

REQUEST FOR PROPOSAL (RFP)

FOR SELECTION OF AN AGENCY BY BIHAR SKILL DEVELOPMENT MISSION (BSDM) WHICH WILL PROVIDE

- a. Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b. eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS)
- c. Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a-quasi online medium having e-Content
- d. Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

under *Build-Operate-Transfer (BOT) model* for Bihar Skill Development Mission (BSDM)



RFP No: BSDM/158/2023-03

Date: 06th August 2024

**BIHAR SKILL DEVELOPMENT MISSION (BSDM)
DEPARTMENT OF LABOUR RESOURCES
GOVERNMENT OF BIHAR,
A-WING, 5TH FLOOR, NIYOJAN BHAWAN, PATNA- 800001
Email Id: biharskilldevelopmentmission@gmail.com
Website: www.skillmissionbihar.org**

Contents

Notice Inviting Request for Proposal	5
Tender Schedule/Programme:	6
Section 1- Letter of Invitation (LOI) and important information	11
Section 2 – Instructions to Agencies and Data Sheet	14
General Provisions.....	14
Definitions	15
1. Introduction.....	16
2. Conflict of Interest	16
3. Unfair Competitive Advantage	17
4. Corrupt and Fraudulent Practices.....	17
5. Eligibility	18
6. Criteria for Consortium / Joint Venture participation in the bids	18
Important Terms and Provisions.....	19
A. Preparation of Proposals	19
1. General Considerations	19
2. Cost of Preparation of Proposal.....	19
3. Language	20
4. Documents Comprising the Proposal	20
5. Only One Proposal	20
6. Proposal Validity	20
7. Clarification and Amendment of RFP.....	20
8. Preparation of Proposals – Specific Considerations.....	20
9. Pre-Qualification and Technical Proposal Format and Content.....	20
10. Financial Proposal	21
B. Submission, Opening and Evaluation	22
11. Submission of Proposal	22
12. Confidentiality.....	22
13. Opening of Proposals	22
14. Proposals Evaluation	22
15. Evaluation of Pre-Qualification and Technical Proposals	22
16. Opening of Financial Proposals	23
17. Correction of Errors.....	23
18. Combined Quality and Cost Evaluation.....	23
C. Negotiations and Award.....	23
19. Negotiations.....	23

Conclusion of Negotiations	23
20. Award of Contract	23
21. Performance Security	24
22. Extension for Excusable Delay Not Due to the selected Bidder	24
23. Extension of Time for Inexcusable Delay Due to the selected Bidder	25
24. Liquidated Damages	25
E. Project Deliverables and Payment Terms	25
25. Commencement of Services	25
26. Project Deliverables	26
27. IPR, Confidentiality, Indemnity	26
Intellectual Property Rights (IPR):	26
o IPR	26
o Data Rights	26
o Portal, LMS and the eContent right	26
Confidentiality	26
Indemnity	26
Intellectual Property Rights (IPR):	26
28. Payment Schedule	27
29. Penalty Clause	28
30. Third Party Assessment of deliverables	29
31. Earnest Money Deposit (EMD)	29
F. Other Terms and Conditions	29
32. Interpretation	29
33. Governing Law	30
34. Force Majeure	30
a. Definition	30
b. No Breach of Agreement	30
c. Measure to be taken	31
d. Extension of time	31
e. Payments	31
f. Consultation	31
35. Change Orders and Contract Amendments	31
36. Termination Clauses	32
a. Termination for Default	32
b. Termination for Insolvency	32
c. Termination for Convenience	32
d. Termination by BSDM	33
e. Termination by Agency	33

37. Cessation of Services.....	34
38. Disputes Resolution.....	34
a. Amicable settlement	34
b. Arbitration	34
39. Disqualification	35
40. Responsibilities of BSDM.....	35
41. Conditions when the agency will be debarred from bidding.....	35
H. Data Sheet	36
Section 3 – Prequalification Proposal.....	46
Formats for Pre-Qualification Proposal.....	46
Formats for Pre-Qualification Proposal.....	48
AFFIDAVIT	49
Formats for Pre-Qualification Proposal.....	51
Formats for Pre-Qualification Proposal.....	52
(Signature)	52
Formats for Pre-Qualification Proposal.....	53
(Signature)	53
Formats for Pre-Qualification Proposal.....	54
(Signature)	54
Formats for Pre-Qualification Proposal.....	55
(Signature)	55
Formats for Pre-Qualification Proposal.....	56
Formats for Pre-Qualification Proposal.....	57
(Authorised Signatory)	57
Formats for Pre-Qualification Proposal.....	58
Form Prequal-11	58
Section 4 - Technical Proposal: Standard Forms.....	60
Formats for Technical Proposal (To be enclosed in Cover B)	60
Section 5 - Financial Proposal: Standard Forms.....	64
Section 6. Terms of Reference (TOR).....	68
Annexure: Tentative Syllabus and Course Content for Kushal Yuva Program and BSCFA Course (Illustrative only, not exhaustive and subject to revision planned / required by BSDM)	99
Annexure: Detailed QCBS evaluation calculation example (for reference only).	156

Bihar Skill Development Mission (BSDM)
Department of Labour Resources, Government of Bihar
A-Wing, 5th Floor, Niyojan Bhawan, Bailey Road, Patna-800001
Phone: 0612-2528455 Fax: 0612-2535004

Email: biharskilldevelopmentmission@gmail.com **Website:** www.skillmissionbihar.org

Notice Inviting Request for Proposal

RFP No: BSDM/158/2023-03-

Date- 06.08.2024

Principal Secretary, Dept. of Labour Resources, Govt. of Bihar- cum- CEO, Bihar Skill Development Mission (BSDM), invites proposals (Two Bid System) from reputed and experienced organizations for selection of an agency which will provide:

- a) Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b) eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS)
- c) Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent
- d) Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e) State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

under Build-Operate-Transfer (BOT) model for Bihar Skill Development Mission (BSDM)

Kindly note that the selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.

Document Fee and Tender Processing Fee: All Applicants have to pay a **non-refundable Document Fee of Rs. 15,000/-** (Rupees Fifteen Thousand only) and Tender Processing Fee of Rs. 590.00 or as applicable (Five Hundred Ninety only) **through e-payment mode** (i.e. NEFT/RTGS/Credit Card/Debit Card) on E-Proc Portal.

Earnest Money Deposit (EMD): An EMD of Rs. **10,00,000/-** (10 Lakh) **through e-payment mode only** (i.e. NEFT/RTGS/Credit Card/Debit Card) on E-Proc Portal, well before the last date/time for submission/ uploading of offer/Bid, failing which the bid will be rejected. This EMD will be non-interest bearing and refundable. If the selected bidder fails to submit the requisite performance security or to execute the agreement, this EMD will be forfeited.

The Proposal has to be submitted through online mode on <https://www.eproc2.bihar.gov.in> and can be searched by clicking the Tab “Tender” on home page of above website and then going to Latest Tender by searching Department Name as “Labour Resources Department”.

The Proposal has to be submitted in online mode containing following cover stage-

- A) Technical Bid Open Stage and B) Cost Bid Open Stage

The application procedure, eligibility criteria, evaluation methodology, terms and conditions and the scope of work are detailed in this RFP which can be seen or downloaded from the “e-Procurement Portal <https://www.eproc2.bihar.gov.in> and departmental website: <http://www.skillmissionbihar.org>. The RFP will be **available to download** from the above websites **from 06.08.2024**. The **Pre-bid meeting** will be held on **03:00 PM of 23.08.2024**. The last date for uploading of proposal/bid will be **17.09.2024 up to 15.00 Hrs**. Technical Bid will be opened on or after **17.09.2024 post 16:00 Hrs**. **The Evaluation of Bids will be under QCBS System**. Please refer RFP document for complete details.

The undersigned reserves the right to issue addendum/corrigendum/modification or to amend any or all conditions of this RFP Document or to accept or reject any or all proposal(s) or to cancel the whole of this RFP at any stage without assigning any reason thereof and no bidder shall have any cause of action or claim against the undersigned for the same.

**Mission Director,
Bihar Skill Development Mission,
Department of Labour Resources, Govt. of Bihar**

Bihar Skill Development Mission (BSDM)
Department of Labour Resources, Government of Bihar
A-Wing, 5th Floor, Niyojan Bhawan, Bailey Road, Patna-800001
Phone: 0612-2528455 Fax: 0612-2535004

Email: biharskilldevelopmentmission@gmail.com **Website:** www.skillmissionbihar.org.

Tender Schedule/Programme:

SN	Activity	Date/Time : Duration
1.	Online Sale/Download date of Tender documents	From 06.08.2024 (https://www.eproc2.bihar.gov.in)
2.	Last Date of sending Pre-Bid queries by e-mail	19.08.2024 up to 15.00 Hrs. on biharskilldevelopmentmission@gmail.in. The next working date will be the effective date in case of the date being a holiday.
3.	Date, Time and Place of Pre-Bid Meeting	Bihar Skill Development Mission # A-Wing, 5th Floor, Niyojan Bhawan, Bailey Road, Patna-800001, on 03:00 PM of 23.08.2024. The next working date will be the effective date in case of the date being a holiday.
4.	Publishing of Pre-Bid queries response	Latest by 30.08.2024 on best effort basis at e-proc website/BSDM website. The next working date will be the effective date in case of the date being a holiday.
5.	Last Date/Time for submission/ uploading of offer/Bid	17.09.2024 up to 15.00 Hrs. (https://www.eproc2.bihar.gov.in). The next working date will be the effective date in case of the date being a holiday.
6.	Date & time for opening of Technical Bid	On or after 17.09.2024 post 16:00 Hrs. (https://www.eproc2.bihar.gov.in). The next working date will be the effective date in case of the date being a holiday.
7.	Date and time for Technical Presentation and demonstration.	Date and time for Technical Presentation and demonstration shall be communicated later.
8.	Financial Bid Opening Date and Time	Post Completion of Technical Evaluation, at e-proc portal, as per decision of competent authority.
9.	Method of Selection	QCBS
10.	Bidding in Consortium/Joint Venture	YES (The Maximum number of consortium members allowed is 5) However, a consortium agreement clearly specifying, the name of lead partner and other partners, roles and responsibilities of each partner under this project and clearly stating the joint and several liability for execution of this project must be submitted as part of consortium agreement.
11.	Bid Proposal Validity	180 days from Last date of Bid submission
12.	Agreement Period	05 year from the date of signing of contract; extendable further based on satisfactory performance and /project requirement and based on the sole discretion of BSDM.
13.	Contact person/Nodal Officer for queries	Mr. Suresh Kumar Singh Mission Director Email: biharskilldevelopmentmission@gmail.com contact no: 0612-2528455/7979706411

- Detailed descriptions and instructions for submitting the proposal can be downloaded from e-tender website (<https://www.eproc2.bihar.gov.in>).
- **Return of EMD:** The EMD of unsuccessful bidders will be returned after execution of agreement with successful agency or completion of Bid validity period whichever is earlier.
- Bids along with necessary online payments (Tender Processing Fee, Document Fee and EMD) must be submitted through e-Procurement portal (<https://www.eproc2.bihar.gov.in>) before the date and time specified in the NIT/RFP. The department/Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non Reconciliation of online Payment caused due to Non availability of Internet Connection, Network Traffic/ Holidays or any other reason."
- The bidders shall submit their eligibility and qualification details, Certificates as mentioned in section etc., in the online standard formats given in e-Procurement web site (<https://www.eproc2.bihar.gov.in>) at the respective stage only.
- The bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the RFP. Failure to furnish all the necessary information as required by the RFP or submission of a proposal not substantially responsive to all the requirements of the RFP shall be at bidder's own risk and may be liable for rejection. Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- The bidders should ensure that all the required documents as mentioned in the tender document are submitted/ uploaded along with the bid and in the prescribed format only. The bidder shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site (<https://www.eproc2.bihar.gov.in>). **This will be bidder's sole responsibility to ensure that all required documents have been uploaded and all uploaded documents, when downloaded must be legible/readable failing which their bid will be rejected. Hence it is advised that all the documents should be properly scanned and uploaded.**
 - ❖ BSDM shall carry out the evaluation solely based on the uploaded certificates/documents in the e-Procurement system
 - ❖ BSDM will notify the bidders for submission of original hardcopies of the uploaded documents, if required.
- The bidder shall sign on the supporting statements, documents, certificates and on being uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
- Conditional Bids shall be out-rightly rejected.
- **Validity of Bids:** 180 days from Last date of Bid submission.
- **Pre-Bid Meeting:** BSDM shall receive and respond to Pre-Bid queries of prospective bidders as per the scheduled date and time as mentioned in the above Table of Tender Schedule. The bidders are requested to send their consolidated queries to the e-mail address, as specifically mentioned in the above table, **only once and within stipulated time as mentioned.** Further queries sent by the bidders or queries sent at the last moment, may not be entertained.

BSDM will host a Pre-Bid meeting as per the scheduled date and time as mentioned in the above table of Tender Schedule in this RFP. BSDM may incorporate any changes in the RFP based on acceptable suggestions received in pre-bid queries. The decision of BSDM regarding acceptability or

rejection of any suggestion or modification requested, shall be final in this regard and shall not be called upon to question under any circumstances. The response to the queries shall be conveyed by way of hosting amendments/ clarifications on the websites (<https://www.eproc2.bihar.gov.in>) and/or (www.skillmissionbihar.org) and no bidders/participant would be intimated individually about the responses of BSDM.

Only one representative with due authorization from prospective bidder shall be allowed to participate in the pre-bid meeting.

The purpose of the pre-bid meeting is to provide the prospective bidders with information regarding the business process of BSDM, the RFP and the project requirements and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.

Note: The queries should necessarily be submitted in the following format with editable file (in word or excel only) only, else the queries may not be entertained by BSDM:

Organization Name:		Name of representative:	
Designation:		E Mail Address:	
S.N.	RFP Document reference, Section and Page No.	Content of RFP requiring clarification(s)	Points of clarification(s)

- **For support related to e-tendering process, bidders may contact at following address:**
“e- Procurement HELP DESK Mjunction Services Ltd, RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, PS: Shastri Nagar, Patna-800014. “**Toll Free Number: 1800 572 6571**” Email ID: eproc2support@bihar.gov.in.
- **Corrigendum/ Addendum/ amendments** if any, will be published on the departmental website <http://www.skillmissionbihar.org> and e-Procurement, Bihar <https://www.eproc2.bihar.gov.in> itself. All such corrigendum/ addendum/ amendments shall be binding on all the bidders. The bidders are also advised to visit the aforementioned website on regular basis for checking of corrigendum/ addendum/ amendments, if any.
- Kindly note that the selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.

**SD/-
Mission Director,
Bihar Skill Development Mission
Department of Labour Resources,
Government of Bihar**

e-Tendering Process Related Instructions.

Submission of Proposals Through electronic mode only:

1. The bidder shall submit his bid/tender on e-Procurement platform at www.eproc2.bihar.gov.in.
2. The bidder must have the Class II/III Digital Signature Certificate (DSC) with signing + Encryption, and User-id of the e-Procurement website before participating in the e-Tendering process. The bidder may use their DSC if they already have. They can also take DSC from any of the authorized agencies. For user-id they have to get registered themselves on e-Procurement Portal <https://www.eproc2.bihar.gov.in> submit their bids online on the same. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
3. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats given in e-Procurement web site at the respective stage only. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site. The bidder shall digitally sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.
4. All the required documents should be attached at the proper place as mentioned in the e-forms otherwise the tender of the bidder will be rejected.
5. Tender Processing Fee (TPF), Document Fee and EMD to be paid through e-Payment mode (i.e NEFT / RTGS, Credit / Debit Card & Net Banking) only.

Note: "Bids along with necessary online payments must be submitted through e-Procurement portal www.eproc2.bihar.gov.in before the date and time specified in the NIT/RFP. The department / Tendering Authority doesn't take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic / Holidays or any other reason."

6. The tender opening will be done online only.
7. Any **Corrigendum/Addendum** or date extension notice will be given on the e-Procurement Portal <https://www.eproc2.bihar.gov.in> only.
8. For support related to e-tendering process, bidders may contact at following address ""e- Procurement HELP DESK Mjunction Services Ltd, RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, PS: Shastri Nagar, Patna-800014. "Toll Free Number: 1800 572 6571" Email ID: eproc2support@bihar.gov.in." or may visit the link "Vendor Info" at www.eproc2.bihar.gov.in.

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the BSDM or any of their employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This “RFP” is not an agreement and is neither an offer nor invitation by the BSDM to the prospective Bidders or any other person. The purpose of this “RFP” is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this “RFP”. This “RFP” includes statements, which reflect various assumptions and assessments arrived at by the BSDM. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This “RFP” may not be appropriate for all persons, and it is not possible for the BSDM, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this “RFP”. The assumptions, assessments, statements and information contained in this “RFP”, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this “RFP” and obtains independent advice from appropriate sources.

Information provided in this “RFP” to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The BSDM accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The BSDM, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this “RFP” or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the “RFP” and any assessment, assumption, statement or information contained therein or deemed to form part of this “RFP” or arising in any way in this Selection Process.

The BSDM also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this “RFP”.

The BSDM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this “RFP”.

Section 1- Letter of Invitation (LOI) and important information

RFP No: BSDM/158/2023-03

Date- 06.08.2024

Dear Sir / Madam,

The BSDM intends to enter into an arrangement for the provision of services broadly outlined but not limited to the Terms of Reference (ToR) through a competitive bidding process. In this respect, BSDM would like to invite interested organizations, to submit the requisite information with respect to Pre-Qualification criteria, Technical and Financial proposals as outlined in this RFP.

1. About BSDM:

In today's competitive world with increasing unemployment, neither education nor skill can be neglected. Education is a core necessity for any job. Education qualification is an absolute must, especially for technical jobs. However, education is not enough. Skills are extremely important and even the educated do not get jobs if they lack skills. Skills give an edge over those with just a degree.

Skill initiatives in Bihar is implemented by Bihar Skill Development Mission (BSDM), Labour Resources Department, Govt of Bihar, with the vision to increase the capacity & capability of the system to deliver quality skill training and professional knowledge to the youth of Bihar to enhance their employability and bridge the skill deficit with a view to meet the growing demand for skilled manpower.

Objectives of the Mission:

- To facilitate generation of adequate employment opportunities through a policy framework.
- To encourage and facilitate skill training for youth of Bihar.
- To monitor generation of employment in different sectors.
- To facilitate launching of training programs for both uneducated and educated unemployed persons for up-gradation of their skills.
- To formulate area and trade specific strategies for maximizing employment opportunities on a sustainable basis in the State supported by private sector.
- To facilitate a coordinated approach in achieving the above objectives for maximizing the benefits over time and space and in reaching out the neediest sections of the population.
- Management of skill development agenda of the State of Bihar.

Focus on Employability of Youth:

Government of Bihar has, therefore, has launched major programs to skill its youth in a mission mode manner on a state-wide scale under the auspices of BSDM. Under these programs the State Government is committed to help the youth in the state in enhancing their employability and self-employability by developing various competencies within them. These programs will have special emphasis on those who have passed either standard 10th examination or 12th (i.e. 10+2) examination. These programs shall primarily focus on helping the youth attain higher levels of productivity, efficiency, quality and an entrepreneurial mind set at their workplaces in diverse domains.

Kushal Yuva Program (KYP):

In addition to the various domain specific skills approved by Sector Skill Councils, and other central/ state sponsored and/or approved skilling programs, BSDM has conceptualized the “**KYP program**” as a mass digital literacy drive along with language and soft skills in order to address other prevalent challenges such as lack of digital awareness, ineffective communication skills, access to skilling endeavours. KYP is a part of one of the “7 resolves” of the Bihar Govt. viz., ‘Arthik hal, Yuvaon ko bal’ which has been launched for employability enhancement of youth of Bihar and comprises of :

- Information Technology (IT) Awareness, Literacy, Functionality and Kushal Use of various IT Tools in Real Life Applications, hereinafter referred to as Basic IT Literacy Skills (120 Hours)
- English / Hindi Communication Skills (80 Hours)
- Soft Skills and Life Skills for Workplace Readiness hereinafter referred to as Soft Skills (40 Hours)

Training in above skills is of utmost importance as it increases the employability of youth, helps in smooth shift from homes to places with high employment potential and also helps in retention at workplace.

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

In order to benefit from single point co-ordination advantages for the Kushal Yuva Program, BSCFA and Domain / Core Skill Training Program implementation support, BSDM is looking for selection of an “Agency” meeting Pre-qualification conditions as stipulated in the Serial Numbers (SN) 13, 14 and 15 of the Data Sheet. Such Agency should have the wherewithal to assist BSDM to run the Core Skilling, BSCFA and Kushal Yuva Program by providing:

- a) Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b) eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS)
- c) Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent
- d) Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e) State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

under Build-Operate-Transfer (BOT) model for Bihar Skill Development Mission (BSDM)

Such “Agency” should be able to provide all the services mentioned above. Intending Agencies who do not have the means to provide all the services as above will not be considered eligible.

Please refer section “Terms of Reference (TOR)” for detailed description of scope of work. Bidders are strongly advised to visit BSDM website and Skill Development Centers (SDCs) etc. to have clear understanding about BSDM programs, implementation methodologies and other important aspects.

3. The Total duration of the Services will be 5 years (extendable based on requirement and mutual agreement) from the date of signing of agreement by both the parties.
4. The details regarding eligibility criteria, scope of work, application procedures, selection methodology and other terms and conditions have been clearly stated in this RFP document.
5. The Agency shall be selected in accordance with the Quality and Cost Based Selection (QCBS) method.
6. The RFP includes the following documents:
 - Section 1 – LOI and Important Information
 - Section 2 - Instructions to Agencies and Data Sheet
 - Section 3 – Pre-Qualification Proposal Formats
 - Section 4 - Technical Proposal FTP - Standard Forms
 - Section 5 - Financial Proposal - Standard Forms
 - Section 6 - Terms of Reference
 - Appendix I – Form of Contract
 - Appendix II – Form of Consortium Agreement

7. The bidders shall submit their proposal, eligibility and qualification details, Certificates as mentioned in section etc., in the online standard formats given in e-Procurement web site (<https://www.eproc2.bihar.gov.in>) at the respective stage only.
8. The bidders should ensure that all the required documents as mentioned in the tender document are submitted/ uploaded along with the bid and in the prescribed format only. The bidder shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site (<https://www.eproc2.bihar.gov.in>). **This will be bidder's sole responsibility to ensure that all required documents have been uploaded and all uploaded documents, when downloaded must be legible/readable failing which their bid will be rejected. Hence it is advised that all the documents should be properly scanned and uploaded.**
9. The Tendering Authority reserves the right to accept or reject any or all proposals, and to annul the selection process and reject all proposals at any time prior to the award of contract, without thereby incurring any liability or any obligation in any form to the affected firms on any grounds.
10. Kindly note that the selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.

Yours sincerely,

SD/

Mission Director,
Bihar Skill Development Mission
Department of Labour Resources,
Government of Bihar, -cum- CEO, BSDM

Section 2 – Instructions to Agencies and Data Sheet

General Provisions

Definitions

- “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Agency.
- “Client” means the implementing agency (Bihar Skill Development Mission, a Society under Department of Labour Resources, Government of Bihar.) that signs the Contract for the Services with the selected Agency.
- “Agency / Bidder” means of an organization registered / incorporated under Indian Acts meeting the Pre-qualification conditions OR (b) Consortium of organizations meeting Pre-qualification conditions as stipulated respectively in the Data Sheet.
- “Consortium/Joint Venture” means a group of organization formed by an Agreement provided in Appendix II of this RFP to undertake the assignment.
- “Contract / Agreement” means the individual contracts to be signed between the successful bidder and BSDM, for Scope of work including all attachments, appendices, all documents incorporated by reference there together with any subsequent modifications, the tender document, the bid offer, the acceptance and all related correspondences, clarifications, if any.
- "Authorized Representative" shall mean any person duly and formally authorized by either of the parties.
- "eCP-KYP" means e-Content Provider for Kushal Yuva Program accordingly.
- “Data Sheet” means an integral part of the Instructions to Agency (ITA) Section 2 that is used to reflect specific country and assignment conditions to supplement (but do not overwrite the conditions in ITA)
- “Day” means a calendar day.
- “State Government” means the Government of Bihar.
- “Key Expert(s)” means an individual professional whose skills, sector experience, qualifications, knowledge and experience are critical to the performance of the Services under the Contract.
- “ITA” (Section 2 of the RFP) mean the Instructions to Agency that provides Agencies with all information needed to prepare their Proposals.
- “LOI” (Section 1 of the RFP) means the Letter of Invitation sent by the Client to the prospective bidders.
- “LOA” means the Letter of Award sent by client to the selected Agency.
- ***“Proposal/Bid” means the Prequalification Proposal, Technical Proposal and the Financial Proposal of the Agency in response to the RFP submitted only through prescribed on-line medium on eproc portal.***
- “RFP” means the Request for Proposals prepared by the Client for the selection of Agencies
- “Services” means the work to be performed by the Agency pursuant to the Contract.
- “TOR” (Section 6 of the RFP) means the Terms of Reference that broadly explain but not limited to the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Agency, and expected results and deliverables of the assignment.
- “BSDM” means Bihar Skill Development Mission a Society registered under Department of Labour Resources, Government of Bihar.
- “Centre” means a Training/Skill Development Centre in rural or urban area where the Skill Trainings will be imparted under BSDM or different departments in the state of Bihar
- “KYP” Program means a Program wherein training in English / Hindi Communication Skills, Information Technology (IT) Skills, Life Skills for Workplace Readiness are imparted.
- “Core Skill” Program means Skill Training in domain skill courses prescribed in the list of Qualification Packs (QPs) of Sector Skill Councils (SSCs) or domain skill courses prescribed by any other body recognised or approved by BSDM.
- “Knowledge Framework” means a dynamic portal for all the Skilling Programs having attributes broadly outlined but not limited to the details provided in the TOR of this RFP.

