first undertake technical evaluation. The Financial Proposals of only those who qualify technically will only be opened.

   Combined Technical and Financial Evaluation as per QCBS.

d. **Contracting the services of selected by SRLMs:**
   The agency that scores maximum in QCBS will be considered for contracting. Provided, it fulfils all other conditions as mentioned in the RFP.

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[1]DDU-GKY guidelines are online at www.ddugky.gov.in

4. **Criteria for selection of Consultants /Firms/Agencies**

Letters of Expression of interest are now invited from qualified and experienced consulting firms/agencies/organizations who wish to consider for Services as an Agency (State Technical Support Agency-STSA) to Provide Technical Support for Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) in MP.

Interested consultants/ firms/agencies should provide information demonstrating that they have the required qualifications and relevant experience to perform the services. The short-listing criteria are as follows-

4.1 General Condition:

a. The agency should have an independent legal existence, registered under the applicable Act. and have accreditation and validations for Good Governance, Systems and Process [Submit proof of Registration Certificate, Articles and Memorandum of Association, required certifications]

b. The consultant/firm should not be involved any major litigation that may have an impact of affecting or compromising the delivery of services as required under this EoI.

4.2 Pre & Technical qualifications:

S.No.	Heads	Details	Enclosures
1.	**Firm's Experience**	The firm should have at least 3 projects (ongoing or completed) as PMU/PMC/TSA/ TA. in the last 5 years in skill domain, supported by the State Government/ Central Government/ NSDC/ NSDA/ Donors. Each project should have a value of at least 2 cr.	Work Orders & Proof of Ongoing Projects/completion certificate issued by the clients.
2.	**Turnover**	The organization should have an annual average turnover of Rs. 25.00 crores in the last three financial years.	Certificate from Statutory Auditors
3.	**Manpower**	Bidding firm should have more than 200 full time individuals in the Consulting/ Advisory services on its payroll in India.	Self-Declaration certificate from HR Head or Authorized signatory and Screen Shot of website indicating the required information, if any.
4.	**Blacklisting**	Declaration against blacklisting. A self-declaration on the firm's letterhead has to be enclosed stating that the firm is not blacklisted on the date of submission of the EoI by any State or Central government body.	Self-Declaration Form

5.		The bidder should have a positive net-worth from consulting and advisory services in each of the previous 5 years.	Certificate from Statutory Auditors
	Net worth		

4.3 Only the individual firms, which qualifies the mentioned criteria should apply. Consortiums are not allowed.

4.4 The attention of interested Consultants is drawn to Procurement Manual of GOI - NRLM 2012.

4.5 Sub contracting is not allowed.

4.6 A Consultant will be selected in accordance with the *Quality and Cost Based Selection* method.

4.7 Further information can be obtained at the address below during office hours [10:00 to 17:30 hours].

5. **Submission of EoI**

5.1 The EOI must be delivered in written form in the prescribed form (see Annexure -1 & 2) along with a soft copy in a CD/DVD addressed to The CEO, MPRAF/MPSRLM Panchayat and Rural Development Department GoMP on the address provided below. The EoI is to be submitted with details and evidence related to the selection criteria listed above in a sealed envelope clearly indicating EoI submission for "For hiring of the services of Technical Support Agency (TSA) to provide Services as an Agency (State Technical Support Agency-STSA) to Provide Technical Support for Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) in MP. All pages should be signed by authorised parson and carry the seal of firm.

5.2 EOI should be submitted to the undersigned on or before 11th August **2020 by 03:00 P.M**. Consultants are required to submit the EOI along with a cover letter, duly filled Annexure-1 & 2 provided along with this EOI and necessary supporting documents. Incomplete EOIs and EOI responses received after the specified date and time will not be considered.

The Chief Executive Officer,
Madhya Pradesh Rajya Ajeevika Forum
MPDAY-SRLM
3rd Floor, Beej Bhawan
Arera Hills, Bhopal

Please note that, no proposals are required now. On the basis of the information provided by interested consultants, the Mission will shortlist top 6 agencies, who will be further invited to submit their detailed proposals.

Annex –1: Format for Organizational Profile

Name of the Assignment:

Date of advertisement:

Reference No:

A – Consultant's Profile (Maximum 2 pages)		
1.	Name of the Organization	
2.	Postal Address	
3.	Telephone: Mobile / Fax/ E-mail Website;	
4.	Contact Person name and designation with contract details	
5.	Registration Details: Registered on (Date) Legal status (for profit company; not for profit company; registered trust; registered trust; others (specify)	Provide copy of the registration certificate, PAN , Board of Directors, Executive Committee Members, General Body members, brief profile and latest annual report
6.	GST Registration No and place of registration	Please attach copy of the GST registration no.
7.	No. of completed years	
8.	Financial Capacity: Average Annual Turnover of consultant must be more than Rs.25.00	Provide the turnover of organization (on the basis of the audited accounts) in the last three financial years in Indian Rupees.

2018-19	2017-18	2016-17	Total

	crores during the last three financial years. EOIs with less than Rs.25.00 crore average turnover will not be considered. (Enclose Audited financial reports).				

B- Consultant's Experience (Maximum 10 pages)

1. Details of Skills projects for which the consultant has provided technical support Please attach a letter issued by the client certifying completion of the assignment. For the purpose of evaluation, the completed/ongoing projects will be considered. (may add more rows, if required). Consultants are required to provide details.

