

## Bid Document/ बिड दस्तावेज़

| Bid Details/बिड विवरण  |  |
|--|--|
| Bid End Date/Time/बिड बंद होने की तारीख/समय  | 29-08-2024 12:00:00  |
| Bid Opening Date/Time/बिड खुलने की तारीख/समय   | 29-08-2024 12:30:00  |
| Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)  | 90 (Days)  |
| Ministry/State Name/मंत्रालय/राज्य का नाम  | Ministry Of Skill Development And Entrepreneurship   |
| Department Name/विभाग का नाम   | Na   |
| Organisation Name/संगठन का नाम   | National Council For Vocational Education And Training (ncvet)   |
| Office Name/कार्यालय का नाम  | New Delhi  |
| Item Category/मद केटगरी  | E-Learning Content Development - Non-iGOT; Storyboarding and conversion of content to multimedia formats; Hindi, English; Mobile and Laptop/Desktop Both; Education and Skilling, Communication skills English language literacy Workplace and jobrelated ..   |
| Contract Period/अनुबंध अवधि  | 6 Month(s) 23 Day(s)   |
| Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)    | 1000 Lakh (s)  |
| Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष | 3 Year (s)   |
| Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है                          | Yes  |
| MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है  | Yes  |
| Startup Exemption for Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है                                       | Yes  |
| Document required from seller/विक्रेता से मांगे गए दस्तावेज़   | Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC)<br>*In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer |

| Bid Details/बिड विवरण  |                             |
|--|-----------------------------|
| Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया   | No                          |
| Type of Bid/बिड का प्रकार  | Two Packet Bid              |
| Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय | 2 Days                      |
| Estimated Bid Value/अनुमानित बिड मूल्य   | 104500000                   |
| Evaluation Method/मूल्यांकन पद्धति   | Total value wise evaluation |
| Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है                       | Yes                         |

#### EMD Detail/ईएमडी विवरण

|                             |                     |
|-----------------------------|---------------------|
| Advisory Bank/एडवाइजरी बैंक | State Bank of India |
| EMD Amount/ईएमडी राशि       | 3500000             |

#### ePBG Detail/ईपीबीजी विवरण

|  |                     |
|--|---------------------|
| Advisory Bank/एडवाइजरी बैंक  | State Bank of India |
| ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)                               | 5.00                |
| Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने). | 10                  |

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

#### Beneficiary/लाभार्थी :

Director  
NCVET, 4th Floor, Kaushal Bhawan Chanakypuri, New Delhi-110023  
(Ncvet)

#### Splitting/विभाजन

Bid splitting not applied./बोली विभाजन लागू नहीं किया गया

**MII Compliance/एमआईआई अनुपालन**

|                               |     |
|-------------------------------|-----|
| MII Compliance/एमआईआई अनुपालन | Yes |
|-------------------------------|-----|

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of Work:**[1723616510.pdf](#)

**Payment Terms:**[1723616515.pdf](#)

**Buyer to specify number of learning personnel and instructional designers cum writers with experience in eLearning design, authoring and development required:**[1723616517.pdf](#)

**In case Buyer wants to add some more conditions other than standard SLA then buyer to specify the clauses of additional SLA .:**[1723616521.pdf](#)

**Buyer to upload approval from competent authority in case they want to add some more conditions other than standard SLA:**[1723616526.pdf](#)

**This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-**

| Parameter Name                | Max Marks | Cutoff Marks | Qualification Methodology Document |
|-------------------------------|-----------|--------------|------------------------------------|
| Technical Evaluation Criteria | 100       | 70           | <a href="#">View File</a>          |

**Total Minimum Qualifying Marks for Technical Score: 70**

**QCBS Weightage(Technical:Financial):70:30**

**Presentation Venue:**NCVET, 4th Floor, Kaushal Bhawan Chanakyapuri, New Delhi-110023

**Pre Bid Detail(s)**

| Pre-Bid Date and Time | Pre-Bid Venue   |
|-----------------------|---|
| 22-08-2024 11:00:00   | NCVET, 4th Floor, Kaushal Bhawan Chanakyapuri, New Delhi-110023 |

**E-Learning Content Development - Non-iGOT; Storyboarding And Conversion Of Content To Multimedia Formats; Hindi, English; Mobile And Laptop/Desktop Both; Education And Skilling, Communication Skills English Language Literacy Workplace And Jobrelated .. ( 60060 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification  | Values   |
|--|--|
| <b>Core</b>  |  |
| Platform   | Non-iGOT   |
| Type of Services Required                                    | Storyboarding and conversion of content to multimedia formats  |
| Languages  | Hindi , English  |
| Primary device used by platform users for e-Learning         | Mobile and Laptop/Desktop Both   |
| Subjects to be covered                                       | Education and Skilling , Communication skills English language literacy Workplace and jobrelated skills Interpersonal Social skills Cognitive metacognitive skills Citizenship and constitutional values Foundational literacy Digital literacy self employment entrepreneurship |
| Specification in terms of Levels required or type of content | Levels   |
| Levels Required  | Level 2  |
| Type of Content  | NA   |
| Voice-over   | NA   |
| Other support required                                       | Testing and LMS upload support , Subject matter expertise  |
| Proof of Concept Required                                    | Yes  |
| Nature of Raw Content Available                              | Soft copies available  |
| <b>Addon(s)/एडऑन</b>   |  |
| Number of pages required for PDF/PPT                         | NA   |

| Specification   | Values                                   |
|---|--|
| Number of photographs for stock photography required  | NA                                       |
| Total duration of live action video required in minutes   | NA                                       |
| Level 1 assessment (10 questions) – Multiple Choice Single Select , Multiple Choice Multiple Select   | NA                                       |
| Level 2 assessment (10 questions) – Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following , Sequencing , Sorting  | Yes                                      |
| Level 3 assessment (10 questions) - Multiple Choice Single Select , Multiple Choice Multiple Select , Match the Following, Sequencing , Sorting, Crossword Puzzles , Scenario-based/game-based/simulation-based summative assessments , Tracked formative assessments | NA                                       |
| Additional Details/अतिरिक्त विवरण   |  |
| Language of master version  | English                                  |
| Mention qualification and experience requirements of SME  | Graduate with minimum 5 years experience |
| Approx. number of pages of raw content available for content development  | 1000                                     |

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता   | Duration in minutes (Level wise or Type of Content wise as the case may be) | Additional Requirement/अतिरिक्त आवश्यकता  |
|----------------|---|---|---|---|
| 1              | Mohd Asad   | 110023,NCVET, 4th Floor, Kaushal Bhawan, Chanakyapuri | 60060   | <ul style="list-style-type: none"> <li>Approx. Numbers of L2 Sets Required, Service Provider to quote for preparing L2 assessment of 10 Questions : 50</li> </ul> |

#### Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

## 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

## 2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

ATC

Due to the constraints of information in the GeM, the prospective bidders may go through the RFP which will be the final authority for technical and financial evaluation.

## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

**---Thank You/धन्यवाद---**



## **NCVET**

(National Council for Vocational Education and Training)

Kaushal Bhawan, 4<sup>th</sup> Floor, Africa Avenue, Chanakyapuri

New Delhi – 110023

**Tender Reference No: 22001/03/2024/NCVET**

**RFP FOR SELECTION OF CONTENT DEVELOPMENT AGENCY FOR DEVELOPMENT OF  
E- LEARNING CONTENT AND CLASSROOM TRAINING CONTENT FOR  
EMPLOYABILITY SKILLS, SOFT SKILLS, AND LIFE SKILLS**



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## Glossary and Definitions of Terms

| S. No. | Term                         | Meaning   |
|--------|------------------------------|---|
| 1.     | NCVET                        | National Council for Vocational Education and Training  |
| 2.     | MSDE                         | Ministry of Skill Development and Entrepreneurship  |
| 3.     | NOS                          | National Occupation Standards   |
| 4.     | AA                           | Assessment Agency   |
| 5.     | AB                           | Awarding Body   |
| 6.     | ES Modules                   | Employability Skills  |
| 7.     | NCrF                         | National Credit Framework   |
| 8.     | NSQF                         | National Skills Qualification Framework   |
| 9.     | DGT                          | Directorate General of Training   |
| 10.    | VETS                         | Vocational Education, Training and Skilling   |
| 11.    | NEP                          | National Education Policy   |
| 12.    | SME                          | Subject Matter Expert   |
| 13.    | TEC                          | Technical Evaluation Committee  |
| 14.    | Bidder                       | Any eligible firm or company etc. participating in the procurement process.   |
| 15.    | Agency/Selected Agency       | Agency which is selected through the tender or procurement process. The Selected Agency shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels.  |
| 16.    | EMD/ BSD                     | Earnest Money Deposit/ Bid Security Deposit   |
| 17.    | PBG/PSD                      | Performance Bank Guarantee/ Performance Security Deposit  |
| 18.    | ES/LS/SS                     | Employability Skills (ES), Life Skills (LS) Soft Skills (SS)  |
| 19.    | Beta Version                 | The version of content submitted by the agency after at least one round of feedback on the content has been incorporated by the agency. Beta version will be close to final version of the content and adhere to specifications of NCVET  |
| 20.    | Content to be developed      | 3 modules consisting of submodules.<br>Content will be for both e-learning and classroom training   |
| 21.    | Content Evaluation Committee | Committee set up by NCVET for evaluation of the Curriculum and content design and development for both e-learning and classroom led training.   |
| 22.    | Limited Interaction          | Contain audio, some video, basic animations, and a few simple transitions. This level of content is often accompanied by narration and click-and-reveal interactions. Level 2 quizzes start to incorporate drag-and-drop interactions and matching activities.                            |
| 23.    | Complex Interaction          | Extensive audio, video, transitions, animations, and more. Quizzing can involve branched, scenario-based questions that allow learners to explore multiple paths and feedback levels.   |
| 24.    | Advanced Interaction         | Gamification/high animation, may incorporate 360° images, games or complex gamification, scenarios, avatars, or interactive videos. learners interact with the course and receive feedback on their choices- which might even impact the sequence of content they're presented with next. |
| 25.    | TOC                          | Table of Content  |
| 26.    | GUI                          | Graphical User Interface  |

## Tender Information Summary

| S. No. | Key Information                          | Details   |
|--------|--|---|
| 1.     | Assignment Title                         | Request for Proposal (RFP) for Selection of an agency for <b>&lt;&lt;E-learning and classroom content development &gt;&gt;</b> through Sankalp Program of World Bank  |
| 2.     | Tender Reference No.                     | 22001/03/2024/NCVET   |
| 3.     | Organisation/Purchaser                   | National Council for Vocational Education and Training (NCVET)<br>4th Floor Kaushal Bhawan (Near Hotel Leela Palace) Africa Avenue, Diplomatic Enclave Chanakyapuri, New Delhi - 110023   |
| 4.     | Authority on whose behalf RFP is invited | National Council for Vocational Education and Training (NCVET)  |
| 5.     | Location                                 | New Delhi   |
| 6.     | Bid Submissions                          | Through GeM   |
| 7.     | Technical Bid                            | Through GeM   |
| 8.     | Financial Bid                            | Through GeM   |
| 9.     | Method of Selection / Bid Parameter      | Quality and Cost Based Selection<br>(Technical weightage 70 %, Financial weightage 30 %, 70:30)   |
| 10.    | Bid Availability                         | RFP is available on GeM portal and NCVET website ( <a href="http://www.ncvet.gov.in">www.ncvet.gov.in</a> )   |
| 11.    | Date of publication of tender document   | 14-08-2024  |
| 12.    | RFP available on GeM portal              | Start date: 14-08-2024<br>End date: 29-08-2024  |
| 13.    | Submission of pre bid queries            | Start date: 14-08-2024<br>End date: 21-08-2024  |
| 14.    | Pre-bid Meeting                          | On 22-08-2024 at 1100 Hrs through physical meeting at NCVET, New Delhi (queries may be sent to the given email address: <a href="mailto:santoshkumar.678p@gov.in">santoshkumar.678p@gov.in</a> ).   |
| 15.    | Time for Bid submission                  | Start date: 14-08-2024<br>End date: 29-08-2024  |
| 16.    | Opening of Technical Bids                | On or after 29-08-2024  |
| 17.    | Earnest Money Deposit                    | Rs 35,00,000 (Thirty-five Lacs)   |
| 18.    | Performance Security Deposit (PSD)       | 5% of the cost discovered through tender process  |
| 19.    | Technical Presentation                   | Date and Time, if any, will be communicated   |
| 20.    | Opening of Financial Bids                | Date and Time, if any, will be communicated   |
| 21.    | Address for Communication                | Secretary to the Council,<br>National Council for Vocational Education and Training (NCVET),<br>Ministry of Skill Development and Entrepreneurship,<br>Government of India<br>4th Floor Kaushal Bhawan (Near Hotel Leela Palace)<br>Africa Avenue, Diplomatic Enclave<br>Chanakyapuri, New Delhi - 110023 |

## 1. Introduction

- 1.1. The National Council for Vocational Education and Training (NCVT), notified on December 5, 2018, has been set up as an overarching umbrella regulator establishing regulations and standards to ensure quality in the TVET space, subsuming the responsibilities of National Skill Development Agency (NSDA) and the erstwhile National Council of Vocational Training (NCVT).
- 1.2. In order to facilitate smooth transition of the learners to the workplace in different organizations in the country and across the globe, NCVT has identified and classified various types of Employability Skills, Soft-Skills, Life-Skills and Competencies required to be integrated and provided along with Vocational Education, Training and Skilling for Job Roles/ Qualifications at various levels for Long Term Trainings (LTTs), Short Term Trainings (STTs), as also Vocational Education, Training and Skilling in Schools, Technical and Higher Education.
- 1.3. This would provide required flexibility to the Awarding Bodies (ABs) in populating the Employability National Occupational Standards (NOSs) for the qualifications in the TVET programs. This is in line with the NEP 2020 which lays emphasis on communication, teamwork, resilience, and critical thinking as well as other life skills. NEP 2020 also highlights the importance of higher order thinking and developing life skills. Thus, it becomes imperative to ensure that the training programs are aligned to the market requirements. Furthermore, efforts are being made to enhance youths' employability and entrepreneurial skills to create a force multiplier effect on employment generation and align with emerging skills and job requirements.
- 1.4. Now a days, the employers in addition to the technical skills are also looking for other professional and soft skills like communication skills, teamwork and collaboration, analytical skills, creative thinking, etc. Lack of competence in employability skills, communication skills, behavioural aspects etc. pose a hindrance for the prospective employees to get the desired employment.
- 1.5. Subsequently, Employability Skills NOSs (ES NOSs) and Model Curriculum of 30Hrs, 60Hrs, 90Hrs and 120Hrs were developed and approved in the 20<sup>th</sup> NSQC, held on June 2022. These NOS included about 12 elements/modules, such as, Introduction to Employability Skills, Constitutional values – Citizenship, becoming a Professional in the 21<sup>st</sup> Century, Basic English Skills, Career Development & Goal Setting, Communication Skills, Diversity & Inclusion, Financial and Legal Literacy, Essential Digital Skills, Entrepreneurship, Customer Service, Getting ready for Apprenticeship & Jobs. Further, all recognized Awarding Bodies were mandated to add these ES NOSs, as applicable, in all their job roles/qualifications, existing as well as those being developed for NSQF alignment and approval.
- 1.6. However, many ABs have reported challenges in the implementation of the existing ES NOSs in the training. Awarding Bodies have to select one of the 4 existing NOSs for inclusion in their job role/qualification, which in number of cases, may not be adequate/ aligned to the actual requirements of the job role of the sector/ industry/ learners/employer as the existing 4 ES NOSs are

hard coded to some extent. Therefore, these do not provide adequate flexibility to meet the sectoral and job role/qualification requirements. Further, the existing 4 NOSs lead to ambiguity with regard to whether or not a learner has to undertake the same training on employability skills in different job role/qualification at various NSQF levels. This inadvertently results in a learner repeating the same training in different job role/qualification, thereby causing financial loss to the exchequer.