	<ul style="list-style-type: none"> • “SSC” means Sector Skill Council • “NSDC” means National Skill Development Corporation • “FRS” means Functional Requirement specification document • “SRS” means System Requirement specification document • “LMS (Learning management system) / Virtual e-Content delivery system” means a software tool that allows you to create, deliver, and report on training courses and programs. • Contract value – Contract value to be calculated as = Lumpsum quote for component C1 + Lumpsum quote for component C2A + Lumpsum quote for component C3 + Component C2B calculated value (Per page quote * 800000 candidates * 720 pages per candidate * 5 years) + C4 calculated value (Total monthly manpower quote summation * 60 months)
<p>1. Introduction</p>	<p>1.1 The Client named in the Data Sheet intends to select an Agency, in accordance with the method of selection specified in the Data Sheet.</p> <p>1.2 The Agencies are invited to submit a Prequalification Proposal, Technical Proposal and a Financial Proposal as specified in the Data Sheet, for services required for the assignment named in the Data Sheet, only through on-line medium on eproc portal.</p> <p>1.3 The Agencies should familiarize themselves with the BSDM, visit BSDM website, skilling initiatives of BSDM, Process and Cost Norms of BSDM, current functionalities on BSDM portal, local conditions etc. and take them into account in preparing their Proposals.</p> <p>1.4 The final outcome/deliverables under this RFP, be it the (i) Portal for all Skill Development Programs Management i.e. “Knowledge Framework Portal (KFP-SDPM)”, (ii) eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS) (iii) LMS for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent, <i>should at-least be at par or an improvement of the existing BSDM portal, existing E-content and LMS used for online courses like one currently being used for Kushal Yuva Program (KYP) and BS-CFA Course.</i></p> <p>1.5 Any lesser quality of the deliverables as above will be treated as un-satisfactory performance and the deliverables will be out-rightly rejected without any liability to the BSDM in this regard. The bidders are strongly recommended to visit existing BSDM website/BSDM office/Training centers etc. and have clear understanding of the RFP/ TOR/existing portal/existing E-contents and LMS used for online courses like KYP and BSCFA Course, before participating in this bid.</p> <p>1.6 At implementation stage, BSDM will be open to use of latest technologies, provided the desired output is achieved or better from the current output.</p> <p>1.7 The Client on its discretion, at no cost to the Agencies, may provide the inputs, relevant project data, and reports required for the preparation of the Agency’s Proposal as specified in the Data Sheet.</p>
<p>2. Conflict of Interest</p>	<p>2.1 The selected Agency shall not receive any remuneration in connection with the assignment except as provided in the Agreement. The Agency and its affiliates shall not engage in activities that conflict with the interest of the BSDM / Government of Bihar (GoB) under the contract. It should be the requirement of the contract that the Agency should provide professional, objective and impartial services and at all times hold the BSDM / GoB interest paramount, without any consideration for future work, and that in</p>

	<p>providing services they avoid conflicts with other assignments and their own interests. Agency shall not be hired for any assignment that would be in conflict with their prior or current obligations, or that may place them in a position of being unable to carry out the assignment in the best interest of the client.</p> <p>2.2 The Agency has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its client. Failure to disclose such situations may lead to the disqualification of the Agency or the termination of its Contract.</p> <p>2.2.1 Without limitation on the generality of the foregoing, and unless stated otherwise in the Data Sheet, the Agency shall not be hired under the circumstances set forth below:</p>
<p>a. Conflicting activities</p>	<p>(i) Conflict between activities and procurement of goods, works or services: An Agency that has been engaged to provide goods, works, or services for this project, and each of its affiliates, shall be disqualified from providing implementation services related to those goods, works or services including delivery of any type of training or skilling within the BSDM / Government of Bihar for similar content / courses as will be run by BSDM.</p>
<p>b. Conflicting assignments</p>	<p>(ii) <u>Conflict among assignments</u>: Neither the Agency (including their personnel and) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the Agency.</p> <p>The Agency cannot be empanelled as a Training Service Provider/Skill Development Center (SDC) with Bihar Skill Development Mission (BSDM) or any other Department in the State of Bihar.</p> <p><i>The selected Agency will not be further able to take up new assignments for skill development in any Department in the State of Bihar, until so permitted by CEO, BSDM in writing.</i></p>
<p>c. Conflicting relationships</p>	<p>(iii) <u>Relationship with the Client’s staff</u>: an Agency (including its Experts and Sub-agencies) that has a close business or family relationship with a professional staff of the Client who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract.</p>
<p>3. Unfair Competitive Advantage</p>	<p>3.1 Fairness and transparency in the selection process require that the Agency or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided services related to the assignment in question.</p>
<p>4. Corrupt and Fraudulent Practices</p>	<p>(a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this “RFP”, BSDM shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the BSDM shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or security deposit as damages payable to the BSDM for, inter alia, time, cost and effort of the BSDM, in</p>

	<p>regard to the “RFP”, including consideration and evaluation of such Bidder’s Proposal.</p> <p>(b) For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:</p> <ul style="list-style-type: none"> • “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the BSDM who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the BSDM, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical/ adviser of the BSDM in relation to any matter concerning the Project; • “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process; • “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process; • “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the BSDM with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and • “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process. • “Collusion with Training Providers” means any system generated Software features / functionalities or any other collusive practises that will give any direct / indirect benefit – monetary or otherwise to a training provider, employee or an external assessing agency. This clause will apply for other stakeholders as well – like learners, students, content providers, BSDM employees, examiners etc. • Collusion with Other stakeholders” means any system generated Software features / functionalities or any other collusive practises that will give any direct / indirect benefit – monetary or otherwise to other stakeholders like learners, students, content providers, BSDM employees, examiners etc.
<p>5. Eligibility</p>	<p>It is the Agency’s responsibility to ensure that it meets the eligibility requirements as mentioned in this document</p>
<p>6. Criteria for Consortium / Joint Venture participation in the bids</p>	<p>6.1 Bids submitted by a consortium shall comply with the following requirements:</p> <ul style="list-style-type: none"> • The Maximum number of consortium members allowed is 5. • There shall be a Consortium Agreement (Appendix II) specific for this assignment between the constituent firms, indicating clearly, amongst other thing, the proposed distribution of responsibilities both financial as well as technical for execution of the work amongst them. For the purpose of this clause, this will be between the consortium members to decide the lead partner and other partner among themselves. A copy of the Consortium agreement properly executed on a stamp paper, clearly specifying, the name of lead partner and other partner/s, roles and responsibilities of each partner under this

project and clearly stating the joint and several liability for execution of this project must be submitted/uploaded as a part of its technical proposal.

- The consortium agreement so formed may also have to be registered with the concerned department after issue of LOA, if so required by BSDM.
- **In case of Consortium, if the Agency fails to submit/upload the duly executed consortium agreement, the bid shall be summarily rejected at the Prequalification stage.**

6.2 The bid, and in the case of the successful bidder, the form of agreement, etc, shall be signed and/or executed in such a manner as may be required for making it legally binding on all partners (including operative parts of the ensuring contract in respect of Agreement of Arbitration, etc). On award of work, the Form of Agreement and Contract Documents shall be signed by all partners to conclude Contract Agreement.

6.3 Lead partner shall be nominated as being partner-in-charge; and this authorization shall be evidenced by submitting a power of attorney signed by the legally authorized signatories of all the partners in favour of the Authorised signatory of the Lead Partner.

6.4 The partner-in-charge shall be authorized to incur liabilities and to receive instruction for and on behalf of the partners to the consortium and entire execution of the Contract (including payment) shall be carried out exclusively through the partner-in-charge.

6.5 All the partners of the Consortium shall be jointly and severally liable for the execution of the contract in accordance with contract terms, and a relevant statement to this effect shall be included in the authorization mentioned above as well as in the Form of tender and the Form of Agreement (in case of a successful bidder).

6.6 In the event of default, All the partners of the Consortium will retain the full and undivided responsibility for the performance of their obligations under the contract and/or for satisfactory completion of the work.

6.7 The bid submitted shall include all the relevant information as required under the provisions of ITA / Data Sheet and furnished separately for each partner.

6.8 The bank guarantee/other suitable instrument etc. shall be issued through Lead Partner of the Consortium and pledged in favour of Client.

6.9 The Consortium must fulfil the minimum qualification as specified under prequalification conditions.

Important Terms and Provisions

A. Preparation of Proposals

<p>1. General Considerations</p>	<p>1.1 In preparing the Proposal, the Agency is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>1.2 In the event of any aspects of the proposal, as well as correspondence and documents / certificates submitted as a part of the proposal being found to be falsified, BSDM may take necessary action against the Sole bidder / consortium.</p> <p>1.3 Sub-Contracting: The Agency shall not be entitled to subcontract any of the Services in full or part.</p>
<p>2. Cost of Preparation of Proposal</p>	<p>2.1 The Agency shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability and to disclose reasons thereof to the Agency.</p>

3. Language	3.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Agency and the client shall be written in the English language.
4. Documents Comprising the Proposal	4.1 The Proposal shall comprise the documents and forms listed in the Data Sheet . 4.2 The Agency shall include a statement of an undertaking of the Agency to observe, in competing for and executing a contract, Indian laws against fraud and corruption (including bribery).
5. Only One Proposal	5.1 The Agency shall submit only one Proposal.
6. Proposal Validity	6.1 The Agency’s Proposal must remain valid for 180 days from the Proposal submission deadline. A bid valid for a shorter period shall be rejected by the tendering BSDM as nonresponsive bid. 6.2 In exceptional circumstances, prior to the expiration of the bid validity period, the tendering BSDM may request bidders to extend the period of validity of their Bids. The EMD shall also be extended for a corresponding period. A bidder may refuse the request without forfeiting its bid security i.e. EMD. A bidder granting the request shall not be required or permitted to modify its bid. The request and the responses shall be made in writing.
a. Extension of Validity Period	6.3 BSDM will make its best effort to complete the processing within the proposal’s validity period. However, should the need arise, BSDM may request, in writing, all Agencies who submitted Proposals prior to the submission deadline to extend the Proposal’s validity. 6.4 The Agency has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.
b. Sub-Contracting	6.5 The Agency shall not be entitled to subcontract any of the Services in full or part.
7. Clarification and Amendment of RFP	7.1 The Agency may request a clarification on any part of the RFP before or during the pre-bid meeting. period indicated in the Data Sheet before the Proposals’ submission deadline. Should the Client deem it necessary to amend the RFP as a result of a clarification or on its own, it shall do so following the procedure described below: 7.1.1 At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment and post the same on the website. The Agencies in their own interest are requested to visit the website regularly during the tender currency period. 7.1.2 If the amendment is substantial, the Client may extend the proposal submission deadline to give the Agencies reasonable time to take an amendment into account in their Proposals. 7.2 Clarification on bids by BSDM: To assist in the examination, evaluation and comparison of Bids, BSDM at its discretion, may ask the Bidder for clarification(s) regarding its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted during the process of seeking clarifications.
8. Preparation of Proposals – Specific Considerations	The Agency shall prepare its proposal as per the provisions of RFP.
9. Pre-Qualification and Technical Proposal Format and Content	<u>Pre-Qualification proposal format and content</u>

	<p>9.1 It is must to meet all the pre-qualification criteria mentioned in the data sheet. The Technical Proposal will be opened only for those bidders which meet each prequalification criterion.</p> <p><u>Technical Proposal Format and content</u></p> <p>9.2 The Prequalification or Technical Proposal shall not include any financial information. A Prequalification or Technical Proposal containing financial bid information shall be declared non-responsive.</p> <p>9.3 The Agency is required to submit a Technical Proposal, as indicated in the Data Sheet and using the Standard Forms provided in Section 3 of the RFP.</p> <p><i>No Hard copy submission. Submission through e-proc portal only.</i></p> <ul style="list-style-type: none"> • The bidders should ensure that all the required documents as mentioned in the tender document are submitted/ uploaded along with the bid and in the prescribed format only. The bidder shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement web site (https://www.eproc2.bihar.gov.in). This will be bidder’s sole responsibility to ensure that all required documents have been uploaded and all uploaded documents, when downloaded must have to be legible/readable failing which their bid will be rejected. Hence it is advised that all the documents should be properly scanned and uploaded. <ul style="list-style-type: none"> ❖ BSDM shall carry out the evaluation solely based on the uploaded certificates/documents in the e-Procurement system ❖ BSDM will notify the bidders for submission of original hardcopies of the uploaded documents, if required. • The bidder shall sign on the supporting statements, documents, certificates and on being uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document. • Conditional Bids shall be out-rightly rejected.
<p>10. Financial Proposal</p>	<p>10.1 <i>The Financial Proposal shall be prepared using the online financial bid format only. The details and conditions of Financial Bid is provided in Section 5 of the RFP.</i></p> <p><i>No Hard copy submission. Submission through e-proc portal only.</i></p> <p><i>Format of financial bid as shown in this RFP is for reference only and not to be filled or scanned. Bidders will have to fill online financial bid format only.</i></p>
<p>a. Price Adjustment</p>	<p>10.2 No Price Adjustment shall be permissible during the contract period of 60 months.</p> <p>10.3 However, if there is an extension of services (based on performance of the agency and mutual agreement) after the initial contract period, then a 10% price escalation will be allowed for each year after the contract period.</p> <p>10.4 In case of an increase in hardware requirement based on an increase in user base (enrolments) of BSDM the payment (applicable) will be as per C5 component of the financial bid.</p> <p>10.5 A yearly price escalation of 03% will be allowed on the quoted rates for the items below:</p>

	<ul style="list-style-type: none"> • Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM) • State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration
b. Taxes	<p>10.6 The Financial Proposal shall be inclusive of all taxes, levies and statutory liabilities except GST. GST at applicable rates will be paid extra by the client.</p> <p>10.7 Tax deductions at source wherever applicable will be deducted by the Client.</p> <p>10.8 If there would be any increase or decrease in the taxes (direct/indirect/local), levies, duties, and fee etc. whatsoever, and other charges during tenure of contract, the financial burden of the same shall be borne by the bidder except GST.</p> <p>10.9 If any tax exemptions, reductions, allowances or privileges may be available to the selected bidder, BSDM shall use its best efforts to enable the successful/selected bidder to benefit from any such tax savings to the maximum allowable extent.</p>
B. Submission, Opening and Evaluation	
11. Submission of Proposal	11.1 <i>No Hard copy submission. Submission through e-proc portal only.</i>
12. Confidentiality	<p>12.1 From the time the Proposals are opened to the time the Contract is awarded, the Agency should not contact the Client on any matter related to its Pre-Qualification, Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Agencies who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.</p> <p>12.2 Any attempt by shortlisted Agencies or anyone on behalf of the Agency to influence improperly the Client in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal</p> <p>12.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if an Agency wishes to contact the Client on any matter related to the selection process, it should do so only in writing.</p>
13. Opening of Proposals	<i>Through E-proc as per schedule.</i>
14. Proposals Evaluation	14.1 The Agency is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Pre-Qualification, Technical and Financial Proposals on e-proc portal.
15. Evaluation of Pre-Qualification and Technical Proposals	<p>15.1 The Client's evaluation committee shall evaluate to validate the adherence to the Pre-Qualification Criteria given in Data Sheet. Bids which are found to be meeting or exceeding the Essential Qualification criteria shall be considered as responsive and eligible for Technical Evaluation.</p> <p>15.2 The Client's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond</p>

	to important aspects of the RFP or if it fails to achieve the minimum technical score indicated in the Data Sheet .
16. Opening of Financial Proposals	16.1 Post Completion of Technical Evaluation, through E-Proc Portal.
17. Correction of Errors	<p>17.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are allowed in the Financial Proposal.</p> <p>The Client's evaluation committee will correct any computational or arithmetical errors only. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail.</p>
18. Combined Quality and Cost Evaluation	In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Data Sheet . The Agency achieving the highest combined technical and financial score may be invited for negotiations and award.
C. Negotiations and Award	
19. Negotiations	<p>As per the peculiarity of the assignment, the negotiations may be held at the date and address indicated in the Data Sheet with the Agency's representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Agency.</p> <p>The Client shall prepare minutes of negotiations that are signed by the Client and the Agency's authorized representative.</p>
Conclusion of Negotiations	<p>The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialled by the Client and the Agency's authorized representative.</p> <p>If the negotiations fail, the Client shall inform the Agency in writing of all pending issues and disagreements and provide a final opportunity to the Agency to respond. If disagreement persists, the Client shall terminate the negotiations informing the Agency of the reasons for doing so. The Client will invite the next-ranked Agency to negotiate a Contract. Once the Client commences negotiations with the next-ranked Agency, the Client shall not reopen the earlier negotiations.</p>
20. Award of Contract	<p>After issuance of LOA by BSDM, the selected bidder shall endeavour to sign the contract with BSDM within 15 days. BSDM shall then publish the award information as per the instructions in the Data Sheet.</p> <p>If the selected bidder fails to submit the required performance security or to execute the agreement or fails to deploy its resources and commence the project, within the stipulated time or the extended time limit, if any, granted by BSDM or the LOA / agreement is terminated by BSDM within a maximum of 1 month from the LOA issuance / agreement execution, BSDM at its sole discretion may ask the next bidder (H2) who has obtained 2nd highest composite score to enter into the agreement with the BSDM at H1 rates i.e. rates of first selected bidder or the H2 rates whichever is lower against each item of the financial quote.</p> <p>A similar process to be followed for H3 in case H2 denies the offer of BSDM and so on.</p> <p>The Agency is expected to commence the assignment on the date and at the location specified in the Data Sheet.</p>
D. Security Deposit & Liquidated Damages	

<p>21. Performance Security</p>	<p>Performance Security:</p> <p>Within 15 days from the date of Letter of Award (LOA) from BSDM, the successful Bidder company/firm shall furnish the Performance Security of an amount equal to 10% of the entire value of the Contract of Services. only by way of DD/ Performance Bank Guarantee (PBG) issued by one of the Nationalized/Scheduled Banks in India for the due performance of the Assignment in an acceptable form to BSDM and before execution of agreement.</p> <p>A. The PBG submitted will be valid for 66 months. However, in case of extension of project, above performance bank guarantee/s will have to be renewed for the extended period of the project.</p> <p>B. Refund of Performance Security: The Performance Security shall be refunded within six months from the date of successful completion of the assignment.</p> <p>Forfeiture of Performance Security: The Performance Security may be forfeited (apart from other suitable actions that may also be taken against the agency) in the following cases; subject to satisfaction of CEO, BSDM:</p> <p>I. When any terms and condition of the contract is breached.</p> <p>II. When the selected Bidder fails to commence the services or fails to provide satisfactory deliverables after partially executing the purchase/work order or fails to perform in an expected manner as required under this RFP</p> <p>III. The PBG will be forfeited irrespective of whether penalty has been imposed on the bidder or not.</p> <p>IV. The decision of CEO, BSDM will be final and conclusive with regard to forfeiture of Performance Security and Guarantee or otherwise to partially or fully waive off the above forfeiture.</p>
<p>22. Extension for Excusable Delay Not Due to the selected Bidder</p>	<p>1) If in the opinion of the selected Bidder, the progress of Services has at any time been delayed due to the following reasons, then within 15 days of such happening causing delay, he shall give notice thereof in writing to the BSDM, but shall nevertheless do due diligence to bring down or make good the delays and to proceed with the services:</p> <p>a) proceedings taken or threatened by or dispute with external third parties arising otherwise than from the selected bidder's own default etc. or</p> <p>b) delay due to circumstances beyond the control of either party or</p> <p>c) delay authorized by the BSDM pending arbitration or</p> <p>d) Any act or neglect of Procuring Entity, e.g.:</p> <p>i. Delay or failure to issue notice to commence the services or</p> <p>ii. Delay or failure to issue necessary instructions for which the selected bidder had applied explicitly in writing.</p> <p>iii. Delay in or failure to handover of possession of the site or the necessary facilities/ documents/ data or instructions by the Procuring Entity to the selected bidder.</p> <p>iv. Delay caused by modification issued by the BSDM or</p> <p>v. any other delay caused by the Procuring Entity due to any other cause.</p>

	<p>2) The selected bidder 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 selected bidder, the BSDM shall consider the same and grant such extension of time as, in its opinion, is reasonable regarding the nature and period of delay and the type and quantum of work affected thereby.</p>
<p>23. Extension of Time for Inexcusable Delay Due to the selected Bidder</p>	<ol style="list-style-type: none"> 1. If the selected bidder fails to deliver the Services within the fixed/ extended period for reasons other than those stipulated in clause above (Extension for Excusable Delay Not Due to the selected Bidder), the Procuring Entity may, if satisfied that the service delivery can still be completed within a reasonable time, extend the period further. 2. On such extension, the Procuring Entity shall be entitled without prejudice to any other right and remedy available on that behalf to recover from the selected bidder as liquidated damages. 3. Provided further that if the Procuring Entity is not satisfied that the service can be completed by the selected bidder or in the event of failure on the part of the selected bidder to complete the service within the extension of time allowed further as aforesaid, the Procuring Entity 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. 4. Inordinate Delays: Delays due to the selected bidder 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 selected bidder in future procurements. A show-cause notice shall be issued to the selected bidder before declaring it a poor performance. Such delays may be considered a breach of the contract at the option of the Procuring Entity.
<p>24. Liquidated Damages</p>	<p>Liquidated Damages</p> <p>For delays covered under clause – “Extension of Time for Inexcusable Delay Due to the selected bidder” above, the Procuring Entity shall, without prejudice to other rights and remedies available to the Procuring Entity under the contract, deduct from the contract price as liquidated damages for each week of delay or part thereof until actual delivery or performance, a sum equivalent to the 1% of the of the entire value of the Contract of Services.</p> <p>Limit on Liquidated Damages</p> <p>However, deduction on account of damages for delays under this clause put together shall be subject to a maximum of 25% of the entire value of the Contract of Services. Penalties outside this clause shall be covered by clause: 29. Penalty Clause.</p> <p>The CEO, BSDM will have the exclusive discretion to impose or to waive the LD either partially or fully, on just and sufficient reasons to his satisfaction.</p>
<p>E. Project Deliverables and Payment Terms</p>	
<p>25. Commencement of Services</p>	<p>The date for the commencement of services is within 15 calendar days of Letter of Award/agreement execution as per discretion of BSDM.</p>

<p>26. Project Deliverables</p>	<p>Please refer to the Section 6 - Terms of Reference (TOR)</p>
<p>27. IPR, Confidentiality, Indemnity</p> <p>Intellectual Property Rights (IPR):</p> <ul style="list-style-type: none"> ○ IPR ○ Data Rights ○ Portal, LMS and the eContent right <p>Confidentiality</p> <p>Indemnity</p>	<p>Intellectual Property Rights (IPR):</p> <p>The ownership of any data related to the various services under the purview of this project lies with BSDM. The bidder needs to ensure that complete data is available to BSDM in any format that may be required, throughout the project duration.</p> <p>The portal, LMS and the eContent developed for BSDM, under this assignment/RFP will be the exclusive sole property of BSDM and will become the explicit Intellectual Property of BSDM only and cannot be used/claimed by the bidder in any manner whatsoever.</p> <p>Intellectual Property in the context of this agreement shall refer to all such patents, trademarks, copyrights in respect of any hardware, software, product documentation, design document, or any other document, whether in printed or in electronic, digital or any other format which is an integral part of the hardware/software or is supplied along with such products which forms the subject matter of this agreement.</p> <p>Intellectual Property also includes Course name, Course material, content, methodology, assignments, question papers, educational and promotional content, whether in printed or in electronic, digital or any other format and all business data generated during the period of validity of this Agreement.</p> <p>The software frameworks for the delivery of the courses/s being developed by the Bidder, the software code, whether compiled or un-compiled, in printed or electronic format, with software design logic, graphical user interfaces (GUI) and the design, look and feel, will be the explicit Intellectual Property of BSDM only. Any third-party components licensed by Bidder/BSDM, if any, shall remain the property of those respective third parties (not applicable for the books or e-content);</p> <p>All the intellectual property rights, to and in the models specified in this Agreement will be the exclusive intellectual property of BSDM and also other models which may be conceived, developed and shared with BSDM from time to time.</p> <p>The bidder will hereby specifically undertake to inform the BSDM in writing, of any violation of Intellectual Property Rights or its unlawful use, under prevalent laws of the land.</p> <p>Further, each of the party herein, agrees to co-operate with the other to the extent possible in the process of investigating such cases of any violation of Intellectual Property Rights or its unlawful use and taking legal action against the said infringement.</p> <p>Upon expiration or termination of this Agreement, whichever is earlier, the bidder hereby agrees that-</p> <ul style="list-style-type: none"> i. it shall not make any claim on the Trade Name, Trademarks, Service Marks, Logo, etc. of the BSDM nor shall it use any trade name, mark, logo which is deceptively or confusingly similar to those belonging to the BSDM, ii. it shall desist from using the trade names, marks, stationery or other documentation issued by the BSDSM embodying the intellectual property of the BSDM,

iii. it will return to the BSDM or certify in writing to the BSDM as destroyed all copies of the intellectual property, in whole or in part, in any form, including partial copies, updates or modifications of the intellectual property created/developed for BSDM in connection with this Agreement.

