



श्री विश्वकर्मा कौशल विश्वविद्यालय

(हरियाणा सरकार, एक्ट संख्या 25, 2016 के तहत)

Draft

Invitation for proposal

From

Skill Assessments Technology Provider

For the

Skill Assessments Technology Platform

Assessments and Certification Department

1. INTRODUCTION

The Government of Haryana passed an Act 25 of 2016 to establish and incorporate a Skill University in the State to facilitate and promote skill, entrepreneurship development, skill based education and research in the emerging areas of various sectors and to raise skill level in various fields related to these areas and for matters connected therewith or incidental thereto.

In line with its stated objective, SVSU is also a Certification Authority recognized by the Government of India for skill based training programs. As part of its skill certification process, SVSU conducts assessments of the candidates trained in various skill trades passing out of the training centres of the affiliated vocational training partners (VTPs), schools, universities, SSDMs or any such training entities.

SVSU through this Invitation for Proposal is invited interested parties having a technology platform for conducting assessments of the skill-based training programs. As part of the process the technology platform provider should have the capabilities and experience in conducting both theory and practical assessments of trainees of skill-based programs across different sectors. In the current scenario of Covid – 19 given the difficulties trainees will experience in taking online assessments in classrooms, it is necessary that the entity should also have capabilities in conducting Remote Online Assessments, which could be proctored online through tools like live streaming and AI enabled facial recognition tools.

Through this Instruction, SVSU is looking to invite technology providers in the skill assessment space for conducting assessments over the next 1 year. The technology provider should be keenly aware of the skill assessment space, and the platform should be aligned with the curriculum patterns / QPs / Job roles and skill assessment structure created under the aegis of NSDC.

2. GENERAL REQUIREMENTS

SVSU now invites eligible technology firms to provide proposal in providing the Services as Skill Assessments Platform Technology Partner. Interested firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short listing shall be based on the information furnished by the firms in regard to the following.

A technology services provider will be selected in accordance with the Quality as well as Cost Based Selection (QCBS) method.

3. PREREQUISITES FOR SELECTION OF Technology Provider

- a. **Legal Existence:** The Technology Provider should be a legal entity (company or society but not firms, proprietorship or individuals; limited liability partnerships (LLPs) are allowed).
- b. **Prior Experience** - The Technology Provider should have sufficient prior experience in the assessment field and should have assessed minimum 1,00,000 candidates in the last three years on its technology platform.
- c. **Organization Structure:**
 - I. The Technology Provider should have a **structured mechanism for Governance** including a well-defined process for technology deployment, support and customizations.
 - II. The Technology Provider should have a development team and a project implementation team on its payroll with required capacity and experience to mentor, supervise, and plan the technology deployment and client support.

d. **Technology Deployment:**

- I. The Technology Provider should have assessed candidates from at least 3 sectors.
- II. The Technology Provider should have signed up assessment technology provision agreement related to assessments with more than 3 sector skill councils.
- III. The Technology Provider should have conducted assessments for both RPL and STT schemes on its platform.

e. **Financial Performance:**

The turnover of the Technology Provider from assessment activities for the last 3 financial years should be attached. The agency should also provide details namely PAN, TAN/TIN, ST/GST, Grants received from Central/State Governments and Bank details.

f. **Geographic Spread:**

The technology Provider should have office presence and assessment experience in the state of Haryana.

