

**REQUEST FOR EXPRESSIONS OF INTEREST  
(CONSULTING SERVICES – FIRMS SELECTION)**

NSDC Division: ‘Reimbursable Skill Advisory Services’

**Assignment Title: Hiring of Consultant for development of an IT application for the management of Trainer and Assessors**

**Reference No.: EOI/TOT/2017/0022 Dated 27th September 2017**

1. National Skill Development Corporation (NSDC) is a one of its kind, Public Private Partnership in India. It aims to promote skill development by catalyzing creation of large, quality, vocational institutions. It provides funding to build scalable vocational training initiatives. Its mandate is also to enable support systems such as quality assurance, information systems and train the trainer academies either directly or through partnerships.
2. NSDC seeks to hire an agency to develop an IT application for the management of Trainers and Assessors, please refer to Draft ToR for more details.
3. Objectives of the assignment: A technology platform is required to manage a cadre of qualified trainers and assessors being created in the skill eco-system. The platform would be required to support smoother implementation of training of trainers (ToT) and training of assessors (ToA) programme along with other functions as specified in the draft Terms of Reference.
4. Duration of the contract: The software should be customized as per stated requirements within 6 months from the date of contract signing. Post implementation the consultant would have to provide minimum one year of support effective from Go Live. This O & M period may be extended based on the requirement. The draft Terms of Reference is enclosed as Annexure -1.
5. National Skill Development Corporation now invites eligible firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short-listing criteria are:

S.No.	Shortlisting Criteria	Supporting Documents to be provided by developer	Comments
1	Consultant should be a Company registered in India under the Companies Act 1956 or Partnership firm registered under the relevant act .	Certificate of Incorporation/ Registration	Mandatory Submission
2	Consultant should be in existence and in the business in India for 5 years or longer	Registration certificate with PAN details	Mandatory Submission
3	Consultant should have an annual revenue of at least Rs. 5 crores ( <i>Rupees five crores</i> ) from IT Products and Services only, during the previous three financial years (2013-2014 & 2014-2015, 2015-16)	Audited/ Certified financial statements highlighting the revenues from IT Products & Services. If revenue classification under IT products and services is not mentioned explicitly, a certificate from CA on the revenue may be obtained.	Mandatory Submission
4	Consultant should be profit making entity and should have made a net profit in last three financial years (2013-2014 & 2014-2015, 2015-16)	Audited/ Certified financial statements & annual report.	Mandatory Submission
5	Consultant should have experience of minimum three successful implementations of software development in training/learning & development/education or associated services in last three years plus managed services	Order Copy Client testimonials mentioning references and contact details (email/landline/mobile) of customers for whom the implementations were successfully executed ( with Start and End Date of the Projects)	Mandatory Submission
6	IT services delivery capability certified at CMMI Level 3 or above and/or ISO 27001:2013 certification recognized by IT industry.	Copies of certificates	Mandatory Submission

7	Consultant should not have been blacklisted by any client at any point of time	Self-declaration	Mandatory Submission
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6. The selection will be based on Quality and Cost Based Selection (QCBS) as per approved NSDC Procurement Guidelines.
7. Consulting firm may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their technical qualifications. The “Association” may take the form of a joint venture (with joint and several liability) or of a sub-consultancy, and this should be stated clearly in the submission.
8. Further information can be obtained at the address below during office hours 1000 to 1700 hours.
9. Expressions of interest must be delivered as one hard copy and electronic/soft copy either in USB drive or CD to the address below through registered post/speed post/ courier/ by Hand by 12<sup>th</sup> October 2017 **till 1700 hrs.**

Manish Kumar,  
CEO & MD

National Skill Development Corporation  
301, 3<sup>rd</sup> Floor, West Wing, Worldmark – 1  
Aerocity, New Delhi – 110037  
T: +011-47451600-10 | F: +91-11-46560417 |  
Website: [www.nsdcindia.org](http://www.nsdcindia.org)  
E-mail: [procurement@nsdcindia.org](mailto:procurement@nsdcindia.org)