Confidentiality:

Both the parties undertake to each other to keep confidential all information (written or oral) concerning the business and affairs of the other, which has been obtained or received during the course of performance hereunder, save that which is:

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

In the event of any of the parties becoming legally compelled to disclose any confidential information, such party shall give sufficient notice to the other party so as to enable the other party to seek a timely protective order or any other appropriate relief. If such an order or other relief cannot be obtained, the party being required to make such a disclosure shall make the disclosure of the Confidential Information only to the extent that is legally required of it and no further.

Indemnity:

Each party hereby indemnifies and agrees to keep indemnified the other, from and against all direct claims, losses, liabilities, obligations, damages, expenses and costs brought against or suffered by the other or any of its respective officers, directors, employees or agents, resulting from, arising out of or relating to: -

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

The Bidder will be responsible to ensure security of application/s & data and will be responsible for any issues / discrepancies / violations regarding the application / data in the period before the transfer of the application to the State Data center or any other location as directed by BSDM

28. Payment Schedule

4.1 Mobilization Advance:

- 4.1.1 Considering the nature of assignment, an interest free Mobilization advance of 5% of total project value may be given, if requested by the Agency in writing within one month of the LOA. In such a case the agency shall execute a Bank Guarantee as per format acceptable to BSDM from a Scheduled Bank for an amount of 110 % of such advance before it is released. Such advance shall be in one or more instalments to be determined by the BSDM at its absolute discretion.
- 4.1.2 If the Contract is terminated due to the default of Agency, the mobilization advance would be deemed as interest bearing advance at simple interest rate of 12% per annum.
- 4.1.3 An amount equal to 10% of each invoice value shall be recovered by BSDM against recovery of Mobilization Advance till complete recovery. The BG will be released after recovery of entire amount of Mobilization advance.

4.2 Payment shall only be made based on the services provided.

- For C1 and C3
 - 5% of the quoted value on submission of FRS
 - 5% of the quoted value on submission of SRS
 - 20% of the quoted value on completion and approval of the User Acceptance testing for the developed Portal and LMS
 - 40% of the quoted value on completion of Go-Live phase for the developed Portal and LMS
 - 30% on stabilization of the developed Portal and LMS i.e. 4 months after Go-Live
- For C2A and C2B:
 - C2A – 100% upon delivery of all E-content (Go-Live)
 - C2B – Will be paid on delivery basis through monthly invoicing.
- C4 – Post-stabilization period this will be paid on a monthly basis.
- C5 – Will be paid based on the applicable slab rate if required.

- BSDM, Department of Labour Resources, Government of Bihar will pay it within 30 working days from the receipt of the invoice through NEFT/RTGS in the bidders account or through cheque.

29. Penalty Clause

To levy the penalty, there must be a notice of default issued by the BSDM to the agency clearly highlighting the default and allowing a week time to cure the default. Upon request from the agency, CEO, BSDM may also extend the timeline with or without penalty as per his satisfaction.

In case the deliverable is delayed beyond the scheduled date or the revised scheduled date (as agreed by BSDM in writing), a penalty @ 10 % per cent of the related deliverable or monthly bill of the Services per week of delay may be imposed on the Agency, as per decision of CEO, BSDM. If the default continues the Procuring Entity shall be entitled to proceed to any other right and remedy available to it in the contract.

However, the maximum pecuniary penalty which can be imposed under this clause put together shall be subject to a maximum of 10% of the entire value of the Contract of Services.

The date for the commencement of services is within 15 calendar days of Letter of Award/ agreement execution and the agency shall complete the deployment of the entire work force as per the TOR at least 30 days in advance to the date of deployment of the developed Portal / LMS / e-content or the timeline stipulated by BSDM in this regard.

The CEO, BSDM will have the exclusive discretion to impose or to waive the penalty either partially or fully, on just and sufficient reasons to his satisfaction.

Note:

- a) The time specified for delivery in the TOR shall be deemed to be the essence of the contract and the selected agency shall arrange services within the specified period.

	<p>b) <i>Delivery period may be extended with or without penalty, if the delay in the supply of service is on account of hindrances beyond the control of the selected agency as per satisfaction of CEO, BSDM</i></p> <p>c) The selected agency shall request in writing to BSDM giving reasons for extending the delivery period of service, if Agency finds itself unable to complete the supply of service within the stipulated delivery period. This request shall be submitted as soon as a hindrance in delivery of service occurs or within 30 days from such occurrence but before expiry of stipulated period of delivery of service after which such request may not be entertained.</p> <p>d) BSDM shall examine the justification of causes of hindrance in the delivery of service and the period of delay occurred due to that and grants extension with or without penalty.</p> <p>e) If BSDM agrees to extend the delivery period / schedule, an amendment to the contract (Letter / Order) with suitable denial clauses and with or without penalty, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, whatsoever beyond the contracted cost shall be paid for the delayed supply of service.</p> <p>f) It shall be at the discretion of BSDM to accept or not to accept the supply of services rendered by the Agency after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. BSDM shall have right to cancel the contract with respect to undelivered service.</p> <p>g) If BSDM is in need of the service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension.</p>
<p>30. Third Party Assessment of deliverables</p>	<p>BSDM may appoint a team of experts for regular assessment of the deliverables of the Agency before they are sent to the BSDM committee for payment release. This team will work in close coordination with the BSDM for any issue resolutions too.</p>
<p>31. Earnest Money Deposit (EMD)</p>	<p>i. The Bidder shall furnish, as part of its pre-qualification bid, an EMD as bid security of INR 10,00,000/- (Rupees Ten Lakhs only).</p> <p>ii. The bid security is required to protect BSDM, DEPARTMENT OF LABOUR RESOURCES, GOVERNMENT OF BIHAR against the risk of Bidder's conduct, which would warrant the security's forfeiture</p> <p>iii. Unsuccessful Bidder's EMD will be returned as promptly as possible, but not later than 90 days after the award of the contract to the successful bidder.</p> <p>iv. The successful Bidder's EMD will be discharged upon the Successful Bidder signing the Contract and submission of performance bank guarantee.</p> <p>v. No interest will be payable by the BSDM, DEPARTMENT OF LABOUR RESOURCES, GOVERNMENT OF BIHAR on the amount of the EMD.</p> <p>vi. <i>The bid security may be forfeited:</i></p> <p>a. When the bidder withdraws or modifies his bid proposal after opening of bids; or</p> <p>b. In the case of a successful Bidder, if the Bidder fails to sign the Contract.</p> <p>c. When the Bidder engages in Prohibited Practices as per respective clause of Section 2 of this RFP.</p>
<p>F. Other Terms and Conditions</p>	
<p>32. Interpretation</p>	<p>30.1 If the context so requires it, singular means plural and vice versa</p> <p>30.2 Entire Agreement: The Contract will constitute the entire agreement between the BSDM and the Selected bidder and will supersede all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.</p>

	<p>30.3 Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.</p> <p>30.4 Non-waiver: Subject to the condition (30.5) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.</p> <p>30.5 Any waiver of a party’s rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.</p> <p>30.6 Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.</p>
33. Governing Law	The Contract shall be governed by and interpreted in accordance with the laws of the Bihar State/ the Country (India) and under the jurisdiction of Patna Court only.
34. Force Majeure	
a. Definition	<ul style="list-style-type: none"> • For the purposes of this Agreement, “Force Majeure” means an event which is beyond the reasonable control of a Party, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies. • Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents employees thereof, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Agreement and (B) avoid or overcome in the carrying out of its obligations hereunder • Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder • The Force Majeure would be applied to only those Districts which have been so stated by CEO, BSDM in writing; is part of Government of Bihar directives and is agreed by Agency. Payments of the non-impacted districts will be calculated and given as per the payment schedule and Agency will not be penalized for the non-performance of the force majeure applied districts. <p>Computing of performance will also be adjusted on pro rata basis.</p> <ul style="list-style-type: none"> • BSDM will decide the eventuality of Force Majeure which will be binding on both the parties
b. No Breach of Agreement	The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Agreement insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Agreement. The Agency shall not be liable for forfeiture of its SD and BG, if and to the extent that it’s delay in performance or other failure to perform its obligations under the Contract is the result of the Force Majeure.

<p>c. Measure to be taken</p>	<ul style="list-style-type: none"> • A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfil its obligations hereunder with a minimum of delay. • A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than thirty (30) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible. • The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
<p>d. Extension of time</p>	<p>Any period within which a Party shall, pursuant to this Agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p>
<p>e. Payments</p>	<p>The Force Majeure is applied to only those Districts which have been so stated by CEO, BSDM in writing; is part of Government of Bihar directives and is agreed by Agency. Payments of the non-impacted districts will be calculated and given as per the payment schedule and Agency will not be penalized for the non-performance of the force majeure applied districts. Computing of performance will also be adjusted on pro rata basis.</p> <p>In the event of Force Majeure is applied to the whole state of Bihar, then BSDM will continue to follow the payment schedule by giving concession to Agency of non-submission of deliverables for the period of 3 months. Post which, either party is allowed to terminate the contract under the clause Termination for Convenience.</p>
<p>f. Consultation</p>	<p>Not later than thirty (30) days after the Agency has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.</p>
<p>35. Change Orders and Contract Amendments</p>	<ul style="list-style-type: none"> • BSDM may at any time order the selected bidder through Notice, to make changes within the general scope of the Contract in case of services to be provided by the selected bidder. • If any such change causes an increase or decrease in the cost of, or the time required for, the selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the selected bidder's receipt of the BSDM's order. The rates under Financial Proposal will be used to calculate the cost of the additional work / change request. • In case of any user base/ annual enrolment increase no extra cost will be raised to BSDM till additional 25% change (from the envisaged approx. 8 Lakh annual enrolments) in user count. A proper Change management process to be created by the selected agency at commencement and duly approved by BSDM. The functional changes in the portal / LMS will be delivered by the 5-member technical team provisioned in this RFP document. • Yearly updation of such skill development courses which will run in a quasi-online medium through Learning Management System (LMS) and eContent like Kushal Yuva Program (KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally”, to ensure market relevance of the content being offered and accordingly modification in hard

	<p>copy of content (study material) as well and no additional payment will be done for this. In case of change in the eContent till 25% (in terms of total course duration) in hours at no extra cost. A proper Change management process to be created by the selected agency at commencement and duly approved by BSDM will be followed. A special committee decided by CEO, BSDM will be responsible to suggest any content changes. The special committee will meet at least once every 6 months.</p> <ul style="list-style-type: none"> • A yearly price escalation of 03% will be allowed on the quoted rates for the items below: <ul style="list-style-type: none"> • Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM) • State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration • Any additional cost to be incurred on account of increase in total annual enrolments will be as per the slabs wise rates discovered through C5 quotation in the financial format.
<p>36. Termination Clauses</p>	
<p>a. Termination for Default</p>	<ul style="list-style-type: none"> • BSDM may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the selected bidder, terminate the contract in whole or in part (provided a cure period of not less than 60 days is given to the selected bidder to rectify the breach): <ul style="list-style-type: none"> ○ If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by BSDM; or ○ If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or ○ If the selected bidder, in the judgment of the BSDM, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract. ○ If the selected bidder commits breach of any condition of the contract
<p>b. Termination for Insolvency</p>	<p>BSDM may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to BSDM.</p>
<p>c. Termination for Convenience</p>	<ul style="list-style-type: none"> • BSDM, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for BSDM's convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.

	<ul style="list-style-type: none"> • In such case, BSDM will pay for all the pending invoices as well as the work done till that date by the Agency. • Depending on merits of the case the selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination. • Limitation of Liability- In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including loss of profits). The selected bidder shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.
<p>d. Termination by BSDM</p>	<ul style="list-style-type: none"> • The BSDM may, by not less than thirty (30) days written notice of termination to the Agency, such notice to be given after the occurrence of any of the events, terminate this Agreement if: <ul style="list-style-type: none"> ○ The Agency fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within thirty (30) days of receipt of such notice of suspension or within such further period as the BSDM may have subsequently granted in writing; ○ The Agency becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary; ○ The Agency fails to comply with any final decision reached as a result of arbitration proceedings. ○ Any document, information, data or statement submitted by the Agency in its Proposals, based on which the Agency was considered eligible or successful, is found to be false, incorrect or misleading; or ○ As the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days ○ If the BSDM would like to terminate the contract for reasons not attributable to the Agency’s performance, they will need to clear all invoices for the services up to the date of their notice along with 1 month fee pro-rata fee out of the project fee for 60 months. ○ If the BSDM would like to terminate the contract for reasons attributable related to the Agency’s performance, the government will give a rectification notice for 3 months to the Agency in writing with specific observations and instructions.
<p>e. Termination by Agency</p>	<p>The Agency may, by not less than three (03) months written notice to the BSDM, such notice to be given after the occurrence of any of the events, terminate this Agreement if:</p> <ul style="list-style-type: none"> • The BSDM is in material breach of its obligations pursuant to this Agreement and has not remedied the same within sixty (60) days (or such longer period as the Agency may have subsequently agreed in writing) following the receipt by the BSDM of the Agency’s notice specifying such breach; • If there are more than 2 un-paid invoices and BSDM fails to remedy the same within 60 days of the submission of the last un-paid invoice • as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or • The BSDM fails to comply with any final decision reached as a result of arbitration.

	<p><u>Payment upon Termination:</u> Upon termination of this Agreement all pending payments due till the date of the termination of the contract will be made by BSDM to the Agency within 3 months from the contract termination.</p> <p><u>Suspension:</u> The BSDM may, by written notice of suspension to the Agency, without any obligation (financial or otherwise) suspend all the payments to the Agency hereunder if the Agency shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension</p> <ul style="list-style-type: none"> ○ shall specify the nature of the breach or failure, and ○ shall provide an opportunity to the Agency to remedy such breach or failure within a period not exceeding thirty (30) days after receipt by the Agency of such notice of suspension. The above action will be taken by BSDM after approval of the Evaluation Committee <p><u>Cessation of rights and obligations:</u> Upon termination of this Agreement or upon expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except</p> <ul style="list-style-type: none"> ○ such rights and obligations as may have accrued on the date of termination or expiration, ○ the obligation of confidentiality set forth in RFP
37. Cessation of Services	Upon termination of this Agreement by notice of either Party to the other 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 and shall make every reasonable effort to keep expenditures for this purpose to a minimum.
38. Disputes Resolution	
a. Amicable settlement	The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute / differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 15 days from the date of receipt of written notice, the matter will be referred to CEO BSDM, who will take decision within 60 days after such reference. If the dispute is still not resolved the matter will be referred for Arbitration.
b. Arbitration	In case the dispute is not resolved, any party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of Parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings will be conducted by a panel of three arbitrators, one arbitrator to be appointed by BSDM and other appointed by Agency and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at Patna and following are agreed.

	<p>The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.</p> <p>The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel).</p> <p>When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfil their remaining respective obligations under this Agreement.</p>
39. Disqualification	<p>The bid is liable to be disqualified if:</p> <ul style="list-style-type: none"> • Not submitted in accordance with this document. • During validity of the bid or its extended period, if any, the bidder increases his quoted prices. • During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. • Bid received in incomplete form or not accompanied by EMD / Tender fee / all requisite documents. • Bidder submits conditional bids. • Bidder indulges in canvassing in any form to win the contract. • Bidder sub-contracts any part of the project to or employs the goods or services of any of the parties having interest in the project.
40. Responsibilities of BSDM	<p>38.1 Issuance of various government orders/policy amendments as per requirement of the project.</p> <p>38.2 Assigning of relevant officials as per project need.</p> <p>38.3 Resolution of problems and disputes</p> <p>38.4 Timely payments to the Agency</p> <p>38.5 Facilitate coordination with different stakeholders</p>
41. Conditions when the agency will be debarred from bidding	<p>Apart from others, A bidder shall be debarred if he has been convicted of an offence-</p> <p>(a) Under the prevention of corruption Act, 1988 or</p> <p>(b) The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract (The above debarment will be for a period not exceeding three years from the date of debarment)</p> <p>(c) A procuring entity may debar a bidder from participating in any procurement process for a period not exceeding two years, if it determines that the bidder has breached the code of integrity.</p> <p>(d) The bidder shall not be debarred unless such bidder has been a reasonable opportunity to represent against such debarment.</p>

H. Data Sheet

A. General	
SN	Reference
1	Location of the Project: Bihar, India
2	<p>Name of the Client: Bihar Skill Development Mission (a Society registered under Department of Labour Resources, Government of Bihar).</p> <p>Method of selection: Combined Quality cum Cost Based System (QCBS) - 70:30 With a minimum cut-off of 70 marks in the technical evaluation.</p>
3	<p>Submission of Prequalification, Technical and Financial Proposal only through E-Proc Portal: Yes</p> <p>The name of the assignment is: Selection of an Agency which will provide:</p> <ul style="list-style-type: none"> a) Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM) b) eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS) c) Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having e-Content d) Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM) e) State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration <p>under Build-Operate-Transfer (BOT) model for Bihar Skill Development Mission (BSDM)</p>
4	<p>The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals:</p> <p>For all relevant information related to BSDM, please visit BSDM website.</p>
B. Preparation of Proposals	
5	<p>This RFP has been issued in the English language.</p> <p>Proposals shall be submitted in English language.</p>

	All correspondence exchange shall be in English language.
6	<p>The Proposal shall comprise the following:</p> <p><u>Order of scanning and upload of proposal at E-Proc:</u></p> <p><u>Order of Scanning of Pre-Qualification Proposal:</u></p> <p>(1) Cover Letter / Undertaking (Form Prequal-1) (2) Power of Attorney for Signing of Application (Form Prequal-2) (3) Affidavit for non-blacklisting (Form Prequal-3) (4) Pre-Qualification Criteria (Form Prequal-4) (5) CA Certificate for Turnover (Form Prequal-5) (6) CA Certificate (Form Prequal-6) (7) CA Certificate (Form Prequal-7) (8) CA Certificate (Form Prequal-8) (9) Undertaking (Form Prequal-9) (10) Undertaking (Form Prequal-10) (11) CA Certificate for Net worth (Form Prequal-11) (12) Form of Consortium Agreement – Appendix II (If applicable)</p> <p><u>FULL TECHNICAL PROPOSAL (FTP):</u></p> <p>(1) TECH-1 (2) TECH-2 (3) TECH-3</p> <p>AND</p> <p><u>Financial Proposal as per online E-proc format only.</u></p> <p><i>Not to be mentioned or uploaded in Technical proposal else rejected.</i></p>
7	Statement of Undertaking is required: Yes, (Form Prequal-1)
8	Proposals must remain valid for <u>180</u> calendar days from the proposal submission deadline
9	Out of pocket Expenses / Per-diem / Statutory Levies / Taxes etc.: Nothing will be paid over the Financial Quote except GST on applicable rates. GST will be paid extra on applicable rates and should not be quoted in financial bid. All such expenses / Per-diem / statutory levies / taxes etc. will be treated as inclusive in the Financial Quote.
10	<p>A yearly price escalation of 03% will be allowed on the quoted rates for the items below:</p> <p>d. Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)</p> <p>e. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration</p> <p>The contract period will be of 60 months which may further be extended based on performance of the agency and mutual agreement.</p>

11	The Financial Proposal shall be stated in the following currencies: INR only													
C. Submission, Opening and Evaluation														
12	The Agency must submit/upload: (a) Pre-Qualification Proposal (b) Technical Proposal (c) Financial Proposal No Hard Copy submission.													
13	Pre-Qualification Criteria: <table border="1" data-bbox="358 569 1495 1934" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="358 569 423 636">SN</th> <th data-bbox="423 569 1024 636">Parameter</th> <th data-bbox="1024 569 1495 636">Supporting documents to be provided</th> </tr> </thead> <tbody> <tr> <td data-bbox="358 636 423 1073" style="text-align: center;">1</td> <td data-bbox="423 636 1024 1073"> The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act / Limited Liability Partnership Act and should be in operations continuously for at least 5 years as on the last date of submission of bid. (In case of a Consortium, all the Consortium partners will have to submit the above evidence) </td> <td data-bbox="1024 636 1495 1073">Copy of Certificate of Incorporation / Registration</td> </tr> <tr> <td data-bbox="358 1073 423 1545" style="text-align: center;">2</td> <td data-bbox="423 1073 1024 1545"> The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 50 Crores in the last three financial years i.e. from FY 2020-21 to FY 2022-23 and the Sole Bidder / All partners in case of consortium should have a positive net worth in the last three financial years i.e. from FY 2020-21 to FY 2022-23. (In case of a Consortium, the lead partner will have to submit the evidence for minimum annual turnover whereas All partners will have to submit the evidence for positive net worth) </td> <td data-bbox="1024 1073 1495 1545">Copy of the Audited Profit and Loss Statement and Balance Sheet and Certificate from a Chartered Accountant (As per format provided in form Prequal-5) regarding the turnover for each specified Financial Year and for Positive net worth Certificate from a Chartered Accountant (As per format provided in form Prequal-11).</td> </tr> <tr> <td data-bbox="358 1545 423 1934" style="text-align: center;">3</td> <td data-bbox="423 1545 1024 1934"> The Sole Bidder / Any Partner in case of a consortium, should have experience of at least 03 years in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner for projects with a value of at least 5 Crores for state govt/central govt/undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities. </td> <td data-bbox="1024 1545 1495 1934">Certificate from a Chartered Accountant / Company Secretary (As per format provided in form Prequal-6).</td> </tr> </tbody> </table>		SN	Parameter	Supporting documents to be provided	1	The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act / Limited Liability Partnership Act and should be in operations continuously for at least 5 years as on the last date of submission of bid. (In case of a Consortium, all the Consortium partners will have to submit the above evidence)	Copy of Certificate of Incorporation / Registration	2	The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 50 Crores in the last three financial years i.e. from FY 2020-21 to FY 2022-23 and the Sole Bidder / All partners in case of consortium should have a positive net worth in the last three financial years i.e. from FY 2020-21 to FY 2022-23. (In case of a Consortium, the lead partner will have to submit the evidence for minimum annual turnover whereas All partners will have to submit the evidence for positive net worth)	Copy of the Audited Profit and Loss Statement and Balance Sheet and Certificate from a Chartered Accountant (As per format provided in form Prequal-5) regarding the turnover for each specified Financial Year and for Positive net worth Certificate from a Chartered Accountant (As per format provided in form Prequal-11).	3	The Sole Bidder / Any Partner in case of a consortium, should have experience of at least 03 years in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner for projects with a value of at least 5 Crores for state govt/central govt/undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities.	Certificate from a Chartered Accountant / Company Secretary (As per format provided in form Prequal-6).
SN	Parameter	Supporting documents to be provided												
1	The Sole Bidder / all organizations, in case of a consortium must be incorporated and registered in India, under Companies Act / Societies Act / Indian Partnership Act / Indian Trusts Act / Limited Liability Partnership Act and should be in operations continuously for at least 5 years as on the last date of submission of bid. (In case of a Consortium, all the Consortium partners will have to submit the above evidence)	Copy of Certificate of Incorporation / Registration												
2	The Sole Bidder / Lead Partner in case of consortium, should have a minimum annual turnover of Rs. 50 Crores in the last three financial years i.e. from FY 2020-21 to FY 2022-23 and the Sole Bidder / All partners in case of consortium should have a positive net worth in the last three financial years i.e. from FY 2020-21 to FY 2022-23. (In case of a Consortium, the lead partner will have to submit the evidence for minimum annual turnover whereas All partners will have to submit the evidence for positive net worth)	Copy of the Audited Profit and Loss Statement and Balance Sheet and Certificate from a Chartered Accountant (As per format provided in form Prequal-5) regarding the turnover for each specified Financial Year and for Positive net worth Certificate from a Chartered Accountant (As per format provided in form Prequal-11).												
3	The Sole Bidder / Any Partner in case of a consortium, should have experience of at least 03 years in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner for projects with a value of at least 5 Crores for state govt/central govt/undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities.	Certificate from a Chartered Accountant / Company Secretary (As per format provided in form Prequal-6).												