## 2. Objectives of this RFP

- 2.1. The project aims to develop a flexible model of Employability Skills (ES), Life Skills (LS) and Soft Skills (SS) and in a dynamic framework. The focus is to provide solution to the Awarding Bodies, which gives them flexibility to develop NOSs by assembling the required modules/sub-modules as per the industry/job role requirement and the target learners.
- 2.2. NCVET strives to provide a broad-based bucket of exhaustive pool of ES/LS/SS modules/sub-modules which would include 21st Century skills and also address the sectoral and industry demand as well as general and vocational education and skilling.

## 3. Scope of Work

- 1.1. The NCVET has structured these Employability Skills (ES), Life Skills (LS) and Soft Skills (SS) into nine (09) main modules with 50 sub-modules to be developed across 04 variants which will cater to the requirements of different target groups as detailed below:
  - 1.1.1. Basic level ES/SS/LS - would cater to NCrF/NSQF Level 1-2 and level 2.5 in some cases.
  - 1.1.2. Intermediate ES/SS/LS - NCrF/NSQF Level 2.5, 3-4
  - 1.1.3. Advance ES/SS/LS - NCrF/NSQF Level 4, 4.5-6
  - 1.1.4. Higher Order ES/SS/LS - NCrF/NSQF Level 6.5 and above
- 1.2. This RFP covers all modules and their sub-modules, with content to be developed for four skill variants: Basic, Intermediate, Advanced, and Higher Order Skills. The details are given below:

| Module               | S. No. | Sub Module  | Indicative Duration in Hours |     |              |     |          |     |              |     |
|----------------------|--------|---|------------------------------|-----|--------------|-----|----------|-----|--------------|-----|
|                      |        |   | Basic                        |     | Intermediate |     | Advanced |     | Higher Order |     |
|                      |        |   | EL                           | ILT | EL           | ILT | EL       | ILT | EL           | ILT |
| Communication skills | 1      | Non-verbal communication: Body Movements and Posture, Facial Expressions, Eye Contact, Hand Gestures and Tone of Voice, Personal Grooming | 2                            | 6   | 1            | 3   | 0        | 0   | 1            | 3   |
|                      | 2      | Listening skills  | 2                            | 6   | 1            | 3   | 0        | 0   | 2            | 6   |
|                      | 3      | Reading skills  | 2                            | 6   | 1            | 3   | 0        | 0   | 2            | 6   |
|                      | 4      | Written communication: <i>Convey ideas and information through the use of written language- e.g. Letter and report writing</i>            | 2                            | 6   | 1            | 3   | 0        | 0   | 3            | 9   |

|                                |    |   |     |     |   |   |   |   |     |     |
|--------------------------------|----|---|-----|-----|---|---|---|---|-----|-----|
|                                | 5  | Verbal communication: <i>Convey ideas and information through the use of Spoken language</i>  | 2   | 6   | 1 | 3 | 0 | 0 | 2.5 | 7.5 |
| English Language Literacy      | 6  | The five categories of Skills required for English: Reading, Listening, Speaking, Writing, and Grammar  | 3   | 10  | 1 | 3 | 1 | 3 | 3   | 9   |
| Workplace & Job-related skills | 7  | Occupational Safety and Health  | 2   | 6   | 1 | 3 | 1 | 3 | 2   | 6   |
|                                | 8  | Plan, Organize and Coordinate   | 1   | 3   | 0 | 0 | 0 | 0 | 2   | 6   |
|                                | 9  | Project management: Planning Projects, Assessing Risks and Opportunities, Budgeting, Time Management, Productivity and Accountability, Monitoring and Controlling, Communicating with Stakeholders, Troubleshooting Problems            | 2.5 | 7.5 | 0 | 0 | 1 | 3 | 3   | 9   |
|                                | 10 | Professional Development and Management: Getting Ready for Jobs, Job search skills, Interview Skills, Relationship management   | 2   | 6   | 1 | 3 | 1 | 3 | 1   | 3   |
|                                | 11 | Resource Management- manpower, material, equipment & machinery, knowledge   | 2   | 6   | 1 | 3 | 1 | 3 | 2   | 6   |
|                                | 12 | Customer service and Sales Orientation  | 2   | 6   | 1 | 3 | 1 | 3 | 2.5 | 7.5 |
| Interpersonal/Social Skills    | 13 | Emotional Intelligence: Self-Regulation, Self-Awareness, Self-Compassion, Self- Efficacy, Self-reflection, Mastery Orientation, Open Mindedness, Social Awareness, Empathy, Motivation  | 3   | 10  | 1 | 3 | 1 | 3 | 3   | 9   |
|                                | 14 | Behavioural Skills: Harmony, Respect, Empathy, Care and Compassion, Integrity, Responsibility, Delayed Gratification, Resilience, Honesty, Independence, Perseverance, Self Confidence, Patience, Ethics, Networking, Learning to Learn | 2   | 6   | 1 | 3 | 1 | 3 | 2   | 6   |
|                                | 15 | Stress-management, Adaptability/flexibility, Anger Management   | 2   | 6   | 0 | 0 | 1 | 3 | 2   | 6   |
|                                | 16 | Collaboration & Teamwork: Participation/Delegation/Account ability  | 1   | 3   | 1 | 3 | 1 | 3 | 2   | 6   |
|                                | 17 | Inclusivity and Diversity: Age diversity Gender diversity,  | 2   | 6   | 1 | 3 | 1 | 3 | 2   | 6   |

|                                      |    |   |    |    |    |    |    |    |     |     |
|--------------------------------------|----|---|----|----|----|----|----|----|-----|-----|
|                                      |    | Physical and Mental ability diversity, Religious diversity, Ethnic diversity, Racial diversity, Sexual Orientation, Parental Status, Education, Language, Geographic Location   |    |    |    |    |    |    |     |     |
|                                      | 18 | Leadership  | 1  | 3  | 1  | 3  | 1  | 3  | 3   | 9   |
|                                      | 19 | Conflict resolution: Evaluating ideas and Arguments   | 1  | 3  | 1  | 3  | 1  | 3  | 2.5 | 7.5 |
|                                      | 20 | Negotiation & persuasion  | 1  | 3  | 1  | 3  | 1  | 3  | 3   | 9   |
| Cognitive and meta- cognitive skills | 21 | Analytical & Critical Thinking  | NA | NA | NA | NA | 1  | 3  | 1   | 3   |
|                                      | 22 | Problem Solving & decision-making   | 2  | 6  | 1  | 3  | 1  | 3  | 2   | 6   |
|                                      | 23 | Strategic thinking  | NA | NA | NA | NA | 1  | 3  | 1   | 3   |
|                                      | 24 | Design Thinking   | NA | NA | NA | NA | 1  | 3  | 2   | 6   |
|                                      | 25 | Creativity and innovation   | NA | NA | 1  | 3  | 1  | 3  | 2   | 6   |
|                                      | 26 | Information collection, analysis, and synthesis   | NA | NA | NA | NA | 1  | 3  | 1   | 3   |
| Citizenship & Constitutional values  | 27 | Constitutional values, Citizenship skills<br>Digital citizenship: ability to participate online responsibly<br>Cultural and civic Literacy<br><br>Cultural literacy: being able to understand the traditions, regular activities and history of a group of people from a given culture. | 2  | 6  | 1  | 3  | 1  | 3  | 2.5 | 7.5 |
|                                      | 28 | Green Skills: Waste Reduction and Waste Management, Environmental Awareness, Energy and Water Efficiency, Sustainability, Environmental awareness   | 2  | 6  | 1  | 3  | 1  | 3  | 2   | 6   |
| Foundational literacy                | 29 | Foundational Numeracy and Literacy  | 3  | 9  | 1  | 3  | NA | NA | NA  | NA  |
|                                      | 30 | Financial literacy  | 3  | 9  | 1  | 3  | 1  | 3  | 2.5 | 7.5 |

|                                    |    |  |     |     |   |   |   |   |     |     |
|------------------------------------|----|--|-----|-----|---|---|---|---|-----|-----|
|                                    | 31 | Digital literacy: Use Basic Hardware, Software, Information and Communication Tech, Operate safely in an Online Environment (cybersecurity)                | 2.5 | 7.5 | 1 | 3 | 0 | 0 | 2   | 6   |
|                                    | 32 | Media Literacy   | 2   | 6   | 1 | 3 | 0 | 0 | 2   | 6   |
|                                    | 33 | Business literacy: <i>knowledge of financial, accounting, marketing, and operational functions of an organization</i>                                      | 2   | 6   | 1 | 3 | 1 | 3 | 2   | 6   |
|                                    | 34 | Legal literacy   | 1   | 3   | 0 | 0 | 1 | 3 | 2.5 | 7.5 |
|                                    | 35 | Disaster Management  | 1   | 3   | 1 | 3 | 0 | 0 | 1   | 3   |
|                                    | 36 | Wellness, Health, and Hygiene literacy   | 2   | 6   | 1 | 3 | 0 | 0 | 1   | 3   |
| Digital Fluency                    | 37 | Technology Hardware Literacy   | 1   | 3   | 1 | 3 | 0 | 0 | 1   | 3   |
|                                    | 38 | Use of Software and Mobile Applications  | 2   | 6   | 1 | 3 | 0 | 0 | 1   | 3   |
|                                    | 39 | Data Management  | 1   | 3   | 0 | 0 | 1 | 3 | 1   | 3   |
|                                    | 40 | Internet & Knowledge Navigation: searching through web, Evaluate Online information for credibility  | 2   | 6   | 0 | 0 | 1 | 3 | 1   | 3   |
|                                    | 41 | Adaptability & Learning Agility in new technologies: Open to learning new technologies-Cloud computing, artificial intelligence, I.O.T.                    | 1   | 3   | 0 | 0 | 1 | 3 | 2.5 | 7.5 |
|                                    | 42 | Cybersecurity: <i>avoiding scams, preventing unauthorized access, detecting, and responding to threats, data protection, data breach, regular Updates.</i> | 2   | 6   | 0 | 0 | 1 | 3 | 2   | 6   |
|                                    | 43 | Ethical Use of Technology: Respecting privacy, avoiding harm (cause harm physically, emotionally & economically)   | 2   | 6   | 0 | 0 | 1 | 3 | 1   | 3   |
| Self-Employment & Entrepreneurship | 44 | Business planning: <i>R&amp;D, market analysis, product analysis, customer need analysis, making &amp; providing products, and services etc.</i>           | 2   | 6   | 0 | 0 | 1 | 3 | 3   | 9   |
|                                    | 45 | Financial management: Sources of business finance, Types of business records, Recording business transactions in books of                                  | 2   | 6   | 1 | 3 | 1 | 3 | 3   | 9   |



|  |    |  |           |            |           |            |           |            |           |            |
|--|----|--|-----------|------------|-----------|------------|-----------|------------|-----------|------------|
|  |    | account, Preparation and Interpretation of Financial Statements, Loan Management   |           |            |           |            |           |            |           |            |
|  | 46 | Costing & Pricing-: <i>can be kept separately for lower levels</i>   | 2         | 6          | 1         | 3          | 1         | 3          | 3         | 9          |
|  | 47 | Branding, marketing, and networking skills   | 2         | 6          | 1         | 3          | 1         | 3          | 3         | 9          |
|  | 48 | Promotion & Sales  | 2         | 6          | 1         | 3          | 1         | 3          | 2.5       | 7.5        |
|  | 49 | Enterprise social plan and business ethics and etiquette: <i>e-enterprise social responsibility and ethical behavior like returning loans on time, making payments</i> | 2         | 6          | 1         | 3          | 0         | 0          | 2         | 6          |
|  | 50 | Human resource management  | 1         | 3          | 1         | 3          | 0         | 0          | 2         | 6          |
|  |    | <b>TOTAL</b>   | <b>83</b> | <b>250</b> | <b>34</b> | <b>102</b> | <b>35</b> | <b>105</b> | <b>98</b> | <b>294</b> |

NOTE- NA stands for Not Applicable

**TOTAL ILT Hours : 751 Hours**

**TOTAL EL Hours : 250 Hours**

- a) EL – E-Learning
- b) ILT – Instructor-led classroom learning which will include Participants Handbook (PH), Facilitators, Guide (FG) and PowerPoint Presentation (PPT).
- c) The duration given is indicative and the bidder can propose a modified duration: The hours indicated in the above table correspond to the unique content to be developed. Where the indicated value is NIL (0), no additional or unique content needs to be developed for that sub-module. Instead, the existing content from other variants of the same sub-module may be utilized. In no case shall the duration of any variant of any sub-module be NIL (0).
- d) Duration will be reviewed post-finalization of the storyboard depending on instructional strategy proposed by agency.
  - 1.2.1. Taking cue from the above indicated durations, the bidder shall submit the prospective duration for all variants of 50 submodules of all 09 Modules. In no case the duration of such variants may be Nil (0) except in cases where the particular variant is not proposed to be designed with reasoned justification.
  - 1.2.2. Since there may be duplication of sub-modules in different modules for different variants, which will have to be pointed out by the agency, while finalising the TOC/design stage clearly mentioning the unique content to be developed by the bidder. Same shall be taken into account while calculating the total effort in development and the payment thereof.
  - 1.2.3. The agency would also need to provide support/ coordinate with LMS administrators of key LMS providers like (but not limited to) NPTEL - Swayam, Diksha, Skill India Digital, iGoT, etc, for ensuring uploading and smooth deployment and operation of the course on the platform.

- 1.2.4. Further the agency will need to provide continued support in the form of monthly upgrade and incorporation of user and stakeholder feedback as agreed to with NCVET during a period of 6 months of its pilot deployment.
- 1.3. The content to be developed for the 9 modules will cover all the sub modules listed under each one, and will require the following activities:
  - 1.3.1. Validation of Model curriculum as approved by NCVET through an appropriate process. The agency may propose changes in the curriculum subject to approval by NCVET.
  - 1.3.2. Classroom training based content based on model curriculum consisting of learner's workbook; and learning resources/aids for all the sub modules.
  - 1.3.3. E-content in English and Hindi based on the model curriculum for all the sub modules.
  - 1.3.4. Training Manual and Instructional strategy, trainer slides, basic assignments, tutorials for the sub-modules.
  - 1.3.5. Assessment Manual and strategy, practical assessments, and evaluation keys for all the sub modules.
  - 1.3.6. Each component of the content will be developed at four levels identified above (Basic, Intermediate, Advanced and Higher Order) in a modular manner such that multiple combinations are deployable in a plug and play format.
  - 1.3.7. There may be duplication of sub modules in different modules for different variants, which will have to be clearly pointed out by the agency, while finalising the TOC/ design stage and the same shall be taken into account while calculating the total effort in development and the payment thereof.
  - 1.3.8. The agency would also need to provide support/ coordinate with LMS administrators of key LMS providers like (but not limited to) NEPTL - Swayam, Diksha, Skill India Digital, iGoT etc, for ensuring uploading and smooth deployment and operation of the course on the platform.
  - 1.3.9. Further the agency will need to provide continued support in the form of monthly upgrade and incorporation of user and stakeholder feedback as agreed to with NCVET during a period of 6 months of its pilot deployment.
- 1.4. The e-learning content needs to be compliant with provisions laid down in the "Blended learning guidelines" issued by NCVET and available on the NCEVT website. **Bidders may refer to the NCrF/NSQF document and Blended Learning guidelines on the NCVET website (links below for reference) for details on the 4 variants:**  
<https://ncvet.gov.in/wp-content/uploads/2023/06/NSQF-Order-updated-.pdf>  
 Blended Learning Guidelines link:  
[https://ncvet.gov.in/wp-content/uploads/2023/01/Guidelines-for-Blended-Learning-for-Vocational- Education-Training-Skilling.pdf](https://ncvet.gov.in/wp-content/uploads/2023/01/Guidelines-for-Blended-Learning-for-Vocational-Education-Training-Skilling.pdf)
- 1.5. The successful bidder will be required to develop all the 4 variants of the e-learning and classroom training content for all the modules in English and Hindi separately.
- 1.6. The content needs to be developed in a standard Unicode font in a manner that there is a provision to replace the audio and transcript with any Indian language at a subsequent stage.