g. **Technology Platform Requirements:**

- i. The Technology Provider should have an expertise to carry out **online assessments** with state-of-the-art technology deployment
- ii. The Technology Provider should have the ability to develop the **assessment process and tools for** different training courses with **ability for continuous improvement**.
- iii. The Technology Provider should have the ability to **maintain assessment process records and details pertaining to candidates registered, tested, passed, centers, assessors**, etc, and shall preserve all the records for at **least 5 years or till the validity of any scheme** (whichever is later) at any point in time and make its online access to SVSU.
- iv. The Technology Platform should provide the customized platform within 7 days of work order.
- v. **The Technology Platform should the following or more features:**
 1. Online platform for carrying out assessments –Theory, Practical & Viva
 2. Applications - Assessor app & candidate app to be released on Google Play store
 3. Robust platforms - Customization as per the requirements of SVSU
 4. Platform dashboard for SVSU - Monitoring and report generation purpose.
 5. Affiliate (VTP /SSDM/Schools/ Colleges etc.) Section for uploading Batches and Candidate Details related to a scheme
 - a. Automatic system generation of unique Batch IDs and Candidate IDs
 - b. Process for approval of batches and candidate details by the Admin, for the related uploads by the affiliates
 6. Question Papers.
 - a. Pre-loaded question papers in encrypted form
 - b. Different difficulty levels of questions - Easy/Medium/Hard
 - c. Questions can be uploaded in multiple languages
 - d. Question Bank Section
 - e. Question paper strategy creation section
 - f. Question papers available in multiple sets for the same test
 - g. Tagging of questions QP /NOS and PC wise
 7. Assessor App Requirements.
 - a. Assessor attendance
 - b. On-going status

- c. Assessment collaterals capturing with geo-tagging and time stamping
- d. Ability to take pictures and videos related to assessment process – theory and practical
- e. 100% audio recording of all practical exams
- 8. Candidate App requirements
 - a. Candidate photo & Aadhaar capturing at the beginning of Theory & Practical exam.
 - b. Services like screen shot capturing, opening any other app to be disabled during the exam.
 - c. Language switching option.
 - d. Time stamping log for each candidate for theory exam.
 - e. Voice enabled questions for blind candidates
- 9. Remote Online Assessments
 - a. Recorded Online Viva (Practical)
 - b. Facial recognition through AI
 - c. Remote Proctoring
 - d. Live Streaming
 - e. Spy Image Capturing
- 10. Assessment Audit
 - a. Individual candidate exam audit report
 - i. Image, geo-tagging, time stamping
 - ii. Correct vs. incorrect attempts
 - iii. Credibility index for remote online exams
 - b. Desktop audit for assessments
 - i. All assessment related collaterals and details can be viewed and audited, and remarks can be made by the auditor for corrections before approval
 - ii. Trail of audit related interaction between the assessment coordinator and the auditor
 - iii. In-built escalations, if audit issues not resolved during the stipulated time

h. Conflict of Interest: It should declare its linkages with other stakeholders in skill ecosystem to ensure independence and to avoid any conflict of interest.

4. EVALUATION PROCESS

RFPs of the Technology Provider will be evaluated in two stages.

a. Application & Desktop Evaluation

- I. Prospective Technology Partners will submit the application in prescribed format.
- II. SVSU will carry out Desktop Evaluation of the prospective Technology Partners. It may invite them for deliberation and clarity, if necessary.
- III. SVSU reserves the right to select/reject the Technology Partner on merit. However, in case of rejection the same will be communicated to the applicant in writing.
- IV. Decision of SVSU in this regard would be final and grievances will be addressed to the relevant Committee (team constituted by Governing Council of SVSU).

b. Field Visit

- I. SVSU may do the field visits through its outsourced partner or itself. Team will visit the prospective Technology Partner, meet their key staff and carry out verification of records and processes.
- II. Team will submit its Assessment Report for consideration to the relevant SVSU Committee.

5. Marking Scheme on Technical Evaluation

| S. No | Parameter | Max Marks | Criteria | Weightage Points | | |
|-------|---|-----------|--|--|----------------------|----------------------|
| 1 | Overall Experience | 10 | Number of Years in assessment | More than 5 years | 3 to 5 years | upto 3 years |
| | | | | 10 | 7 | 5 |
| 2 | Experience in Haryana / Delhi NCR | 5 | Number of Years in assessment | More than 5 years | 3 to 5 years | upto 3 years |
| | | | | 5 | 3 | 2 |
| 3 | Candidates Assessed | 10 | In last 3 years | More than 3,00,000 | 2,00,001 to 3,00,000 | 1,00,000 to 2,00,000 |
| | | | | 10 | 7 | 5 |
| 4 | Assessment Platform Functionality | 20 | Will be determined by Evaluation Committee | Subjective score based on rigor and innovation of approach and methodology | | |
| 5 | Technology Provision Empanelment with SSCs / SSD Ms | 10 | Affiliated with minimum 3 organization | More than 8 organisations | 6 to 8 organisations | 3 to 5 Organisations |
| | | | | 10 | 7 | 5 |