	(In case of a Consortium, any one of the partners will have to submit the above evidence)	
4	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portals for state govt/central govt/PSU or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or/ Govt Universities.</p> <p>IT Portal will mean portals that cover the entire ecosystem of any organisation right from registration, processing, management and final completion. It should be an end-to-end solution.</p> <p>IT portal developed for different / same govt client/s under different work-orders issued by them, will be treated as separate IT portals for evaluation under this criteria.</p> <p>(In case of a Consortium, any one of the partners will have to submit all the above evidence)</p>	<p>1. Certificate from a Chartered Accountant / Company Secretary (As per format provided in form Prequal-7)</p> <p>2. Work orders/ Contracts and Performance Certificates (For Ongoing Project / Completion certificates (For completed projects) issued by the state govt/central govt/PSU or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or/ Govt Universities in the name of the bidder</p> <p><i>All 3 documents as mentioned above will have to be mandatorily submitted.</i></p>
5	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management System (LMS) / Virtual e-Content delivery system services directly for at least one state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities in training/education /skill development field.</p> <p>The LMS service can be a part / module / component of a bigger project eg: Department ERP/ University Management System etc.</p> <p>LMS developed/deployed for different / same govt client/s under different work-orders issued by them will be treated as separate LMSs for evaluation under this criteria.</p> <p>(In case of a Consortium, any one of the partners will have to submit all the above evidence)</p>	<p>1. Certificate from a Chartered Accountant / Company Secretary (As per format provided in form Prequal-8)</p> <p>2. Work orders/ Contracts and Performance Certificates (For Ongoing Project / Completion certificates (For completed projects) issued by the state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities in training/education /skill development field in the name of the bidder.</p> <p><i>All 3 documents as mentioned above will have to be mandatorily submitted.</i></p>
6	<p>The Sole Bidder / Any partner in case of a consortium, must have developed or should have deployed high-quality multimedia-based eLearning / capacity building / awareness generation content in Hindi/ English languages</p>	<p>1. Certificate from a Chartered Accountant / Company Secretary (As per format provided in form Prequal-9)</p>

	<p>for which they have fully owned titles for state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities.</p> <p>eLearning content will mean e-content /digital content / computer-based Audio content / computer based Video content / computer based Animated content / online content for skill development/training/educational courses. (Please refer TOR)</p> <p>eLearning content for each course / trade developed/deployed for different / same govt client/s under different / same work-orders issued by them will be treated as separate eLearning content for evaluation under this criterion.</p> <p>(In case of a Consortium, any one of the partners will have to submit all the above evidence)</p>	<p>2. Work orders/ Contracts and Performance Certificates (For Ongoing Project / Completion certificates (For completed projects) issued by the state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities in the name of the bidder.</p> <p><i>All 3 documents as mentioned above will have to be mandatorily submitted.</i></p>
	<p>7 The bidder should not have been blacklisted or debarred by any State / Central Government or their agencies or Public Sector Undertakings (PSUs) as on bid submission date for corrupt, fraudulent or any other unethical business practices or for any other reason.</p> <p>In case of the bidder's blacklisting or debarment by any State / Central Government or their agencies or Public Sector Undertakings (PSUs) between the bid submission date and LOA issuance for corrupt, fraudulent or any other unethical business practices or for any other reason, Bihar Skill Development Mission will be entitled to not issue / cancel the LOA and at its sole discretion and may ask the next bidder (H2) who has obtained 2nd highest composite score to enter into the agreement with the BSDM at H1 rates i.e. rates of first selected bidder or the H2 rates whichever is lower against each item of the financial quote. A similar process to be followed for H3 in case H2 denies the offer of BSDM and so on.</p> <p>Note: If there is a case of waiving off of any blacklisting or debarment then the bidder will inform the same to BSDM without fail with necessary documentary evidence.</p>	<p>Affidavit (As per format provided in form Prequal-3) signed by the authorised signatory of Bidder.</p>

	(In case of a Consortium, all the Consortium partners will have to submit the above Affidavit)	
8	The Sole Bidder / All Partners combined in case of a consortium should have a team of at least 50 Software Developers, e-content developers/ designers/ multimedia developers as on the last date of submission of bid.	Declaration (As per format provided in form Prequal-10) signed by the authorised signatory of Bidder on the letter head. (In case of a Consortium, all the Consortium partners will have to submit the above evidence jointly)
9	The sole bidder/ Any Partner in case of a consortium, should have the following certifications: 1) ISO 9001:2015 - Quality Management Systems 2) ISO 27001:2013 - Manage Information Security 3) Capability Maturity Model Integration - Maturity Level 3	Submit copy of certificate

Note:

- a. In case of a consortium, The Lead Bidder mandatorily has to meet any one of the criteria as stipulated in serial no. 3, 4, 5 and 6, failing which the bid will be rejected.**
b. If the applicant is found ineligible, then the proposal will be rejected at this stage only.
c. The Pre-Qualification and Technical Proposal has to be mandatorily scanned and uploaded as per the prescribed formats only.
d. For all purposes related to this RFP, any duration or total years of experience showcased herein should be calculated backwards from the FY 2023-24 end i.e. 31st March 2024.

14

Technical Proposal Evaluation Criteria:

SN	Evaluation criteria	Max. Marks
1	Financial Credentials of the Bidder	25
1.1	Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2020-21, FY 2021-22 and FY 2022-23): > 300 Crore: 25 Marks > 150 Crore & <= 300 Crore: 20 Marks > 100 Crore & <= 150 Crore: 15 Marks > 50 Crore & <= 100 Crore: 05 Marks {In case of Consortium, credentials of only the lead partner shall be evaluated for this criteria}	25
2.	Experience of Bidder (CS Certificate / CA Certificate, work order / contract document, Performance certificate / Completion certificate, information available in public domain /	55

	Demonstration from the client as proof of the following as applicable for the each criteria)	
2.1	<p>The Sole Bidder / Any Partner in case of a consortium, should have experience of at least 03 years in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner for projects with a value of at least 5 Crores for state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities.</p> <p>For experience - 15 marks</p> <p>>= 5 Years experience: 15 Marks >= 4 Years experience and < 5 Years experience: 10 Marks > = 3 Years experience and < 4 Years experience: 05 Marks</p> <p>(Maximum of 15 marks)</p> <p>For Project value – 10 marks</p> <p>If value of any single order is: >= 50 Crore: 10 Marks >= 30 Crore < 50 Crore: 07 Marks >= 10 Crore < 30 Crore: 05 Marks > = 5 Crore < 10 Crore: 02 Marks < 5 Crore: 0 marks</p> <p>(Maximum of 10 marks)</p> <p><i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></p>	25 (15 + 10)
2.2	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portals for state govt/central govt/PSU or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or/ Govt Universities.</p> <p>>= 10 IT Portals: 10 Marks >= 05 IT Portals < 10 IT Portals: 07 Marks > 03 IT Portals < 05 IT Portals: 05 Marks</p> <p>(Maximum of 10 marks)</p> <p><i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></p>	10
2.3	<p>The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management Service (LMS)/ Virtual e-Content delivery system services directly for state govt/central govt/ undertakings/ agencies/ corporations/ Boards/Societies</p>	10

	<p>etc. of central/state governments or Govt Universities in training/ education /skill development field. The LMS service can be apart / module / component of a bigger project eg: Department ERP/ University Management System etc</p> <p>Total users facilitated through the LMS/LMSs</p> <ul style="list-style-type: none"> • 1,00,000 users or More: 10 Marks • >= 50,000 users < 1,00,000 users: 05 Marks • > 25,000 users < 50,000 users: 03 Marks • Upto 25,000 users: 02 Marks <p>(Maximum of 10 marks) <i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></p>	
2.4	<p>The Sole Bidder / Any partner in case of a consortium, must have developed or should have deployed high-quality multimedia-based eLearning / capacity building / awareness generation content in Hindi/ English languages for which they have fully owned titles for state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities</p> <p>More than Five eContents: 10 Marks Two to Five eContents: 7 Marks One eContent: 5 Marks</p> <p>(Maximum of 10 Marks) <i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i></p>	10
3	Approach & Methodology	20
3.1	<p>1. Understanding of Business & Scope of work – 2 marks 2. Approach and Methodology – 6 marks 3. Work Plan – 2 marks</p>	10
3.2	<p>Live Demonstration and presentation of:</p> <p>1. Any existing portal created by the sole bidder / any partner of the consortium covering end-to-end solution – 2 marks 2. Details (including visual snapshots / audio / video / multimedia content) of the high-quality multimedia-based eLearning / capacity building / awareness generation content in Hindi/ English languages created by the sole bidder / any partner of the consortium– 2 marks 3. Any existing Learning Management Service (LMS)/ Virtual e-Content delivery system services for</p>	10

	Skill development / Training / Education sector created by the sole bidder / any partner of the consortium – 2 marks	
	4. Experience in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner in line with the TOR in this RFP – 2 marks	
	5. Any proposed value addition across the various aspects of the TOR. Any proposed value addition across the various aspects of the TOR in this RFP – 2 marks	
	Total	100

The minimum score for technical qualification is 70

Note:

- a. Appropriate/Admissible Proofs will have to be scanned and uploaded accordingly.*
- b. If the applicant is found ineligible then its proposal will be rejected for further evaluation ie. financial evaluation.*
- c. Date and time for Technical Presentation and demonstration shall be communicated later*
- d. The Technical Proposal has to be mandatorily provided as per the prescribed formats provided.*
- e. For all purposes related to this RFP, any duration or total years of experience showcased herein should be calculated backwards from the FY 2023-24 end i.e. 31st March 2024.*

15. Total Bid Evaluation - QCBS only

Only those bids with a absolute technical score of ≥ 70 shall be considered for financial evaluation. QCBS method shall be adopted for selection.

The combined score is a weighted average of the Technical and Financial scores. The weightages of the Technical vis-à-vis the Financial score is 0.7 of the Technical score and 0.3 of the Financial score. The Combined score (S) will be derived using following formula:
 $S = [S(t)^{\#\#} * 0.7] + [S(c)^{\#}]$

A detailed calculation example is showcased as Annexure.

Thus, the combined score shall be out of a maximum of 100 marks. The bidder with the highest combined score would be awarded the contract.

The selected bidder shall be the First Ranked Bidder (having the highest combined score). The Second and third Ranked Bidders (as applicable) shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws or fails to comply with the requirements specified in the RFP document.

##The formula for deriving/determining Technical Score (S(t)) is indicated below:

$$S(t) = (T/TH) * 100,$$

Where,

S(t) is the Technical Score for a particular bidder.

T is the Technical Score obtained by that particular bidder

TH is the highest total technical bid marks amongst all evaluated bids.

The financial score [S(c)] will be derived using the following approach (for sole purpose of calculation of financial score only):

The quoted amount under FIN-1 (for C1, C2A, C2B and C3, C4 and C5) will be obtained and calculated as below (for calculation of financial score along with component wise weights (For C1 and C2A the weightage will be 20% (as they are the larger components) and for the rest 4 components i.e. C2B, C3,C4 and C5 it will be 15% each) : For calculation total annual enrolment taken as 8 Lakhs.

C1(Lumpsum) *0.2 (20% weightage) = A

C2A (Lumpsum) *0.2 (20% weightage) = B

C2B*8,00,000*720 (Total pages for KYP -480 and for BSCFA 240) (Assumed number of candidates for a Year* Assumed number of pages per book; for the purpose of calculation) *0.15 (15% weightage) = C

C3(Lumpsum) *0.15 (15% weightage) = D

C4 (Total annual cost across 56 resources) *0.15 (15% weightage) = E

C5 Costing (Component costing derived as below) *0.15 (15% weightage) = F

C5 Costing### = C5.a * 0.25 (sub-component weight) + C5.b * 0.25 (sub-component weight) + C5.c * 0.15 (sub-component weight) + C5.d * 0.15 (sub-component weight) + C5.e * 0.10 (sub-component weight) + C5.f * 0.10 (sub-component weight)

- Subcomponent weightage decided as a – 25%, b – 25%, c- 15%, d – 15%, e- 10% and f – 10% due to decreasing likelihood of the annual enrolment slabs.

The total of A+B+C+D+E+F = G will be obtained

Therefore, financial score, 'S(c)' = {(Lowest total cost (G) as computed above amongst the Applicants / total cost (G) of the applicant) * 30}

Section 3 – Prequalification Proposal

Formats for Pre-Qualification Proposal

Form Prequal-1

Cover Letter / Undertaking

(On the letter head)
{Location, Date}

To,
Chief Executive Officer
Bihar Skill Development Mission
Department of Labour Resources
Government of Bihar, Niyojan Bhawan
Patna - 800001

Dear Sir,

We, the undersigned, offer to provide the following services as **an agency**:

- a) Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b) eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS)
- c) Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi online medium having e-Content
- d) Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e) State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

under Build-Operate-Transfer (BOT) model for Bihar Skill Development Mission (BSDM), in accordance with your Request for Proposals dated __ / __ / 2024.

We are hereby submitting/uploading our proposal (through eProc portal), completed in all respects along with all required proofs, which includes Prequalification Proposal, Technical Proposal and a Financial Proposal as per eProc guidelines.

We hereby confirm that:

The RFP is being submitted by which is the “Bidder” in accordance with the conditions stipulated in the RFP.

We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by BSDM, DEPARTMENT OF LABOUR RESOURCES, GOVERNMENT OF BIHAR and in any subsequent communication sent by BSDM. We agree and undertake to abide by all these terms and conditions. Our RFP is consistent with all the requirements of submission as stated in the RFP or in any of the subsequent communications from BSDM.

The information submitted in our proposal is complete and correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our proposal. We acknowledge that BSDM will be relying on the information provided in the proposal and the documents/proof submitted along with our proposal, for above services, and we certify that all information provided in the application is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying our proposal are true copies of their respective originals.

We acknowledge the right of BSDM to reject our proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

We declare that we satisfy all legal requirements and meet all the eligibility criteria laid down in the RFP.

Our proposal is unconditional, and we hereby undertake to abide by the terms and conditions of the RFP.

We understand that any work sanctioned in pursuance to the process detailed in this RFP shall be on the terms and conditions specified in the Letter of Award / Work Order / Agreement pertaining to such work, which shall be thoroughly reviewed and accepted by us before undertaking such work.

We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

{Only in case of consortium, add: We undertake that all the partners i.e., _____ (name of the lead partner) and _____ (name of the other partners) shall be liable jointly and severally for the execution of the contract in accordance with the contract terms.}

We understand that BSDM is not bound to accept any Proposal that BSDM receives. We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Agency and Seal:

In the capacity of:

Address:

Contact information (phone and e-mail):

Formats for Pre-Qualification Proposal

(Note: To be executed on a non-judicial stamp paper of Rs. 100/- or more)

Form Prequal-2

Power of Attorney for Signing of Application

Know all men by these presents that We..... (Name of the firm and address of the registered office) *{In case of consortium add names of all the partners and their addresses}* do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name)..... son/daughter/wife ofand presently residing atwho is presently employed with us and holding the position of..... as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things including to enter into negotiation, as are necessary or required in connection with or incidental to submission of our proposal for the “RFP No. _____”.

The attorney is fully authorized for providing information/ responses to the BSDM, representing us in all matters before the BSDM including negotiations with the BSDM, signing and execution of all agreements including the Memorandum of Understanding and undertakings consequent to acceptance of our proposal, and generally dealing with the BSDM in all matters in connection with or relating to or arising out of our proposal for the said Empanelment.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

{Only in case of consortium, add - We also undertake, that the Lead partner M/s _____, will be the partner-in-charge; and M/s _____ will act as the other partners and above named attorney will be the lawful attorney for this consortium.}

IN WITNESS WHEREOF WE,,
THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THISDAY
OF

For

{Signature, name, designation and address (of all the partners in case of consortium)}

Accepted

.....
(Signature)

(Name, Title and Address of the Attorney)

Witnesses:

1. _____ 2. _____

Formats for Pre-Qualification Proposal

Form Prequal-3

(Affidavit on non-judicial stamp paper of Rs. 100/- or more by Authorized Representative and Signatory of the Bidder with his / her dated signature and company seal)

{In case of consortium, all the partners will have to submit this affidavit separately}

AFFIDAVIT

1. I/We do hereby certify that all the statements made in our bids in response to the RFP Reference No..... Dated..... and in the required attachments are true, correct and complete. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my bid at any stage besides liabilities towards prosecution under appropriate law.
2. I/We, on behalf of (Name of Bidder), with its registered office at do hereby declare that the above-mentioned Bidder has not been blacklisted / debarred by any State / Central Government Department / Public Sector Undertaking or their agencies in the previous five financial years (i.e. FY 2015-16 to till date) for breach on our part regarding services offered to be provided by us.
3. The undersigned hereby authorizes and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by BSDM to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that further qualifying information may be requested by BSDM and agrees to furnish any such information at the request of BSDM.
5. The undersigned understands and agrees that in case of their blacklisting or debarment by any State / Central Government or their agencies or Public Sector Undertakings (PSUs) between the bid submission date and LOA issuance for corrupt, fraudulent or any other unethical business practices or for any other reason, Bihar Skill Development Mission will be entitled to not issue / cancel the LOA and at its sole discretion and may ask the next bidder (H2) who has obtained 2nd highest composite score to enter into the agreement with the BSDM at H1 rates i.e. rates of first selected bidder or the H2 rates whichever is lower against each item of the financial quote. A similar process to be followed for H3 in case H2 denies the offer of BSDM and so on.
6. The undersigned understands and agrees that if there is a case of waiving off of any blacklisting or debarment then the undersigned mandatorily needs to inform the same to BSDM without fail with necessary documentary evidence.

7. I/We on behalf of (Name of the Agency) do hereby affirm and undertake that we have carefully read and understood the whole tender documents and will unconditionally abide by all the terms and conditions as given in the above-mentioned RFP.

For and on behalf of:

Signature:

Name:

Designation:

Date:

(Company Seal)

(Authorized Representative and Signatory)

Formats for Pre-Qualification Proposal

Form Prequal-4

Pre-Qualification Criteria

A- General Profile:

{In case of consortium, all the partners will have to submit the details as per format provided below}

Name of the Bidder	
Telephone Nos: Mobile Nos: E-mail: Website:	
Date of Incorporation (dd/mm/yyyy)	
Offices situated at different locations	
Address of Registered office	
GST Number (with document evidence)	GST Number: Evidence enclosed on Page No. ____
PAN NO. (with document evidence)	PAN No: Evidence enclosed on Page No. ____

B- Eligibility Information / Pre-Qualification criteria as per RFP (Mandatory Clause): Please fill properly.

SN	Parameter	Supporting documents to be provided	Compliance (Yes/No)	Page Nos. for Supporting documents provided
1				
2				
3				
4				
5				
6				
7				
8				
9				

Note:

If the applicant is found ineligible, then the proposal will be rejected for further Technical and Financial evaluation.

Formats for Pre-Qualification Proposal

Form Prequal-5

(On CA Firm Letter Head)

CA Certificate for Turnover

This is to certify the below details for the _____ (Bidder Name):

S.No.	Financial Year	Turnover (in Rs.)
1	2020-21	
2	2021-22	
3	2022-23	

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

UDIN:

Formats for Pre-Qualification Proposal

Form Prequal-6

(On CA/CS Letter Head)

CA/CS Certificate

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

The Agency has experience of _____ years in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner for projects with a value of at least 5 Crores for state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities.

The projects details are as below:

Name of Client (The contract awarding client should be **state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities**):

Period:

Contract Value:

Project Name and Brief Description:

And So on for next projects_____

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

UDIN (If applicable):

Formats for Pre-Qualification Proposal

Form Prequal-7

(On CA/CS Letter Head)

CA/CS Certificate

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

The Agency has experience of developing at least _____ (number of IT Portals) IT portal for state govt/central govt/PSU or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or/ Govt Universities.

The projects details are as below:

Name of Client (The contract awarding client should be **state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities**):

Period:

Contract Value:

Project Name and Brief Description:

And So on for next projects _____

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

UDIN (If applicable):

Formats for Pre-Qualification Proposal

Form Prequal-8

(On CA/CS Letter Head)

CA/CS Certificate

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

The Agency has experience of developing/ providing **Learning Management System (LMS) / Virtual e-Content delivery system services directly for _____ state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities in training/education /skill development field.**

The projects details are as below:

Name of Client (The contract awarding client should be **state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities**):

Period:

Contract Value:

Total users facilitated through the LMS for this project:

Project Name and Brief Description:

And So on for next projects_____

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

UDIN (If applicable):

Formats for Pre-Qualification Proposal

Form Prequal-9

(On CA / CS Letter Head)

CA / CS Certificate

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

The Agency has experience of developing _____ high-quality multimedia-based eLearning / capacity building / awareness generation content in Hindi/ English languages for which they have fully owned titles for state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities.

The projects details are as below:

Name of Client (The contract awarding client should be **state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities**):

Period:

Contract Value:

Project Name and Brief Description:

And So on for next projects_____

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

UDIN (If applicable):

Formats for Pre-Qualification Proposal

Form Prequal-10

(On Organization Letter Head)

Undertaking

We _____ *(In case of consortium, mention name of all the partners)* declare that, we have a team of _____ Software Developers, e-content developers/ designers/ multimedia developers as on the last date of submission of bid.

(Authorised Signatory)

Name:

Date:

Seal / Stamp

Formats for Pre-Qualification Proposal

Form Prequal-11

(On CA Firm Letter Head)

CA Certificate for Net worth

This is to certify the below details for the _____ (Bidder Name):

S. No.	As of Date	Net worth
1	31.03.2023	
2	31.03.2022	
3	31.03.2021	

(Signature)

Name:

Firm Name:

Date:

Membership No.:

Firm Registration Number:

Mobile Number:

E-mail id:

Stamp

UDIN:

Technical Proposal: Standard Forms

Section 4 - Technical Proposal: Standard Forms

Formats for Technical Proposal (To be enclosed in Cover B)

Checklist of Required Forms

Required for Proposal (√)	FORM	DESCRIPTION	<i>Page Limit</i>
	TECH-1	Agency's Organization and Technical Evaluation Sheet	
√	TECH-1A	A. Agency's Organization	20
√	TECH-1B	B. Technical Evaluation Sheet	10
√	TECH-2	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	50
√	TECH-3	Work Schedule and Planning for Deliverables	5

Form TECH-2

DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE

Form TECH-2: a description of the approach, methodology and work plan for performing the assignment as per the Terms of Reference (TOR) provided in Section 6.

a) **Technical Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s) and the degree of detail of such output, the approach for mobilizing the resources etc. Please do not repeat/copy the TORs in here.}

b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment as per the TOR, and tentative delivery schedule.

The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule Form in Tech 3. }

c) **Organization and Staffing.** {Please describe the structure and composition of your team, including the list of the Key Experts those who will be working on this assignment. }

Form TECH-3
WORK SCHEDULE AND PLANNING FOR DELIVERABLES

N°	Deliverables ¹	Months											TOTAL	
		1	2	3	4	5	6	7	8	9	n		

- 1 List the deliverables with the breakdown for activities required to produce them and other benchmarks such as the Client’s approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in a form of a bar chart.
3. Include a legend, if necessary, to help read the chart.