## 2. Content Creation, Adaptation, Development and Customization:

- 2.1. Creation of new Content, performing developmental work as per validated curricula, under the guidance of NCVET to introduce appropriate learning methodologies according to NCVET requirements.
- 2.2. Content Development and Validation Workflow within the broad parameters are mentioned in subsequent paras:
  - 2.2.1. Content Development and Validation: Broad parameters for above approach are given below:
    - a. For E-learning content: Text-based content, Multimedia content, Interactive Content, Visual Content, Microlearning content, Adaptive Learning content, Case Studies and Scenarios, Job Aids and other resources as required.
    - b. For classroom training content: Learner workbook, Assessor's manual, and trainers' manuals/slides, in word/ pdf format and other resources as required.
- 2.3. Structure: The content framework should be designed for 4 levels of learners viz -Basic, intermediate, advanced learners and higher order with multiple entry points, different stakeholders, functionaries, and themes.
- 2.4. References: Any Existing content available in any kind of platform or of any organization will be used strictly for reference purpose only. Manuals, Old videos, Handbooks, Instructions, Compendiums, Available PPTs and Training modules in text, Supplementary reading on the courses, publications and references, links to various authentic reading materials on internet, case studies, anecdotal information on the subject with citations, to be provided.
- 2.5. Validation: The content created/developed with the appropriate structure and references required shall be validated by NCVET prior to acceptance of the product.
- 2.6. The agency will need to develop content that is engaging and interactive so as to keep the learners' involvement high. Thus, the content will be including (but not limited to) interactions like;
  - 2.6.1. Simulation, role-play, and gamification as applicable
  - 2.6.2. Use of gaming technology **2D and 3D simulations**
  - 2.6.3. Variety of multimedia (i.e., audio, videos and interactive **2D and 3D objects as per instructional strategy of the developer**)
  - 2.6.4. Usage of 3D animation may not exceed 10% of the content
  - 2.6.5. The agency may use avatars as part of its overall instructional strategy (optional)
  - 2.6.6. Customized graphics, illustrations, storytelling, complex animations, animated videos
  - 2.6.7. Assessment with scenarios and simulations
- 2.7. The indicative mix of pages as per interactivity level is given below:
  - a) Passive Interaction (page turners); 30- 35%
  - b) Limited Interaction (few hyperlinks/ click thru/hotspots); 25%- 35%
  - c) Complex Interaction; 25 % – 30%
  - d) Advanced Interaction (gamification/high animation) 20% – 30%
- 2.8. **Learner interface requirement**

- 2.8.1. The e-Learning content should, across the 4 variants, satisfy the learning needs of all levels of learners (Basic, intermediate, advanced and higher order), with appropriate technology to facilitate the same.
- 2.8.2. The structure and framework of the content developed should be easily understandable and should not have high degree of complexity in its flow. Mechanisms must be provided for the learner to exercise control over their training. Learner engagement, through participative and dynamic activities, must be ensured instead of mere presentation of content. Optimization and balance between active learning and concept crystallization should be maintained.
- 2.8.3. The explanation of each module shall be lucid, keeping in view the multi-lingual requirements.
- 2.8.4. The content shall be developed keeping in mind the flexibility and ease of modification and integration to other Platforms whenever need arises.
- 2.8.5. Widely accepted software and tools shall be used for courseware development and compatible with Open Source LMS Moodle and open edX,
- 2.8.6. Sector Agnostic with examples from primary, secondary and tertiary sectors of the economy so that content is relevant for multiple job roles across the industry.
- 2.8.7. The content should incorporate accessibility features to enable learners with a disability to use the content.

## **2.9. Technical Specifications**

- 2.9.1. The e-content developed should be SCORM & (xAPI) Compliant (Latest versions). It should be fully compliant with the latest versions of Moodle and open edX prevalent at the time of release of content post-pilot.
  - 2.9.2. Developed Content should also be portable to the most commonly used LMS platforms used and be independent of operating systems and browsers.
  - 2.9.3. Provisions of auto adaptation- in low bandwidth conditions should be given.
  - 2.9.4. Resolution and size of display should be minimum 1024X768 for the desktop/laptop access and adaptive to device being used for access.
  - 2.9.5. The content should be compatible with Mobile phones, Tablets, Desktops and Laptops with all versions of operating systems like Microsoft, iOS etc. All types of created content should be available on Laptop, Desktop, Mobile App (Android and iOS) and Tab for all users.
  - 2.9.6. The content shall be developed keeping in mind the Web Content Accessibility Guidelines (WCAG) 2.1 which defines how to make Web content more accessible to people with disabilities. Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, etc. Provide clear instructions and make the content concise, understandable, operable, and robust.
- 2.10. Language of content: The content is to be originally created in English. However, the translation, subtitles, and voice-over of the same is to be made available in Hindi also with accuracy. Hindi content to be provided within 20 days of the finalization of English Content. Further, Hindi content is to be made available in

Unicode.

2.11. Media Mix and Content Design: It is expected that each hour of interactive lessons will have approximately the following media mix (However, the exact composition will be decided by NCVET experts on case-to-case basis)

2.11.1. Videos/ images/ graphics/simulations/ gamification

2.11.2. Animation/Games/Animation videos

2.11.3. Text/Quizzes

2.12. Audio sync will be ensured with all the above (voice-over, music). However, the extent of Audio-Visual and the text could be varied as per the emerging needs.

2.13. The interactive content design should include the following aspects however may not be limited to only given below:

- a) Clear Learning Objectives
- b) Engaging Visual Design
- c) User-Friendly Interface
- d) Interactivity
- e) Adaptability and Personalization
- f) Feedback Mechanisms
- g) Responsive Design
- h) Accessibility
- i) Storytelling and Scenarios
- j) Progress Tracking
- k) Motivational Elements
- l) Clear Instructions
- m) Technical Compatibility
- n) Continuous Improvement

2.14. The unit for measurement of the e-learning content creation work will be in terms of content runtime duration. The total estimated time for the e-content for a sub-module will be with respect to the learning hours allocated to that sub-module and may vary for each variant of the content. **For calculation purposes, the duration of classroom training per sub-module per variant may be between 2.5 hrs to 7.5 hrs. However, in some cases with flexibility to go as low as 1 hour or as high as 10 hours as deemed necessary by the design team.**

2.15. **Further, 1 Hr of instructor led/blended learning, would be between 20 to 30 minutes of e-content depending on treatment.** The same content (Audio-Visuals, Games, slides, animation, videos, simulator/ simulation elements, Gaming elements, formative assessments elements or content of any other mode) used repeatedly, either in same module or in different modules shall be counted only once for the purpose of learning hours count.

The hours indicated are only an estimate and is subject to change during the course of development. In addition, the following will also be ensured during the content development:

2.15.1. The Design, Development and Supply of e-Learning Modules should be compliant with latest versions of Shareable Content Object Reference Model (SCORM) and external API (xAPI).

2.15.2. Courseware should be in read only mode for users. Additionally, the NCVET proposes to allow users to download content, so it is accessible offline. (however, agency would additionally need to submit editable versions of all print material to NCVET as part of the final deliverables)

- 2.15.3. The content should have a process given for assessment where primary purpose will be to enforce the learning. The assessment will have Multiple Choice Questions, simulations, gamifications, true/false questions, real life scenario and other higher order thinking assessments, which would be used to evaluate the users' progress. Feedback to be provided to the users after attempting the questions.
- 2.15.4. Videos shall be recorded with professional-quality voiceovers by humans or AI (male and female), in Hindi and English (with an Indian accent). Voice samples will be approved by NCVET.

## **5. Intellectual Property Rights (IPR)**

- 5.1. NCVET shall have complete ownership and control over all the content developed during the project. NCVET shall be owner of IPR for the developed content under Creative Commons.
- 5.2. The agency shall not use the content, in part or full, for any purpose other than for this project, without prior written permission of NCVET. Agency will hand over the raw files in editable format to NCVET. NCVET may get the content modified/ updated as deemed fit by using any agency and not be bound to agency which has developed the content. The agency will destroy/remove from its computers/ database/ records all content, passwords, codes etc. on expiry of contract, and shall submit an undertaking regarding the same to the NCVET. The agency will ensure that soft copies as well as hard copies are also destroyed by any person/ legal person like SME, instructional designer, content writers or developers, or others who have been involved in the process.
- 5.3. Agency must have rights to use content /images/ clipart/ animation or other media used in the content including the right to allow the usage of the same by any agency authorized by NCVET. Agency will indemnify NCVET and all subsequent users of any violation in this regard. The agency will be solely responsible for any plagiarism, copyrights or any other dispute related to the content being submitted to NCVET.
- 5.4. The agency shall indemnify, defend, and hold the NCVET harmless during and after the term of this contract from and against all liabilities, damages, losses, expenses, demands, actions, proceedings, costs, and claims of any nature whatsoever arising out of the acts, omissions, negligence and breach of this contract.
- 5.5. The agency shall not provide or develop any such content, which would infringe any Indian or foreign patent, trademark, copyrights, registered design, or other intellectual property rights.
- 5.6. The agency should submit declaration by way of affidavit regarding non-violation/ infringement of any Indian or foreign patent, trademark, registered design, or other intellectual property rights.

## **6. Design and Development/Production Process**

- 6.1. Some of the major aspects to be considered during development /production process are:
  - a) Requirement study/ analysis.
  - b) Understanding the content and context.
  - c) Curriculum and TOC approval.

- d) Storyboarding (including formative and summative assessments) and approval of storyboard by NCVET.
- e) Development of script: include details of every component that is seen and heard.
- f) Development of sample GUI and animatic and approval of same by NCVET or any agency authorised by NCVET.
- g) Develop graphics, animation, videos, simulations etc.
- h) Record, edit and sync the audio track with the video, animation, graphics, simulations, sub-titles, and text.
- i) Develop screens and every navigation.
- j) Integrate all components into one lesson.
- k) Alpha version and feedback.
- l) Tests/evaluate the final product with NCVET and a few actual learners.
- m) Translation of approved content into Hindi.
- n) Development of learner workbook, trainer manual, assessor manual and trainer presentation.

#### 6.2. Individual Assessment and Grading

- a) Mapping and listing the training modules against the identified training Learning outcomes for individuals.
- b) Defining the assessment indicators for the trainee.
- c) Mapping the assessment indicators with the certification levels.
- d) Selection of Learning Methods – Synchronous and Asynchronous Learning Mechanisms

6.3. Evaluation of Content by NCVET prior to acceptance: NCVET shall constitute a Content Evaluation Committee(s) which will validate and approve the work done by the agency (Module/Sub-Module wise). This committee will consist of a team of experts nominated by NCVET (including external experts). The committee shall evaluate the submissions made by the agency and provide a “Quality Score” along with recommendations for modifications, preferably within 7 working days.

| S. No. | Score                                   | Corrective Action by Agency  | Actions by NCVET, If Corrective Action Not Taken/ Not found Satisfactory in Due Time |
|--------|---|--|--|
| 1.     | Quality Score is lower than 90% content | Accepted after the modifications agreed with the agency are incorporated within 15 days. | Content will be rejected   |
| 2.     | Quality Score is more than 90%          | Final version to be submitted within 5 days after agency incorporates agreed feedback    | Content Accepted by NCVET after modifications*                                       |

*\* In case of non-submission/rejection of the content submitted by the agency, NCVET reserves the right to forfeit the PBG and allot the task to another agency and further in the event of cost exceeding the contracted value, the agency will be liable to pay the difference.*

The Quality Score for rating the quality of content developed will have the following parameters:

- a) Completeness of content and mapping to the approved curriculum
- b) Accuracy of content
- c) Adherence to approved TOC or agreed deviations
- d) Innovative presentation for learner’s engagement

- e) UI/UX including Navigation
- f) Quality of images and media
- g) Grammar and spelling
- h) Navigation
- i) Clarity of voice over – Indian accent having no regional accents and mother tongue interference, absence of background noise.
- j) Other criteria as deemed fit by the experts on the evaluation panel.

#### 6.4. Errata and periodic Update of content:

- a) NCVET will deploy on a pilot basis the content within a period of 6 months depending on batches in progress at that point of time.
- b) During the pilot deployment of content for a period of 6 months, feedback on content from the users and stakeholders shall be shared with the agency and the agency would need to incorporate the agreed elements and resubmit the corrected version.

### 7. Duration of Project

7.1. The content development of all 50 sub-modules across all 4 variants in English version needs to be completed and submitted to NCVET as per para 27.

7.2. The Hindi version of the approved English content to be submitted as per para 27.6.

7.3. The bidders shall submit a monthly work plan for completing the task by the target dates as mentioned in the para 7.1 and 7.2 above, along with the technical bid.

7.4. During the pilot deployment for a period of six months the agency will be required to undertake periodic updates of the content on a timely basis based on user feedback from NCVET.

### 8. Terms & Conditions

8.1. The bidding entity must be a single legal entity duly registered under the applicable laws of the country (India).

8.2. Agency must have the Instructional Design and Quality Assurance team as full time in-house resources and give an undertaking to this effect.

8.3. The agency shall not sublet, transfer, sub-contract or assign the functions of instructional Design and Quality Assurance to a third party. In case of such subletting, the Contract shall be summarily terminated at the risk & cost of the bidder and performance bank guarantee shall be forfeited, without prejudice to any rights or remedies the NCVET may have under the Contract and Law.

8.4. In case the agency is found to breach any condition(s) of tender, at any stage, legal action as per applicable rules/laws, shall be initiated against the agency and EMD/Security Deposits shall be forfeited, besides being liable to be debarred.

8.5. No commitment of any kind, contractual or otherwise shall exist unless and until NCVET has executed a formal written contract. Any notification of preferred Bidder status by NCVET shall not give rise to any enforceable rights by the Bidder. NCVET may cancel this tender at any time prior or after the signing of agreement.

8.6. NCVET, without assigning any reason can reject any tender(s), in which any prescribed condition(s) is/ are found incomplete in any respect and at any processing stage.