## Annexure -1

### Draft Terms of Reference (ToR) for Development of an IT application for the management of Trainer and Assessors

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#### 1. About NSDC

The National Skill Development Corporation, (NSDC) is a one of its kind, Public Private Partnership in India, under the Ministry of Skill Development & Entrepreneurship. It aims to promote skill development by catalyzing creation of large, quality, for-profit vocational institutions. NSDC provides funding to build scalable, for-profit vocational training initiatives. Its mandate is also to enable support systems such as quality assurance, information systems and train the trainer academies either directly or through partnerships. NSDC acts as a catalyst in skill development by providing funding to enterprises, companies and organizations that provide skill training. It will also develop appropriate models to enhance, support and coordinate private sector initiatives. The differentiated focus for the 40 sectors under NSDC's purview and its understanding of their viability will make every sector attractive to private investment.

#### 2. Background

The Government of India (GoI) has developed an ambitious plan to transform India into a competitive, high growth, high productivity middle-income country. For the same, a requirement of over 1.7 Lakh trainers has been estimated to meet the target. This challenge has been emphasized in the National Policy of Skill Development and Entrepreneurship 2015, highlighting concerns on quantity and the quality of trainers and assessors in the skill eco-system.

To address the above-mentioned challenge, Ministry of Skill Development and Entrepreneurship (MSDE) and National Skill Development Corporation (NSDC) along with Sector Skill Councils (SSC) are working towards addressing the shortfall in the availability of quality trainers and assessors in skilling eco-system. The Draft Guidelines on Training of Trainers, Training of Assessors and Master Trainers have been developed in consultation with stakeholders including SSCs as well as training partners. The draft guidelines can be accessed at [www.takshashila.nsdcindia.org](http://www.takshashila.nsdcindia.org)

The need for a robust and efficient IT system to manage trainers and assessors arises from the large mandate of NSDC to skill 1 crore youth over 4 years as an implementing agency for PMKVY. Other key government schemes like NULM and Udaan to promote skill development are also implemented by NSDC. With the involvement of multiple stakeholders in the capacity building process of qualified Trainers and Assessors it is vital to have a technology solution managing the overall process at the same time ensuring transparency for all the stakeholders involved.

### 3. Project objective

A technology platform is required to manage a cadre of qualified trainers and assessors being created in the skill eco-system. The platform would be required to support smoother implementation of training of trainers (ToT) and training of assessors (ToA) programme along with other functions as specified later in the document. Following are the expected benefits envisaged from the successful implementation of an IT solution for ToTs and ToAs:

#### a) Outcomes for MSDE and NSDC:

- Comprehensive, correct and consolidated record of all the trainers and assessors
- Across project validation – SMART Portal and SDMS resulting in value-add for the overall system
- Centralized certificate for Trainers and Assessors
- Single profile of a trainer with the option of multiple certifications
- Elimination of manual processes thus improving productivity
- Transparency and real-time information on the progress on ToTs and ToAs
- Reduction / Elimination of duplicate entries

#### b) Outcomes for Trainers and Assessors

- Know what to do in order to become a certified Trainer and/or Assessor
- Increase transparency on certification and validity
- Centralized application and registration process
- Updated record of all transactions available over the web
- Dedicated Log-in access for knowledge sharing and e-learning platform

#### c) Outcomes for Sector Skill Councils

- Centralized system for certification generation
- Ease of processing through a standard IT system
- Updated and correct Trainers and Assessors database
- Reduction of manual procedures
- Reduced manual updating of records

#### d) Outcomes for Training providers/ Assessment agencies

- Reliable and transparent information on certification of trainers and assessors
- Faster information availability

### 4. Functional Scope

Following Functional Requirement Specifications (though not limited to) are envisioned for the IT application required:

S. No.	Function	High level Scope
1	Training Calendar Management	<input type="checkbox"/> Facility to create and manage ToT and ToA batches by SSCs <input type="checkbox"/> Training Calendar management - an interactive display of training calendars for public access <input type="checkbox"/> Facility to select preferred training batch (during candidate registration) based on search criterias like sector, job role, location and type of program
2	Trainers and Assessors Registration process	<input type="checkbox"/> Unique Trainer ID and Assessor ID generation for each individual <input type="checkbox"/> Aadhar Validation for establishing unique identity <input type="checkbox"/> Email validation and communication to the registered Trainer / Assessor <input type="checkbox"/> Dedicated Log-in ID for each applicant <input type="checkbox"/> Desired eligibility criteria match (as per defined eligibility criteria) <input type="checkbox"/> Existing profile identification/search facility
3	Profile and eligibility match	<input type="checkbox"/> A separate facility to identify eligible job roles for an interested Trainer / Assessor based on their educational qualification and relevant industry experience
4	Training programme management:	<input type="checkbox"/> Log-in and dashboard for – SSCs, ToT centers, NSDC, Assessors and applicants <input type="checkbox"/> ToT and ToA batch creation and its management <input type="checkbox"/> Training calendar management <input type="checkbox"/> Facility to define job role based eligibility conditions <input type="checkbox"/> Mapping candidates to the correct ToT/ToA batches, <input type="checkbox"/> List of preferred locations opted by candidates – for future training batch creation <input type="checkbox"/> Mapping of certified Trainers/Assessors to the correct PMKVY batches <input type="checkbox"/> Allocation of ToT/ToA batches for assessment <input type="checkbox"/> ToT/ToA batch management <input type="checkbox"/> Re-assessment cases/refresher cases management
5	Assessment process and support	<input type="checkbox"/> Updating batch-wise marks for assessments conducted <input type="checkbox"/> Recording and Updating Trainers and Assessors database - as per assessment scenario cases provided in ToT and ToA guidelines (SSCs dashboard and overall database) <input type="checkbox"/> Grading based assessment results declaration
6	Certification process:	<input type="checkbox"/> Management of certification process based on logic defined in the guidelines

		<ul style="list-style-type: none"> <li>□ Updating cases of certification – as per assessment scenarios provided in ToT and ToA guidelines (SSC dashboard and overall database)</li> <li>□ ‘Secured’ Printable version of certificates</li> <li>□ Issue of Certificates (as per grading system in the guidelines) &amp;</li> <li>□ Record of certifications and validity of each certificate generated</li> <li>□ Email and SMS notifications</li> </ul>
7	Auto notification – email and SMS to applicant Trainers/ Assessors	<ul style="list-style-type: none"> <li>□ On approval of candidature for ToT and ToA batches</li> <li>□ On allocation of the Trainer/Assessor to a batch &amp; associated details</li> <li>□ On declaration of result in ToT/ToA</li> <li>□ On certification issued, as per applicable case based on the guidelines</li> <li>□ Any other communication to be made – from time to time</li> </ul>
8	Feedback process:	<ul style="list-style-type: none"> <li>□ Experience on ToT attended - from each Trainer undergone ToT</li> <li>□ Feedback from Master Trainers on participating Trainers</li> </ul>
9	Reporting and Data Analytics: Centralized database of Trainers and Assessors	<ul style="list-style-type: none"> <li>□ Centralized database of certified Trainers, Master Trainers and Assessors <ul style="list-style-type: none"> <li>○ Search facility</li> <li>○ Report generation – scope shall be defined at the designing stage</li> <li>○ Data Analytics</li> </ul> </li> </ul>
10	Information availability on web (in Public View)	<ul style="list-style-type: none"> <li>□ Consolidated Training Calendar (auto-update) – for Public access</li> <li>□ Search facility for Trainers and Assessors data (searchable with defined categories) – Public Access</li> <li>□ Trainer and Assessors History – linked to unique Trainer/Assessor ID</li> <li>□ Business Intelligence Indicators (dynamic display): Numbers of Certified Trainers and Assessors – State wise, Sector Wise, Domain job role wise</li> <li>□ Other specific information – <ul style="list-style-type: none"> <li>○ State &amp; sector wise display on trainers number</li> <li>○ Duration/Fee for ToT/ Eligibility criteria etc.</li> <li>○ Access to the guidelines/ FAQs</li> </ul> </li> </ul>