Section 5 - Financial Proposal: Standard Forms

**(Just for reference, not to be filled and uploaded with Technical Bid)
Please refer and upload online financial bid format on e-proc.**

**FORM FIN-1
FORMAT OF FINANCIAL PROPOSAL**

Table 1

SN	Component	Unit	Amount (in INR) (Excluding GST)
1	Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM). (C1)	Lumpsum	
2	eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS) (C2A). Currently KYP and BSCFA being implemented by BSDM, so quote accordingly i.e., for e-content of 240 (for KYP) + 120 (For BSCFA) i.e., 360 hours. *#	Lumpsum	
	Printing and delivery cost of study material (in hard copy) for each of the enrolled user under such courses. (C2B). Currently KYP and BSCFA being implemented by BSDM. Currently KYP Book – 480 Pages, BSCFA book - 240 Pages.	Per Page	
3	Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent (C3). Currently KYP and BSCFA being implemented by BSDM	Lumpsum	
4	State-wide Implementation, Monitoring and Operation Support for Skill Development Programs for entire contract duration (56 manpower) ...(C4) *	Per Month	

**# For calculation of the per hour rate of eContent in case of new or addition / modification in the existing eContent course (beyond the 25% change mandate). The rate will be as below:
Per hour rate = C2A lumpsum quote / 360 hours*

***Break up of Manpower Rates per month for 56 Resources**

Table 2

SN	Type of Manpower	Unit	Minimum Qualification	Minimum years of Experience	Amount per month (in INR) (Excluding GST)
1	Team Leader	1	MBA / MBA equivalent + B.Tech / B.Tech Equivalent	8	
2	Business Analyst	1	MBA / MBA equivalent +	5	

SN	Type of Manpower	Unit	Minimum Qualification	Minimum years of Experience	Amount per month (in INR) (Excluding GST)
			B.Tech / B.Tech Equivalent		
3	Database Administrator / Data related Hardware and Software Support Manager	1	B.Tech / B.Tech Equivalent	5	
4	System Architect / Senior Programmer	1	B.Tech / B.Tech Equivalent	3	
5	Developers	2	B.Tech / B.Tech Equivalent	3	
6	Senior Divisional Manager- Systems Support & Maintenance and Training Center Support	3	B.Tech / B.Tech Equivalent	3	
7	Junior Divisional Manager- Systems Support & Maintenance and Training Center Support	9	B.Tech / B.Tech Equivalent	3	
8	Cluster Manager	38	Graduation/ Diploma in IT related stream	2	
*Total of Manpower Rates per month for 56 Resources					

No Condition or Stipulation or addition of any item is allowed in tables 1 & 2 above, the contravention of which will result in rejection of Financial Bid.

C5 – Additional cost for hardware and hosting for the below rates beyond 25% escalation of the envisaged user base:

SN	Component	Unit	User Range – Total Annual Enrolment	Additional Amount (in INR) (Excluding GST)
a.	Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM)	Lumpsum	1000000 - 1499999	

b.	Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent	Lumpsum	1000000 1499999	-	
c.	Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM)	Lumpsum	1500000 1999999	-	
d.	Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent	Lumpsum	1500000 1999999	-	
e.	Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM)	Lumpsum	>= 2000000		
f.	Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent	Lumpsum	>= 2000000		

1. We understand that the functionalities covered under the above components will have to be delivered as per the schedule provided in Section 6 (Terms of Reference) will have to be deployed as per the mentioned timeline thereunder.
2. We understand that nothing will be paid over and above the Financial Quote provided above except GST on applicable rates. **Amount for GST is not required to be quoted by agency.** It will be paid extra by BSDM on applicable rates.
3. *We understand that BSDM does not give any formal or informal commitment/s for the number of learners that will come of the different centres. We also understand that Selection of agency under this RFP will not guarantee allocation of work and BSDM will assume no liability or cost towards it. BSDM makes no commitments, express or implied, that this process will result in a business transaction between anyone.*
4. Prices quoted should be inclusive of all fees towards complete scope of work, all out of pocket expenses / Per-diem all taxes, duties, levies, license fees, excluding GST and shall also include all expenses incurred for the execution of the contract such as travel expenses, transportation expenses, other expenses, office expenses, out of pocket expenses etc. along with margin. GST will be paid extra. Conditional Financial Bid shall be out-rightly rejected.
5. Other cost items like software designing, customisation, hosting, technical / managerial / operational expenses etc., if any, will be treated as inclusive in the Financial Quote. BSDM will provide office spaces for its state and divisional personnel. Attendance of non-state resources will have to be mandatorily certified by the team leader and will be so required for raising of invoice for item C4. For the State level resources deployed at BSDM office, Biometric attendance will be mandatory.
6. Payment shall only be made based on the services provided.
 - For C1 and C3
 - 5% of the quoted value on submission of FRS

- 5% of the quoted value on submission of SRS
 - 20% of the quoted value on completion and approval of the User Acceptance testing for the developed Portal and LMS
 - 40% of the quoted value on completion of Go-Live phase for the developed Portal and LMS
 - 30% on stabilization of the developed Portal and LMS i.e. 4 months after Go-Live
 - For C2A and C2B:
 - C2A – 100% upon delivery of all E-content (Go-Live)
 - C2B – Will be paid on delivery basis through monthly invoicing.
 - C4 – Post-stabilization period this will be paid on a monthly basis.
 - C5 – Will be paid based on the applicable slab rate if required.
 - BSDM, Department of Labour Resources, Government of Bihar will pay it within 30 working days from the receipt of the invoice through NEFT/RTGS in the bidders account or through cheque.
7. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal and that we shall remain bound by a communication within that time.
 8. We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and conditions.
 9. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

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

We remain,

Yours sincerely,

Authorized Signature: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

Section 6. Terms of Reference (TOR)

Bihar Skill Development envisages selection of an agency for implementation of the following scope through a Build-Operate-Transfer (BOT) model. The selected agency will develop the Knowledge Framework (Portal), LMS, eContent / Content for the various skilling initiatives of BSDM (as detailed in the scope or as instructed by BSDM) using their own infrastructure / hardware and after the development, testing, user acceptance, security audit clearance and operating it for the project period (or as instructed by BSDM) will transfer all applications / frameworks developed to State Data Center or any other location as directed by BSDM and all rights over the application and the Data will be with BSDM.

The Scope of Work is divided in following parts:

1. Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM)
 - a. Skill Development Center (SDC) / Center Life-Cycle Management System
 - b. Candidate's administrative life-cycle management system
2. Learning Management System (LMS) for such skill development courses (as and when prescribed) which will run in a quasi online medium having eContent
 - a. Candidate learning life-cycle management system
 - b. eExamination management system
 - c. Assignment management system
3. eContent for skill development courses (as and when prescribed) which will run in a quasi online medium through Learning Management System (LMS)
 - a. eContent Provider for Kushal Yuva Program (eCP-KYP)
 - i. KYP Course 1: English and Hindi Communication Skills
 - ii. KYP Course 2: IT Literacy Skills
 - iii. KYP Course 3: Soft Skills and Life Skills for Workplace Readiness
 - b. eContent Provider for Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally
 - c. Other General terms related to eContent for Kushal Yuva Program and BS-CFA
4. Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
5. State-wide Implementation, Monitoring and Operation Support for Skill Development Programs for entire contract duration.

The broad details of scope of work for the selected agency is given below. These are illustrative and not exhaustive and BSDM may require customization/ addition of other functionalities depending on the requirements during implementation of the project. The technical specifications given in the scope are for a bare minimum adherence and the actual deliverable can be complying to the provided technical specifications or better (if approved by BSDM).

Currently E-content and LMS are being used in Kushal Yuva Program (KYP) and BS-CFA Course which are having following broad component:

Learning Management System (LMS) for KYP and BS-CFA Program delivery Management (KFP-SDPM)

- a. Candidate learning life-cycle management system
- b. eExamination management system
- c. Assignment management system

eContent for Kushal Yuva Program (eCP-KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally

- d. eContent Provider for Kushal Yuva Program (eCP-KYP)
 - i. KYP Course 1: English and Hindi Communication Skills
 - ii. KYP Course 2: IT Literacy Skills
 - iii. KYP Course 3: Soft Skills and Life Skills for Workplace Readiness
- e. eContent Provider for Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally
- f. Other General terms related to eContent for Kushal Yuva Program and BS-CFA

The details are as under:

1. Knowledge Framework Provider (Portal) for all Skill Development Program's Management (KFP-SDPM)

The Knowledge framework (Dynamic portal) for both KYP and CSP to provide the following key benefits to the Stakeholders:

Candidates/ Trainees

- Seamless and hassle-free registration of the candidates
- Upload and download of certificates to the trained Candidates
- Providing Candidates with a view of their life cycle throughout i.e. from registration to their training, assessment, certification, skill development and placements
- Providing listing of job opportunities to candidates in their relevant skill / domain.

Training Service Providers / Training centre / Trainers

- Target allocation to Training centres based on intake capacity
- Target Achievement Tracking
- Visibility on the availability of training centers with desired facilities across blocks of the State
- Tracking completion of training, assessment and issuance of Certificate to the Candidates
- Required MIS reports
- Allowing Monitoring of attendance of the trainer & trainees
- Automated Invoice generation

Assessing Bodies/ Assessors (As per BSDM's requirement)

- Online registration of the Assessing bodies.

- Requirement / Demand based Assessment Agency/Assessor Allocation and Assessment Scheduling.
- Tracking of completion of assessment and issuance of Certificate to the trained Candidates.
- A robust support system for providing relevant and employable skills to the youth.

Employers/ Recruiters/ Industry (As per BSDM's requirement)

- Online registration of the Employment/ Placement Agency
- Search for relevant candidates with required skill sets as per vacancies
- Posting of Job opportunity on the Job Portal
- Tracking the job vacancies based on skill set, location wise, etc.

Departments

- Generation of online Utilization Certificates for schemes funds vis-à-vis target achievement
- MIS reports
- Facilitate in achieving sector-course target and various other parameters

BSDM

- Integrated view and dashboard for all the programme tracks and programmes state-wide roll out status
- Near paperless/Seamless and hassle-free registration of the Candidates/Training Centres /Assessment Bodies/Employers and complete tracking of their life cycles.
- Financial tracking across all the stakeholders
- Completion of training, assessment and issuance of Certificate to the trained Candidates.
- Generation of utilization certificates/ fund utilization tracking
- Online monitoring of:
 - Training centre performance against targets
 - Batch Management
 - Assessment & Certification
 - Placement & Post Placement Support
 - Utilization Certificates for schemes
 - Regular attendance of the trainer & trainees Sector-course target
 - Planning and coordinating the entire initiative of BSDM through IT System
 - Program Management and Monitoring across SPMU and DPMU

A. Skill Development Center (SDC) / Center Life-Cycle Management System

- a. New SDC Registration
 - i. Online Application form submission
 - ii. EOI submission for specific eligible Offering/Course
 - iii. Submission of various details e.g. Premises, Address, Infrastructure, Videos, Photographs, Documents, HR details, Bank account, etc.
 - iv. Verification of submitted details by authorized parent organization

- v. Final approval by BSDM
- vi. Trainer registration
- vii. Trainer profile
- viii. Trainer certification
- ix. Trainer attendance
- b. Existing SDC Renewal
- c. Remote IT Infrastructure management
 - i. Complete snapshot of hardware, software installed in SDC
 - ii. Approval/rejection as per minimum IT infra criteria
 - iii. Duplicate computer identification
- d. Automatic or manual authorization to additional services for existing SDC
- e. Customized Workflow system integration for controlling various activities
- f. Multi-tier network hierarchy management for smooth coordination of business
- g. Financial Transaction Management
 - i. Payment Collection/ disbursement thru Payment Gateway, NEFT, etc.
 - ii. Automatic / Semi-automatic / Manual Reconciliation of each transaction
 - iii. eWallet (advance payment) Facility for flexible utilization of payment
 - iv. Revenue share payment calculation, deductions (taxes), disbursement
 - v. Provision for Training centre payment, automated invoice generation, integration with tally (or any other accounting system) and bank
 - vi. Utilization certificate maintenance
 - vii. Financial reporting
- h. Communication with SDC
 - i. Email, SMS, Alerts on dashboard
 - ii. Personalized
 - iii. Manual or System generated after specific event or at scheduled time

B. Candidate's administrative life-cycle management system

- a. Learner Registration Management:
 - i. Event creation, enabling, disabling
 - ii. Event wise
 - Fees Definition
 - Schedule definition for various activities (registration, payment and confirmation etc.)
 - SDC share definition
 - Refunds provision to be added as per Common Guidelines of Ministry of Skill Development & Entrepreneurship
- b. Learner Registration:
 - i. Defining registration process
 - ii. Customization of registration form
 - iii. Configuration of Learner details
 - iv. Enquiry management

- v. Provision of providing the registration facility quasi/online and syncing of data with online admission data.
- vi. Provision for image assisted data entry of Learner details by SDC
- vii. Provision for capturing, registration form, Learner photo and signature through system
- viii. Support for Aadhar verification of the Learner data
- ix. Learner data verification system
- c. Batch Management
 - i. Type of batch. (BSDM (batches for schemes that will be under the purview of BSDM, Various central scheme batches. There will be multiple types of batches on account of the different target groups and guiding norms and running a mix batch will not be feasible)
 - ii. Course selection
 - iii. Trainer selection – Trainer batch mapping
 - iv. Duration & Timing of training per day
 - v. Candidate scheme mapping
 - vi. Approval of batches by respective departments
 - vii. Ongoing batch inspection
- d. Fees Management:
 - i. Through fee payment by various government schemes
 - ii. Learner can be confirmed against the fees or the approval rules based various scheme.
 - iii. Through fees payment by the Learner
 - iv. Fees management contents Learner fees collection from SDCs providing fees receipt to the Candidates and confirm admission after successful reconciliation of Learner fees.
- e. Learner Administration:
 - i. Learner data Editing and Finalization
 - ii. Learner registration to more than one course by using the available Learner data
- f. Bio-metric-Attendance:
 - i. AEBAS based or as mandated by BSDM
 - ii. Quasi online deployment of attendance system (As per BSDM need) so that internet dependency is removed
 - iii. Fingerprint enrolment
 - iv. Uploading of fingerprint uploading
 - v. Syncing/uploading of daily attendance data
- g. Examination Management(As per BSDM's requirement):
 - i. Course wise exam eligibility criteria definition
 - ii. Exam – Learner allocation
 - iii. Exam conduct
 - iv. Result processing
 - v. Result declaration
 - vi. Re-examination

- vii. Defining certifying body
- viii. Integration for Assessment with concerned portal (if applicable)
- h. Certificate Management:
 - i. Certificate definition
 - ii. Integration for Certification with concerned portal (if applicable)
 - iii. Defining certificate attributes
 - iv. Generation of eCertificate for eligible Candidates
 - v. Provision for certificate printing
- i. Disbursement of Grant / Invoicing:
 - i. Learner Progression wise share calculation and disbursement configuration (or milestone based as the case may be)
 - ii. Automated customized Invoicing
 - iii. As Learner completes the prescribed number of learning sessions, the SDC share should get due and can paid-out (disbursement) at end of the month.
 - iv. In addition to the disbursement, system should have facility for:
 - o Service tax calculation
 - o Display tax Certificate
 - o Partner share disbursement
 - o All mandatory tax compliances
 - v. Facility of system generated invoices for various service providers
 - vi. MIS Reports
- j. Placement and post placement tracking management
 - i. Registration of employers
 - ii. Job posting by employers
 - iii. View of posted jobs in Learner and SDC login
 - iv. Candidates to apply against the posted jobs
- k. Study material management & tracking system
- l. Placement details updation & post placement tracking

Note: If required by BSDM, the Knowledge Framework (Portal) should be able to facilitate resumption of training of a dropped-out candidate right from where they had dropped out / stopped training within the stipulated time period. Also, the Knowledge Framework (Portal) should be able to facilitate inter-batch or inter-center portability to allow a dropped-out candidate to resume their training in a different batch at the same center or at a different center.

m. MIS Reports and Dashboard:

The portal should have the feature to provide different reports in the system. These reports should be available both at local and central level and should have different flavours based on user roles. The reports should cover all aspects of registration, course, batch, learning progress and monitoring, bio metric attendance etc.

For such skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent and LMS

- Course completion
- Candidate reports (tracking, monitoring)
- Exam related reports
- Users / roles reports
- Bio metrics registration and attendance reports
- LMS activation reports
- Service management related reports
- Business Intelligence / analytical reports as per BSDM need

For Core skills training

- ▶ District and Block Performance Dashboard (Sample)
 - Students Enrolled (Target Vs Actual)
 - Training Centers Inspection Achievement
 - Student Placement Achievement
 - District and Block wise students Grievance & Redressal Achievement
 - PMU Team Attendance Achievement
- ▶ State Performance Dashboard (Sample)
 - District Performance Report
 - Scheme wise performance – Departmental Review
 - Payment to Training centres
 - Training Centers Inspection Report
 - Student Grievances & Redressal Report
 - Central / State Fund Mobilization and Utilization Status
- ▶ Other categorizations of MIS would also include category wise, gender wise, religion wise, training centre wise etc. reports
 - Categorized reporting
 - Scheme wise
 - Religion wise
 - Category wise
 - Gender wise
 - District wise
 - Sector wise
 - Training centre wise
 - Overall performance
 - Operational reporting
 - Target achievement reports
 - Candidate / Batch level reporting
 - Business Intelligence / analytical reports as per BSDM need

2. Learning Management System (LMS) for such skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent like KYP and BS-CFA Program currently being implemented by BSDM

A. Candidate's learning life-cycle management system

- a. Learner profile management
- b. Login generation for eLearning (LMS)
- c. Batch-wise learner management
- d. Monitoring-tracking of eLearning Progress
- e. Various Alerts to learner thru SMS
- f. Final Exam Scheduling, hall ticket generation
- g. Result processing, result publishing, certificate printing
- h. Re-exam application
- i. Course-batch specific configurability for customized admission process

Following are the functional requirements of the LMS:

Course Management:

- The LMS should be able to define / edit / delete/ assign a new course.
- Course Structuring and Integration:
 - The LMS should allow SCORM compliant content to be uploaded. Multiple language support should be there. The LMS should be able to show course content in a tree structure and allow sequencing / serialization of the content. The LMS should allow making parts of the content optional / mandatory. If made mandatory then Candidate should not be allowed to skip the content, neither Candidate can forward / fast forward / go to next section.
- **Content Creation:** The system should also allow importing SCORM compliant content. Configuring Topic wise certificates in the course sequence.
- **Content QC:** The LMS should have feature of quality control / check of the content. This should also allow edit features on the imported SCORM content.
- **Content Tracking:** The LMS should have tracking and monitoring features where Candidate's progress can be monitored. This will include parameters like time spent by the Candidate on each and every content object that he has gone through. Tracking also needs to be done for assessment.
- **Content Support:**
 - Support for all types of Multimedia content (Audio/Video/Word File/PPT/PDF)
 - Support for embedding external content
 - Content/Topic Sequencing requirement & option to make content Mandatory/Non-mandatory (which may be skipped) to be added

LMS Features:

Following are the feature points for LMS

The candidate should be able to learn in quasi mode or online mode using the Learning Management System based on the requirement.

While Training:

- Personal and Group login facility
- Access to eLearning content and course activities
- Access to course activities only for hard skill courses (to be learned at workplace)
- Provision to upload the video evidence of the activities learnt
- Language selection
- Access to assessment activities distributed across the course content (for continuous assessment)
- Calendar to set personal learning path to complete the course
- Collaborative features viz. chat
- Generation of topic wise completion certificate

Evidence of Candidate Training:

LMS in addition to above features should also enable for capturing evidence of training, like selfie video, using Picture-In-Picture (PIP) feature as a tool for evidence based learning and assessment. Here Candidate should be able to record her/his actions while s/he is creating an output.

Note: If required by BSDM the Learning Management System (LMS) should be able to facilitate resumption of training of a dropped-out candidate right from where they had dropped out / stopped training within the stipulated time period. Also, the Learning Management System (LMS) should be able to facilitate inter-batch or inter-center portability to allow a dropped-out candidate to resume their training in a different batch at the same center or at a different center.

Post Training features:

- For self-assessment, Candidate can take timed tests
- Practice and performance tests on different types of questions which include multiple choice single correct, multiple choice multiple correct, match the following, fill in the blanks, picture identification, jigsaw puzzle, crosswords, hotspots, second level reasoning and multimedia questions.
- Performance Monitor: with the help of graphical and numerical representation of complete performance monitor the Candidate can identify the weak areas for more practice.
- Submitting candidate feedback

Other facilities preferably provided:

- Personalized access to content
- Self-learning at own pace
- Collaboration with peers for enhanced learning
- Interaction with tutor/learning facilitator/ domain expert
- Hands on experience for practical
- Opportunity to apply the skills

- Assessment while learning by taking and solving the online challenges
- Meaningful assessment with corrective feedback leading to improvement in performance

B. eExamination management system

Online Examination management

- a. Item Bank (Question Bank) repository management
 - i. Create / edit / delete question bank
 - ii. Import / export feature.
 - iii. Support bilingual (Hindi / Question) where a Candidate can see question and options in both languages.
 - iv. Feature to import different types of questions including
 - multiple choice single correct,
 - multiple choice multiple correct,
 - match the following,
 - fill in the blanks,
 - picture identification,
 - jigsaw puzzle,
 - crosswords,
 - hotspots,
 - second level reasoning and concept map
 - v. Question Bank to follow international QTI standards prescribed by VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT, to maintain the question repository, different question parameters are stored, viz: difficulty level, type, marks, and associated learning unit.
 - vi. Feature for continuous up-gradation of the question repository
- b. Exam and Event management (As required by BSDM)
 - i. Exam creation
 - ii. Exam – Item bank Mapping (Blue Print Creation)
 - iii. Exam scheduling for set of Candidates at any point of time.
 - iv. System should be able to track all test for any given Candidate and should support associated reports with Candidate attempt details
- c. Exam Paper Generation
 - i. System should be able to conduct test online as well as in quasi mode through eExamination management system
 - Question and option randomization facility
 - ii. Paper generation for paper-based examination-in print ready format from secured printer login (As applicable)
 - iii. eExam interface (As applicable)
 - With candidate photo
 - Timer
 - Question and attempt summary with color legend
 - Exam instructions
 - Bilingual display of questions

- d. Secured Examination
 - i. Secured browser with restricted navigation
 - ii. Question, options, attempt details and marks data encryption
- e. Exam Evidence (As required by BSDM)
 - i. Capturing of exam evidence for transparent examination which includes:
 - o Webcam enabled exam conduct
 - video recording through web cam
 - o Desktop screen recording
 - o Screen shot capturing while exam attempt
 - o Webcam preview images capturing
 - o Uploading of all above evidences to server and provision to make it available for scrutiny.
- f. Exam venue management (As applicable)
 - i. Exam venue creation
 - ii. Exam venue candidate allocation
 - iii. Exam venue capacity management
 - iv. Exam venue –supervisor allocation
- g. Exam administration (As applicable)
 - i. Hall ticket generation
 - ii. Candidate attendance
- j. MIS and Dashboard
 - i. Exam wise –venue wise reports
 - ii. Candidate wise attempt reports
 - iii. Dashboard for centralized monitoring of exam event and post exam analysis

C. Assignment management system (As required by BSDM)

- a. Assignment management should offer interfaces for Candidates, teachers (faculty), evaluators (assistant faculty), tutor (lab instructor) and administrators to enable the teacher to post assignments for the Candidates based on the course structure.
- b. Inbox with assignment dates and status as new or expired
- c. Assignment randomization feature is required where in a set of assignments can be prepared and various assignments can be given to multiple candidates randomly.
- d. Submission and evaluation: Candidates can download, complete and then submit the assignments online
- e. Workflow to keep track of every assignment of individual Candidate.

3. eContent for such skill development courses (as and when prescribed) which will run in a quasi-online medium through LMS (like KYP and BS-CFA Program currently being implemented by BSDM)

3.1 eContent Provider

The scope of the work includes providing ready to use multimedia eLearning content in Hindi and English languages for IT Literacy course based on standards prescribed by National Vocational Education Qualification Framework NVQEF.

Study Materials/Books for such quasi-online medium courses having eContent and LMS:

- Bidder is also expected to provide the study material in hard copy to each of the enrolled candidates for such quasi-online medium courses having eContent and LMS, in a timely manner at the respective district headquarters.
- This will be the bidder's responsibility to transport and ensure delivery of study materials at respective skill development centers to the designated coordinator / owner of center in a timely manner. The bidder will deploy an automated inventory management system (book delivery system) with book wise delivery capturing possibility with a dashboard for BSDM to ascertain delivery status.
- The Bidder shall ensure that the study material is available for every Candidate enrolled in the Centers before the commencement of their Batch of the Course.
- **The study material should be approved by BSDM.**
- The Book/Study Material should be highly illustrated and should match the best quality standards and should contain prescribed number of pages.
- It is expected that the book should contain total number of pages at approximately 02 pages per hour of the prescribed course duration. One page will mean printing on one side of a page and a back-to-back printing will mean 02 pages. The book should be highly illustrated and should match the best quality standards containing contain prescribed number of pages. The book should be at least Two Colored and has to be made available in English and Hindi language as per estimation/requirement. One enrolled learner must get a book either in Hindi or in English.

Specification (Illustrative only and not exhaustive):

- Inner Paper 75 GSM Maplitho/Offset of A Grade Paper Mill, Four Colour- Back to Back Printing. Brightness should be minimum 82, opacity should be minimum 85 and smoothness should be maximum 300.
- Cover Page 250 GSM Art/Pearl Graphic, Gloss should be minimum 75%, Four Colour with lamination.
- Book Binding should be perfect binding.
- Per Page will mean one side of a Printed Page.

The existing course details for Kushal Yuva Program and BSCFA Course are attached as Annexure. The course details is only tentative and may be changed as per requirement of BSDM. The Course syllabus/contents/topics etc. have to be finalized in conjunction with and approval of BSDM.