Name of Project/ Project annual outlay in Rs.	Client	Services Provided / Geographical area covered (name of the states where the Technical support is provided by the consultant	Area of Services provided[1]	Duration of Assignment and status as of March 2020		Value of Contract (in INR)
				Effective date of original contract and Duration	Date of acceptance of final deliverables by the client	

Details of the projects supported by the consultant in the development of Skills interventions for <u>at least three</u> areas with a minimum turnover of Rs.2.00 crore in the last five years. Please attach a brief note on each project.

Name of Project/ Project annual outlay in Rs.	Client	Services Provided	Duration of Assignment and status as of March 2020	Provide the details of Skills Support Provided	Turnover of the intervention/

3. Details of Key staff available (excluding office admin staff)

Category (provide each branch and partner wise details)	No.	No. of Senior Professionals	No. Of field staff	No. of Associates/ Consultants
Head office				
Branch office				
Total				

3 A	Key staff profile of the organization/s. Please provide details of the key staff with experience in Skills Detailed CVs are not required at EoI stage. among other information, the brief CVs should include the following information in the following format:	
	Name of the staff with education qualification	
	Is he/she currently associated with the consultant? (Yes/No) if yes, provide nature of engagement (fulltime staff, part time staff, consultant etc)	
	Designation	
	Years of experience in the organization	
	Areas of expertise	
	Particulars of assignments handled	
	Particulars of service provided	

Signature of the authorised representative.

<u>Annexure -2 Declaration</u>

Date:…………….

<u>To whom so ever it may be concern</u>

I/We hereby solemnly take oath that I/We am/are authorized signatory in the firms/ Agency/ Institute/ Company and hereby declare that "Our firms/ Agency/ Institute/ Company do not face any sanction or any pending disciplinary action from any authority against our firms/ Agency/ Institute/ Company or partners." Further, it is also certified that our firm has not been blacklisted by any government or any other donor/partner organization in past.

In case of any further changes which affect this declaration at a later date, we would inform the mission accordingly.

We also confirm that the details provided in our response to EOI are true. If the client finds at any time that the information provided is not correct, we shall be bound by any action that the client deems fit and appropriate including termination of contract.

Authorized Signatory

(with seal)

Madhya Pradesh Rajya Ajeevika Forum
Panchayat and Rural Development Department
Government of Madhya Pradesh

TERMS OF REFERENCE (ToR)

For
Hiring of Services of an Agency (State Technical Support Agency-STSA) to Provide Technical Support for Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) in MP

A. INTRODUCTION

1. Madhya Pradesh Rajya Aajeevika Forum (MPRAF) a Society Established under the Society's Act, 1973 in Panchayat and Rural Development Department, Government of Madhya Pradesh, is an implementing agency of Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY), in state Madhya Pradesh.
   DDU-GKY is a flagship program of the Ministry of Rural Development (MoRD), Government of India (GoI). The program is aimed at alleviation of rural poverty through career promoting skills and placements. The key focus areas of this are-the poor rural youth; the priority it gives to disadvantaged groups such as the SC/ ST / women and minorities and its attention to market-led training programs to ensure employability and its emphasis on partnership based skilling and placement delivery.

2. DDU-GKY follows a three–tier implementation architecture.
   i.   At the Apex is the National Unit (NU), set with the objective of for forming policy, providing technical facilitation to states, providing major part of funding to the program, monitoring & evaluation as well as undertaking coordination with key stakeholders in the sector, nationally and internationally;
   ii.   Next in hierarchy is the State Rural Livelihood Missions/ state designated skill development agency as the state level nodal implementation support agencies and implementation undertaken in partnership with Project Implementation Agencies (PIAs)
   iii.   Thereafter at next level are the PIAs that are in general private sector agencies, NGOs, government and semi-government agencies with experience in skilling and placement, that serve as the skill imparting and placement partners under the program. Presently there are 97 PIAs implementing the program in different districts of the MP.

3. **The key stakeholders of DDU-GKY in M.P. are:-**

   i.   Rural youth from poor families in the age group of 18 to 35 years (upper age limit is 45 years in case of Particularly Vulnerable Tribal Groups, widows, freed bonded labour etc.) are at the centers' of the program objectives.

   ii. Families, communities and peer group of rural youth.

   iii. PIAs who are the skilling and placement implementation partners.

   iv. Corporate entities in public and private sector who could be both PIAs for captive skilling and placement as well as potential employers of the rural youth.

v. The companies where candidates are placed.

vi. Relevant skills staff of MPRAF.

vii. Line Departments involved in skilling.

viii. Local government bodies at Zilla Panchayat, Janpad Panchayat and gram Panchayat level and DMMU, BMMU and CLFs.

ix. Migration Center and Alumni Support Centers.

x. Ministry of Rural Development as the funding and sponsor agency of DDU-GKY.

xi. National Skill Development Agency as the apex policy and coordinating agency on skills

xii. National Skill Development Corporation and other Ministries of GOI as peers in the skill sector.

xiii. Sector Skill Councils and National Council for Vocational Technical Educations with whom DDU-GKY aligns for its curriculum and certification of trainees, trainers and other assessment.

xiv. Political groups, religious groups, Common Service Centers's, e-chouplas, NGOs, Media and other agencies / channels that provide outreach for IEC and branding.