- 8.7. The decision of NCVET arrived during the various stages of the evaluation of the bids is final & binding on all bidders.
- 8.8. Conditional bids are not acceptable and shall be summarily rejected. No deviation from RFP shall be accepted other than as agreed by NCVET during pre-bid meeting.
- 8.9. The onus of providing the correct information/documents entirely lies on the bidder. The bidder shall ensure that all information/documents submitted by it are correct. Upon verification, evaluation/ assessment at any stage of the project, if in case any information furnished by the bidder is found to be false/incorrect, their total bid shall be summarily rejected at any stage of the bid processing/contract.
- 8.10. NCVET will not be responsible for any misinterpretation or wrong assumption by the bidder, while responding to this tender.
- 8.11. NCVET may terminate the tender process at any time without assigning any reason. NCVET may, by written notice, terminate the work order, in whole or in part at any time of its convenience. The notice of termination will specify, the extent to which performance of work under the work order is terminated, and the date upon which such termination becomes effective. NCVET reserves the right to cancel the remaining part and pay to the agency the amount for partially completed Services. A minimum notice period of 30 days may be given. However, this will include the time, if any, granted to the agency for improvement of performance.
- 8.12. All bidders agree with the NCVET for honouring all aspects of fair-trade practices in executing the work orders placed by the NCVET.
- 8.13. In case if Agency is found to be in breach of any condition(s) of tender or work order, at any stage during service, appropriate action as per rules/laws, may be initiated against the Agency and Security Deposit shall be forfeited, besides debarring, and blacklisting the bidder concerned for at least three (03) years, for further dealings with NCVET.

#### 9. Instructions to Bidders

- 9.1. Availability of Tender Documents: The tender document is available at GeM Portal <https://gem.gov.in/>
- 9.2. Prospective bidders desirous of participating in this tender may view and download the tender documents free of cost from the above-mentioned website.
- 9.3. At any time prior to the last date for receipt of bids, NCVET may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender and its documents by an amendment/corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP.
- 9.4. The amendment/corrigendum will be notified on the GeM portal, which will be binding on the prospective bidders to consider for quoting.
- 9.5. NCVET reserves the right to cancel this tender or modify the requirement at any stage of Tender process cycle without assigning any reasons. NCVET will not be under any obligation to give clarifications for doing the aforementioned.

## 9.6. Compliant Proposals/Completeness of Response

9.6.1. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.

9.6.2. Failure to comply with the requirements of the above paragraph may render the Proposal non-compliant and the Proposal may be rejected.

Bidders must:

- i. Include all documentation specified in this RFP.
- ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP.

9.7. Bidders must submit the requisite documents/information strictly in order as per the proforma (annexure 2) given in the RFP. All the documents/information must be legible, properly numbered and referenced as per the information being submitted and uploaded/indexed as per the instructions given in the annexure 2. The bid received in any other form or illegible documents submitted, is liable to be rejected at any stage.

9.8. Bidders must submit a link to samples of e-learning content developed by them, on related topics for similar audience profiles, and is being delivered in the ecosystem in English and Hindi and any other vernacular language along with the bid.

9.9. NCVET will constitute a team (Content Evaluation Committee) which will be responsible for monitoring the progress of the contract, to oversee that the assignment is carried out as per the contract, to assess the quality of the deliverables, to accept/reject any part of assignment, to recommend appropriate liquidated damages or penalty if the assignment is not carried out as per the contract and if the quality of services is found inferior and for any such deficiency related to the completion of the assignment.

## 10. Pre-Bid Meeting

10.1. NCVET shall hold a pre bid meeting with the prospective bidders as per the schedule mentioned in "Tender Information Summary".

10.2. All queries should be sent to NCVET in the following format (in an excel file) through email at [director-policy@ncvet.gov.in](mailto:director-policy@ncvet.gov.in) with the subject line as "Request for Proposal (RFP) for <<E-learning and classroom content development >> for NCVET".

| Prospective Bidder name |              | M/s.                             |                           |                         |
|-------------------------|--------------|----------------------------------|---------------------------|-------------------------|
| S. No.                  | RFP Page No. | Relevant Section Annexure of RFP | Relevant Content from RFP | Agency's Query/ Comment |

10.3. NCVET shall not be responsible for ensuring that the bidders' queries have been received by NCVET. Any requests received for clarifications after the indicated date and time may not be entertained by NCVET. All clarifications on the queries received shall be uploaded on the GeM portal and also shared through emails with the parties who participated in the Pre-Bid meeting, after the Pre-bid meeting.

10.4. NCVET will endeavour to provide a complete, accurate, and timely response to all queries raised by the prospective bidders within the time schedule. However, NCVET makes no representation or warranty as to the completeness or accuracy of any response, nor does NCVET undertake to answer all the queries that have been posed by the bidders and bidders shall not assume that their unanswered queries have been accepted by NCVET.

#### 11. Time Schedule:

11.1. As per "Tender Information Summary".

11.2. No Bid will be accepted after the expiry of the above-mentioned time schedule. In order to allow bidders a reasonable time to take the amendment/corrigendum(s) into account in preparing their bids, NCVET, at its discretion, may extend the deadline for the submission of bids.

#### 12. Cost of Preparation/ Submission of Proposals

The bidder shall bear all costs associated with the preparation and submission of their bids. NCVET will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.

#### 13. Deadline for Bid Submission

13.1 Bids must be submitted not later than the specified date and time mentioned in the RFP Document.

13.2 NCVET may, at its discretion, extend this deadline for submission of bids by amending the bid documents.

13.3 Responsibility to submit their bids within the specified date and time mentioned in the RFP Document, entirely lies on the prospective bidders.

13.4 NCVET shall in no case be held responsible for hardship faced by the prospective bidders, if any, while submitting their bid on last day/hour. No request for extension of deadline for submission of bids shall be considered by NCVET in such cases.

#### 14. Bid Modification and/or Withdrawal

14.1. Bidder may modify and re-submit the bid online only before the deadline of Bid Submission as per the provisions of GeM portal. Subsequent to the deadline no bid will be allowed to be modified.

##### 14.2. Withdrawal

14.2.1. The Bidder may withdraw his Proposal before the Proposal submission deadline, and it shall be marked as withdrawn and shall not get opened during the Proposal opening.

14.2.2. No Proposal should be withdrawn after the Proposal submission deadline and before the Proposal validity period expires. If a bidder withdraws the Proposal during this period, the NCVET shall be within its right to forfeit the Bid Security, in addition to other punitive actions.

#### 15. Rejection of Bid

15.1. The bid is liable to be rejected due to any one of the following reasons:

15.1.1. If it is received after the expiry of the due date and time.

15.1.2. If the bid is conditional.

15.1.3. If the bid is partial (price not quoted for all the modules & sub-modules).

15.1.4. If it is not in conformity with the instructions mentioned herein.

15.1.5. If it is not properly signed by the Bidder as required.

15.1.6. If it is incomplete, including non-furnishing of the requisite Documents.

- 15.1.7. The prices in any form or by any means should not be disclosed in the technical or other parts of the bid except in the financial bid. Failure to do so will make the bid liable to be rejected.
  - 15.1.8. Agency is currently blacklisted by any govt. agency or World Bank.
  - 15.1.9. If the Annexures 2, 3 & 7 are incomplete or not correctly filled and signed & stamped.
- 15.2. NCVET reserves the right to reject the bid without assigning any reasons whatsoever and the decision of NCVET will be final and no communication in this regard would be entertained.

#### 16. Financial Bid

The bidder shall quote in Indian Rupees in the prescribed format given in Annexure 6. The bid price will include all taxes and levies other than GST and shall be in Indian Rupees.

#### 17. Language of the Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NCVET shall be written in English. Supporting documents and printed literature furnished by the bidder may be in any Indian language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the English version shall govern. Information supplied in another language without proper translation shall be rejected.

#### 18. Rights to the content of the Bid

The bid and all the accompanying documentation of the proposal will become the property of NCVET and will not be returned after bid opening. NCVET is not restricted in its rights to use or disclose any or all of the information contained in the proposal to experts/consultants engaged in the evaluation of bid responses/any law enforcement agency if required and can do so without compensation to the bidders. NCVET shall not be bound by any language used by the bidder in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

#### 19. Validity of Bids

- 19.1. The bids shall be valid for a period of not less than 90 days from the last date of bid submission. A proposal valid for a shorter period shall be rejected as non-responsive.
- 19.2. On completion of the validity period, NCVET may (if required) request the Bidder(s) for an extension of the period of validity. The validity of the EMD as requested should also be suitably extended if called upon to do so by NCVET. The request and the responses thereto shall be made in writing.

#### 20. Consortium, Outsourcing & Sub-Contracting

The bidding entity must be a single legal entity duly registered under the applicable laws of the country (India). Consortium/Joint venture is not allowed. Agency must have the Instructional Design and Quality Assurance team as full time in-house resources and give an undertaking to this effect.

#### 21. Right to Terminate the Process

NCVET reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of Work Order, 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 actions taken by NCVET.

## 22. Bid Security - Related Documents

22.1. EMD as Bid Security: The bidder shall provide Bid Security as Earnest Money Deposit (EMD) for the amount shown in the Tender Information Summary (TIS).

22.2. Modalities of EMD: The interest free earnest money shall be denominated in Indian Rupees and be in favour of 'National Council for Vocational Education and Training (NCVET)' and shall be furnished in one of the following modalities valid for forty-five days beyond the validity of the proposal:

- a) Insurance Surety Bonds
- b) Account Payee Demand Draft
- c) Fixed Deposit Receipt
- d) Banker's cheque
- e) Bank Guarantee from/ confirmed by any of the scheduled banks in the format specified.

22.3. Forfeiture of EMD: EMD shall be forfeited if the bidder breaches any of the following obligation(s) under the RFP:

- a) withdraws or amends their Proposal or impairs or derogates from the Proposal in any respect within the period of validity of its Proposal; or
- b) after having been notified within the period of Proposal validity of the acceptance of his Proposal by the NCVET:
  - i. refuses to or fails to submit the original documents for scrutiny or the required Performance Security within the stipulated time as per the RFP document's conditions.
  - ii. fails or refuses to sign the contract.

22.4. Return of EMD: Unsuccessful bidders' EMD shall be returned to them without any interest (or if BSD is permitted, it shall stand expired) not later than thirty (30) days after the conclusion of the resultant contract. Successful Agency's EMD shall be returned without any interest after receipt of performance security from them.

22.5. In terms of Public Procurement Policy of Micro & Small Enterprises/Guidelines of Govt. of India, the bidders may claim exemption from deposit of EMD provided the bidders upload, along with the technical bid, the scanned copy of valid documentary proof/certificate (Udyam Registration Certificate etc) for relevant category (services) in support of the claim for EMD exemption issued by the appropriate authority of Government of India. Provisions of Exemption on EMD to eligible Startups shall also be provided.

22.6. As regards to exemption of the EMD, the bid shall be regulated by the "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as amended from time to time to the extent of its applicability to this bid process.

## 23. Bid Opening and Evaluation

23.1. NCVET reserves the rights to postpone or cancel a scheduled bid opening.

23.2. The Technical Bid including Pre-Qualification (PQ) section will be opened first by NCVET for Pre-Qualifying (PQ)/Eligibility evaluation. The Bid Security section of the bidders will be opened on the same day and time, on which the PQ/Eligibility bid is opened, and bids for which the requisite EMD/Bid Processing fees has not been received by NCVET or whose Bid Security is not in order shall be primarily rejected.

## 24. Evaluation Process

- 24.1. The Tender Evaluation committee (TEC) constituted for this purpose shall evaluate the responses of the Bidders. The Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection of any bid(s).
- 24.2. The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of discussion with the Committee.
- 24.3. NCVET may seek clarifications from the Bidder(s) on the Eligibility, Technical & Financial Proposal.
- 24.4. NCVET may seek any specific clarifications or missing document(s) to meet the tender requirement during the eligibility/technical evaluation stage. Irrespective of date of issuance of such document, the document submitted under clarification should be complying with the tender conditions before last date of submission of bid. If there is any lack of clarity in the submitted documents, NCVET may ask in writing or electronically the concerned bidder to prove their eligibility.
- 24.5. NCVET may call for clarifications/missing document(s) from the bidders and give them reasonable time period, not exceeding more than 10 days. The bidder has the option to respond or not to respond to these queries.
- 24.6. If the bidder fails to respond, within the stipulated time period or the clarification(s)/documents submitted is non-conforming to requirement of tender conditions, no further time will be given for submitting the clarification(s)/document(s) and the bid will be summarily rejected.
- 24.7. The request for clarification/missing document(s) shall be in writing and no change in quoted prices or substance of the bid shall be sought, offered, or permitted. No post bid clarification at the initiative of the bidder shall be entertained.
- 24.8. All such clarifications will be sent to the contact person of the bidder indicated in their proposal through Government E-market portal (GeM). All the bidders shall share the additionally asked clarification(s)/document(s) via GeM on or before the particular date and time as mentioned in the GeM portal seeking additional clarification(s)/document(s). All clarification(s)/document(s) received up to particular date & time shall be considered as a part of the offer and evaluated along with the tender. No clarification(s)/document(s) shall be accepted after the particular date and time as mentioned in the GeM portal.

## 25. Pre-Qualification/Eligibility Evaluation

- 25.1. The Technical Bid including Pre-Qualification (PQ) section will be opened on the GeM portal in the presence of the project in-charge.
- 25.2. The Technical Evaluation Committee (TEC) shall evaluate each of the responses to validate the compliance of the bidders according to the pre-qualification/ eligibility criteria mentioned in this RFP, and as per format and supporting documents mentioned against each clause. Each of the eligibility criteria mentioned is MANDATORY.

25.3. Bidders shall be informed of their qualification/disqualification based on the eligibility criteria through GEM portal. The EMD amount shall be returned to the respective disqualified bidders as per para 22.4.

25.4. The bidder shall not incorporate any condition in the bid, as the conditional bids are liable to be summarily rejected.

25.5. The Bidder's response shall be evaluated as per the eligibility criteria given in the table below. The Technical Evaluation Committee (TEC) shall validate the bidder's response according to the eligibility criteria along with the format and supporting documents mentioned against each clause.