| | | | | | | |
|----|---|------------|---|---|---|---|
| 6 | Mode of assessment | 10 | Assessment Modalities | Online Mobile App and Desktop App based allowing assessments without concurrent internet | Online Desktop & Mobile App based | Online Desktop Based |
| | | | | 10 | 5 | 3 |
| 7 | Audit & Monitoring Mechanism of assessments | 10 | Continuous Monitoring of the Assessment | Providing desktop audit of assessments | Capturing Assessment Collaterals | Providing Ongoing status |
| | | | | 10 | 5 | 3 |
| 8 | Number of Developers and Project Managers on company's payroll | 5 | Based on evaluation of CVs | More than 8 Experts | 6 to 8 Experts | 3 -5 Experts |
| | | | | 5 | 3 | 2 |
| 9 | Availability of Remote online assessments | 10 | Remote Online Features | Live Streaming, Remote Proctoring and AI enabled facial recognition | Live Streaming and Remote Proctoring | Recorded Live Streaming |
| | | | | 10 | 7 | 5 |
| 10 | Availability of affiliate section for batch upload and candidate upload | 10 | Affiliate Section Features | Affiliate can upload candidate and batch details, unique system ID created and the same approved by Admin | Affiliate registration section on Admin and separate affiliate section for affiliates | Affiliate registration section on Admin |
| | | | | 10 | 5 | 3 |
| | Total Marks | 100 | | | | |

6. Marking Approach

- a. The marking approach for selecting the bidder and awarding the contract will take into consideration the marks obtained by the bidder in both 'Technical Evaluation' and the 'Commercial BID'.
- b. The Marking approach will be in the ratio of 80:20 between the 'Technical Evaluation' and the 'Commercial BID, wherein 80% of the weightage will be provided to 'Technical Evaluation' and 20% weightage will be accorded to the 'Commercial Bid' submitted.

7. Award of Project by SVSU to the Technology Provider

- c. The selected Technology Provider will be appointed for 1 year or assessment completion of 12,000 candidates, whichever happens earlier
- d. A separate process may be initiated or terms renegotiated with the selected Technology Provider post the assessments completion as covered in the above point.
- e. SVSU reserves the right to choose one or more than one technology provider for the first 12,000 candidate assessments as explained in the first point in this section.
- f. The number of Candidate may Increase or decrease.

8. Periodic Audit

- a. The selected Technology Provider may be subjected to periodic operations audit by SVSU. In case shortcomings are found during the audit, the Technology Provider will be intimated to take corrective actions within 1 months, failure to which would lead to temporary or permanent de- empanelment of the Technology Provider.

9. Instructions to Applicants

- a. As part of the application for empanelment, the Technology Provider will submit the RFP, on the below mentioned email ID along with documents duly filled including the annexures, stamped and signed by the authorized signatory. The application for empanelment for the scope mentioned in this Document in hard copy as to be submitted at SVSU office in person or via courier. The application should be addressed in the name of **"Convener Central Purchase Committee" Shri Vishwakarma Skill University, Plot No – 147, Sec 44 Gurugram.**
- b. The commercial bid as per the format contained in Annexure 7 should be submitted as a hard copy only, separately in a sealed envelope marked 'Commercial Bid' through registered post. The 'Commercial BID/Quotation' should be marked to **Convener Central Purchase Committee" Shri Vishwakarma Skill University, Plot No – 147, Sec 44 Gurugram.** Any discrepancies with regards to the submission of the commercial bid will lead to immediate disqualification.
- c. Application Cover Note with a very brief introduction of the Technology Partner and list of all annexures and supporting documents in chronological order should be attached. Please use a separate sheet in case the space is not adequate.
- d. An affidavit should be sought in terms of confidentiality and security of assessment data.
- e. The University will have the right to cancel the contract with 15 days prior notice any time.