4. **Organizational Structure Skills Division :**The organizational structure of the Skills division at state and district level is as in the following diagram:
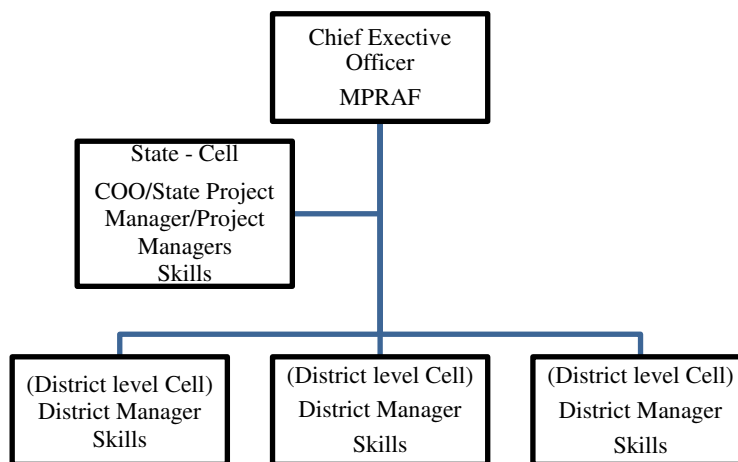
B. **OBJECTIVE:**

5. Madhya Pradesh is recognized as an Annual Action Plan (AAP) state to implement DDU-GKY, and has been mandated to train 75,237 candidates within 3 years started from 2019 to 2022. Action Plan training target & duration may be vary (increase or decrease) according to the direction/notification of Govt of India/Govt. of MP. It has partnered and has to partner with multiple Project Implementation Agencies (PIAs). It has to support these PIAs in various tasks like candidate mobilization, counselling, skills training, placement and post placement tracking. Further the monitoring of these PIAs is also essential for successful implementation.

Therefore, there is a requirement need to engage an Agency (as per the DDUGKY Guidelines1) as Consultant to be called 'STSA' to technically support the execution of the project. The State Technical Support Agency (TSA) would provide handholding to the state in strengthening the implementation process for assigned target.

C. **KEY TASKS AND RESPONSIBILITIES:**

1. The expected deliverables of the consultancy services will be to provide high quality services through deployment of qualified manpower. This dedicated team of experts / professionals would be appointed by the Agency for carrying out the assignment. Agency will perform the activities and sevices as per Guidelines, SOPs and notifications issued by MoRD, Govt of India & Govt of MP.

2. The 'Agency' shall provide technical assistance for overall Implementation of program management of skill development initiatives of MPRAF in the state and enabling effective implementation of DDU-GKY in each district / block level. The works to be taken up by the consultant are as below:

a. **Sector Assessment**:
   i. Define employability in terms of the market expectation in the skills areas. Design innovative ways of measuring the employability of skill seekers.
   ii. Design practical ways of tracking the employment out comes for certificate holders who enter the job market within 6 months of getting the certificate.
   iii. Propose plan for encouraging more potential PIAs and companies to work with the state in DDGUKY.
   iv. Develop all necessary policy guidelines, document repository including format, templates and tool kits.
   v. Innovations and co-creations in skill development along with mapping the best practices across states and recommending its implementations through dissemination workshops etc.
   vi. Support for planning and other works before Pre Project Approval committee meeting
   vii. Other policy support as required from time to time as instructed by MPRAF.

b. **Industry Linkages-Placement Retention:** It will be the responsibility of the TSA to coordinate with the PIA &MPRAF to:
   i. Support industry connects/advocacy programs for enabling the placement and their participation in skill development theme.
   ii. Sector/ Cluster development using the skill gap reports through various agencies/ institutions
   iii. Support for placement and retention of the trained youth with career progression.
   iv. Map the jobs in industries and other companies to facilitate the placement.
   v. Highlighting specific challenges being faced by agencies in execution of the MoU. On the

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[1]DDU-GKY guidelines are online at www.ddugky.gov.in

basis of performance of PIAs, if MPRAF considering the revision of action plan as per the monitoring results, the TSA shall draft special terms & condition in this regard.

vi. The Technical Support Agency is required to identify and draw all potential partners/ stakeholders across the domains of skill development ecosystem such as training, delivery, curriculum, employment and technology. Support for the placement retention of the youth placed.

c. **Monitoring & Evaluation:**

Development of Comprehensive framework for Monitoring & Implementation of Projects:

i. The 'Agency' will be assisting overall program management of skilling initiatives of MPRAF and enabling effective implementation at State, District, Block and Gram Panchayat level. The agency would be mandated with the end-to-end solutions for planning and management, monitoring and reporting; essentially as an effective project.

ii. Monitoring of PIAs work to ensure timelines adhered as per guidelines and suggest mechanisms for effective delivery of the selections within the agreed timelines of the TSA

iii. Conduct evaluation /appraisal methods for due diligence techniques as per the SOP of DDU-GKY programme.

iv. Take periodic monitoring as per DDU-GKY norms and requirements.

v. Provide MIS support to the mission

vi. Assist in on-line monitoring and audit of the progress and outcomes of the projects being executed through DDU-GKY funds

vii. Review the reporting systems and reports/alerts generated.

viii. TSA shall conduct by monthly inspection of each training centers', verify the information given by the PIA on online MIS system. TSA has to assess the quality of training centers', training delivery, training centers'structure and analyze the training standards whether it is as per the approved DDUGKY guidelines/ SOP. The inspection report of each centers' should be submitted to MPRAF in the prescribed formats as described in SOP of DDU-GKY and suggest necessary action.

ix. TSA shall constantly monitor the training centers' get the compliance of the inspection and work for quality of the trainings.