25.6. The bidder shall qualify for Technical Evaluation only if ALL the eligibility criteria are met. In case the bidder does not meet any one of the conditions, the bidder shall be disqualified and shall not be considered for the Technical Evaluation.

| <b>Eligibility Criteria Description</b>  | <b>Bidder</b>      | <b>Evidence Required</b>  |
|--|--------------------|---|
| a) Incorporated in India under the Companies Act, 1956 and its subsequent amendments thereto or the Limited Liability Partnership Act, 2008 and its subsequent amendments  | Mandatory Criteria | Certificate of Incorporation as per extant rules/guidelines   |
| b) The bidder must have<br>i. PAN,<br>ii. GST registration   | Mandatory Criteria | i. PAN<br>ii. GST Registration Certificate  |
| c) Average annual turnover of at least INR 10 cr. as per the audited financial statements for FY 2020-21 and 2021-22 and 2022-23   | Mandatory Criteria | i. Audited financial statements for FY 2020-21 and 2021-22 and 2022-23 comprising of balance sheet and profit & loss statement.<br>ii. CA Certificate with Unique Document Identification Number (UDIN) stating the average annual turnover of FY 2020-21 and 2021-22 and 2022-23.  |
| d) Positive Net Worth as per audited financial statements during each of the FY 2020-21 and 2021-22 and 2022-23 for bidder. Net worth shall be calculated on the basis of sum of Paid-up share capital, free reserves and capital reserves   | Mandatory Criteria | CA Certificate with UDIN stating net worth in each of the FY 2020-21 and 2021-22 and 2022-23  |
| e) Successfully completed or ongoing projects of content development, fulfilling the below criteria:<br>At least one project of similar nature* with value not less than INR 2 Crores each during FY 2021-22 and 2022-23 and 2023-24.<br><br>OR<br>- At least two projects of similar nature* with value not less than | Mandatory Criteria | i. Project Citation<br>ii. Work Order or Contract Agreement containing scope and value of project.<br>iii. Bidders need to submit a certificate signed by statutory auditor citing value of content development. In case of;<br>1. Completed project - Completion/Experience Certificate<br>2. On-going project- Work Order along with CA certificate |



|  |                    |   |
|--|--------------------|---|
| <p>INR 1 Crores each during FY 2021-22 and 2022-23 and 2023-24.</p> <p>OR</p> <p>- At least four projects of similar nature* with value not less than INR 50 Lakhs each during FY 2021-22 and 2022-23 and 2023-24.</p> <p>OR</p> <p>- At least seven projects of similar nature* with value not less than INR 30 Lakhs each during FY 2021-22 and 2022-23 and 2023-24.</p> <p><i>*Similar Nature would mean content development for academics, technical courses, vocational courses or school syllabus.</i></p>   |                    | <p>v. In case projects are covered under Non-Disclosure Agreement, citation along with declaration for the same to be provided.</p>                   |
| Experience in digital content creation on similar topics and/or for similar audience (200 hours of original content)   | Mandatory Criteria | Copy of work orders and completion certificates/ Self-Certification.  |
| No blacklisting by any department of Central or State Government or any other Central / State Public Sector Undertaking in India as on date of submission of this bid.   | Mandatory Criteria | Self-certificate letter of undertaking to this effect on company's letterhead signed and stamped by authorized signatory.                             |
| Use of licensed software by agency   | Mandatory Criteria | Self-declaration by agency on letter head giving list of software being used  |
| <p>Overall, Team size involved in content development, covering both e-learning and classroom based learning content must be of 25 or more persons with a project leader (min. 7 years of experience in managing instructional design and content development projects), and at least the Instructional Design (ID) and Quality Assurance (QA) teams in-house. The bid is liable to be rejected if in-house ID and QA teams (with minimum number of employees prescribed below) are not available.</p> <p>Note: ID and QA Teams shall mandatorily conform to the following:</p> <ol style="list-style-type: none"> <li>There should be at least 4 members in each team.</li> <li>All the team members should have 2+ years of experience.</li> </ol> | Mandatory Criteria | Self-declaration by agency on letter head giving number of full-time resources deployed for the Instructional Design (ID) and Quality Assurance (QA). |



|   |                    |   |
|---|--------------------|---|
| iii. At least one Analyst/Content Developer/ Equivalent with 5+ years shall form part of each team.           |                    |   |
| Domain Experts for each module (total 9 modules) – Graduate with minimum 5 years or more relevant experience. | Mandatory Criteria | Self-declaration by agency on letter head giving details of Domain Expert for each module (total 9 modules) |

## 26. Technical Evaluation Criteria

26.1. NCVET shall evaluate the “Technical Proposal” only for the bidders who meet the Pre-Qualifications/Eligibility requirements.

26.2. NCVET will review the technical bids of the short-listed bidders to determine whether the technical bids are as per the requirements laid down. Bids that are not in accordance with the requirements are liable to be disqualified at NCVET's discretion at any stage.

26.3. Each Technical Proposal will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get an overall technical score of 70% or more will qualify for opening of Financial Bids. Bidders failing to secure minimum eligible marks shall lead to rejection of the Bid.

26.4. The technical qualification criteria are as mentioned below. The bidders need to submit supporting documents for Technical Evaluation Criteria.

| S. No.     | Criteria / Sub Criteria   | Maximum Marks |              | Documents/ remarks   |
|------------|---|---------------|--------------|--|
|            |   | Criteria      | Sub Criteria |  |
| <b>1</b>   | Experience of the Agencies/Firms in similar projects<br><br><i>(Similar projects would mean content development for academics (both higher and school education), technical courses and vocational courses)</i>   | <b>25</b>     |              |  |
| <b>1.a</b> | Experience in digital e-learning content creation (on or after 1 <sup>st</sup> April 2019) of the following duration:<br>500 or more hours –10 marks<br>400- 499 hours –8 marks<br>300- 399 hours –6 marks<br>200 - 299 hours –4 marks<br>Less than 200 hrs – (0) marks |               | <b>10</b>    | <b>I. Copy of work orders<br/>II. Completion certificates or CA Certification.</b> |
| <b>1.b</b> | Experience in instructor led classroom content development (on or after 1 <sup>st</sup> April 2019) of the following duration:<br>5000 hrs or more - 15 marks<br>4000 hrs– 4999 hrs - 12 marks<br>3000 hrs – 3999 hrs - 9 marks<br>2000 hrs – 2999 hrs - 6 marks        |               | <b>15</b>    | <b>I. Copy of work orders<br/>II. Completion certificates or CA Certification.</b> |

|            |  |           |           |   |
|------------|--|-----------|-----------|---|
|            | 1000 hrs – 1999 hrs 3 marks<br>Below 1000 hrs - (0) marks  |           |           |   |
| <b>2</b>   | Team Composition   | <b>50</b> |           |   |
| <b>2 a</b> | <p>Project Leader<br/>Experience in managing instructional design and content development projects or projects in relevant fields. NCVET reserves the right to decide the fact that submitted profile is relevant or not relevant and it would be binding to bidders.</p> <p>i. 15 years or more - 10 marks<br/>ii. 10 years or more but less than 15 years - 7 marks<br/>iii. 5 years or more but less than 10 years- 5 marks</p>   |           | <b>10</b> | <b>Profile of team members, highlighting relevant qualifications and experience</b> |
| <b>2 b</b> | <p>Instructional Design (ID) team with minimum 4 members (should be in-house) to comprise of;</p> <p>i. Members with 8+ years of ID related experience; 3 marks each<br/>ii. Members with 5 years of experience but less than 8 years ID related experience; 2 marks for each profile<br/>iii. Members with 3+ years of ID related experience; 1 marks for each profile<br/>(max marks awarded will not exceed 8)</p>  |           | <b>8</b>  |   |
| <b>2 c</b> | <p>Content Development (CD) team including e-learning and classroom content with minimum 4 members:</p> <p>i. Content Developer/ equivalent with 8+ years of CD related experience; 3 marks for each profile<br/>ii. Content Developer/ equivalent with 5+ years of CD related experience; 2 marks for each profile<br/>iii. Content Developer/ equivalent with 3+ years of CD related experience; 1 marks for each profile<br/>(max marks awarded will not exceed 8)</p>  |           | <b>8</b>  |   |
| <b>2 d</b> | <p>Graphics Design and Integration team with experience in developing SCORM compliant content:</p> <p>i. Graphics Designer and integrator/ equivalent with 5+ years' experience; 3 marks for each profile<br/>ii. Graphics Designer and integrator/ equivalent with 3+ years' experience; 2 marks for each profile<br/>iii. Graphics Designer and integrator/ equivalent with 2+ years' experience; 1 marks for each profile<br/>(max marks awarded will not exceed 8)</p> |           | <b>8</b>  |   |

|              |   |            |            |  |
|--------------|---|------------|------------|--|
| <b>2 e</b>   | a) Quality Assurance Team –<br>If 5 or more members team - 5 marks<br>If 4 members team – 4 marks<br>b) Domain Experts with 10 years or more relevant experience for each module – 9 marks<br>(one mark for each expert per module)<br>c) VO artist (1 male and 1 female voice) – 1 mark each for male and female VO artist<br>d) Appropriate technology tools for voice over (VO)-NIL marks. |            | <b>16</b>  |  |
| <b>3</b>     | Presentation by the agency highlighting Project work plan, Proof of concept in the form of a model content, showcasing understanding of Scope of work and ability to complete within timeline   | <b>25</b>  | <b>25</b>  |  |
| <b>Total</b> |   | <b>100</b> | <b>100</b> |  |

Note: For calculation of the experience as mentioned above, if the number to the right of the decimal point is 5 or greater, round up to the next whole number. If the number to the right of the decimal point is 4 or less, round down to the lower whole number.

- 26.5. Each Technical Proposal will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get an overall technical score of 70% or more will qualify for opening of Financial Bids. Failing to secure minimum marks shall lead to rejection of the Bid and Bidder.
- 26.6. The Financial Bids of technically qualified bidders will be opened through GeM. The date and time of opening of financial bid will be communicated to the technically qualified bidders separately and/or posted in the GeM Portal. Information, Date and time, regarding the Financial Bid opening will be made available through GeM portal only and claim arising out of NO-INFORMATION on financial Bid Opening time and date will not be the responsibility of the NCVET. Bidders are advised to check the GeM portal regularly for the updates.
- 26.7. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.
- 26.8. Agency will be selected on the basis of QCBS (Technical: Financial): 70:30. For details, bidders may refer to rule no 192 of General Financial Rules-2017.
- 26.9. The bid price will include all taxes and levies other than GST and shall be in Indian Rupees.
- 26.10. If there is only one bid, NCVET reserves the right to process the single bid or take recourse to the process of re-tendering.
- 26.11. Any conditional bid would be summarily rejected.
- 26.12. Bidders are required to submit their financial bid for development of e-learning content and classroom training content for all the modules & sub-modules as per the RFP. Any bid quoting prices for limited modules & sub-modules / not quoting

prices for all the modules & sub-modules as per the RFP, would be summarily rejected.

- 26.13. Errors & Rectification: If there is a discrepancy between words and figures, the amount in words will prevail. Further, if there is a discrepancy between the price quoted on the GeM and the price mentioned in the Annexure 6 of the RFP, the amount quoted on the GeM will prevail and NOS/Module/Sub-Module wise rates mentioned in the Annexure 6 of the RFP will be changed proportionally.
- 26.14. For financial evaluation, the quoted amount indicated in the Financial Bid which will be opened online only shall be considered. On financial evaluation, the shortlisted bidders will be given total score which will be determined as under:
- 26.14.1. 70% weightage will be given to the Technical Score.
- 26.14.2. 30% weightage will be given to the Financial Score.
- 26.15. NCVET will determine whether the Financial Proposals are complete, and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of works/services.
- 26.16. Combined and final evaluation
- 26.16.1. Proposals of the Technically Qualified bidder(s) will finally be ranked according to the total score (Technical Score + Financial Score), calculated and Published by the GeM portal's calculations method.
- 26.16.2. The successful bidder shall be the first ranked (H1) bidder (whose total score is the highest).
- 26.17. QCBS Calculation Formula for determining the first ranked (H1) bidder:
- $$\text{Total Score} = [(X_t \cdot (T / \text{Thigh} \cdot 100)) + (X_f \cdot (C_{low} / C \cdot 100))]$$
- Where:
- T= Total Technical score awarded to the bidder
- Thigh=Highest Technical score achieved for the Bid
- C=Price Offered by the bidder
- C<sub>low</sub>=The lowest of all Price offered (L1 Price)
- X<sub>t</sub>= Weightage for technical evaluation (70%)
- X<sub>f</sub>= Weightage for financial evaluation (30%)

## 27. Period Of Contract

- 27.1. The selected agency will need to submit the work-plan, TOC, UI and instructional strategy within 10 days from the date of generation/award of the Contract on GeM.
- 27.2. The selected agency will need to submit the Storyboards/Animatics for all the 4 variants for all modules and their sub modules within 35 days (including 10 days as per para 27.1) from the date of generation/award of the Contract on GeM.
- 27.3. The selected agency will need to complete content development for all variants of 4 modules and their sub modules as per the approved assignment, to the satisfaction of NCVET within 90 days (including 35 days as per para 27.2) from the date of generation/award of the Contract on GeM.
- 27.4. The selected agency will need to complete content development for all variants of the remaining modules and their sub modules as per the approved assignment, to the satisfaction of NCVET within 105 days (including 90 days as per para 27.3) from the date of generation/award of the Contract on GeM.

- 27.5. The selected agency will need to the final consolidated version for launch as Beta Version of all modules and sub-modules within 115 days (including 105 days as per para 27.4) from the date of generation/award of the Contract on GeM.
- 27.6. The selected agency will need to submit Hindi version of all variants of all modules and sub modules within 135 days (including 115 days as per para 27.5) from the date of generation/award of the Contract on GeM.
- 27.7. NCVET will deploy on a pilot basis for trial implementation of the content developed to test and validate its effectiveness and potential outcomes, before scaling up or rolling out the content for implementation across the skill ecosystem, for a period of 6 months depending on batches in progress at that point of time.
- 27.8. The post submission modifications based on user feedback need to be additionally incorporated on a regular basis during the 6-month pilot period post deployment of content.
- 27.9. Submission of assignment will be defined as submission of the following to NCVET:
  - 27.9.1. Zip file containing SCORM compliant module (Hindi & English versions in separate zip files)
  - 27.9.2. Zip file containing module compatible with mobile phone (in case different from SCORM complaint version) (Hindi & English versions in separate zip files).
  - 27.9.3. Zip file containing all source files including audio files.
  - 27.9.4. Soft copy editable version of classroom training module including learner workbook, trainer slides and trainer manual, assessor manual.
  - 27.9.5. Soft copy print ready version (non-editable – pdf/cdr) of class room training module as detailed above.
  - 27.9.6. Declaration on IPR – The agency shall on its letter head give a declaration that the content being submitted is free of IPR violations and indemnifies NCVET and subsequent users on the same.
  - 27.9.7. Copy of NCVET approval letter/ mail.
- 27.10. During the pilot deployment period wherein changes as per stakeholder feedback are being done, the agency will make a monthly submission of the changed modules, along with a covering change management sheet. The version submitted as pilot for each variant will be Version 1 and subsequent changed versions during the pilot period shall have version nos 1.01, 1.02 etc. Post this, agency will re-submit the version of the entire content which will be called Version 2.

## 28. Performance Security

- 28.1. Performance Bond/Security: Within 10 (ten days) after the date of generation/award of the Contract on GeM, the shortlisted agency shall furnish to the NCVET performance security, valid up to ninety days after the date of completion of all contractual obligations by the Agency.
- 28.2. The amount of Performance security shall be 5% the contract price denominated in Indian Rupees and shall be in one of the following forms:
  - 28.2.1 Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt from any scheduled bank in India, or online payment in an acceptable form safeguarding the NCVET, or
  - 28.2.2 Bank Guarantee (including an e-Bank Guarantee) issued by a scheduled bank in India, in the prescribed form provided in Annexure 5.
  - 28.2.3 NCVET will not pay any interest on any form of EMD/PBG.
- 28.3. If the shortlisted agency, having been called upon by the NCVET to furnish Performance Security, fails to do so within the specified period, it shall be lawful for the NCVET at its discretion to annul the award and forfeit the EMD, besides taking

any other administrative punitive action like 'Removal from List of Registered Suppliers' etc.

- 28.4. If the shortlisted agency fails to maintain the requisite Performance Security during the Contract's currency, it shall be lawful for the NCVET at its discretion to:
- 28.4.1 treat it as a breach of contract and avail any or all contractual remedies provided for breaches/ default, including termination of the Contract for Default, or
  - 28.4.2 without terminating the Contract, recover from the agency the amount of such performance security deposit by deducting the amount from the pending bills of the Agency under the contract or any other contract with the NCVET or the Government.
- 28.5. If a contract is amended, the agency shall furnish amended Performance Security with revised value and validity within twenty-one days of the issue of such an amendment.
- 28.6. The NCVET shall be entitled to deducted from the performance securities or to forfeit the said security in whole or in part in the event of:
- 28.6.1 Any default, failure, or neglect on the part of the agency in the fulfilment or performance in all respect of this contract with NCVET.
  - 28.6.2 for any loss or damage recoverable from the agency which the NCVET may suffer or be put to for reasons of or due to the above defaults/ failures/ neglect by the agency.
- 28.7. Subject to the sub-clause above, the NCVET shall release the performance security without any interest to the agency on completing all contractual obligations.
- 28.8. No claim shall lie against the NCVET regarding interest on cash deposits, Government Securities, or depreciation thereof.