3.2 Other General terms related to such skill development courses (as and when prescribed) which will run in a quasi-online medium through LMS (like KYP and BS-CFA Program currently being implemented by BSDM)

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

Yearly updation of the content of such courses to ensure market relevance of the content being offered.

Standards followed while designing the course:

- eContent: VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT compliant rich multimedia eLearning content in English and Hindi language.

Specification for Multimedia Based Educational Content: This is the minimum specification, and the final deliverable should be either compliant to the below specifications or better.

The bidder should have ready to use multimedia eLearning content in Hindi and English languages for such courses based on the syllabus as given in Annexure and as defined by BSDM time to time.

Content Features:

Following are the expected features in the content:

Nature of content

- A typical Content LO (Learning Object) must follow a representative flow viz.
 - Learning objective -introduction
 - Demonstration
 - Explanation
 - Exploration and interactive exercise and/or simulation
 - Summary
 - Test on skills covered in the learning object
 - Activity/Exercise
 - Project
- All the content must be VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT compliant
- Each and every single frame of content must be accompanied by narration text (similar to the VO language)
- Essentially all the content frame should have run time specified along with
- Each and every content frame must have a pre loader and a scrubber/status bar along with a reply button.
- Each and every content frame must have a clear (without any noise / humming) human voice over. It should be with neutral accent.

Content Types

Following are the types of content required for above mentioned course:

1. Inform sessions
2. Perform sessions
3. Assignments/ePortfolio activities
4. Projects
5. Question bank
6. Interactive quizzes (timed and untimed)

Inform Sessions

Inform type content may vary from animations, video, static images graphics, etc. This content will be rendered through HTML pages.

Flash Animations

- Screen size: 800 x 600 or 1024 x 768
- Embed all the desired fonts within the compiled file
- Duration: 30 – 40 seconds (for every individual frame)

Graphics

- Screen size: 800 x 600, 1024 x 768
- Recommended formats: JPEG, GIF, PNG, BMP, PDF

Video

- Screen size: 800 x 600, 1024 x 768
- Recommended formats: MPEG, MP4

Perform Sessions

Perform type content helps the learner to understand the concepts/skills and its application through interactivity. Session contains interactive exercises, simulations etc.

- Interactive exercises (with corrective feedback)
 - Screen size: 800 x 600, 1024 x 768
- Simulations (guided, with hints, and without hints)
 - Screen size: 800 x 600, 1024 x 768

Assignments / e Portfolio activities

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

Assessment through Objective Questions

To support comprehensive and continuous assessments the assessment sessions should have

- Simulation based assessment sessions (with hint, without hint): for convergence of learning and assessment

Objective questions including

- Multiple Choice Single Correct

- Multiple Choice Multiple Correct
- Fill in the blanks
- Match the following
- Drag and Drop
- Comprehensive questions
- Multimedia Questions with Video and Audio support

Content package

Content will be considered complete only when it is bundled with following:

- Detailed syllabus
- Day wise breakup
- List of special additions like case studies
- Quality assurance certificate/undertaking

Required features of the Multimedia educational content keeping in mind the aptitude and ability of the Candidates

Local language: For better understanding and interpretation, the languages in the multimedia content will be written and spoken with utmost correctness. The language experts may be engaged for the purpose.

Cultural context of multimedia eLearning content: It should predominantly reflect life ethos and culture of state

4. State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports etc. for entire contract duration.

BSDM is also desirous of accessing the proven managerial, operational, technical and coordination services delivery expertise and experience of the Bidder with proven track record in implementation /support of the large scale Skills Development Program using the knowledge and software framework/s mentioned the scope above and by using eContent mentioned above.

1. Knowledge Framework Technical Support

SDCs are going to use a support mechanism to track the issue or task allocation. Following is the scope of the support management System:

- Support multiple activities
- Flexible role-based access control
 - a. Defining roles and set their permissions
- Flexible issue tracking system
 - Defining status and issue types
 - a. Workflow transitions can be set up for each issue type and Role through the web-based administration interface (a default configuration can be loaded when installing the application)
- Gantt chart and calendar

- a. Generation of automatic Gantt chart and calendar based on issues start and due dates
 - o News, documents and files management
 - a. Posting messages and share files
 - o SMS and email notifications
2. The Bidder shall provide to BSDM its expertise and experience in rendering managerial, operational, technical and coordination services in implementation / support of the large scale Skills Development Program using the software platform based on the BSDM knowledge framework created by it hereunder.
 3. The Bidder will ensure that any legacy data of BSDM (data available with BSDM in any format across all schemes) is imported in the Portal / LMS developed by the bidder for BSDM.
 4. The Bidder should provide technical experts (both in the field of software and hardware) in the entire state for smooth functioning and state-wide Implementation, Monitoring, Maintenance and Operation Support of BSDM skill development programs for entire contract duration
 5. The Bidder shall deploy below manpower for efficient and effective execution of SDP through a state-wide network of SDCs.

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

Sr. No.	Designation	Level	Expected Numbers*	Minimum
1.	Team Leader	State	1	
2.	State Level Resources <ul style="list-style-type: none"> • Business Analyst - 1 • Database Administrator / Data related Hardware and Software Support Manager- 1 • System Architect / Senior Programmer- 1 • Developers - 2 	State	5	
3.	Senior Divisional Manager- Systems Support & Maintenance and Training Center Support	State / Division	Minimum 3. The Bidder may deploy more resources at their cost if so deemed necessary by them.	

4.	Junior Divisional Manager-Systems Support & Maintenance and Training Center Support	State / Division	1 Per Minimum 300 SDCs preferably for a Division (Minimum 9)
5.	Cluster Manager	District	1 Per Minimum 50 SDCs preferably in a District (Minimum 38 resources)

6. The Bidder shall provide necessary equipment like tablet/laptops with internet connectivity and mobile phones to the deployed manpower for the purpose of leading, managing, supporting and monitoring the SDCs. The district level persons shall also act as local mobilisers and organizers.
7. The Bidder will provide a list of the staff to BSDM, for processing entry passes/IDs (if required).
8. Upon receiving a written intimation from BSDM regarding the complete readiness of the workplace, the Bidder will commence its operations within two weeks from the work place made available by BSDM. The Bidder shall pay electricity bill (if so instructed by BSDM), internet and telephone bills for the office space allotted to it by BSDM.
9. The Bidder will be responsible for all matters regarding the staff deployed for rendering the services in this scope, including appointment, appraisal, termination, remuneration, supervision and monitoring the services rendered by the said staff.
10. The Bidder shall suggest the network hierarchy, desired number of Centers per district/block/ward as well as criteria for registration of Centers and periodic renewal of their registration.
11. The Bidder shall use the software frameworks created for BSDM and manage the conduct of the Courses.
12. The Bidder shall undertake the design of the stationery required for registration/renewal process.
13. The bidder shall also undertake the design of the stationery required for admission process like brochures, forms, receipts, etc.
14. The specifications of the stationery may be revised from time to time whenever felt necessary by both Bidder and BSDM.
15. The Bidder shall suggest criteria for granting/renewing authorization to SDCs if required by BSDM.
16. The Bidder shall undertake and facilitate the process of registration/renewal of the Centers from time to time as suggested by BSDM.
17. The Bidder shall render techno-managerial system support for registration/renewal of SDCs and upgrade the same from time to time as required.
18. The Bidder shall offer periodic reports through appropriate logins in the network hierarchy indicating loss of quality at the Centers, if any, and suggest appropriate preventive/ pre-emptive/ remedial/corrective actions.
19. Bidder may share some of its best practices, methods and ready designs with BSDM for suitable marketing, advertisement and promotional programs through various media so as

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

20. If requested by BSDM, Bidder may offer advertisement design support to BSDM.
21. The Bidder shall assist and facilitate the Centers to carry out advertisement and promotion among the potential clientele for the Courses at local level, but will not directly incur any expense for the same.
22. The Bidder shall offer the back-end techno-managerial support for smooth conduct of the Courses under this Agreement.
23. The Bidder shall through its back-end techno-managerial support, facilitate BSDM so that each batch of the Course will commence and conclude strictly as per the calendar agreed with BSDM.
24. The Bidder shall ensure that the study material is available to every Candidate enrolled in the Centers before the commencement of their Batch of the Course.
25. The Bidder shall create the login id of each Candidate on Learning Content Management System (LMS) of BSDM's eLearning Framework on Center LAN and regularly download the upgrades of LMS Software and eContent and ensure weekly upload of Candidates' progress profile to corresponding server by using the Internet facility at the Center.
26. The Bidder shall undertake the entire process of Online Certification Test for Certified Trainers / Learning facilitators, System Administrators and various other service providers in cooperation with BSDM by providing technical and academic support.
27. The Bidder shall facilitate for smooth conduct of the examination/s of the Candidates, their certification by using the LMS's examination software and methodology.
28. The Bidder will provide BSDM the LMS delivered course certificates (soft copy) as approved by BSDM and make any necessary updation in the certificate template as and when required.
29. The Bidder provide necessary support, information to BSDM for deciding the Business targets of the SDCs, use system for monitoring of the Critical Performance Indicators (CPIs) of the Network Partners, monitor their actual performance against set targets, give feed-back and suggest remedial/corrective actions to BSDM.
30. The Bidder will undertake periodic training of the various categories of the staff of the Centers so as to keep them updated about BSDM's norms and revisions thereof about the Courses / processes / modules.
31. The Bidder shall, in providing the Services, ensure that all reasonable efforts are taken to protect the privacy and security of BSDM's Customer Data.
32. Bihar Skill Development envisages selection of an agency for implementation of the following scope through a Build-Operate-Transfer (BOT) model.
 - a. The selected agency will develop the Knowledge Framework (Portal), LMS, eContent / Content for the various skilling initiatives of BSDM (as detailed in the scope or as instructed by BSDM) using their own infrastructure / hardware and after the development, testing, user acceptance, security audit clearance and operating it for the project period (or as instructed by BSDM) will transfer all applications / frameworks developed to State Data Center or any other location as directed by

BSDM and all rights / ownership over the application, source code and the Data will be with BSDM.

- b. All charges on account of hosting till the transfer of application to be borne by the selected agency.
- 33. The Bidder in collaboration with BSDM will get the application / Portal / LMS audited through a certified agency prior to transfer on State Data Center or any other location as directed by BSDM.
- 34. All the development work related to Portal, LMS and content needs to be completed in 6 months from date of agreement.

35. Phases of the Project with timelines

Sl. No.	Particular / Phase	Timeline
1	Issuance of LOA	T0
2	Requirement Gathering	T0 + 2 weeks
3	Development (for both software and eLearning content)	T0 + 18 weeks
4	User Acceptance testing	T0 + 20 weeks
5	Go-Live (for both software and eLearning content)	T0 + 6 months = T1
6	Stablization Period	T1 + 4 months = T2
7	Operation and Maintenance Period	T2 + 50 months

- 36. **Website:** The vendor will also develop and manage an adaptive website for BSDM in line with the existing BSDM website. The vendor will also ensure updation of the content on the website in collaboration with BSDM as and when required. The website should also have the necessary integration with the portal / other systems as per requirement. The agency needs to ensure that the ownership of the website along with the domain name should be of BSDM.
- 37. All types of hosting till the transfer to State Data Center or any other location as directed by BSDM to be done by the selected agency and all charges on account of hosting till then to be borne by the selected agency. During this period the application and the data need to be maintained at two separate sufficiently distant locations (one at primary and other at secondary site also known as Disaster Recovery (DR) site which will be used for data storage and rapid recovery in case disaster strikes), with mirror imaging preferably on real time basis or with a maximum lag of 24 hours. When the BSDM decides to host the whole service on State Data center or any other location as directed by BSDM, the agency shall be bound to do so without any extra cost while also planning for a mirror image at another location if so, specified by BSDM.
- 38. The selected agency will create the necessary development ecosystem at the BSDM work site at no additional cost to handle the operational changes / developmental work.

39. A parallel demonstration / training module to be created by the bidder at BSDM premises at no extra cost to anchor specific / generic capacity building , UATs etc.
- 40. The selected agency will ensure that the existing BSDM data will be seamlessly ported (without any data loss) on the new framework and will be always accessible in the BSDM desired format. At the end of contract period, the agency must transfer all BSDM data and applications in such a manner that will help BSDM to ensure that data / application of existing portal can be migrated easily and in a usable manner BSDM authorized hosting location. This thing has to be kept in mind since inception stage of the contract period for an easy transfer and transition of data at the end of contract period or as and when decided by BSDM.**
41. The Agency will be responsible to guide and facilitate BSDM on the technical specification to be ensured at State Data center or any other location as directed by BSDM and on ensuring a smooth transition / transfer.
42. In case of any user base/ annual enrolment increase no extra cost will be raised to BSDM till additional 25% change (from the envisaged approx. 8 Lakh annual enrolments) in user count. A proper Change management process to be created by the selected agency at commencement and duly approved by BSDM. The functional changes in the portal / LMS will be delivered by the 5-member technical team provisioned in this RFP document.
43. Yearly updation of such skill development courses which will run in a quasi-online medium through Learning Management System (LMS) and eContent like Kushal Yuva Program (KYP) and Bihar State – Certificate in Financial Accounting (BS-CFA) including GST and Tally”, to ensure market relevance of the content being offered and accordingly modification in hard copy of content (study material) as well and no additional payment will be done for this. In case of change in the eContent till 25% (in terms of total course duration) in hours no additional cost will be payable. A proper Change management process to be created by the selected agency at commencement and duly approved by BSDM will be followed. A special committee decided by CEO, BSDM will be responsible to suggest any content changes. The special committee will meet at least once every 6 months.
44. Capacity building of BSDM & other stakeholders (as required) for the system.
- Process wise / module wise periodic demo for the Knowledge framework (Dynamic portal) for all programs and the LMS.
 - Develop training materials, manuals and standard operating procedures and periodic updation of the same. The training for the staff will include training in use of the Knowledge framework (Dynamic portal) for all programs and the LMS for their respective operations and functions. Emphasis shall be on training end users to effectively use the Knowledge framework (Dynamic portal) for all programs and LMS features and provide initial handholding.
45. Minimum Technical Architecture. The final deliverable should be either compliant to the below specifications or better.

- Scalability: The application should have scalability to support 50000 concurrent users at any point of time the application should also support same number for any online / offline exam.
- Ease of Maintenance: The application code should have been written leveraging industry coding standards / frameworks / modularity. There should be sufficient documentation available across SDLC stages.
- Performance: The selected agency in consultation with BSDM needs to declare performance benchmark for all critical transactions. The selected agency also needs to certify and produce documentation to ensure that rigorous reviews and testing have been carried out in producing application platform. Performance will be one of the key criteria to finalize the application.
- Configurability: The application should have features to change look & feel (UI) of pages.
- Compatibility
 - The Knowledge framework (Dynamic portal) for all programs shall be compatible with Desktops, Tablets & phones. LMS should also have interoperability.
 - Data can be in different formats including but not limited to, MS-Word, excel, power-point, pdf, video etc.
 - Browser compatibility: Chrome, Mozilla Firefox, IE and Safari.
- The preferred technology would be open source (Java / PHP / MySQL etc. or any other pertinent technology)
- Content upload and compatibility standards: VIDEO/IMAGE/PDF AND ALL STANDARD FILE FORMAT
- Integration with third party systems
 - Integration with mail / sms gateways, any other relevant portal if required etc.
 - Candidate data from the District Registration cum Career Counselling Centre's registration portal (a portal created by Planning Department, Govt. of Bihar for Registration of youth and further channelizing them into their preferred program) or any other relevant portal needs to be pulled on the BSDM database through integration.
 - Integration with payment gateways, other skill development portals, other external systems recommended by BSDM etc.
 - Integration with payment gateways, other skill development portals etc.
 - The selected bidder will have to facilitate integration for SMS gateway, SMTP services, the costs of which will be borne by BSDM.
 - The payment gateway transactions charges will be borne by BSDM (if required). An arrangement will be made with Banks by BSDM in this regard, which needs to be facilitated by the selected bidder.
 - The selected bidder will provide API for connectivity with any software solution which is proposed by the training partner through which such training partner will implement the training.

46. The LMS should have capability of managing the following deployment model:
- Deployment/installation and activation on the local server of centers with personalized access to eContent for each candidate, assignment, evaluations, personalized candidate records, and analytical reports for the stakeholders.
 - Data sync up between offline and online (central server) installations is required on daily basis. The sync up should happen back and forth.
 - In case of issue in local server the central server should provide the learning facility to Candidate on temporary basis and learning records should get sync after the local server issue is resolved. This will help center and Candidate in providing minimum service down time.
47. Security: The applications should have very strong and robust security provisions including encryptions. As applications will have local server / client capability it should be secured enough so that no one can penetrate into the software / database.
- Application access needs to be protected through two layers of firewalls of different makes. First layer will be perimeter/external firewall and second layer will be core/internal firewall (hosted in the core of the network).
 - Sys Log server for log collection
 - Antivirus System – Symantec/Mcafee Host based
 - Load Balancer for distribution of traffic among multiple web/app servers
 - Valid authentication for application access
48. Service Level Agreement
- For Changes management
 - For a Minor change (<= 50 hours): 7 working days maximum for development and 15 working days for deployment, unless otherwise approved by BSDM.
 - For a Medium change (>50 hours and <=150 hours): 30 working days maximum for development and 60 working days for deployment, unless otherwise approved by BSDM.
 - For a Major change (> 150 hours): 90 working days maximum for development and 120 working days for deployment, unless otherwise approved by BSDM.
 - Create and operate help desk for easy resolution of client issues (L1 and L2 Support). The Help Desk should offer a single point of contact for all inquiries related to Knowledge framework (Dynamic portal) and LMS.
 - The help desk will cater to all the issues related to
 - Application downtime - The Knowledge framework (Dynamic portal) and LMS needs to maintain an uptime of 99%. Any planned downtime needs to be intimated and approved in advance.
 - Grievance redressal

- Change management – The mechanism for change management request handling is to be decided at the time of project commencement in collaboration between selected agency and BSDM.
- Technical issues (L1, L2) etc. – The Incidents and Service Requests handling mechanism is provided below
 - L1 Support: L1 or Level 1 Support is the initial support level responsible for basic customer issues. The first job of L1 support personnel is to gather the User’s information and to determine the User’s issue by analyzing the symptoms and figuring out the underlying problem. L1 support personnel are expected to resolve the basic issues reported by any User.
 - The L1 support will be prioritized as Low and Medium level issues based on the effort required with different response time.
 - ✓ Low: Response time <= 4 hours
 - ✓ Medium: Response time <= 8 hours
 - L2 Support: L2 or Level 2 is a more in-depth technical support level than L1 Support and requires more experienced and knowledgeable personnel on Knowledge framework (Dynamic portal) or LMS and related support services. It is synonymous with level 2 support, support line 2, administrative level support, and accounts for advanced technical troubleshooting and analysis required for rendering the solution posed. L2 shall provide support in resolving any query that is unresolved by L1. In case L2 support personnel is not in a position to resolve any query/request raised, they are required to take support from their organization over the same to ensure request resolution.
 - The L2 support will be prioritized as High and Critical level issues based on the effort required with different response time.
 - ✓ High: Response time <= 24 hours
 - ✓ Critical: Response time <= 72 hours
 - Response Time is the total time from request creation to issue resolution and restoration of service. Service may be restored either by a workaround or by a permanent solution. Ninety percent of issues to be resolved within the time frame specified for each Priority.
- Efforts to be made to ensure that all the requests are resolved in the stipulated response time.
 - Service measurement and Reporting : The service of the agency will also be measured on the following counts:

Sl. No.	Service	Minimum achievement standard
1	Application uptime	99%

	No. of issues resolved	95% of the total issues registered
2	Response time of the resolved issues in	90% of the total issues registered
3	No. of unscheduled outages	None

- Monthly reports for the above need to be submitted to BSDM by the agency.
- Customer / BSDM escalation matrix to be in place
 - The Business and Technology Services Leader assigned for BSDM should be available to address any questions about the services, processes etc. The Business and Technology Services Leader may be directly contacted, or a Service Request might be initiated with the Help Desk.

APPENDIX I – FORM OF CONTRACT (TENTATIVE)

CONTRACT FOR: Agency who will provide:

- a) Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b) eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS)
- c) Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent
- d) Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e) State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

under Build-Operate-Transfer (BOT) model for Bihar Skill Development Mission (BSDM)

CONTRACT NUMBER: RFP No. and Date of issuance of RFP

THIS CONTRACT is made

BETWEEN: [Bihar Skill Development Mission (BSDM), Department of Labour Resources, Government of Bihar (hereinafter called “the Client”)]

AND: [*Please insert name of Bidder*] (hereinafter referred to as “the Agency”)

[*Please insert nodal officer and communication address of the Agency*]

WHEREAS:

A. the Client has requested the Agency to provide certain services as defined in the Terms of Reference of the RFP (hereinafter called the “Services”); and

B. the Agency, having represented to the Client that they have the required professional skills, personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract.

NOW THEREFORE the parties hereto hereby agree as follows:

1. Documents

This Contract shall be comprised of the following documents:

- a) Form of Contract
- b) Letter of Award
- c) Section 1 – LOI and Important Information
- d) Section 2 - Instructions to Agencies and Data Sheet
- e) Section 3 – Pre-Qualification Proposal and attached formats
- f) Section 4 - Technical Proposal and attached formats
- g) Section 5 - Financials
- h) Section 6 - Terms of Reference
- i) Minutes of Contract Negotiation Meeting
- j) Form of Consortium agreement (if applicable)

This Contract constitutes the entire agreement between the Parties in respect of the Agency’s obligations and supersedes all previous communications between the Parties, other than as expressly provided for in Sections 2 and 6.

2. The mutual rights and obligations of the Client and the Agency shall be as set forth in the Contract; in particular

- (a) The Agency shall carry out the Services in accordance with the provisions of the Contract; and
- (b) Client shall make payments to the Agency in accordance with the provisions of the Contract.

Commencement and Duration of the Services

The Agency shall start the Services on ____*[please insert date]* ("the Start Date") and shall complete them by ____*[please insert date]* ("the End Date") unless this Contract is terminated earlier in accordance with its terms and conditions.

3. Financial Limit

Payment rates under this Contract shall not, in any circumstances, exceed as quoted in the Financial Proposal.

4. Time of the Essence

Time shall be of the essence as regards the performance by the Agency of its obligations under this Contract.

{Only in case of consortium, add: We undertake that all the partners i.e., _____ (name of the lead partner) and _____ (name of the other partner) shall be liable jointly and severally for the execution of the contract in accordance with the contract terms.}

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of Client

For and on behalf of Agency

Signature

Signature

Name:

Name:

Date:

Date:

Witness on behalf of Client

Witness on behalf of Agency

1.

1.....

2.

2.

APPENDIX II – FORM OF CONSORTIUM AGREEMENT (TENTATIVE)

This Consortium Agreement executed on this ____ day of _____ 2024

By:

M/s. _____ a _____ incorporated under the laws of _____ and having its registered office at _____
(Hereinafter called the “Lead Partner/Partner-in-charge” which expression shall include its successors);

And M/s. _____ a _____ incorporated under the laws of _____ and having its registered office at _____ (Here in after called the “Other Partner” which expression shall include its successors)

The Lead Partner / Partner-in-charge and the Other Partner shall collectively hereinafter be called as the “Consortium Members” for the purpose of submitting a proposal (herein after called as “Bid”) for the work of:

- a) Knowledge Framework (Portal) for all Skill Development Programs Management (KFP-SDPM)
- b) eContent for skill development courses (as and when prescribed) which will run in a quasi-online medium through Learning Management System (LMS)
- c) Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in a quasi-online medium having eContent
- d) Printing and Transportation of Books at the respective skill development centers - for courses which will run in a quasi-online medium through LMS and eContent (like KYP and BSCFA Course which is currently being implemented by BSDM)
- e) State-wide Implementation, Monitoring, Periodic Maintenance & Updation (of Portal, eContent and LMS) and other Operational Supports (Like Manpower Deployment) etc. for entire contract duration

under Build-Operate-Transfer (BOT) model for Bihar Skill Development Mission (BSDM)

in response to Request for Proposal (hereinafter called as ”RFP” Document) Dated __ / __ / 2024 for the purposes of submitting the RFP (RFP No. _____) and entering into a contract in case of award for the Assignment.

WHEREAS, the Client invited bids vide its RFP (RFP No. _____) for the Assignment AND WHEREAS as per document, Consortium bids will also be considered by the Client provided they meet the specific requirements in that regard.

AND WHEREAS the proposal is being submitted to the Client vide proposal dated __ / __ / 2024 based on the Consortium Agreement being these presents and the proposal with its forms and submission documents, in accordance with the requirement of RFP document conditions and requirements have been signed by the Authorised Signatory and submitted to the Client.

AND WHEREAS Clause of RFP document stipulates that a Consortium of maximum two organizations, meeting the requirements stipulated in the RFP document may submit a Proposal signed by Lead Partner

of the Consortium Members so as to legally bind all the Members of the Consortium who will be jointly and severally liable for the performance and all obligations there under to BSDM and duly signed Consortium Agreement shall be attached to the Proposal.