x. Use the MIS to periodically produce analytical reports to advise MPRAF and PIAs on project performance. The agency will also be responsible to furnish reports as required by MoRD through MPRAF (COO DDU-GKY).

xi. To assist the MPRAF in PIAs reviews and report formats (for all the stakeholders with defined periodicity) PIAs & generate reports in prescribed formats as and when required.

xii. Ensure effective implementation of M&E Plan/framework

xiii. Maintain a strategic overview of issues relating to impact assessment, evaluation and learning, monitoring trends in the external environment;

xiv. Review the MIS and identify ways in which it can be strengthened and supplemented through additional surveys/studies for assessing and establishing the outcomes of the program (i.e., results beyond the outputs).

xv. Design appropriate tracking surveys to capture programs outcome in terms of enhanced employability and improvement in the employment prospects. Also, design the surveys in such a manner that the indicators listed in the design and monitoring framework, results framework, and disbursement-linked indicators can be tracked.

xvi. Collect and analyze the survey data. Periodic progress report as per the agreed action plan, milestones and time line has to be adhered to. The agency shall also support in the Development of tracking process of placed candidates.

xvii. The "Agency" will be assisting over all program management of skilling initiatives of MP SRLM andenabling effective implementation at State, District, Block and Gram Panchayat level.

d. Financial Management Services:

    i.   The Agency will provide back-end support to MPRAF to maintain records of expenditure incurred for the program along with the supporting documents, track expenditure by activity heads, etc.

    ii.   The 'Agency' has to in support preparing statements of expenditures (SOE), compiling and preparing consolidated progress reports for the program related expenditure.

    iii.   The agency has to check Accounts of PIAs periodically confirming expenditure as per norms, TSA has to project budget for forth coming financial year by assessing the financial expenditure for current financial year.

    iv.   TSA has to audit the PIAs expenditure and project a different project cost within DDUGKY and report MPRAF periodically.

    v.   The agency has to perform the closure activities of the projects & recommendation of recoveries/payments if any in the light of DDU GKY norms.

e. Management Information System:

MIS software for implementation, hosting, training and support is to be maintained (independent software or deployed software by MoRD) **-** The functional requirements shall include:

    i.   TSA shall submit Monthly, Quarterly, Half yearly and Yearly reports and also periodical reports.

    ii.   Educate the PIAs on reporting formats, templates & other specific information requirements as per MIS to used/ over mail / website as directed by MPRAF.

    iii.   Review the reports by PIAs regarding any information gaps and inform the PIAs to rectify it.

    iv.   State-wide rollout of the IT system

    v.   Capacity building of the state level resources and district level resources to handle the MIS Maintenance of the IT system including handling of change requests

    vi.   All reports as per the scope of the project will submit to MPRAF from time to time.

    vii.   Facilitate and support in Skill Development Management System implementation, training, support and maintenance

    viii.   Proposing integrated workflow based system that end to end partner monitoring and performance in terms of targets, funds, attendance, placement percentage, youth perceptions etc.

    ix.   Monitor the performance of the partner organizations (PIAs) against the stated Key Performance Indicators (KPIs) and also give a monthly performance by PIAs.

    x.   Reporting &Dashboard capability to monitor the performance of the partner organization against the stated Key Performance indicators – Easy to use and intuitive user interface-Ability to search and retrieve documents, apply versions and archive documents.

f. Knowledge Management

    i. The TSA is required to develop system for knowledge management in which it provides the insights for policy management / formulation, best practices (like migration support centers', finishing schools, community colleges etc.), pilot studies, gaps regarding trained &placed, retention and career progression etc. It would be responsible for coordination with assessing bodies for certification of candidates and course curriculum. It would also be supporting in the coordination of inter-departmental convergence for the skill eco-system in the state.

ii. Interface with Sector Skill Councils (SSCs)/ National Council for Vocational Training (NCVT)/ National Skills Qualifications Framework (NSQF) and other national & international standards agencies (relating to skill development) and to suggest modifications/ Improvements to ensure curriculum, assessment and certification is 'learner-centered' for DDU-GKY. Undertake all related support activities in respect of this alignment.

iii. The TSA shall deploy the manpower (IEC coordination) for this service to ensure quality.

iv. The STSA will support the MPRAF is the setting up of Migration Support Centers in keeping with Guidelines issued by the DDU-GKY, Ministry of Rural Development, GoI. The STSA is required to create strategy for the making of both Source and Destination MSCs, identifying the scope of operations, Standardized Procedures for each of its activities and a monitoring framework. It is expected that the MSC will strengthen the community of skilled workers and help build useful components like Alumni Network to strengthen the DDU-GKY program in the state in coming years. As part of this activity, the STSA will also facilitate development of strategic alignment with relevant states and create a framework for financial participation.

v. The manpower deployed by the Agency will be dedicated full time for this service and shall be retained with that exclusive requirement. To ensure quality, the agency shall develop and follow an exclusive HR policy, describing standards and guidelines for managing the manpower deployed for the purpose, based on comparable similar structures established for delivering technical assistance projects of this nature in rural livelihoods sector. The selected agency will provide services through deployment of suitable manpower, having results orientation, potential to lead a thematic unit and ability to extend quality support
to districts.

g. **Annual Plan of Operations of the Agency and Fund Management:**

The Agency will develop its annual operation plan and quarterly plans, with the budget, in accordance with the Annual Action Plan.