## 29. Defaults, Breaches, Termination, and closure of Contract

### 29.1. Defaults and Breach of Contract:

In case the Agency undergoes insolvency or receivership, neglects, or defaults or expresses inability or disinclination to honour obligations relating to the performance of the contract or ethical standards or any other obligation that substantively affects the NCVET's rights and benefits under the contract, it shall be treated as a breach of contract. Such defaults could include inter-alia:

29.1.1. **Default in Performance and Obligations:** if the Agency fails to deliver any or all of the Services or fails to perform any other contractual obligations (including Code of Integrity or obligation to maintain eligibility and evaluation criteria based on which contract was awarded) within the period stipulated in the contract or within any extension thereof granted by the NCVET.

29.1.2. **Liquidation:** if the Agency is a company being wound up voluntarily, or by order of a Court or a Receiver, Liquidator or Manager on behalf of the Debenture-holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture-holders to appoint a Receiver, Liquidator or Manager.

### 29.2. Notice for Default:

As soon as a breach of contract is noticed, a show-cause 'Notice of Default' shall be issued to the Agency, giving two weeks' notice, reserving the right to invoke contractual remedies. After such a show-cause notice, all payments to the Agency

would be suspended to safeguard needed recoveries due to invoking contractual remedies.

29.3. Remedies for Breaches/ Default:

In the event of an unsatisfactory resolution of 'Notice of Default' within two weeks of its issue as per the sub-clause above, the NCVET, if so decided, shall

- a. take one, or more of the following contractual remedies.
  - i. Recover liquidated damages and invoke a denial clause for delays.
  - ii. Temporarily withhold payments due to the agency till recoveries due to invocation of other contractual remedies are complete.
  - iii. Call back any payment advances with a levy of interest at the prevailing rate.
  - iv. Encash and/or Forfeit performance or other contractual securities.
  - v. Prefer claims against the insurance, if any.
  - vi. Terminate the Contract for default, fully or partially.
  - vii. Initiate proceedings in a court of law for the transgression of a law, tort, and loss not addressable by the other remedies above.
- b. By written Notice of Termination for Default sent to the Agency, terminate the contract in whole or in part, without compensation to the Agency.
  - i. Such termination shall not prejudice or affect the rights and remedies, including under the sub-clause below, which have accrued and/or may accrue to the NCVET after that.
  - ii. Unless otherwise instructed by the NCVET, the Agency shall continue to perform the contract to the extent not terminated.

29.4. Limitation of Liability:

Except in cases of criminal negligence or wilful misconduct or IPR infringement, the aggregate liability of the Agency to the NCVET, whether under the contract, in tort or otherwise, shall not exceed the total Contract Price.

29.5. Termination for Default/Convenience of NCVET or Frustration of Contract:

**Notice for Determination of Contract**

The NCVET reserves the right to terminate the contract, in whole or in part, for its (the NCVET's) convenience or frustration of Contract as per the sub-clause below, by serving written 'Notice for Determination of Contract' on the Agency at any time during the currency of the contract. The notice shall specify that the termination is for the NCVET's convenience or the contract's frustration. The notice shall also indicate inter-alia, the extent to which the agency's performance under the contract is terminated, and the date from which such termination shall become effective.

29.6. Such termination shall not prejudice or affect the rights and remedies accrued and/or shall accrue after that to the Parties.

29.7. Unless otherwise instructed by the NCVET, the Agency shall continue to perform the contract to the extent not terminated.

29.8. All Defect Liability obligations, if any, shall survive despite the termination.

29.9. The Services that can be delivered or performed within thirty days to the satisfaction of NCVET, after the Agency's receipt of the notice of termination may be accepted by the NCVET as per the contract terms. For the remaining Services and incidental goods/works, the NCVET may decide:

- a) To get any portion of the balance completed and delivered at the contract terms, conditions, and prices; and/or
- b) To cancel the remaining portion of the Services.

29.10. Frustration of Contract:

- a) Notice of Frustration Event: Upon a supervening cause occurring after the effective date of the contract, including a change in law, beyond the control of either party, whether as a result of the Force Majeure clause or within the scope of section 56 of the Indian Contract Act, 1872, that makes it impossible to perform the contract within a reasonable timeframe, the affected party shall give a 'Notice of Frustration Event' to the other party giving justification. The parties shall use reasonable efforts to agree to amend the contract as necessary to complete its performance. However, if the parties cannot reach a mutual agreement within 60 days of the initial notice, the NCVET shall issue a 'Notice for Determining the contract' and terminate the contract due to its frustration, as in the sub-clause above.
- b) However, the following shall not be considered as such a supervening cause:
  - i. Lack of commercial feasibility or viability or profitability or availability of funds
  - ii. if caused by either party's breach of obligations under this Contract or failure to act in good faith or use commercially reasonable due diligence to prevent such an event.

29.11. Closure of Contract:

Unless terminated earlier, this Contract shall expire:

- i. At the end of such a period after the Effective Date as specified in the Contract.
- ii. Upon successful performance of all obligations by both parties, including completion of Defect Liability obligations and final payment.
- iii. termination and settlements after that, if any.

29.12. Cessation of Rights and Obligations:

Upon termination of this Contract all rights and obligations of the Parties hereunder shall cease, except:

- i. such rights and obligations as may have accrued on the date of termination or expiration,
- ii. the obligation of confidentiality,
- iii. any right a Party may have under the Applicable Law.

29.13. Cessation of Services:

Upon termination of this Contract by notice from NCVET the Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner.

### 30. Code of Integrity in Public Procurement; Misdemeanours and Penalties

30.1. Code of Integrity:

NCVET as well as Agency should observe the highest standard of ethics and should not indulge in the following prohibited practices, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

- i. "Corrupt practice" – making an offer, solicitation or acceptance of a bribe, reward or gift or any material benefit in exchange for an unfair advantage in the Procurement Process or to otherwise influence the Procurement Process;



- ii. "Fraudulent practice" – any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. Such practices include a false declaration or false information for participation in a Procurement Process or to secure a Contract, or in the execution of the contract;
- iii. "Anti-competitive practice" any collusion, proposal-rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more Agencies, with or without the knowledge of the NCVET, that may impair the transparency, fairness, and the progress of the Procurement Process or to establish Proposal prices at artificial, non-competitive levels;
- iv. "Coercive practice" – harming or threatening to harm persons or their property to influence their participation in the Procurement Process or affect the execution of a contract;
- v. "Conflict of interest" – participation by a bidding firm or any of its affiliates who are either involved in the Consultancy Contract to which this procurement is linked; if they are part of more than one Proposal in the procurement; or if their personnel have a relationship or financial or business transactions with any official of NCVET who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) Agency from the NCVET with an intent to gain unfair advantage in the Procurement Process or for personal gain;
- vi. "Obstructive practice" – materially impede NCVET's investigation into allegations of one or more of the above-mentioned prohibited practices either by deliberately destroying, falsifying, altering; or concealing evidence material to the investigation; or by making false statements to investigators and/or by coercive practices mentioned above, to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or by impeding the NCVET's rights of an audit or access to information.

### 30.2. Obligations for Proactive Disclosures:

- 30.2.1. NCVET and the Agency, are obliged under this Code of Integrity to suo-moto proactively declare any violation of the Code of Integrity (pre-existing or as and as soon as these arise at any stage) in any Procurement Process or execution of the contract. Failure to do so shall amount to a violation of this code of integrity.
- 30.2.2. Agency must declare, whether asked or not in a Proposal-document, any previous transgressions of such code of integrity during the last three years or of being under any category of debarment by the Central Government or the Ministry/Department of the Procuring Organisation from participation in Procurement Processes. Failure to do so shall amount to a violation of this code of integrity.

### 30.3. Misdemeanours:

The following shall be considered misdemeanours - if Agency, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

#### 30.3.1. Commits any of the following misdemeanours:

- i. Violates the code of Integrity or the Integrity Pact if included in the Tender/ Contract.

- ii. Any other misdemeanour, e.g., supply of sub-standard quality of material/ services/ work, non-performance or abandonment of contract, or violations of Bid/ performance Security conditions.
- 30.4. Commits any of the following misdemeanours:
  - 30.4.1. Has been convicted of an offence:
    - i. Under the Prevention of Corruption Act, 1988; or
    - ii. The Indian Penal Code or any other law is in force for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.
  - 30.4.2. It is determined by the Government of India to have doubtful loyalty to the country or national security considerations.
  - 30.4.3. Employs a government servant who has been dismissed or removed on account of corruption or employs a non-official convicted for an offence involving corruption or abetment of such an offence in a position where he could corrupt government servants or employs a government officer within one year (or any other period prescribed by the relevant authority) of his retirement, who has had business dealings with him in an official capacity before retirement.
- 30.5. Penalties for Misdemeanours:
 

Without prejudice to and in addition to the rights of the NCVET to other remedies as per the Tender-documents or the contract, If the NCVET concludes that a (prospective) Agency directly or through an agent has committed a misdemeanour in competing for the tender or in executing the contract, the NCVET shall be entitled, and it shall be lawful on his part to take appropriate measures, including the following:

  - 30.5.1. if his Proposals are under consideration in any procurement
    - i. Enforcement of Bid Securing Declaration in lieu of forfeiture or encashment of Bid Security.
    - ii. calling off any pre-contract negotiations and;
    - iii. rejection and exclusion of the agency from the Procurement Process.
  - 30.5.2. if a contract has already been awarded
    - i. Termination of Contract for Default and availing all remedies prescribed thereunder;
    - ii. Encashment and/ or Forfeiture of any contractual security or bond relating to the procurement;
    - iii. Recovery of payments, including advance payments, if any, made by the NCVET along with interest thereon at the prevailing rate
  - 30.5.3. Remedies in addition to the above: In addition to the above penalties, the NCVET shall be entitled, and it shall be lawful on his part, to:
    - i. File information against Agency or any of its successors with the Competition Commission of India for further processing in case of anti-competitive practices;
    - ii. Initiate proceedings in a court of law against the agency or any of its successors under the Prevention of Corruption Act, 1988 or the Indian Penal Code or any other law for transgression not addressable by other remedies listed in this sub-clause.
    - iii. Initiate suitable disciplinary or criminal proceedings against any individual or staff found responsible.

- iv. Debar, the agency, from participation in future procurements without prejudice to NCVET's legal rights and remedies. Debarment shall automatically extend to all the allied firms of the debarred firm.

### 31. Price Variation

In the event of lowering of government levies subsequent to the finalization of the contract, the bidder shall automatically pass on the benefits to NCVET, and in the event of increasing of government levies subsequent to the finalization of agreement; NCVET shall consider the case on merit and the pro-rata benefits to the Agency may be considered if full reference with documentary evidence is submitted.

### 32. Delivery of Services, Time of Delivery and Extensions Thereof

#### 32.1. Delivery of Services:

The Agency shall deliver all Services and submit deliverables as per the approved work plan in the manner specified in the Contract.

#### 32.2. Time of Delivery of Services is of Essence of the Contract:

32.2.1 The time for delivery of Services shall be deemed to be the essence of the contract. Subject to any requirement in the contract as to the completion of any portions or portions of the Services before completion of the whole, the agency shall fully and finally complete the whole of the services comprised in the contract.

32.2.2 If at any time during the currency of the contract, the agency encounters conditions hindering the timely performance of services; the agency shall promptly inform the NCVET in writing about the same and its likely duration.

32.2.3 The agency may request to the NCVET for an extension of the delivery schedule not less than one month before the expiry of the date fixed for completion of the services. NCVET may agree to extend the completion schedule, with or without liquidated damages and denial clause, by issuing an amendment to the contract in terms of the following clauses.

#### 32.3. Extension for Excusable Delay Not Due to Agency

32.3.1. If in the opinion of the agency, the progress of Services has at any time been delayed due to the following reasons, then within 15 days of such happening causing delay, the agency shall give notice thereof in writing to the NCVET, but shall nevertheless do due diligence to bring down or make good the delays and to proceed with the services:

- (a) proceedings taken or threatened by or dispute with external third parties arising otherwise than from the agency's own default etc. or
- (b) delay due to circumstances beyond the control of either party.
- (c) delay authorized by the NCVET in writing pending arbitration, or
- (d) Any act or neglect of Procuring Entity, e.g.:
  - i. Delay or failure to issue notice to commence the services or
  - ii. Delay or failure to issue necessary instructions for which the agency had applied explicitly in writing.
  - iii. Delay in or failure to handover the necessary documents/data or instructions by the Procuring Entity to the agency.
  - iv. Delay caused by modification issued by the Procuring Entity, or
  - v. Any other delay caused by the Procuring Entity due to any other cause.

32.3.2. The agency may also indicate the period for which the Services are likely to be delayed and ask for a necessary extension of time. On receipt of such request from the agency, the NCVET shall consider the same and

may grant such extension of time as, is reasonable regarding the nature and period of delay and the type and quantum of work affected thereby. No other compensation shall be payable for work carried forward to the extended period. The same rates, terms, and conditions as the original Contract shall apply during the extended period.

32.4. Extension of Time for Inexcusable Delay Due to Agency

32.4.1 If the agency fails to deliver the Services within the fixed/extended period for reasons other than those stipulated above, the NCVET may, if satisfied that the service delivery can still be completed within a reasonable time, extend the period further.

32.4.2 On such extension, the NCVET shall be entitled without prejudice to any other right and remedy available on that behalf to recover from the agency as agreed damages and not by way of penalty Liquidated Damages.

32.4.3 Provided further that if the NCVET is not satisfied that the service can be completed by the agency or in the event of failure on the part of the agency to complete the service within the extension of time allowed further as aforesaid, the NCVET shall be entitled without prejudice to any other right or remedy available in that behalf, treat the delay as a breach of contract and avail any or all the remedies thereunder, whether or not actual damage is caused by such default.

32.4.4 Inordinate Delays: Delays due to the agency of more than one-fourth (25%) of the total completion period shall be treated as inordinate delays. Such inordinate delays shall be noted as poor performance and be held against the agency in future procurements. A show-cause notice shall be issued to the agency before declaring it a poor performance. Such delays may be considered a breach of the contract at the option of the NCVET.

32.5. Damages and Deductions Thereof

40.1.1 Right of the Procuring Entity to recover Damages.

NCVET shall be entitled to, and it shall be lawful to recover Liquidated damages as detailed in this clause from all payments due, any Performance Security, or any retention money.

40.1.2 Liquidated damages

For delays covered under clause Extension of Time for Inexcusable Delay Due to agency the NCVET shall, without prejudice to other rights and remedies available to the NCVET under the contract, deduct from the contract price as liquidated damages for each week of delay or part thereof until actual delivery or performance, but not as a penalty, a sum equivalent to 0.5% per week (or part thereof @ 0.07% per day) of contract value, subject to a maximum of 10% of contract value.

40.1.3 Limit on total Damages

However, deduction on account of damages for delays under this clause put together shall be subject to a maximum of 10% of the entire value of the Contract of Services.

### 33. Liquidated Damages and Penalties

33.1. The Agency shall perform its obligations in a professional manner. In case of delay in execution of the assigned work by the agency, NCVET may impose penalty subject to a maximum of 10% of the contract value. If the delay is beyond stipulated time, then NCVET may annul the project and shall be free to get it done from other agencies at the risk and costs of the appointed agencies.