NOW THEREFORE, in consideration of the mutual covenants of the members of the Consortium, the sufficiency whereof is hereby acknowledged and other good valuable consideration, we agree as follows:

1. We the members in the Consortium hereby confirm that the name and style of the Consortium shall be A Lead Partner Consortium.
2. M/s _____ Shall act as Lead Partner for self, and for and on behalf of M/s _____ (Other Partner) and further declare and confirm that we shall jointly and severally be bound unto the Client for the successful performance of the obligations under the Request for Proposal (RFP) and resulting Contact Agreement(s) submitted /executed by the Lead Partner in the event of the selection of Consortium. Further, the Lead Partner is authorized to incur liabilities and receive instructions for and on behalf of any or all partners of the CONSORTIUM.
3. The composition or the constitution of the consortium shall not be altered without the prior consent of BSDM.
4. It is expressly agreed by the members that all members of the consortium shall be held equally responsible for the obligations under the RFP Document, Contract and this Agreement, irrespective of the specific roles/responsibilities undertaken by them.
5. For the purpose of this Agreement, the RFP Document and the Contract, the Lead Partner shall be the single point of contact for the BSDM, shall have the overall responsibility of the management of the assignment and shall have single point responsibility for ensuring that all members of the consortium are complying with the terms and conditions set out in the Contract and the RFP Document.
6. All instructions/communications from BSDM to the Lead Partner shall be deemed to have been duly provided to all the members of the consortium.
7. If BSDM suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to RFP (the "Agreements") or any shortfall in the performance of the Transaction or in meeting the performances guaranteed as per the RFP and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to BSDM on its demand without any demur or contest. The Client shall have the right to proceed against anyone of the partners and it shall neither be necessary nor obligatory on the part of the Client to proceed against the Lead Partner before proceeding against or dealing with the Other Partner.
8. The financial liability of the Consortium Members to the BSDM, with respect to any of the claims arising out of the performance or non-performance of obligations under the RFP and the resulting Agreement(s) shall not be limited so as to restrict or limit the liabilities of any of the Members and the Members shall be jointly and severally liable to BSDM.
9. It is expressly agreed by the Members that all the due payments shall be made by the Client to Lead Partner only.
10. This Consortium agreement shall be construed and interpreted in accordance with the laws of India and the Court of Patna shall have the exclusive jurisdiction in all matters arising there under.
11. It is also hereby agreed that Lead Partner shall, on behalf of the Consortium shall submit the Bid and performance Security as specified by Client in the RFP document.
12. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by BSDM.
13. This Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Assignment, which have been taken on by the Parties under the Contract, RFP Document and under this Agreement.

IN WITNESS WHEREOF, the Members to the Consortium agreement have through their authorized representatives executed these presents and affixed common seal of their organization, on the day, month and year first mentioned above.

For and on behalf of _____ (Lead Partner)

1) Witness

(Signature of Legally Authorised Signatory)

Name:

2) Witness

Designation:

Organization Name:

For and on behalf of _____ (Other Partner)

1) Witness

(Signature of Legally Authorised Signatory)

Name:

2) Witness

Designation:

Organization Name:

The interested bidders are strongly advised to visit the BSDM website www.skillmissionbihar.org for further details and knowledge about skill development programs and initiatives being implemented by Bihar Skill Development Mission.

To be treated as an Annexure to this document: Please must refer the Session and Topic wise Hourly Break-up of KYP and BSCFA Course available on BSDM website and also in tender section of BSDM website to understand BSDM KYP and BSCFA program.

Annexure: Tentative Syllabus and Course Content for Kushal Yuva Program and BSCFA Course (Illustrative only, not exhaustive and subject to revision planned / required by BSDM)

• **Brief Syllabus for Kushal Yuva Program (eCP-KYP) and BS-CFA:**

1. Syllabus Kushal Yuva Program (eCP-KYP):

The scope of the work includes providing ready to use multimedia eLearning content in Hindi and English languages for IT Literacy course based on standards prescribed by National Vocational Education Qualification Framework NVQEF.

A. KYP Course 1: English Language Skills (80 Hours)

List of Skills / Competencies in Syllabus

English Language Skills: Listening, Speaking, Conversing, Reading, Writing

Skill	Sub-skills
Listening (L)	<ul style="list-style-type: none"> • Concentration • Interest in the topic • Meaning and concept understanding • Sense making • Understanding • Memorization and recall
Speaking (S)	<ul style="list-style-type: none"> • Pronunciation • Fluency • Speed • Intonation • Clarity • Sentence construction
Conversing (C)	<ul style="list-style-type: none"> • Active Listening • Responding
Reading (R)	<ul style="list-style-type: none"> • Concentration • Meaning and concept understanding • Follow up reading • Loud reading • Silent reading
Writing (W)	<ul style="list-style-type: none"> • Understanding and clarity • Layout • Planning according to meaning • Use of language appropriate to content

- Note making

English language competency levels: Parity with International Standards for English Language Skills

Compliance is established with Common European Framework of Reference for Languages: Learning, Teaching and Assessment (CEFR standard) – Level A1 and A2.

Skill		A1 Level	A2 Level
UNDERSTANDING	Listening	1. I can understand familiar words when my family and common people speak. 2. I can use very basic phrases concerning myself, my family when people speak slowly and clearly. 3. I can understand simple conversation over phone.	1. I can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). 2. I can catch the main point in short, clear, simple messages and announcements. 3. I can identify topics of TV programs, especially if helped by visual clues.
	Reading	1. I can understand familiar names, words and very simple sentences, for example on notices and posters or in catalogues.	1. I can read very short, simple texts. 2. I can understand short simple personal letters. 3. I can extract basic information from newspaper, magazines etc.
SPEAKING	Spoken Interaction	1. I can ask and answer simple questions on very familiar topics. 2. I can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.	1. I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
	Spoken Production	1. I can use simple phrases and sentences to describe where I live and people I know.	1. I can use a series of phrases and sentences to describe my family. 2. I can use a series of phrases and sentences to describe other people. 3. I can use a series of sentences to describe my

			educational background and my present or most recent job.
--	--	--	-----------------------------------------------------------

Functions, Topics, Vocabulary

Description	A1 Level	A2 Level
Functions	Directions Describing habits and routines Giving personal information Greetings Telling the time Understanding and using numbers Understanding and using prices	Describing past experiences Describing people Describing places Describing things Obligation and necessity Requests Suggestions
Vocabulary and Topics	Food and drink Nationalities and countries Personal information Things in the town, shops and shopping Verbs – basic	Adjectives: personality, description, feelings Food and drink Travel and services
	Family life Hobbies and pastimes Holidays Leisure activities Shopping Work and jobs	

Grammar

A1 Level	A2 Level
Adjectives: common and demonstrative Adverbs of frequency Comparatives and superlatives Going to How much/how many and very Common uncountable nouns I'd like Imperatives (+/-) Intensifiers - very basic Modals: can/can't/could/couldn't Past simple of "to be" Past Simple Possessive adjectives Possessive s Prepositions, common Prepositions of place Prepositions of time, including in/on/at Present continuous Present simple Pronouns: simple, personal Questions	Adjectives – comparative, – use of than and definite article Adjectives – superlative – use of definite article Adverbial phrases of time, place and frequency – including word order Adverbs of frequency Articles – with countable and uncountable nouns Countables and Uncountables: much/many Future Time (will and going to) Gerunds Going to Imperatives Modals – can/could Modals – have to Modals – should Past continuous Past simple Phrasal verbs – common Possessives – use of 's, s' Prepositional phrases (place, time and movement)

There is/are
To be, including question + negatives
Verb + ing: like/hate/love

Discourse Markers:
Connecting words, and, but, because

Prepositions of time: on/in/at
Present continuous
Present continuous for future
Present perfect
Questions
Verb + ing/infinitive: like/
want-would like
Wh-questions in past
Zero and 1st conditional

Discourse Markers:
Linkers: sequential – past time

B.**KYP Course 2: IT Literacy Skills (120 hrs, Hindi and English Medium)**

Course offers Information Technology (IT) Awareness, Literacy, Functionality and Smart Use of following IT Tools:

1. Windows 10
2. Internet browsers
3. MS Word 365
4. MS Excel 365
5. MS PowerPoint 365
6. MS Outlook 365
7. Google Workspace

Syllabus should be mapped to following international standards:

Sr. No	International IT Literacy Standards
1	Microsoft Office Standards (MOS)
2	European Computer Driving Licence (ECDL)

Modules to be covered:

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

Details:

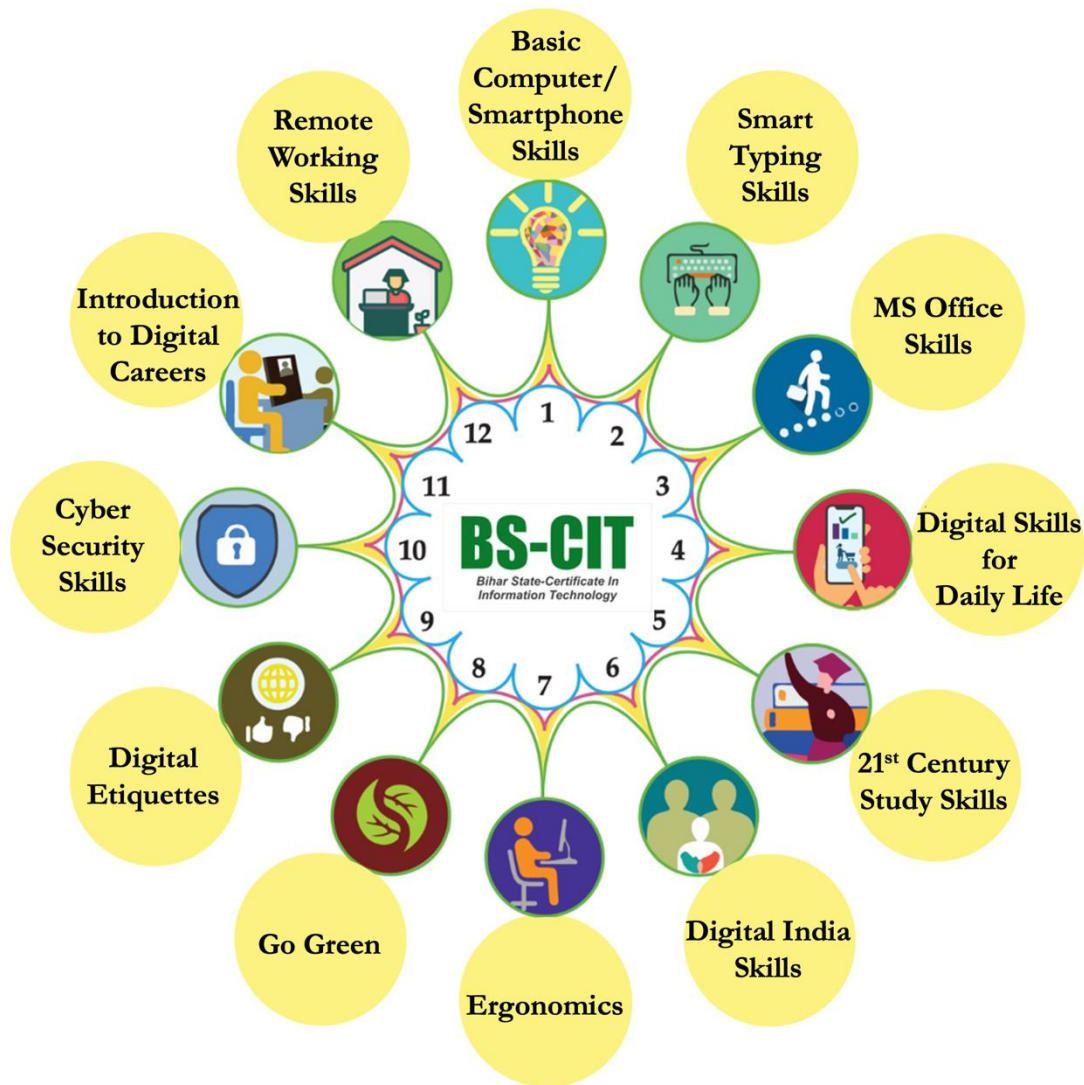
The software tools to be covered in the course:

Sr. No.	Tools
Operating System and Internet	
1	Windows 10
2	Internet
3	Google Chrome
4	Mozilla Firefox
Word Processor	
5	MS Word 365
6	Google Docs
Spreadsheet	
7	MS Excel 365
8	Google Sheets

Presentation Graphics	
9	MS PowerPoint 365
10	Google Slides
Personal Information Manager	
11	MS Outlook 365
12	Gmail Inbox
13	Google Drive
Other Essentials Tools	
14	Several Apps on Smart Phones

Syllabus

The syllabus consists of following 12 Pillars.



- 1. Basic Smartphone & Computer Skills:** In addition to basic concepts in IT and introduction to computers, this topic brings an awareness that in 21st Century almost everything is linked directly or indirectly to Information Technology e.g. from smartphone to Drone Technology to Google car, from Smart watches, Fit Bit to 3D printing and so on. This topic also covers awareness about the life and work of individuals whose inventions and discoveries have made today's world of IT possible and made our life simple, easy and interesting. This topic attempts to motivate and inspire a learner to pursue career in IT.
- 2. Smart Typing Skills:** Learner gets an opportunity to learn scientific method of error-free typing along with use of voice typing while achieving high speed and acceptable as per the industry standards.
- 3. MS Office Skills:** These are the skills that help the Learner work effectively at the workplace by way of smart use of various office automation tools to quickly deliver various professionally relevant high quality outputs required in normal job environments.

4. **Digital Skills for Daily Life:** Now-a-days, use of internet, mobile and similar gadgets, and Apps available on them have liberated us. 21st Century Daily Life Skills cover how to make smart use of such various Apps and Websites to make job environment efficient, productive and effective.
5. **21st Century Study Skills:** The rapidly changing part of life in 21st Century is, mainly the way we learn/study. 21st Century Study Skills helps us to keep up with it, and open new learning avenues. e.g.: using various websites/apps for accessing interactive learning objects, virtual labs, accessing knowledge-banks like, TED Talks, Google Scholar etc.
6. **Digital India Skills:** Being a citizen belonging to 21st Century, everyone should be aware of various online services and facilities made available by central government. 21st Century Citizenship Skills help in availing these services effectively. e.g.: services like availing passport, Aadhaar card, PAN card, various certificates like, birth/death/marriage/income certificate etc.
7. **Ergonomics:** Ergonomics is the process of designing or arranging workplaces, products and systems so that they fit the people who use them. Here in this section, a learner will learn the skills that help in improving their behaviour at workspaces and make them cope up with different environments to minimize risk of physical injury or harm.
8. **Go Green:** Go Green section includes knowledge and practices that can lead to more environment friendly and ecologically responsible decisions and lifestyles, which can help protect the environment and sustain its natural resources for current and future generations.
9. **Netiquettes:** Netiquettes are the etiquettes to use the internet. This includes communicating in a polite manner whether through mail, chat or forums, respecting copyright issues, posting topics, respecting the time of others, etc. All these aspects are covered in this section.
10. **Cyber Security Skills:** Cyber Security skills are the skills that anyone and everyone should be aware about. Skills that educate about vulnerabilities while moving around in the cyber world, and best practices for maintaining safety, securing your digital identity. e.g.: tasks like: I can protect myself from online spoofing, I can secure my net banking account with strong password, I can securely share my data on social media sites etc.
11. **Introduction to Digital Careers:** Every learner who is on verge of stepping in to employment, must get his/her basics right so as to be able to grab a job opportunity with success. The aspirant must know things such as how to create an effective resume, what tools are available online to assist him/her with different job opportunities available, how he/she can use Professional networking online to connect with Industry professionals etc.

Sr. No	Introduction to Digital Careers
1.	Financial Accounting Careers
2.	Office Productivity Careers
3.	Digital Designing Careers
4.	Programming Careers
5.	Data Analytics & Data Visualisation Careers
6.	Digital Arts Careers
7.	CAD/CAM Careers
8.	IT Hardware & Networking Careers
9.	Digital Freelancing Careers
10.	Industrial Revolution (IR) 4.0 Careers

12. **Work From Home (WFH) Skills:** WFH Skills have become the norm of the day in view of the Covid-19 Pandemic and will continue to be so in near future. Many of the industries/companies around the world had now adopted to WFH to a large extent. In this view, every learner must know the basics of Work From home and the skills he/she must require for effectively and efficiently work from home i.e. proper workplace arrangement, requirement of reliable Internet connection and speed, intermittent exercises to be done etc.

Basic Computer and Smartphone Skills:

Topics	Sub-Topics
Computer Basics	Describe the importance of computers in today's world.
	Identify the main parts of a computer.
	Identify the steps for starting and shutting down a computer.
	Identify the different groups of keys on a keyboard.
	Basic typing, typing in multiple languages.
	Perform different tasks by using a mouse.
	Describe other common computing devices such as laptops, netbooks, tablets, and phones.
	Identify the primary hardware components of a computer.
	Explain an operating system.
	Explain programs and data.
	Describe a network and the types of networks.
	Explain the terms Internet, World Wide Web, and intranet.
	Compare the features of different types of computers.
	Explain the role of memory.
	Explain the basics of computer performance.
	Explain the concept of minimum requirements for software.
	Describe the types of productivity programs and their uses.
Describe the types of communications programs and their uses.	

	Describe the uses of educational and entertainment programs.
	Explain the common functions of an operating system.
	Identify the components of the Windows 10 interface.
	Explain the options available in the Start screen of Windows 10.
	Work with the Windows 10 interface within programs.
	Manage files and folders in Windows Explorer.
	Perform basic file operations.
	Describe how computers have become a central part of everyday rural and urban life – around the world.
	Identify the career opportunities available for a computer-literate person.
The Internet, and the World Wide Web	Describe the uses of the Internet and Cloud Services.
	Identify the requirements for an Internet connection.
	Identify the features of two types of Internet connections.
	Relate the term bandwidth to types of Internet connections.
	Describe the components of the Web.
	Explain how Web addresses work.
	Explain how to connect to the Internet.
	Explore Web sites by using a browser.
	Describe how to save favorite Web sites.
	Search for reliable information on the Web.
	Explain how to perform transactions over the Web.
	Explain how e-mail works.
	Write and send e-mail messages.
	Manage e-mail messages.
	Identify correct e-mail etiquette
	How to create an email address.
	Identify the features of online communities.
	Explain how instant messaging and Web-cam video communication works.
	Explain how to create and publish Web pages.
Explain how to blog using Windows Live Writer.	
Information Technology, The Internet, and You	Information Systems
	People
	Software
	Hardware
	Data
	Connectivity and the Mobile Internet
The Internet, the Web and Electronic Commerce	The Internet and the Web
	Internet Access
	Web Utilities (Filters, File transfer utilities, Internet Security Suites)
	Communication
	Search Tools
	Electronic Commerce
	Cloud Computing
	The Internet of Things

Application Software	Application Software
	General-Purpose Applications
	Specialized Applications
System Software	System Software
	Operating systems
	Mobile Operating systems
	Desktop Operating systems
	Utilities
The System Unit	System Unit
	System Board
	Microprocessor
	Memory
	Expansion Slots and Cards
	Bus Lines
	Ports
	Power Supply
	Electronic Data and Instructions
Input and Output	What is Input?
	Keyboard Entry
	Pointing Devices
	Scanning Devices
	Image Capturing Devices
	Audio-Input Devices
	What is Output?
	Monitors
	Printers
	Audio-Output Devices
	Combination Input and Output devices
Secondary Storage	Storage
	Hard Disks
	Solid State Storage
	Optical Discs
	Cloud Storage
	Mass Storage Devices
Communications and Networks	Communications
	Communication Channels
	Connections Devices
	Data Transmission
	Networks
	Network Types
	Network Architecture
	Organizational Networks
Databases	Data
	Data Organization
	Databases

	DBMS Structure
	Types of Databases
	Database Uses and Issues

Smart Typing Skills:

Topics	Sub-Topics
Introduction	Introduction to Typing
	Touch Typing
	Voice Typing
	Keyboard
	Types of Keyboards
	Ergonomic Keyboards
	PDA Keyboards
	Devanagari Font and complex script settings, Unicode settings
	Muscle Memory
	Names of Fingers
	Finger Placements
	Minimizing Hand Movements
	Typing Trivia
	Measuring Progress
Introduction to Keyboard	Introduction to Keyboard, Home Row
	The Space Bar
	The Enter Key
	Using Keys
	Typing Tips
	Learning the G and H Keys
	Learning the Apostrophe Key
	Top Row
	Learning the E and I Keys
	Learning the W and O Keys
	Learning the Q and Y Keys
	Learning the P and T Keys
	Bottom Row
	Learning the C and Comma Keys
Learning the Tab Key	
Introduction to Number Pad	Num Pad
	Touch Typing on the Number Pad

	Num Pad Home Row Positions
	Index Finger Keys
	Typing Tips
	Learning the X and Period Keys
	Learning the Z and Slash Keys
	Learning the B and N Keys
Other Keys	Other Keys, Numbers and Symbols
	Shift Keys
Number and Symbols	Numbers
	Using Number Keys – 1 to 5
	Using Number Keys – 6 to 9 and zero
	Symbols
	Learning the Square Brackets and Back Slash Keys
	Navigation Keys
	End Key
	Page Up and Page Down Keys
	Arrow Keys
	Other Keys
	Esc Key
	Windows Key
	Special Keys
	Caps Lock
	Numeric Keypad
	Middle Finger Keys
	Ring Finger Keys
	Little Finger Keys
Data Entry in Various Tools	Microsoft Excel 365
	Creating a Workbook
	Using Templates
	Downloading Templates
	Creating a Blank Workbook
	Moving Between Cells
	Entering Headings
	Entering Data
	Adjusting Column Width
	Open Office Writer

	Creating a New Document
	Entering Text
	Text Wrapping and Tabs
	Selecting Text
	Editing Text
	Undoing and Redoing
	Editing Modes
	Open Office Calc
	Creating a Spreadsheet
	Moving Between Cells
	Entering Headings
	Entering Data
	Adjusting Column Width
	Google Docs
	Adobe PageMaker
	CorelDRAW
	Adobe InDesign
	Data Entry
	Role of a Data Entry Operator
	Need for Data Conversion
	Skills Required for Data Entry
	Types of Data Entry Jobs
	Data Entry Jobs in Industrial Sector
	Data Entry Jobs in Medical Sector
	Related Jobs
	Types of Data
	Data Validation
	Data Categories
	Data Correctness
	Compiling Data
	Data Entry Tools
Data Conversion, Scanning and Image Assisted Data Entry	Scanning
	OCR
	Data Conversion for the Web
	Other Conversions
	Data Entry Pay Scales

	Factors affecting Pay Scale
Copyrights and document formats	Copyright
	Legal Documents and Stamp Papers
	Other Documents
	Medical Transcription
	How Transcription Works
	Medical Transcription Course
	Stamp Papers
	Bank Documents
	KYC Details
	Loan Applications
	Form Entries
	Form Entry
	Publications
	Types of Typists
	More Information
Typewriters To Computers	

MS Office Skills:

Topics	Sub-Topics
Office Productivity Programs – MS Office (Word, Excel, PowerPoint) and Google Office (Docs, Sheets, Slides)	Describe the functionality of the common programs in Microsoft Office 365 and Office Web Apps.
	Identify the main components of the graphical user interface (GUI) of a productivity program.
	Use the pointer to navigate in a program.
	Identify the tabs, groups, and commands on the Ribbon.
	Use the buttons on the toolbars to perform various tasks.
	Type text and characters in a program by using the keyboard.
	Explain the use of keyboard shortcuts and key combinations.
	Perform basic tasks in a word processor.
	Find and open templates in word processor.
	Edit and format text in word processor.
	Work with tables and pictures in word processor.
	Proofread a document in a word processor.
	Identify the benefits of desktop publishing.
	Identify the components of a spreadsheet.
	Enter data into a spreadsheet.
	Perform basic mathematical tasks in a spreadsheet.
	Insert charts in a spreadsheet.
	Print a spreadsheet.
Identify the elements of a presentation program.	

	Create a presentation.
	Add graphics and multimedia to a presentation.
	Use the print options available in a presentation program.
	Explain basic concepts of a database.
	Create a database.
	Work with records in a database.
	Explain what database queries are and how they work.
	Work with reports.