h. **Capacity Building of PIAs/MPRAF staff:**

- The STSA will conduct a detailed analysis of the institutional capacity of the PIAs and MPRAF staff currently operating in the state and the new projects as and when they are approved with consultation of MPRAF. The STSA will draw up the institutional gap analysis parameters in consultation with the state teams that includes – the current qualifications and experience of the Trainers and Q- teams within PIAs, pedagogical methods, course coverage and innovative methods of learning used by the trainers, quality and methods of training using the domain labs, the quality parameters and inspection processes set up by the Q- team within the PIA.

i. **Support in Skill Gap Analysis and Engagement with Private sector:**
The STSA will facilitate the procurement of services of relevant vendors to investigate, forecast and create a master plan to map the demand for skilled manpower

across organizations and institutions at the district level. The study shall undertake a review of district level demand and supply and market analysis to develop a realistic skill gap analysis in select districts and also build capacity of the state to undertake the same on a continuing basis. The skill gap analysis is not intended to be a one-time exercise but an on-going continuous exercise through the tenure of the current approved Action Plan (2019-2022). The STSA will also plan, set goals, identify Key Performance Indicators (KPIs) and supervise the performance of all such agencies recruited for the same.

J. Other Support Activities:

The TSA will formulate ICT framework for MPRAF DDU-GKY Division and will Design an integrated ICT Framework and design systems. The systems to help in the IEC activities in DDU-GKY are:

a) Functional inputs to IT systems, Call Centers' and other ICT tools and applications including labour management information systems.

b) Mapping of the functional requirements from time to time and propose for the integration with other ministries/departments/ institutions/agencies.

c) Day today program administration support in conducting meeting, workshops, events, support in preparing the DDU-GKY EC meeting agenda and minutes.

d) Preparation of documents, status reports and white papers.

e) Provide executive support, administrative support and other office support from time to time.

f) The STSA will support the MPRAF in the following actions and tasks:

g) Assist the SMMU to effectively take forward the closure of each project ensuring that all physical and financial target has been duly met by the PIA;

h) Maintain a strategic overview of issues relating to impact assessment, evaluation and learning, monitoring trends in the external environment and translating the trends to into relevant messages and lessons for PIAs through briefing notes;

SCHEDULE FOR COMPLETION OF TASKS:

The consultancy period is 2 years. Following is the schedule of tasks:

S.No.	Deliverable	Outputs	Timeline
A	**Sector Assessment:** Define employability in terms of the market expectation in the skill areas. Design innovative ways of measuring the employability of skill seekers. Design practical ways of tracking the employment outcomes for the placed youth. Innovations and co-creations in skill development along with mapping the best practices.	a. Submit the report on demand & supply of sector specific skilled resources within **first six months.** b. Design innovative & practical ways of measuring and tracking employability of skill seekers.	Continuous
B	**Empanelment of PIAs and Industry Linkage & Placement Retention:** The Technical Support Agency is required to identify and draw all potential partners/ stakeholders across the domains in skill development eco-system. Support in the retention of the placed youth.	a. Submit the detail report upon the issues and challenges being faced in the placement. Suggest the measures to improve placement and retention of the placed youth. b. Empanelment of PIAs, Potential Partners and Institutions. c. Linkage with Industries for Placements.	Continuous
C	**Monitoring & Evaluation: Development of Comprehensive framework for monitoring and implementation of projects** The 'Agency' will be assisting overall program management of skilling initiatives of MPRAF and enabling effective implementation at State, District, Block and Gram Panchayat level. The agency would be mandated with the end-to-end solutions for planning and management, monitoring and reporting. The reports are to be furnished in the standard reporting framework.	a) Report the detailed work plan and adopted approach to carry out the assignment. Propose effective scheme roll out strategy and man power deployment plan. b) Draft- Consulting deliverables (program management, monitoring, reporting structures, etc.) c) Setting up the State team.	Continuous
D	**Financial management support services:** The Agency will provide back-end support to MPRAF to maintain	a) Accounting system for tracking expenditure by activity heads; and b) Periodic progress and	Continuous

	records of expenditures incurred for the services along with the supporting documents, track expenditure by activity heads, etc. The Agency will help in preparing statements of expenditures (SOE), compiling and preparing consolidated progress reports for the office related expenditure.	analytical reports for submission to MPRAF c) Integration of Financial disbursement schedule. d) Support in preparing draft of UC's and other financial documents.	
E	**The functional requirements shall include:** - Integrated workflow based system that end to end partner monitoring and performance in terms of targets, funds, attendance, placement percentage, youth perceptions etc. - monitor the performance of the partner organization against the stated key Performance Indicators -	a) Detailed Project Plan including timeline and team member profiles b) Monitoring and validation of MIS infrastructure like Biometric, CC camera and other technical equipment c) High Level and Low Level Design documents d) Performance reports	Continuous
F	**Knowledge Management:** TSA is required to develop system for knowledge management in which it provides the insights for policy management/ formulation, best practices, pilot studies, gaps etc.	a) Facilitate in designing the model training center's strategy b) Support in Mapping of jobs in Govt. Dept. and converging with these departments c) Knowledge partner will help in benchmarking the proposed curricula and duration of each level of the programme in various sectors. d) Establish strategies and processes for regular review and up-gradation of courses so that they always remain contemporary. e) Knowledge Partner will help the Skill development and skill employment unit to focus on new emerging occupations/employment avenues. f) Will suggest Innovative pilots g) Will bring in best practices of other projects across the country	Continuous
G	**Annual Plan of Operations of the Agency and Fund Management:** The Agency will develop its annual	a) The Agency will create the support team for MPRAF b) The Agency's annual operation	Continuous