NCVET may debar and blacklist the agencies for applying in its future contracts also. NCVET reserves the right to waive off the Liquidated damages.

- 33.2. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to NCVET under the terms and conditions of the RFP, contract and as per applicable law including the right of forfeiture of PBG. Once the maximum percentage of liquidated damages/penalties as stated in the said clause reaches/cross the cap so stated, the Purchaser shall have the right and may at its discretion terminate the Agreement for default and consequences/effects for such termination shall become applicable. Each of the Parties shall ensure that the range of the Services/Deliverables under the Service Levels shall not be varied, reduced, or increased except with the prior written agreement between the Purchaser and the Service Provider in accordance with the provisions of Change Control set out in this Agreement.

### 34. Payment Terms

| Milestone  | % of contract value | Indicative days for payment (*)                      |
|--|---------------------|--|
| <b>a) Approval of</b> <ul style="list-style-type: none"> <li>the work-plan, TOC, UI, and instructional strategy</li> <li>Storyboards/Animatics for all the 4 variants for all modules and their sub modules</li> <li>content (English version) as per para 6.3, with voice over, and associated trainer/assessor manuals, trainer slides, learner workbook, other collaterals and translated versions for all variants of 4 modules and their sub modules as per assignment</li> </ul> | 30                  | Up to D+100  |
| <b>b) Approval of content (English version) as per para 6.3, with voice over, and associated trainer/assessor manuals, trainer slides, learner workbook, other collaterals and translated versions for all variants of remaining modules and their sub-modules as per assignment</b>   | 30                  | Up to D+115  |
| <b>c) Final consolidated submission by the agency and approval by NCVET for launch as Beta Version of all modules and sub-modules and approval of Hindi version of all variants of all modules and sub modules by NCVET</b>  | 30                  | Up to D+145  |
| <b>d) Successful completion of Pilot Phase of 6 months including incorporation of all suggestions/findings and acceptance by NCVET</b>   | 10                  | Up to 190 days after the date of deployment of pilot |
|  | 100                 |  |

**Note: (\*) D shall be the date of generation/award of the Contract on GeM.**

### 35. Confidentiality and Security

35.1. The agency and their personnel will not, either during the term or 1 year after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of NCVET or its clients without the prior written consent of NCVET.

35.2. Non-Disclosure Clause:

The agency should treat all documents, information, data, and communication of and with NCVET as privileged and confidential and would be bound by the terms and conditions of the non-Disclosure clause. The agency shall abide by the non-Disclosure clause. The agency shall not, without NCVET's prior written consent, disclose any information to any other party furnished by or on behalf of NCVET to any person other than a person employed by the agency in the performance of the work. Disclosure to any such person employed by the agency shall be made in utmost confidence and should extend only so far as may be necessary

and relevant for the purpose of such performance and shall be subject to the terms and conditions of the non-Disclosure clause.

### 36. Force Majeure

On the occurrence of any unforeseen event beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by the NCVET in writing, the agency shall continue to perform its obligations under the contract as reasonably practicable and seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other except those which had occurred under any other clause of this Contract before such termination.

### 37. Indemnification & Limitation of Liability

- 37.1. The successful Agency shall indemnify defend and hold harmless the NCVET during the term of this contract from and against all liabilities, damages, loses, expenses, demands, actions, proceedings, costs, and claims of any nature whatsoever arising out of the acts, omissions, negligence, and breach of this contract by the Successful Agency.
- 37.2. The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total amount paid under this Agreement.
- 37.3. In no event shall either party be liable for any consequential, incidental, indirect, special, or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set- forth in above) even if it has been advised of their possible existence.
- 37.4. The allocations of liability in this Section represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

### 38. Dispute Resolution

- 38.1. The Bidder and NCVET shall endeavour their best to amicably settle, by direct negotiation, all disputes arising out of or in connection with the contract.
- 38.2. Any dispute, controversy or claim arising under, out of or relating to this contract and any subsequent amendments of this contract, including, without limitation, its formation, validity, binding effect, interpretation, performance, breach, or termination, as well as non-contractual claims, in writing shall be submitted to the

Chairperson, National Council for Vocational Education and Training (NCVET). The place of submission shall be the office of the National Council for Vocational Education and Training, New Delhi. The language to be used in the mediation shall be English/Hindi.

- 38.3. If, and to the extent that, any such dispute, controversy or claim has not been settled within 45 days of the Submission, it shall, upon the filing of a Request for Arbitration by either party, be referred to and finally determined by arbitration.
- 38.4. In case any dispute between the Parties, does not settle by negotiation, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the third to be appointed by the NCVET.
- 38.5. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- 38.6. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract / Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

### 39. Fraud and Corruption

- 39.1. NCVET requires that the applicant (agencies) engaged through this process must observe the highest standards of ethics during the performance and execution of the awarded project(s)/work order(s). NCVET will reject the bid document, if the applicant(agency) recommended for contract, has been determined by NCVET to having been engaged in corrupt, fraudulent, unfair trade practices, coercive or collusive. These terms are defined as follows:
- 39.2. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of NCVET or any personnel during the tenure of contract.
- 39.3. "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to NCVET, and includes collusive practice among applicants (prior to or after Proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive NCVET of the benefits of free and open competition.
- 39.4. "Unfair trade practices" means supply of services different from what is ordered on or change in the Scope of Work which was agreed to.



- 39.5. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation during the period of contract.
- 39.6. "Collusive practices" means a scheme or arrangement between two or more applicants with or without the knowledge of the NCVET, designed to establish prices at artificial, non-competitive levels.
- 39.7. NCVET will reject an application for award, if it determines that the applicant recommended forward has, directly or through an agent, engaged in corrupt, fraudulent, unfair trade, coercive or collusive practices in competing for any work assigned during the period of the contract.

#### 40. Termination Of Contract

- 40.1. NCVET may, terminate this Work Order by giving the Agency a 14 (fourteen) days prior and written notice indicating its intention to terminate the Contract under the following circumstances:
- 40.1.1 NCVET is of the opinion that there has been such event of default on the part of the Agency which would make it proper and necessary to terminate this Contract and may include failure on the part of the Agency to respect any of its commitments with regard to any part of its obligations under this Contract.
- 40.1.2 NCVET may at any time terminate the contract by giving written notice to the selected agency without compensation to the selected agency, if the selected agency becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to NCVET.

#### 41. Termination Process

- 41.1. Termination for Convenience
- Either party may by written notice, to terminate the work order and/or the Contract, in whole or in part at any time by giving a 14 days' notice. The notice of termination will specify that termination is for convenience, the extent to which performance of work under the work-order and/or the contract is terminated and the date upon which such termination becomes effective.
- 41.1.1. Upon occurrence of an event of default as set out in above clauses, NCVET will deliver a default notice in writing to the other party which shall specify the event of default and give the empanelled agency an opportunity to correct the default.
- 41.1.2. At the expiry of notice period, unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the agreement.
- 41.1.3. Payments for all satisfactorily completed services till the time of termination shall be made to the vendor in the event of termination.

#### 42. Applicable Law

The work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. All disputes in this connection shall be settled in Delhi jurisdiction only.

**COVERING LETTER FOR BID**

(To be submitted on the letterhead of the bidder)

To

The Secretary to the Council,  
National Council for Vocational Education and Training  
4th Floor Kaushal Bhawan (Near Hotel Leela Palace)  
Africa Avenue, Diplomatic Enclave, Chanakyapuri, New Delhi - 110023

Subject: Submission of Bid for Tender No. ....

Dear Sir,

This is to notify that our company is submitting bid in response to Tender No. .... for Request for Proposal (RFP) for Selection of an agency for <<e-learning and classroom content development >> through the Sankalp program of World Bank for NCVET. Primary & Secondary contact for our company are as follows:

|              | Primary Contact | Secondary Contact |
|--------------|-----------------|-------------------|
| Company Name |                 |                   |
| Name         |                 |                   |
| Title        |                 |                   |
| Address      |                 |                   |
| Phone        |                 |                   |
| Mobile       |                 |                   |
| Fax          |                 |                   |
| E-mail       |                 |                   |

For the purpose of supplying items/delivering services under this tender we are appointing <Name of Authorized Partner> (if applicable) as our Authorized Partner.

We are responsible for communicating to the NCVET in case of any change in the Primary or/and Secondary contact information mentioned above. We shall not hold NCVET responsible for any non-receipt of bid process communication in case such change of information is not communicated and confirmed with NCVET on time.

By submitting the proposal, we acknowledge that we have carefully read all the sections of this tender document including all forms, schedules, and appendices hereto, and are fully informed to all existing conditions and limitations. We also acknowledge that the company is in agreement with terms and conditions of the tender and the procedure for bidding, evaluation and selection.

We have enclosed the Earnest Money Deposit (EMD) as per the tender conditions and we understand that it is liable to be forfeited in accordance with the provisions of tender documents.

We confirm that information contained in this response or any part thereof, including documents and instruments delivered or to be delivered to NCVET are true, accurate, verifiable, and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part misled NCVET in its evaluation process.

We fully understand and agree that on verification, if any of the information provided here is found to be misleading the evaluation process or result in undue favours to our company in evaluation process, we are liable to be dismissed from the selection process or termination of the contract with NCVET.

We understand that you are not bound to accept the lowest or any bid you may receive.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation / company / firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Place:

Date

**FORMAT FOR SUBMISSION OF PRE-QUALIFICATION BIDS****Pre-Qualification Bid Covering Letter**

&lt;Location, Date&gt;

To,

The Secretary to the Council,  
 National Council for Vocational Education and Training  
 4th Floor Kaushal Bhawan (Near Hotel Leela Palace)  
 Africa Avenue, Diplomatic Enclave, Chanakyapuri, New Delhi - 110023  
 Subject: Submission of the pre-qualification bid for

Dear Sir,

The undersigned, on behalf of [give the name of firm], offer to provide the services for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our pre-qualification proposal.

We hereby declare that all the information and statements made in this pre-qualification bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of all the volumes of this RFP document. We would hold the terms of our proposal valid for the number of days as stipulated in the RFP document.

Link to online content sample is provided below: <<insert hyperlink>>

We understand you are not bound to accept any Proposal you receive.

**Pre-Qualification checklist for common criteria**

| S. No. | Description        | Supporting Documents | Compliance (Yes/No) | Page/Index No./Reference in Proposal |
|--------|--------------------|----------------------|---------------------|--------------------------------------|
| 1      | Legal Entity       |                      |                     |                                      |
| 2      | Turnover           |                      |                     |                                      |
| 3      | Technical Capacity |                      |                     |                                      |
| 4      | Blacklisting       |                      |                     |                                      |
| 5      | Manpower Strength  |                      |                     |                                      |
| 6      | Certification      |                      |                     |                                      |

Note: All the documents submitted by the bidder must be page/index numbered and the page/index no. of the respective document(s) must be indicated in all the annexures wherever applicable.

Yours sincerely, (Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

**FORMAT FOR SUBMISSION OF TECHNICAL BIDS**

## Technical Bid Covering Letter

&lt;Location, Date&gt;

To,

The Secretary to the Council,  
National Council for Vocational Education and Training  
4th Floor Kaushal Bhawan (Near Hotel Leela Palace)  
Africa Avenue, Diplomatic Enclave, Chanakyapuri, New Delhi – 110023  
Subject: Submission of the technical bid for

Dear Sir,

The undersigned, on behalf of [give the name of firm], offer to provide the services for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our technical proposal.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of all the volumes of this RFP document. We would hold the terms of our proposal valid for the number of days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

## 1. Details of learning content assignments done for classroom training (ILT)

| S. No.      | Description of project/ assignment | Details of Work Order i.e. No./date etc | Client | Cost (Total/Completed till date) | Supporting Documents (Page/Index No./Reference in Proposal) |
|-------------|------------------------------------|---|--------|----------------------------------|---|
| 1.          |                                    |   |        |                                  |   |
| 2.          |                                    |   |        |                                  |   |
| 3.          |                                    |   |        |                                  |   |
| 4.          |                                    |   |        |                                  |   |
| 5.          |                                    |   |        |                                  |   |
| 6.          |                                    |   |        |                                  |   |
| Total Hours |                                    |   |        |                                  |   |

## 2. Details of learning content assignments done for e-learning

| S. No. | Description of project/ assignment | Details of Work Order i.e. No./date etc | Client | Cost (Total/Completed till date) | Supporting Documents (Page/Index No./Reference in Proposal) |
|--------|------------------------------------|---|--------|----------------------------------|---|
| 1.     |                                    |   |        |                                  |   |
| 2.     |                                    |   |        |                                  |   |
| 3.     |                                    |   |        |                                  |   |
| 4.     |                                    |   |        |                                  |   |

|             |  |  |  |  |  |
|-------------|--|--|--|--|--|
| 5.          |  |  |  |  |  |
| 6.          |  |  |  |  |  |
| Total Hours |  |  |  |  |  |

### Approach and Work Plan

Describe your understanding of project and approach in less than 500 words.

Describe your assessment strategy for various modules and sub modules at each level.

Give your workplan:

| Task/ Sub Task | W1 | W2 | W3 | W4 | . | . | . | . | Wn | Wn+1 |
|----------------|----|----|----|----|---|---|---|---|----|------|
|                |    |    |    |    |   |   |   |   |    |      |
|                |    |    |    |    |   |   |   |   |    |      |

Yours sincerely, (Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

## CV FORMAT

1. **Proposed Position** [only one candidate shall be nominated for each position]:
2. **Full Name of Staff:**
3. **Date of Birth:**
4. **Nationality:**
5. **Education** [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:
6. **Total No. of years of experience:**
7. **Total No. of years with the firm:**
8. **Areas of expertise and no. of years of experience in this area** (as required for the Profile-mandatory):
9. **Certifications and Trainings attended:**
10. **Details of Involvement in Projects** (only if involved in the same):
11. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:
12. **Employment Record** [Starting with present position and last 2 firms, listing reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.:  
From (Year):            To (Year):  
Employer/Purchaser:  
Positions held:  
Detailed Task Assigned [List of all tasks to be performed under this assignment]
13. **Relevant Work Undertaken that Best illustrates the experience as required for the Role** (provide maximum of 6 citations of 10 lines each)  
Name of Assignment or Project:  
Year:                                  Location:  
Client:  
Main Project features:  
Positions held:  
Value of Project (approximate value or range):  
Activities performed:

**14. Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.

Date:

(Signature of staff member or authorized representative of the staff)

Full name of Authorized Representative

Bank Guarantee Format for Performance Security

*(The Bank Guarantee shall be on a Stamp Paper of appropriate value in accordance with Stamp Act and shall be purchased in the name of the guarantee issuing Bank or the Party on whose behalf the BG is being issued.)*

Ref:  
No.....

Bank Guarantee

Date.....

To

The President of India, through

The Secretary to the Council,  
National Council for Vocational Education and Training  
4th Floor Kaushal Bhawan (Near Hotel Leela Palace)  
Africa Avenue, Diplomatic Enclave, Chanakyapuri, New Delhi – 110023

Whereas M/s.....with its Registered/ Head Office at..... (name and address of the agency, hereinafter called “the Agency”, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) has undertaken, in pursuance of contract no ..... date..... to delivery ..... (description of Services) (hereinafter called “the contract”).

And Whereas you (unless repugnant to the context or meaning thereof, including your successors, administrators, executors and assigns) have stipulated in the said contract that the Agency shall furnish you with a bank guarantee by a scheduled bank for the sum specified therein as security for compliance with its obligations as per the contract;

And Whereas we ..... with our Head Office at..... (name and address of the Bank, hereinafter referred to as the ‘Bank’, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) have agreed to give the Agency such a bank guarantee.