11	Skill Card for each Certified Trainer:	<input type="checkbox"/> Online provision to issue Skill Card for Certified Trainers and Assessors, displaying the following: <ul style="list-style-type: none"> <li>o Name</li> <li>o Unique ID</li> <li>o Certification Grade</li> <li>o Validity of the Certification</li> </ul>
12	Integration with SDMS	<input type="checkbox"/> Auto –check for Trainers information fed into SDMS during PMKVY2.0 batch creation <input type="checkbox"/> Recording Trainer’s performance in all the batches conducted <input type="checkbox"/> Auto-check for certified Assessors information fed into SDMS during PMKVY2.0 batch assessment allocation by SSC <input type="checkbox"/> Specific rule to be followed in case of incorrect match of Trainers and Assessors (to be further discussed during scoping)
13	Integration with SMART Portal	<input type="checkbox"/> Trainers information automatic validation for Certified Trainers at the time of CAAF process by the TCs <input type="checkbox"/> Any change in Trainers details under SMART portal to have auto validation
14	Digital content support and knowledge resources for Trainers:	<input type="checkbox"/> Facility to store digital content for registered trainers and assessors <input type="checkbox"/> Facility to create a network of registered and certified trainers and Assessors separately. <input type="checkbox"/> Providing facility and online space to share learning resources/information/best practices <input type="checkbox"/>
15	Impact Evaluation:	<input type="checkbox"/> Pre-ToT questionnaire for applicants <input type="checkbox"/> Post – ToT questionnaire <input type="checkbox"/> Post 6 months into training questionnaire
16	Trainers on Demand model:	<input type="checkbox"/> Facility to register interested Trainers <input type="checkbox"/> Interested TPs registration <input type="checkbox"/> Job posting feature for registered TPs <input type="checkbox"/> Open Search for all stakeholders based on defined criteria
17	E-learning modules:	<input type="checkbox"/> Platform skill e-learning module would be offered under marketplace model. <input type="checkbox"/> Domain based e-learning modules to be introduced in phased manner

Note: The above requirements are indicative only. Details of the assignment and the final requirements would be provided in the final ToR under RFP to the shortlisted consultants.



## 5. Deliverables, Timeline and Payment

As stated earlier, NSDC aims to develop this technology solution in two phases. In the table below, function and timelines for each phase have been indicated:

S. No.	Phase	Deliverables	Duration from the date of signing the contract (T) (weeks)	Payment terms**
1	Phase 1: Immediate functionalities – Scoping, functional requirement specification sign-off, design, development, UAT, data migration* and training of end-users	<p>A. Scoping and functional requirement specification sign-off</p> <p>B. Design and Development:</p> <ul style="list-style-type: none"> <li>□ Training Calendar Management</li> <li>□ Trainer and Assessor registration process</li> <li>□ Eligibility criteria match</li> <li>□ Training programme management</li> <li>□ Automated notifications</li> <li>□ Feedback facility</li> <li>□ Reporting and Data Analytics</li> <li>□ Information availability on web</li> <li>□ Email &amp; SMS gateway as required</li> </ul> <p>C. User acceptance Testing</p> <p>D. Data migration</p> <p>E. Training of end-users</p>	T + 12 Weeks	<p>15% on submission of inception report</p> <p>20% on submission of UAT Testing report.</p>
2	Cloud Friendly application	Application must be cloud ready with sufficient redundancy to ensure high availability (HA)	T+12 weeks	