	operation plan and quarterly plans, with the budget, in accordance with the Annual Action Plan.	plan with quarterly activity and cost estimates will be prepared jointly with MPRAF and approved by appropriate authority. c) The Agency will prepare quarterly progress report of the expenditure along with cost estimates analysis (variance analysis, etc.)	
H	**Other Support Activities:** The TSA will formulate ICT framework for MPRAF DDU-GKY Division and will Design an integrated ICT framework and design systems.	a) Functional inputs to IT systems ,CallCenters' and other ICT tools and applications including labour management information systems b) Mapping of the functional requirements from time to time and propose for the integration with other ministries/departments/ institutions/agencies c) Day to day program administration support in conducting meeting, workshops, events, support DDU-GKYD for EC meeting agendas, follow on minutes. d) Preparation of documents, status reports, white papers. e) Provide executive support, administrative support and other office support from time to time.	Continuous
J	**Performing role of a TSA**	a) Facilitate in designing the model training centers strategy b) Benchmarking of the proposed curricula and duration of each level of the programme in various sectors. c) Establish strategies and processes for regular review and up-gradation of courses so that they always remain contemporary. d) TSA will help the Skill Development Cell to focus on new emerging occupations/ employment avenues.	Continuous

K	**Creating migration support Center:** The Migration Support Centers are open to support the trained &placed youth away from the inactive districts or even states. The MSCs should support to the youth in the terms of temporary staying and work site issues addressing &resolve.	a) Conduct situational analyses and report for set up the MSCs b) Two migration support center each year in subsequent years location to be decided mutually c) Hand holding support to the placed youth who have migrated from the inactive areas.	Continuous

DURATION OF CONTRACT

The assignment is expected to be required for a period of 02 years (Two years) extended up to 1 year, whichever is later), unless terminated earlier by the MPRAF for whatsoever reason. Based on changing needs and mutual consent, and after gaining necessary approvals, the contract may be modified/expanded/curtailed in its scope or renewed annually, for a further period of one year, as may be specified by MPRAF.

Notwithstanding above, the contract under this TOR may be terminated at any point of time by MPRAF owing to, but not limited to, deficiency of service, sub-standard quality of specialists deployed, breach of contract, reduction or cessation of the requirements of work with no liability to the client except as provided in the contract.

Termination of TOR is an internal power of MPRAF that cannot be questioned in the court under any law.

FACILITIES AND SERVICE TO BE PROVIDED BY CLIENT

(a) MPRAF will designate key-official as nodal officer for this assignment to ensure that the assignment is implemented as per Contract.
(b) Make available all program documents including Annual Action Plan, Resource Framework Document, Program Implementation Plan, Community Operations Manual, Finance Manual, etc.
(c) Logistical supports like transportation, supplies & stationary and etc., will not be provided by the Client.
(d) Working Conditions Leave, etc. for deployed person: The TSA shall follow MPRAF working condition in case of exigency the TSA shall provide alternative services for the employee who is on leave.
(e) Travel, TA/DA Norms: The TSA shall follow TA/DA norms which is acceptable MPRAF. Deployed staff would follow the Travel, TA/DA norms etc. Calculations should be based on acceptable tariff. Tour/travel requests of the deployed staff would be sanctioned by the Chief Operating Officer Skills or an Officer designated by CEO MPRAF.

7. REVIEW AND MONITORING OF THE ASSIGNMENT:

The performance of the TSA will be judged on the basis of work done against the approved annual action plan approved by CEO-MPRAF. The monthly deliverables and performance of the TSA will be the judging factor for payment and continuation of service. TSA performance will be reviewed quarterly; a review mechanism put in place.TSA has to

deliver the services on monthly, quarterly and yearly basis, during review if any shortfalls penalty will be imposed for non-performance before evoke the termination provision. The observation of MPRAF in the review meeting shall be comply by the TSA and accordingly complete the assignment at no additional cost.

The work of the consultant and the final output / deliverables submitted by the consultant would be reviewed by the following committee and efforts would be made to communicate to the consultant the observations / comments / appraisal within 7 days of submission of the deliverables. The consultant shall comply with the observation and comments.

Members and reviewing community may be following or as decided by the CEO:
1) Chief Operating Officer
2) Dy. CEO MPRAF
3) FC MPRAF
4) SPM(Skills)
5) State Project Manager (MIS)
6) Any external member

8. PENALTY:

Any default of TSA will be reviewed seriously. Deployment of staff, submission of reports and other deliverables will be in time. In case of any serious default, penalty of 0.1 % of the contract value will be imposed. The maximum amount of penalty imposed for the whole of the services is five percent (5%) of final contract price. If it exceeds 5% contract value, contract will be terminated without issuing any further notice.