11. Resolution of Disputes

The dispute resolution mechanism would be as follows: In case of Dispute or difference arising between SVSU and the applicant relating to any matter arising out of or connected with this ERP, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Vice Chancellor, Shri Vishwakarma Skill University and if he is unable or unwilling to act, the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order. The venue of the arbitration shall be Gurugram/Palwal.

12. Applicable Law

The place of jurisdiction would be Gurugram/Palwal Haryana.

13. Last date for Submission of proposals

- a. All applications complete in all respects as enumerated in this RFP must be received by SVSU by **25/02/2021** by 17.30 hrs.
- b. Any queries regarding filing of the application can be addressed to the below person.

Convener, Central Purchase Committee
Shri Vishwakarma Skill University, Plot No 147, Sec-44, Gurugram

Annexure-1

Form 1 - Self-Declaration by the Technology Provider

| | | Commitment | If Yes, | |
|------|---|----------------------------|-----------------------------|---------|
| S NO | Current Business Status | (delete if not applicable) | please furnish full details | Remarks |
| 1 | Are you a Training Partner in the Skill Ecosystem? | YES / NO | | |
| 2 | Are you an Income Tax Payee? | YES / NO | | |
| 3 | Are you a registered legal entity in India? | YES / NO | | |
| 4 | Have you ever been black listed by any government organization? | YES / NO | | |
| 5 | Do you have any linkages with any other organization in the Assessment Technology domain? | YES / NO | | |

| | | | | |
|----|---|----------|---|--|
| 6 | Do you have necessary financial resources for the operations of your business? | YES / NO | Please attach last 3 years balance sheet. | |
| 7 | Do you have a Web Site of your own? | YES / NO | | |
| 8 | If awarded the project, do you have the capability to undertake On-line assessment with immediate effect? | YES / NO | | |
| 9 | Have you ever been subject to legal action in the case (s) of malpractices and unfair conduct? | YES / NO | | |
| 10 | Have you ever been banned/suspended for the services offered by you? | YES / NO | | |

I, _____(name), S/o _____r/o, Mobile No _____, do hereby declare that I have furnished the above details to the best of my ability and knowledge and I fully understand that any incorrect information will render my organization disqualified for the project award. If awarded, I do also agree to meet the other operational conditions as laid down by SVSU for the Technology Provision of Assessment.

Date:
Place

(Authorised Signatory)

Annexure-2 Form: 2 Number of years of existence

| | |
|---|--|
| Legal Constitution of Applicant (Registered Public Limited/ Private Limited Company/ Registered Society/ Trust/ Association/ Trade Body/ Registered Educational Institution/ University/ Partnership Firm) | |
| Type of the Bidding Entity | |
| Name of Registering Authority | |
| Registration Number | |
| Date of Registration | |
| Place of Registration | |

For and on behalf of:

(Company Seal)

Signature: Name: Designation:

Note:

1. Please provide copy of the registration certificate from the appropriate Registering Authority.
2. Please provide details of the first assessment conducted to ascertain the number of years of experience.

ANNEXURE 3-ORGANISATION PROFILE

1. Name of the Technology Provider
2. Postal Address
3. Contact Name, Phone No., Email id
4. Legal Constitution of Applicant (Please tick the appropriate box) [Please provide copy of the registration certificate from Registering Authority]
 - Registered Public Limited
 - Private Limited Company
 - Registered Society
 - Trust/ Association
 - Trade Body
 - Registered Educational Institution/University
 - Partnership Firm
5. Name of Registering Authority
6. Registration Number
7. Date of Registration
8. Place of Registration
9. Whether NSDC Partner (If yes, please attach supporting document)
 - Yes
 - No
10. Is the Institute recognized with any professional Body/ Agency/ Council?
If yes, please mention the following and attach supporting documents

| | | |
|---|-----------------------------|--|
| 1 | Name of the Agency/ Council | |
| 2 | Recognition Number / Code | |
| 3 | Year of Recognition | |
| 4 | Year valid up to | |

11. Any other information such as honours and awards; recognition / commendation by other apex bodies and associations to be mentioned below.