Now, Therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, up to a total of .....(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Agency to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein, notwithstanding any difference between you and the Agency or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

The Bank undertakes not to revoke this guarantee during its currency without your previous consent and further agrees that the guarantee herein contained shall continue to be enforceable till you discharge this guarantee. This guarantee will not be discharged due to a change in the constitution of the Bank or the Agency’s.



We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the .....day of .....20.....

Our.....branch at.....\*(Name & Address of the .....\*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our .....\* branch a written claim or demand and received by us at our .....\* branch on or before Dt..... otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

\*Preferably at the authority's headquarters competent to sanction the expenditure for procurement of goods/services or at the concerned district headquarters or the state headquarters.

**FORMAT FOR FINANCIAL BID**

<Location, Date>

To,

The Secretary to the Council,  
NCVET,  
Kaushal Bhawan,

**Subject:** Submission of financial bid for Development of E- Learning Content and Classroom Training Content for Employability Skills, Soft Skills and Life Skills

Dear Sir,

The undersigned, on behalf of [give the name of firm], offer to provide the services for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our technical proposal.

We hereby declare that all the information and statements made in this financial bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of all the volumes of this RFP document. We would hold the terms of our proposal valid for the number of days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

**Estimated Costing of Development of the Employability Skills/Life Skills/Soft Skills Modules/Sub-modules: NCVET Proposal**

| S. No. | Activities   |
|--------|--|
| 1      | Learner handbook for each of the sub-modules                                   |
| 2      | E-Learning content for each sub-modules 4 variants English                     |
| 3      | E-Learning content for each sub-modules 4 variants Hindi                       |
| 4      | Trainer Manual/slides for 4 variants including training aids for classroom use |
| 5      | Assessors' Manual for 4 variants   |

**Module and Variant wise table**

| NOS/<br>Module   | S.<br>N. | Indicative Coverage<br>across levels (Sub-modules)   | Amount in INR                                  |  |  |  | Total<br>cost of<br>unique<br>content<br>across<br>all<br>variant<br>s |
|--|----------|--|--|--|--|--|--|
|  |          |  | For<br>content<br>unique<br>to<br>Variant<br>1 | For<br>content<br>unique<br>to<br>Variant<br>2 | For<br>content<br>unique<br>to<br>Variant<br>3 | For<br>content<br>unique<br>to<br>Variant<br>4 |  |
| <b>Communic<br/>ation Skills</b>                       | 1        | Non-verbal communication: Body Movements and Posture, Facial Expressions, Eye Contact, Hand Gestures and Tone of Voice, Personal Grooming  |  |  |  |  |  |
|  | 2        | Listening skills   |  |  |  |  |  |
|  | 3        | Reading skills   |  |  |  |  |  |
|  | 4        | Written communication: Convey ideas and information using written language. – e.g. Letter and report writing   |  |  |  |  |  |
|  | 5        | Verbal communication: Convey ideas and information through the use of spoken language.   |  |  |  |  |  |
| <b>English<br/>Language<br/>Literacy</b>               | 6        | The five categories of Skills required for English/ other foreign Languages: Reading, Listening, Speaking, Writing, and Grammar  |  |  |  |  |  |
| <b>Workplace<br/>&amp; Job-<br/>related<br/>Skills</b> | 7        | Occupational Safety and Health   |  |  |  |  |  |
|  | 8        | Plan, Organize and Coordinate  |  |  |  |  |  |
|  | 9        | Project management: Planning Projects, Assessing Risks and Opportunities, Budgeting, Time Management, Productivity and Accountability, Monitoring and Controlling, Communicating with Stakeholders, Troubleshooting Problems |  |  |  |  |  |
|  | 10       | Professional Development and Management: Getting Ready for Jobs, Job search skills, Interview Skills, Relationship management  |  |  |  |  |  |
|  | 11       | Resource Management- manpower, material, equipment & machinery, knowledge  |  |  |  |  |  |
|  | 12       | Customer service and Sales Orientation   |  |  |  |  |  |

|  |    |   |  |  |  |  |  |
|--|----|---|--|--|--|--|--|
| <b>Interpersonal/ Social Skills</b>            | 13 | Emotional Intelligence: Self-Regulation, Self-Awareness, Self-Compassion, Self-Efficacy, Self-reflection, Mastery Orientation, Open Mindedness, Social Awareness, Empathy, Motivation   |  |  |  |  |  |
|  | 14 | Behavioural Skills: Harmony, Respect, Empathy, Care and Compassion, Integrity, Responsibility, Delayed Gratification, Resilience, Honesty, Independence, Perseverance, Self Confidence, Patience, Ethics, Networking, Learning to Learn                                       |  |  |  |  |  |
|  | 15 | Stress-management, Adaptability/flexibility, Anger Management   |  |  |  |  |  |
|  | 16 | Collaboration & Teamwork: Participation/Delegation/Accountability   |  |  |  |  |  |
|  | 17 | Inclusivity and Diversity: Age diversity Gender diversity, Physical and Mental ability diversity, religious diversity, Ethnic diversity, Racial diversity, Sexual Orientation, Parental Status, Education, Language, Geographic Location                                      |  |  |  |  |  |
|  | 18 | Leadership  |  |  |  |  |  |
|  | 19 | Conflict resolution: Evaluating ideas and Arguments   |  |  |  |  |  |
|  | 20 | Negotiation & persuasion  |  |  |  |  |  |
|  | 21 | Analytical & Critical Thinking  |  |  |  |  |  |
| <b>Cognitive and meta-cognitive skills</b>     | 22 | Problem Solving & decision-making   |  |  |  |  |  |
|  | 23 | Strategic thinking  |  |  |  |  |  |
|  | 24 | Design Thinking   |  |  |  |  |  |
|  | 25 | Creativity and innovation   |  |  |  |  |  |
|  | 26 | Information collection, analysis and synthesis  |  |  |  |  |  |
| <b>Citizenship &amp; Constitutional values</b> | 27 | "Constitutional values, Citizenship skills Digital citizenship: ability to participate online responsibly Cultural and civic Literacy. Cultural literacy: being able to understand the traditions, regular activities, and history of a group of people from a given culture. |  |  |  |  |  |

|                              |    |   |  |  |  |  |  |
|------------------------------|----|---|--|--|--|--|--|
|                              | 28 | Green Skills: Waste Reduction and Waste Management, Environmental Awareness, Energy and Water Efficiency, Sustainability, Environmental awareness   |  |  |  |  |  |
| <b>Foundational literacy</b> | 29 | Foundational Numeracy and Literacy  |  |  |  |  |  |
|                              | 30 | Financial literacy  |  |  |  |  |  |
|                              | 31 | Digital literacy: Use Basic Hardware, Software, Information and Communication Tech, Operate safely in an Online Environment (cybersecurity)         |  |  |  |  |  |
|                              | 32 | Media Literacy  |  |  |  |  |  |
|                              | 33 | Business literacy: knowledge of financial, accounting, marketing, and operational functions of an organization                                      |  |  |  |  |  |
|                              | 34 | Legal literacy  |  |  |  |  |  |
|                              | 35 | Disaster Management   |  |  |  |  |  |
|                              | 36 | Wellness, Health, and Hygiene literacy  |  |  |  |  |  |
| <b>Digital Fluency</b>       | 37 | Technology Hardware Literacy  |  |  |  |  |  |
|                              | 38 | Use of Software and Mobile Applications   |  |  |  |  |  |
|                              | 39 | Data Management   |  |  |  |  |  |
|                              | 40 | Internet & Knowledge Navigation: searching through web, Evaluate Online information for credibility   |  |  |  |  |  |
|                              | 41 | Adaptability & Learning Agility in new technologies: Open to learning new technologies- Cloud computing, artificial intelligence, I.O.T.            |  |  |  |  |  |
|                              | 42 | Cybersecurity: avoiding scams, preventing unauthorized access, detecting, and responding to threats, data protection, data breach, regular updates. |  |  |  |  |  |
|                              | 43 | Ethical Use of Technology: Respecting privacy, avoiding harm (cause harm physically, emotionally & economically)                                    |  |  |  |  |  |
| <b>Self-Employment &amp;</b> | 44 | Business planning: R&D, market analysis , product analysis, customer need analysis , , making &   |  |  |  |  |  |

|                         |    |  |  |  |  |  |  |
|-------------------------|----|--|--|--|--|--|--|
| <b>Entrepreneurship</b> |    | providing products and services etc.   |  |  |  |  |  |
|                         | 45 | Financial management: Sources of business finance, Types of business records, Recording business transactions in books of account, Preparation and Interpretation of Financial Statements, Loan Management |  |  |  |  |  |
|                         | 46 | Costing & Pricing--can be kept separately for lower levels   |  |  |  |  |  |
|                         | 47 | Branding, marketing, and networking skills   |  |  |  |  |  |
|                         | 48 | Promotion & Sales  |  |  |  |  |  |
|                         | 49 | Enterprise social plan and business ethics and etiquette: e-enterprise social responsibility and ethical behaviour like returning loans on time, making payments   |  |  |  |  |  |
|                         | 50 | Human resource management  |  |  |  |  |  |
| <b>TOTAL</b>            |    |  |  |  |  |  |  |

Note: The bid price will include all taxes and levies other than GST and shall be in Indian Rupees.

In the event that the overall duration of developed unique content varies from the above estimated duration by more than +/- 10%, per hour, or there is additional scope of work, costing of the content shall be adjusted against the final payment. The per hour cost of content in such a scenario to be given below.

The Cost Per hour of content (in INR) (e-learning/ILT)

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Yours sincerely, (Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

## Technical Bid Support Documents - Template/Proforma for Bidders

Please fill the table and attach with supporting documents related to the technical bid.

Table A

| S. No. | Eligibility Criteria Description  | Name of Document attached as evidence and Page/Index No./Reference where it is placed in Bid |
|--------|---|--|
| 1.     | Copy of Incorporation Certificate   |  |
| 2.     | Copy of<br>i. PAN<br>ii. GST registration   |  |
| 3.     | Details of EMD deposited or copy of relevant document claiming exemption, if any.   |  |
| 4.     | Average annual turnover certificate of at least INR 10 cr. as per the audited financial statements for FY 2020-21 and 2021-22 and 2022-23 (CA Certificate) or copy of relevant document claiming exemption, if any. |  |
| 5.     | Positive Net Worth as per audited financial statements during each of the FY 2020-21 and 2021-22 and 2022-23 for bidder. (CA Certificate)   |  |
| 6.     | Feedback from minimum three (03) clients  |  |
| 7.     | No blacklisting (Self Declaration)  |  |
| 8.     | Use of licensed software by agency (Self Declaration)   |  |
| 9.     | Team details as per requirement of RFP Clause 26 (Self Declaration)   |  |

Table B

| S. No. | Criteria / Sub Criteria  | Name of Document attached as evidence and Page/Index No./Reference where it is placed in Bid |
|--------|--|--|
| 1      | Experience of the bidder in similar projects   |  |
| 1.a    | Experience in digital e-learning content creation of similar nature on topics listed |  |
| 1.b    | Experience in instructor led classroom content development.                          |  |
| 2      | Team Composition   |  |
| 2 a    | Senior Consultant (Project Leader)   |  |
| 2 b    | Instructional Design (ID) team with minimum 4 members                                |  |

|   |   |      |                             |  |  |  |  |   |  |   |  |  |
|---|---|------|-----------------------------|--|--|--|--|---|--|---|--|--|
|   | <table><tr><td>Role</td><td>Name(s) of profile attached</td></tr><tr><td>Sr Analyst with 8+ years of ID related experience,</td><td></td></tr><tr><td>Analyst with 5+ years of ID related experience</td><td></td></tr><tr><td>Instructional Designer with 3+ years of ID related experience</td><td></td></tr><tr><td>Instructional Designer with 2+ years of ID related experience</td><td></td></tr></table>   | Role | Name(s) of profile attached | Sr Analyst with 8+ years of ID related experience,         |  | Analyst with 5+ years of ID related experience             |  | Instructional Designer with 3+ years of ID related experience |  | Instructional Designer with 2+ years of ID related experience |  |  |
| Role  | Name(s) of profile attached   |      |                             |  |  |  |  |   |  |   |  |  |
| Sr Analyst with 8+ years of ID related experience,            |   |      |                             |  |  |  |  |   |  |   |  |  |
| Analyst with 5+ years of ID related experience                |   |      |                             |  |  |  |  |   |  |   |  |  |
| Instructional Designer with 3+ years of ID related experience |   |      |                             |  |  |  |  |   |  |   |  |  |
| Instructional Designer with 2+ years of ID related experience |   |      |                             |  |  |  |  |   |  |   |  |  |
| 2 c   | <p>Content Development (CD) team including e-learning and class room content with minimum 4 members</p> <table><tr><td>Role</td><td>Name(s) of profile attached</td></tr><tr><td>Content Developer with 8+ years of CD related experience</td><td></td></tr><tr><td>Content Developer with 5+ years of CD related experience</td><td></td></tr><tr><td>Content Developer with 3+ years of CD related experience</td><td></td></tr><tr><td>Content Developer with 2+ years of CD related experience</td><td></td></tr></table> | Role | Name(s) of profile attached | Content Developer with 8+ years of CD related experience   |  | Content Developer with 5+ years of CD related experience   |  | Content Developer with 3+ years of CD related experience      |  | Content Developer with 2+ years of CD related experience      |  |  |
| Role  | Name(s) of profile attached   |      |                             |  |  |  |  |   |  |   |  |  |
| Content Developer with 8+ years of CD related experience      |   |      |                             |  |  |  |  |   |  |   |  |  |
| Content Developer with 5+ years of CD related experience      |   |      |                             |  |  |  |  |   |  |   |  |  |
| Content Developer with 3+ years of CD related experience      |   |      |                             |  |  |  |  |   |  |   |  |  |
| Content Developer with 2+ years of CD related experience      |   |      |                             |  |  |  |  |   |  |   |  |  |
| 2 d   | <p>Graphics Design and Integration team with experience in developing SCORM compliant content with minimum 4 members:</p> <table><tr><td>Role</td><td>Name(s) of profile attached</td></tr><tr><td>Graphics Designer and integrator with 5+ years' experience</td><td></td></tr><tr><td>Graphics Designer and integrator with 3+ years' experience</td><td></td></tr><tr><td>Graphics Designer and integrator with 2+ years' experience</td><td></td></tr></table>  | Role | Name(s) of profile attached | Graphics Designer and integrator with 5+ years' experience |  | Graphics Designer and integrator with 3+ years' experience |  | Graphics Designer and integrator with 2+ years' experience    |  |   |  |  |
| Role  | Name(s) of profile attached   |      |                             |  |  |  |  |   |  |   |  |  |
| Graphics Designer and integrator with 5+ years' experience    |   |      |                             |  |  |  |  |   |  |   |  |  |
| Graphics Designer and integrator with 3+ years' experience    |   |      |                             |  |  |  |  |   |  |   |  |  |
| Graphics Designer and integrator with 2+ years' experience    |   |      |                             |  |  |  |  |   |  |   |  |  |
| 2 e   | <p>Other Team members:</p> <p>a) Quality Assurance team</p> <p>b) Domain Experts for each module (Domain expert must have a minimum of 10 years relevant experience)</p> <p>c) VO artist (1 male and 1 female voice)/ appropriate technology tools for the same</p>   |      |                             |  |  |  |  |   |  |   |  |  |