H.R. to be provided by TSA at State Level

H.R of 09 Key personnel and 11 Non-Key Personnel is to be deployed at state level with following responsibilities

A. Key Personnel:

S.No.	Key Position	Area of Specific Expertise required	Minimum Qualification and Professional Experience required	Key Responsibilities	Duration of Engagement
01	Team Leader	Skill development, livelihood promotion, capacity building, and implementation	➢ Should be full time MBA/ PGDM/PGDFM/ or equivalent qualification ➢ Min Total 07 years of experience. Should have min. 5 Years of experience in Govt./Semi Govt./PSU other Govt. Scheme. preference will be given having in monitoring of skilling projects. ➢ Should possess Hindi Knowledge proficiency (oral & written) ➢ Should have worked in leadership roles in the areas of skill development, livelihood promotion, capacity building, and implementation support for central/state schemes, program management and monitoring. ➢ The candidate willing to travel & Stay at GP level as& when required. ➢ Should have experience of managing team of at least 10 person.	**The incumbent would be responsible for:** Project guidance & direction for implementation of the program; Alignment on expectations; Conflict/issue resolution; Regular reviews & updates to MPRAF; Quality Control & Assurance; Project Tracking and Issue Resolution; Coordination with State Skill Mission and other State Skilling initiatives to build integrated approach for the state	Project Duration

| 02 | Thematic Specialist – Mobilization& Placement Retention (1) | Mobilization & Placement Retention | ➢ Full time MBA/PGDM/PGDFM//Post graduate in Rural Development/PG in Rural Management.
➢ Minimum 05 Years' experience in relevant fields like counseling/ Placements and supporting systems and social mobilization programs.
➢ Have knowledge about different corporate and organizational and skills required for the jobs.
➢ Familiar with both Hindi& English Language.
➢ Should have knowledge about the Tracking system.
➢ Should have demonstrable experience in interfacing with multiple media agencies and should have co-ordination skills
➢ Experience in working with the employers for placing the trained youth
➢ Experience in assisting set -up of self-employment initiatives for the skilled youth through incubation .
➢ Should have knowledge about the Tracking system | ➢ To support for the mobilization of the candidates for training centers.
➢ Plan to involve all the stake holders like Gram Panchayats, VO/CLF, Dist. level Officers and Organizations for Mobilization
➢ Support the PIAs in Mobilization Plan
➢ Support in Counseling to the candidates and parents of the candidate. Preparing Modules for counseling, Adopt good practices for the scientific counseling.
➢ Support for organizing the job fairs at all the levels in a systematicmanners like logistics, communications, materials and effective organizing of the Job fairs.
➢ The candidate closely works with the Community, SHGs, and its federations and other players | Project Duration |
| 03 | Thematic Specialist –Industry Relations (1) | Industry Relations | Full time PG in BE B tech/RD/MBA/ PGDM/PGDFM – Marketing ,HR, industrial relation and similar field
➢ Should have 5 years experience in similar filed.
➢ Should have minimum 3 Years of experience in the field of Skill Development, Placements and supporting systems.
➢ Should have knowledge about the Tracking system
➢ Should have knowledge of industries in india
➢ The candidate should know the MS-Office.
➢ The Candidate should have sound knowledge of Hindi
➢ The candidate willing to travel & Stay at GP level as &when required | ➢ Support to keep a track records of individual candidates at the community level
➢ Periodical follow up with the candidates by taking feedback and trouble shooting of the constraints/problems at the work place.
➢ Encourage to advanced skills to the placed candidates for their up scaling of employment.
➢ Maintain Database of the Placements and Placed Candidates
➢ Support industry connect/ advocacy program for | Project Duration |

| 04 | Thematic Specialist –Finance (1) | Finance and Accounts | ➢   CA/ ICWA
➢   Minimum of 3 years of experience, ideally in a project related setting.
➢   Proven ability to prepare necessary financial reports including budget preparation, maintaining books of accounts, statement of expenditure etc., along with the financial statement i.e. ability to establish recognized procedures to account for fund use.
➢   Must know Hindi language.
➢   Prefence will be given having experience in skilling projects | The incumbent would be responsible for: Creation of financial manual; generation of internal and external financial reports as per requirements; undertaking review of Utilization Certificates (UCs) submitted by partners; disbursement scheduling and timely fund transfer; proposal evaluation and appraisal received for empanelment of new partners; management accounting by ensuring regular update, periodical review; reporting of the finance information system | Project Duration |
| 05. | Thematic Specialist –MIS & IT (1) | Management Information System | Full time B.Tech(I.T)/B.E(Computer Science)/MCA/M.Sc(IT)
1. Experience of working as an MIS specialist/IT min 5 Years
2. Experience of working in at least 2 years project using web-based monitoring and evaluation tools;

3.   Experience of working on at least one NSDC project;
4.   Having experience of working on data in different management tools | The incumbent would be responsible for: Identifying data requirements and the data sources for monitoring of the program; Designing various formats, templates, dashboards, etc. for comprehensive monitoring; Monitoring and evaluation of training outcome; coordinating activities of existing PIAs by tracking their overall performance; Scorecard development and analysis; development and implementation of frameworks for quality assurance in infrastructure, trainers, curriculum etc.; working towards standardization of internal processes and preparing SOPs for the same; proposing quality circles and responsibilities marked for 24 man months each period/ division/ sector etc. build a platform to track placement of trained youth | Project Duration |