| S No | Brief Description of Recognition with Year/Month |
|------|--|
| | |
| | |
| | |

ANNEXURE 4–PRIOR ASSESSMENT EXPERIENCE

The Technology should have assessed minimum 1,00,000 candidates in total for the purpose of project award. Information to be furnished in modules pertaining to vocational skills courses/ modules notified by NCVT/SCVT/Sector Skills Council or recognized by any state or central government.

| SNo. | Sector | Number of Years | Number of Trainees Assessed | | |
|------|--------|-----------------|-----------------------------|---------|---------|
| | | | 2016-17 | 2017-18 | 2018-19 |
| | | | | | |

[Please provide details of first assessment conducted to ascertain the number of years of experience.]

ANNEXURE 5- ORGANISATIONAL GOVERNANCE

1. Please attach Organisation chart
2. Profile of Owners/Promoters of the Institute/AB

| S. No. | Name of Owner/Promoters | Educational Qualification | Total Experience in Years | Experience in Assessments | Contact email ID | Mobile Number |
|--------|-------------------------|---------------------------|---------------------------|---------------------------|------------------|---------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

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3. Profile of Management and Technology Team

| S.No. | Name and Designation of Management/Operational Team | Educational Qualification | Total Experience in Years | Experience in Assessments | Contact email ID | Mobile Number |
|-------|---|---------------------------|---------------------------|---------------------------|------------------|---------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

4. Details of POC for this Project

| | |
|-------------|--|
| Name | |
| Designation | |
| Address | |
| Land Line | |
| Email ID | |
| Phone No. | |

5. Does the Technology Provider have the following policy documents?

| | | Yes | No | Remarks |
|---|--|-----|----|---------|
| 1 | Mission Statement | | | |
| 2 | Operations Manual to include the Background and Organisation Structure | | | |
| 3 | HR Policy and Recruitment Guidelines | | | |
| 4 | Internal Evaluation & Audit Process | | | |

ANNEXURE 6: FINANCIAL PERFORMANCE

This information will be treated as highly confidential and will not be shared by SVSU with anyone.

1. Statutory Compliances of the Agency: (Please attach photocopies)

| | |
|---------|--|
| PAN | |
| TAN/TIN | |
| ST/GST | |

2. Turnover of the Agency from Assessment activities: (Please attach Audited Balance Sheet for the following financial years and certificate form the Chartered Accountant/Audit Firm regarding

Annual turnover from assessment program in India of the applicant)

| Financial Year | Turnover from Assessment activities (in lakhs) (in INR) |
|----------------|---|
| 2018-19 | |
| 2017-18 | |
| 2016-17 | |

3. Details of Bank Account

| | |
|------------------|--|
| Name of the Bank | |
| Branch/Location | |
| IFSC Code | |
| Account Number | |

ANNEXURE 7: COMMERCIAL BID / Quotation

For the Attention of: The Evaluation Committee SVSU

We confirm that we have understood the requirements of SVSU from the skills assessment technology platform as enumerated in this RFP. We also certify that our platform conforms with the requirements enumerated by SVSU through this RFP.

Our commercial offer providing full feature compliance with the RFP requirements is:

INR _____ /- per candidate assessed through the platform

Authorized Signatory (Name)
Designation

Company Seal:

Note:

The commercial BID should be sealed in a separate envelope marked '**Commercial BID/Quotation**' and should be submitted in hard copy only through registered post marked to Any submission through the mail along with other documents will lead to immediate disqualification of the BID.

DECLARATION

I hereby declare that the above information is true to the best of my knowledge and belief. I do understand that any incorrect information will result in suspension/cancellation of my organization's project award with SVSU.

I hereby confirm having read the Request for Proposal (RFP) embodying the General Instructions and fully understood the scope of service, empanelment process and other terms and conditions and agree to the same in letter and spirit.

I on behalf of the Technology Provider hereby confirm that we will abide by the terms and condition, financial and guidelines and other policy directives issued by SVSU from time to time.

Place:

Signature of Applicant

Date:

Name and Designation

Note: Authorized to sign on behalf of the Technology Provider.