S. No.	Phase	Deliverables	Duration from the date of signing the contract (T) (weeks)	Payment terms**
3	Phase 2: Enhanced features – Scoping and functional requirement specification sign-off, design, development and UAT	<p>A. Scoping and functional requirement specification sign-off</p> <p>B. Design and Development:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Integrate with SDMS</li> <li><input type="checkbox"/> Integrate with SMART portal</li> <li><input type="checkbox"/> Digital content Repository and Knowledge resources</li> <li><input type="checkbox"/> Employment opportunities and networking</li> <li><input type="checkbox"/> Skill Card</li> </ul> <p>C. User Acceptance Testing</p> <p>D. Training of users</p>	T+ 24 Weeks	<p>15% on submission of FRS report on phase 2 deliverables</p> <p>20% on Go Live including training of NSDC users.</p>
4	Operations & Maintenance (resources as specified in section 9 in the document)	<ul style="list-style-type: none"> <li><input type="checkbox"/> Post-go live support</li> <li><input type="checkbox"/> Application Support</li> <li><input type="checkbox"/> Issue resolution</li> <li><input type="checkbox"/> Crisis management</li> <li><input type="checkbox"/> Minor enhancements</li> </ul>	Onwards for the next 1 year	30% shall be paid on quarterly basis in four equal instalments

\*Data migration: A lot of historical data pertaining to training and assessment of Trainers and Assessors exists within NSDC which is currently maintained on excel sheets. The selected consultant must employ suitable tools and experts to migrate the data from excel sheets to the software application. Necessary support from the business teams shall be provisioned to prepare the strategy for migration.

\*\*The payment shall be processed after satisfactory completion of agreed deliverables and sign-off from the functional and technical team.

6. Duration of assignment:

The selected consultant shall roll out the implementation of the assignment as per set timelines. The software should be customized as per stated requirements within 6 months from the date of contract signing. Post implementation the consultant would have to provide minimum one year of support effective from Go Live. This O & M period may be extended based on the requirement

Service level agreement will be drawn with the selected consultant.

7. Data Services and facilities to be provided by NSDC:

NSDC will provide all relevant data to be fed into the solution.

8. Key Experts required for the Assignment

NSDC expects the consultant to deploy resources who have the desired skills & experience to complete the work with highest quality and within the stipulated timeframe. Following minimum resources would be required to be on boarded from the start of the project

S. No.	Role Name	Desired Education and Experience Profile
1	Key Expert – 1 Development Project Manager  (One) : Full Time	<ul style="list-style-type: none"><li>- At least 8 years of Project Management experience. Preferably PMP/Prince certified</li><li>- At least B.E./B.Tech. + MBA</li><li>- Expert on at least one functional module in scope proposed</li><li>- At least 3 implementation experiences</li><li>- Good communication &amp; inter-personal skill</li></ul>
2	Key Expert – 2 & 3 Technical Developers  (Two): Full Time	<ul style="list-style-type: none"><li>At least 5 years of developing custom processing rules in the proposed technology solution</li><li>- At least B.E./B.Tech. PG not required</li><li>- Requirement of actual number of developers may be assessed during design phase</li></ul>
3	Key Expert – 4 Business Analyst  (One) : Full time	<ul style="list-style-type: none"><li>At least 5 years of functional configuration experience in Training, learning and development.</li><li>- Good communication &amp; inter-personal skill</li></ul>

S. No.	Role Name	Desired Education and Experience Profile
4	Key Expert – 5 Support Lead (One): full time for O & M period	<ul style="list-style-type: none"> <li>- Atleast 8 years of experience of setting up helpdesk and operationalizing the same in at least 2 projects</li> <li>- ITIL certified resources will be preferred</li> <li>- B.E./B.Tech. with MBA</li> <li>- Proficient in use of excel for developing status dashboards</li> <li>- Proficient in configuration &amp; operation of the Ticket Management Tool proposed</li> </ul>
5	Tester (Two): Full time for testing period	<ul style="list-style-type: none"> <li>At least 3 years of software test experience</li> <li>- Any graduate</li> <li>- Requirement of actual number of testers will be assessed during design and build phases</li> </ul>
6	Support Executive (One): Full Time for O & M Period	<ul style="list-style-type: none"> <li>At least 3 years of experience in providing support</li> <li>- Any graduate</li> <li>- Proficient in operation of Ticket Management System proposed</li> <li>- Ability to read/write/speak English &amp; Hindi</li> </ul>

NOTE: Consultants to note that positions 1 – 4 are of Key Experts whose CVs will be evaluated at RFP stage.