| 06 | Thematic Specialist –M&E (1) | Monitoring and Evaluation | Full time B-Tech/MBA/PGDM/PGDFM//Post graduate in Rural Development/MSW Any related technical/business master degree
1. Minimum 05 years' experience in the development sector /skilling program
2. Minimum 3 projects in the area of monitoring and evaluation;
3. Experience of working in at least 3years skill development sectore
4. Experience in working on web based MIS platform preferable on livelihoods/skill development/rural poverty reduction program
5. Experience of working in at least one project using web-based monitoring and evaluation tools.
The candidate should bewilling to travel & Stay at GPlevel as & when required | ➤ Identifying data requirements and the data sources for monitoring of the program;
➤ Monitoring of PIAs, work ensure timeline adhered as per the guidelines and suggested mechanisms for effective delivery of the selections within agreed timeline.
➤ Periodic Monitoring as per DDUGKY norms and requirements
➤ Development of monitoring / performance score card its parameters, weightage and also the frequency of evaluation.
➤ Assist in online monitoring and audit of the progress and outcomes of the projects.
➤ Conduct inspections of the training centers, cross verify of the formation with the ground realities.
➤ Assist MPRAF in PIAs review and report formats
➤ Maintain a strategic overview of issues relating impact assessment, evaluation and learning, monitoring trends in the external environment.
➤ Designing various formats, templates, dashboards, etc. for comprehensive monitoring; Monitoring and evaluation of training outcome; coordinating activities of existing PIAs by tracking their overall performance;
➤ Scorecard development and analysis; development and implementation of frameworks for quality assurance in infrastructure, trainers, curriculum etc.;
➤ working towards standardization of internal processes and preparing SOPs for the same; proposing quality circles and responsibilities marked for each period/ division/ sector etc. build a platform to track placement of trained youth | Project Duration |
| 07 | Legal Advisor (1) | | | To be deputed as and when needed based on immediate need and requirement in case to case basis. | Project Duration |

| 08 | Thematic Specialist -IEC & Policy Planning (1) | | 1.full time PG in Mass Communication/Journalism /RD/MSW /MBA
2. Should have minimum 5 years of post-qualification experience in the field of Publicity/communications Internet Enabled communication
3.Have knowledge about different communication material and knowledge products.
4.Have Sound Knowledge of Hindi and English
5.The candidate willing to travel & Stay at GP level as & when required
6.The candidate should know the MS-Office, Photoshop and other media software.
7.Proven communication skills are required. | ➢ Manage design of effective communication and education materials (templates, hoardings, posters etc.) for use of IEC teams at the district level for various programs and activities, in line with defined strategies and plans
➢ Identify and ensure propagation of State and Department success stories of skill development through design of relevant materials and effective coordination with district-level teams
➢ Identify and engage multiple channels – newspaper, radio, local TV, digital channels etc. for community outreach and for implementing various IEC programs and initiatives.
➢ Establish and manage relationships with relevant media organizations and / or agencies to ensure provision of adequate support for State IEC activities.
➢ Plan and implement initiatives to achieve higher prestige for skill training, enhance significance of skill training among disadvantaged youth, achieve higher branding of MPSRLM among stakeholders | Project Duratio n |
| 09 | Thematic Specialist– Quality, Assessment, Training & Branding (1+1) | | 1.PG inRD/MSW /MBA
2. Should have minimum 5 years of post-qualification experience in the field of coordination and liaison
3.Have knowledge about different corporate and organizational and skills required for the jobs.
4.Have Sound Knowledge of Hindi and English
5.The candidate willing to travel & Stay at GP level as & when required and have capability t
6.The candidate should know the MS-Office,
7.Proven communication both in English and Hindi skills are required. | ➢ Design practical ways of tracking the employment outcomes for the placed youth. Innovations and co-creations in skill development along with mapping the best practices.
➢ Conduct the quality assessment of the program,
➢ Conducting the assessment of the program and suggest the improvement actions.
➢ As directed by competent authority. | Project Duratio n |

B. Non-Key Personnel will work with key person

1	**Project Consultant -1 (Mobilization & Placement Retention)**	- The candidate willing to travel & Stay at GP level as & when required - The candidate should know the MS-Office. - Familiar with both Hindi & English Language. - Should have knowledge about the Tracking system. - Full time MBA/PGDM/PGDFM//Post graduate in Rural Development/ PG in Rural Management. - Minimum 03 Years' experience in relevant fields like counseling/ Placements and supporting systems and social mobilization programs.	Project Duration
2	**Project Consultant -2 (Finance Expert – Chartered Accountant)**	- Full time CA/ ICWA/MBA (Finance) /MCom - Minimum of 2 years of experience, ideally in a skilling related project setting. - Proven ability to prepare necessary financial reports including budget preparation, maintaining books of accounts, statement of expenditure etc., along with the financial statement i.e. ability to establish recognized procedures to account for fund use. - Must know Hindi language.	Project Duration
3	**Project Consultant -6 (Monitoring & Evaluation)**	Full time B-Tech/MBA/PGDM/PGDFM/Post graduate in Rural Development/Social works Any related technical/business master degree 1. Minimum 03 years' experience in the development sector 2. Minimum 2 projects in the area of monitoring and evaluation; 3. Experience of working in at least 2 states; 4. Experience in working on web based MIS platform preferable on livelihoods/skill development/rural poverty reduction program 5. Experience of working in at least one project using web-based monitoring and evaluation tools.	Project Duration
4	**Project Consultant -1 (MIS & IT)**	Full time B.Tech(I.T)/B.E(Computer Science)/MCA/M.Sc(IT) 1. Experience of managingMIS in at least 2 projects 2. Experience of working in at least one project using web-based monitoring and evaluation tools; 3. Experience of working on at least one NSDC project;	Project Duration

5	**Project Consultant -1 (Training, Assessment, Branding & Quality)**	Full time PG inRD/MSW /MBA 2. Should have minimum 3 years of post-qualification experience in the required field. 3.Have knowledge about different corporate and organizational and skills required for the jobs. 4.Have Sound Knowledge of Hindi and English 5.The candidate willing to travel & Stay at GP level as & when required and have capability t 6.The candidate should know the MS-Office, 7.Proven communication both in English and Hindi skills are required.	Project Duration