Digital Skills for Daily Life:

Topics	Sub-Topics
Internet and Connectivity	Buying good internet plans for mobile
	Configure and activate internet connection for mobile
	Wi-Fi
	Tethering, Hotspot
Productivity	Mobile Number Identification :Truecaller App
	Google Tasks
	Google Calendar
	To-Do, reminders, Alarms, Clock
	Gmail
	Voice Typing
	Smart Voice Assistant: Google Assistant, Siri
	Weather forecast: Accuweather
	JustDial
	Mobile Scanners (Adobe Scanner, Google Lens)
	Evernote
	QR code scanning
	Google Docs, Google Slides, Google Sheets, Google Drive
	Google Playbooks
	Voice Recorder
	Mirroring Apps
	Minutes of meetings: Otter
	Google Keep
	Android File Explorer
DropBox	
Camera (Photo, Video)	
Social Connect	Networking for professional upgradation: LinkedIn
	Google Duo
	Skype
	Google Meet
	WhatsApp
	Booking movie/theatre tickets online: BookMyShow

Entertainment	Watching movies online : YouTube, Netflix, Prime Video, Hotstar, Voot
	News apps: Inshorts, Daily Hunt
	Storytel, Audible, BookGanga
	Smart Home: Alexa, Google Home
	Casting (Mobile on TV)
	Online Music: Gaana, JioSaavn
Cashless Transactions	Google Pay
	Paytm
	BHIM App
eBanking	Opening net banking account
	Credit or debit card for online shopping
Bill Payment/ Recharge	Recharge mobile phone online
	Pay Telephone bill online
	Pay electricity bill online
Travel	Travel Planning: Yatra, MakeMyTrip, Trivago, Google Trip
	Railway Booking: IRCTC
	Flight tracking: Flight Radar
	Booking Cabs online: OLA, Uber
	mParivahan
Navigation	Google Maps, GPS, Here Maps
New Media Literacy	Image Editing, Audio Editing, Video Editing, Short clips, Facebook videos, Instagram videos
	Google Photos, Musemaze, Kinemaster
File Sharing	Transfer using Bluetooth, ShareIt, WeTransfer
eCommerce	Online Shopping
	Amazon, Flipkart, Myntra, AJIO, Snapdeal
Utilities	Utility services: Urban Company
	Quickr
	Buy and sell: OLX
Backup and Recovery	Mobile Data Backup
	Contact/SMS Backup
	eWallets
	Digital Wallets
	SMS Organizer
Security	FaceID
	Biometric Authentication
	PINs
	Emergency Number (ICE)

21st Century Study Skills:

Topic	Sub-Topic
Smart Search	Using Google to search more information about study topics

	Doing clustered search
	Using Wikipedia to search the information
	Searching and downloading eBooks (NCERT)
	Finding information about The World via https://knoema.com/atlas
Online and Free Learning	Watching educational videos online (YouTube)
	Watching educational talks on TED Talks
	Listening to a podcast and learn cool science facts in 60 seconds
	Joining Massive Open Online Courses (MOOCs)
	Learning online courses on Coursera.org
	Learning online courses on Udemy App
	Learning any subject online for free on edx
	Learning from Best Colleges in the World - NPTEL
	Learning through videos on Khan Academy
	I want to improve my Social Learning/General Knowledge using Facebook
	Using Discovery Science for studying in a better way
	Learning programming/coding with peers on www.codecademy.com
	I can access online Research Papers (Google Scholar)
	I can participate in Live Discussions (Facebook Live)
	I can learn by discussions in forums (quora.com)
	Listening to music, watch videos and share online
	Learning through Edmodo
	Learning online courses on Moodle
	Notes Making and Presentation
Organizing my day/ Notes, important points using Google Keep	
Making a presentation on my research and take real time feedback via Google Slides	
Express my Ideas using Mindmap tool	
Checking my project report for Plagiarism using Plagiarism checker	
Collaboration and Data Organization	Collaborating with peers to practice for competitive exams like IIT JEE
	Conduct a poll/survey/research using Google Forms
	Improving my productivity using StayFocusd app
	Keeping track of my important events/classes all in one place (Google Calendar)
Language Learning	Searching synonyms, antonyms, and thesaurus on dictionary.com
	Checking grammar and spell check
	Improving vocabulary using volt
	Listening to Online Stories / Classic Literature in any language
	Learning a new language by interacting with my phone with the duoLingo App
	Learning about History using Google Arts and Culture

Art, History and Humanities	Learning about the History of India, using India History App chronologically
	Drawing art on a tablet using an app
Learning through Experiments, Games	Performing science experiments online- Physics
	Performing science experiments online– Chemistry
	Performing Math Experiments
	Learning about the stars by using http://stars.chromeexperiments.com/
	Testing Intelligence Quotient (IQ)
	Testing Emotional Quotient (EQ)
	Understanding my personality type - https://www.16personalities.com/
	Learning by playing games and improve my abilities - Elevate
	Learning by playing games and improve my abilities – NeuroNation
	Exploring http://planner5d.com/ for interior plans

Digital India Skills:

Topics	Sub-Topics
Citizenship Skills	Applying for Birth Certificate online
	Using online government helpline services
	Finding Vehicle Details
	Visiting and exploring 'mygov.in'
	Booking appointment online in Government Hospital
	Filing income tax return
	Applying for Aadhaar Card, verifying and updating Aadhaar Details
	Getting alerts from Central Government
	Applying for Passport online
	Tracking status of my Passport application online
	Applying online for Pradhanmantri Suraksha Bima Yojana
	Applying online for Pradhanmantri Jeevan Jyoti Bima Yojana
	Using Digilocker to store certificates online
	Scanning and storing documents online
	Applying online for Pradhanmantri Awas Yojana
	Applying online for Voter ID Card
	Searching name in the Voter ID list
	Applying online for Driving License
	Applying for PAN Card online
	Applying online for Pradhan Mantri Fasal Bima Yojana
	Registering complaints on Consumer Forum
	Booking an appointment with Government officer Online Booking
	Viewing details on MGNREGA
	Making an application for right to information
	Using Rakshak App for safety of Women and Senior Citizens
	Applying online for Pradhanmantri Mudra Yojana
Calculating income tax	
Checking weather status in nearby area	

	Knowing all Emergency Numbers
	Applying for ration card online
	Applying online for Start-up Recognition
	Applying for education loan
	Applying online for Pradhanmantri Sukanya Samruddhi Yojana
	Applying for National Scholarships
	Registering complaints with National Human Rights Commission online
	Using mKisan Portal and Kisan App
	Locating blood bank nearby me, and know about stock availability
	Availing ePost Office Service of India Post
	Availability LPG services online
	Checking Provident Fund Online
	Applying online for Atal Pension Yojana
	Tracking status of the court case online
	Getting Soil Health card
	Becoming aware about the Agricultural Market Price using mKissan App
	Applying for Death Certificate online

Ergonomics:

Topic	Sub-Topic
Correct Sitting Postures while using computer	Importance of ideal posture while using computer
	Some neck exercises for stress relief
	Ideal neck Posture
	Shoulder exercises for computer users
	Leg exercises
	Stretch your legs
	Why use an ergonomic chair?
	Use ergonomic table
	Ergonomic keyboard drawer
	Avoid the Lower Back Pain
	Prevent musculoskeletal disorders
	Exercises for your back
	Prevent ergonomic injuries in children
Using Mouse and Keyboard Correctly	Correct use of keyboard and posture
	Ergonomic keyboards
	Tips to use the keyboard
	Use Mouse Ergonomically
	What is an ergonomic mouse?
Taking Care of Eyes	Eyes vis-a-vis your computer screen
	Adjust the display's brightness
	Check and optimize the display settings
	Rule of 20-20-20"
	Prevent computer vision syndrome

	Blink your eyes
	Soothe your eyes
	Proper lighting around computer workstation
Taking Care of Ears	Avoiding high audio volume
	Helpful tips: Reading from your computer screen
	Using ergonomic headphones
Taking Care of Hands and Fingers	Exercises your hands and fingers
	Ouch! That wrist hurts!
	Flex those fingers
Forming good Habits	Break the harmful habits
	Adjust your workstation for comfort
	Check the position of your monitor
	Don't keep those legs dangling
	Correct laptop posture
	Exercises at your desk
	Avoid eating at your desk
	Breathing exercises
	Keep away from the noise
	Taking care while working at AC workplaces

Go Green:

Topic	Sub-Topic
Saving Energy	Importance of shutting down and logging off a computer
	Turn off your monitor
	Did you correctly shutdown your computer?
	Hibernate, lock or shut down?
	Screensavers are not energy savers, shun them
	Use apps to save time and fuel
	Use Google Maps to save fuel and time
	Save fuel, go green
	Tips on green computing
	Use shared drive storages instead of email attachments
	Analyze your computer's energy usage
	Use effective power management
	When multitasking, close the unused apps
	Organize files and folders: Saves energy
	Use energy saving technology
	Buy computers that come with a Star rating
	Buy only energy efficient products
	Upgrade to a flat panel LCD monitor
	Adjust the brightness on your monitor
Remember to turn-off the Bluetooth and Wi-Fi	

	Turn off the peripherals
	Verify if your computer's power supply is 80 plus Certified
	Extend the life of your computer
Paperless Working	Save paper, use the Notepad app
	Send e-invites and save paper
	Reduce your carbon footprints
	Share online and reduce paper waste
	Save paper, use both sides of paper
	Use paperless communication
	Use online services wherever possible
	Think before you take a printout
	Reduce paper margins to decrease paper consumption
	Use soft copies of textbooks whenever possible
	Use digital copies over hard copies
	Opt for e-bills and e-bank statements to save environment
	Use printer rationally, opt for eFax
	Replace colored prints with black and white
Saving Resources	Use Google Calendar to work effectively
	Create shortcuts, not copies
	Avoid unnecessary digital storage and email attachments
	Delete unused files from the hard drive
	Archive large email folders
	Avoid non-productive message and mail forwards
	Use zip files and PDFs
	Video conference to save time and resources
Download only the apps and programs you need	
Recycling	Recycle your old computer
	Separate your e-waste and techno trash
	Reuse ink cartridges

Netiquettes:

Topics	Sub-Topics
Netiquettes	Netiquettes
	Email etiquettes
	Online forms and their risks
	Be vigilant while using online classifieds
	Rules of Net-etiquettes
	Sharing is caring, but not on Internet
	Deactivate unused accounts
	Safe online recharge

	Risks in Online registration
	Validate before sharing online
	If you copy-paste, first know about copyrights
	Importance of strong password
	Sharing photos online
	Safe Downloading
	Stay safe on social networking sites
	Surf smarter
	Digital signatures
	Be safe while posting your resume online
	Trusted websites
	Cyber Hacking
	Cyber Mischief
	Cyber Stalking
	Cheating by personation
	Cyber Identity Fraud
	Some safe e-commerce tips
	Keep your software/apps updated
	Be vigilant while using online classifieds
	Just because it's free, it doesn't mean it's safe
Smart Habits	Encrypt files to protect data
	Online gaming is not always fun!
	Keep your account information for yourself
	Use antivirus protection before you go online
	Protect yourself from cyber bullying
	Stay safe while booking tickets online
	Create back-up copies for your important stuff
	Sharing is caring, but not on the Internet
	Unsecure wireless connections
	Peer to peer sharing
	Keep your data private online
	Surf smarter
	Don't leave copies of your printed pages in a common printer
	Use emoticons in your post
	Don't Type in ALL CAPS
	Read the email before you send
	Risks associated with social bookmarking
	Unsecured wireless connections
	Do not attach unnecessary files
	Don't reply a private message on "reply all"

Cyber Security Skills:

Topics	Sub-Topics
Cyber Security Skills	Managing and maintaining strong passwords
	Securing online banking transactions and taking care of information safety
	Setting Emergency Text on ANDROID phone
	Tracking the data (internet) usage on Android PHONE
	Using good antivirus software for my Laptop and PC
	Securing Profile and other pictures shared on Facebook
	Using App Locker tools for important Mobile Apps
	Restricting Administrator account access on Personal Laptops
	"Safely remove hardware option" for plug and play devices
	Legal aspects of fake Profiles on Social Media Sites
	Securing WhatsApp DP
	Awareness about Legal aspects of publishing/transmitting material containing sexually explicit conducts
	Awareness about defamation through social media and it's legal implications
	Awareness about frauds and cheating through matrimonial sites
	Using Login IDs and passwords on public computers using safety tips
	Be careful while Sharing and Forwarding on social media
	Prevent/Block the appearance of unwanted Ads and Pop-ups
	Importance of using a physical lock for laptop
	Checking the warranty of a product or gadget
	Importance of noting down the IMEI Code
	Avoid malware while downloading Android apps
	Blocking of my SIM card when handset is lost
	Awareness about the legal consequences of using cracked or pirated software
Protecting yourself from fake emails which pretend to be genuine	
Secure net banking and online transactions on public computers	
Awareness about data theft and IT Act 2000	
Awareness about Online Sexual harassments and it's Legal implications	
Protecting yourself from online lottery cheating and fake messages	
Smart Habits	Protection from 'Work from Home' scams
	Protection from social media blackmailing
	Awareness of consequences of downloading unknown Email attachments and safety tips
	Securing Debit/Credit card physically
	Awareness about the legal consequences of displaying and distributing pirated music/videos
	Protecting data in case of loss or theft of computer/laptop
	Steps to follow whenever Mobile is stolen/lost
	Using safety tips for using public Wi- Fi networks

Securing Aadhaar card data
Awareness about the hazards of playing online mobile games
Avoid peeping while using passwords and PINs
Using the safety tips while taking selfies
Awareness about legal consequences about data tampering
Awareness about the hazards of using mobile while walking or driving a vehicle on road
Awareness about the legal aspects of offence like internet and drug trafficking
Protect yourself while travelling by a hired car
Identifying and protecting from fraud calls regarding online lucky draw

Introduction to Digital Careers:

Topics	Sub-Topics
Introduction to Digital Careers	Job Readiness and Digital Freelancing
	Careers in Digital Freelancing
	Use of Mobile for Digital Freelancing
	Internet for Digital Freelancing
	Mobile Data and Hotspot
	Creating Professional email ID
	Security for email account
	Retrieving lost password for email account
	Resume: Do's and Don'ts
	Various Job portals
	Apply for suitable online jobs
	Create Professional Network on LinkedIn
	Digilocker: Store your documents online
	Google Drive for storage
	Communication and Etiquettes
	Gboard: Google Keyboard
	Grammarly
	Voice typing using Google Docs
	Notes taking using Google Keep
	Securing net banking transactions
Use of Paytm and BHIM for Cashless transaction	
Use of PayPal	
Job opportunities on Freelancing portals	
	Financial Accounting Careers
	Office Productivity Careers
	Digital Designing Careers
	Programming Careers
	Data Analytics & Data Visualization Careers

	Digital Arts Careers
	CAD/CAM Careers
	IT Hardware & Networking Careers
	Digital Freelancing Careers
	Industrial Revolution (IR) 4.0 Careers

Work From Home (WFH) Skills:

Topics	Sub-Topics
Introduction	Introduction To the Course
	Remote working - a developing global concept
	Types of Remote Working concepts
	Difference between Office working and Remote working
	Working with Global Teams
	How to be a Good Remote Worker
Getting Started with Remote Working	Connecting your laptop to internet - Wi-Fi
	Connecting your laptop to internet - Mobile Hotspot
	Connecting to your company's VPN
Connecting with peers in remote working - video and chat	Video conference through Google Meet
	Instant Messaging using WhatsApp
	Emails vs. Instant Messaging Applications
Collaborating with Team Members	Google Suite
Accounting of tasks in remote working	Trello
Trouble shooting of IT issue	Some Quick Fix Tips
	Team Viewer, AnyDesk
File Sharing during remote working	Dropbox
Office Tools	Digital signature
	Scanning documents
Best Practices in Remote Working	Create a workplace that works for you
	Take care of your physical health
	Take care of your mental health
	Time management
	Meeting Etiquette
	Messaging Etiquette

C. KYP Course 3: Soft Skills (40 hours)

The course covers soft skills, communication skills and personal effectiveness skills.

Soft Skills

Sr. No	Soft Skills
1	Psychology of Success
2	Self-Awareness and Self-Acceptance
3	Self-Management
4	Interpersonal Relationships
5	Collaboration and Cooperation
6	Time Management
7	Smart Goal Setting
8	Decision Making
9	Problem Solving (Conflict Management)
10	Emotional Intelligence
11	Positive Health
12	Ethics and Values
13	Being Sensitive Towards Others, Society and Nature

Communication Skills

Sr. No	Communication Skill
1	Effective Communication
2	Listening
3	Non-Verbal Communication
4	Interpersonal Communication
5	Communication within a Group
6	Social Skills (Diversity)
7	Presentations
8	Written Communication
9	Email Communication
10	Technology Mediated Communication
11	Visual Communication
12	Mass Communication
13	Public Speaking

Personal Effectiveness Skills

Sr. No	Skills of Personal Effectiveness for Job-Readiness
1	Critical Thinking
2	Scientific Attitude
3	Being Flexible
4	Being Confident
5	Being Effective
6	Being Creative and Innovative
7	Art Appreciation
8	Grooming
9	Resume Writing
10	Interview Preparation and Appearing for an Interview
11	Negotiation Skill
12	Service Orientation
13	Quality Orientation and Customer Delight

2. Syllabus for BS-CFA : 120 hrs

BSDM has implemented the Bihar State - Certificate in Financial Accounting (BS-CFA) scheme through Online Mode (LMS) and through an Interactive session conducted by a Certified Trainer (Learning Facilitator) to:

- Create a work force that understand how Goods and Service Tax (GST) is levied on the supply of goods and services and to help small and medium enterprises of Bihar for filing GST returns.
- Introduce a training that will enhance the employment / self-employment potential of the youth interested in pursuing a career in the aforementioned sector.
- We are launching a new course with Tally Prime version in comparison to the previous course with Tally version 9 for several important reasons:
 -
 - **1. Stay Current:** Tally Prime represents the latest iteration of Tally's software, incorporating significant enhancements, improvements, and modernization. It is essential for our learners to be up to date with the latest software versions to remain competitive in the field.
 -
 - **2. Enhanced Features:** Tally Prime introduces new features and functionalities that are not available in Tally version 9. These enhancements can streamline accounting processes, improve efficiency, and offer a more comprehensive learning experience.
 -
 - **3. Adaptation to Industry Standards:** Many businesses and organizations have upgraded to Tally Prime, making it the industry standard. By offering a course on Tally Prime, we ensure that our learners are prepared to meet the demands of the job market and work effectively in real-world scenarios.
 -
 - **4. Improved User Experience:** Tally Prime offers a more user-friendly and intuitive interface compared to Tally version 9. Teaching with the latest software ensures that our learners have a smoother and more enjoyable learning experience.
 -
 - **5. Future-Proofing:** By focusing on Tally Prime, we future-proof our course content. This means that our learners will acquire skills that are relevant not only in the present but also as the software continues to evolve.
 -
- In summary, launching a new course with Tally Prime is essential to provide our learners with the most current and valuable skills, aligning our offerings with industry standards and enhancing the overall quality of education we provide.

To give a brief overview as to what the new course will look like, following is the Table of Content (ToC) for the new course.

BS-CFA (Tally Prime)		
Session	Topic	Content
Session 1	Introduction to Accounting	Introduction & Objective of Session
		Definition & Utility of Accounting
		Introduction to Accounting
		Method of Accounting
		Financial Accounting Concept
		Basic Books of Accounts
		Recording Transactions
		Manual Vs Computerized Accounting
		Financial Reports under Accounting
		Knowledge Checks - 30
		Practice Assignments - 2
Processfolios - 1		
Session 2	Introduction of Tally Prime	Introduction & Objective of Session
		History of Tally
		Importance of Tally in accounting
		Tally ERP 9 Vs Tally Prime
		Tally Prime Setup - Download
		Tally Prime Setup - Installation
		Tally License Information
		Tally Prime Interface - Select Company
		Tally Prime Interface - Manage Options - Other Buttons
		Tally Prime Interface - Manage Options - F1 Help Button
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Introduction & Objective of Session

BS-CFA (Tally Prime)

Session 3	Maintaining Data in Tally Prime	Company Creation in Tally Prime - I
		Company Creation in Tally Prime - II
		Company Feature in Tally Prime - Accounting Feature
		Company Feature in Tally Prime - Inventory Feature
		Company Feature in Tally Prime - Taxation & Other Feature
		Gateway of Tally Introduction - Menu Options - I
		Gateway of Tally Introduction - Menu Options - II
		Gateway of Tally Introduction - Main Screen - I
		Gateway of Tally Introduction - Main Screen - II
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 4	Accounting Master Setup	Introduction & Objective of Session
		Accounting Group Introduction
		Accounting Group & Sub Group Creation I
		Accounting Group & Sub Group Creation II
		Accounting Group & Sub Group Alteration/Deletion
		Accounting Ledger Introduction
		Accounting Ledger Creation - I
		Accounting Ledger Creation - II
		Accounting Ledger Creation - III
		Accounting Ledger Alteration/Deletion
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)
Session 5	Inventory Master Setup	Introduction & Objective of Session
		Stock Group Introduction
		Stock Group Creation
		Stock Group Alteration / Deletion
		Stock Category Introduction
		Stock Category Creation
		Stock Category Alteration / Deletion
		Unit of Measurement Introduction

BS-CFA (Tally Prime)		
		Unit of Measurement Creation - Simple & Compound
		Unit of Measurement Alteration/Deletion
		Godown Introduction
		Godown Vs Location
		Godown and Location Creation
		Godown Location, Alteration/Deletion
		Stock Item Introduction
		Stock Item Creation
		Stock Item Alteration/Deletion
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 6	Voucher Types & Chart of Accounts	Introduction & Objective of Session
		Voucher Types in Tally Introduction
		Voucher Types Creation/Alteration in Tally Prime
		Chart of Accounts in Tally Prime
		Chart Of Accounts - Accounting Groups
		Chart Of Accounts - Accounting Ledgers
		Chart Of Accounts - Voucher Types
		Chart of Accounts - Inventory Masters
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 7	Multi Master & Preview of Financial Statements in Tally	Introduction & Objective of Session
		Multi Accounting Master - Introduction
		Multi Accounting Master - Creation
		Multi Accounting Master Alteration
		Multi Inventory Master - Introduction
		Multi Inventory Master - Creation
		Multi Inventory Master Alteration
		Preview of Trial Balance with Master Opening
		Preview of Profit & Loss Statement
		Preview of Balance Sheet with Master Opening
		Treatment of Opening Balance Difference
		Knowledge Checks - 30

BS-CFA (Tally Prime)		
		Practice Assignments - 2
		Processfolios - 1
Session 8	Accounting Voucher - Receipt & Payment	Introduction & Objective of Session
		Basic Accounting Vouchers used for business Transaction
		Receipt Transaction in Tally Prime - Configuration
		Receipt Transaction in Tally Prime - Booking
		Receipt Transaction in Tally Prime - Cash Receipt
		Receipt Transaction in Tally Prime - Bank Receipt
		Payment Transaction in Tally Prime - Configuration
		Payment Transaction in Tally Prime - Booking
		Payment Transaction - Petty Cash Expenses
		Payment Transaction - Online Payment
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)
Session 9	Advance Accounting & Inventory Voucher	Introduction & Objective of Session
		Payment Voucher
		Receipt Voucher
		Contra Voucher Configuration
		Contra Voucher - Cash Deposit
		Contra Voucher - Interbank Transfer
		Receipt Voucher as Contra Voucher
		Payment Voucher as Contra Voucher
		Journal Voucher - Depericiation
		Journal Voucher - Other transaction
		Cash Bank Books and Trial Balance Reports
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 10	Accounting Voucher (Other then Inventory)	Introduction & Objective of Session
		Cash Purchase Transaction - Configuration
		Cash Purchase Transaction - Account Invoice

BS-CFA (Tally Prime)		
		Cash Purchase Transaction - Voucher Format
		Credit Purchase Transaction - Account Invoice
		Credit Purchase Transaction - Voucher Format
		Cash Sales Transaction - Configuration
		Cash Sales Transaction - Account Invoice
		Credit Sales Transaction - Account Invoice
		Credit Sales Transaction - Voucher Format
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 11	Advance Accounting & Inventory Voucher	Introduction & Objective of Session
		Inventory Cash Purchase - Configuration
		Inventory Cash Purchase - Transaction
		Inventory Credit Purchase
		Inventory Credit Purchase with Delivery Charges
		Inventory Cash Sales - Bank Account
		Inventory Cash Sales - Cash Ledger
		Inventory Credit Sales
		Inventory Credit Sales with Delivery Charges
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 12	Other Vouchers	Introduction & Objective of Session
		Debit Note Voucher
		Credit Note Voucher
		Stock Journal - Material Transfer
		Stock Journal - Material Consumption
		Physical Stock
		Memorandum Voucher
		Optional Voucher Configuration
		Optional Voucher Proforma Invoice
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1

BS-CFA (Tally Prime)		
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)
Session 13	Financial Statements	Introduction & Objective of Session
		Financial Statements
		Accessing Trial Balance Report
		Working with Trial Balance in Tally
		Accessing Profit&Loss Account Report
		Working with Profit and Loss Report in Tally
		Accessing Balance Sheet Report
		Working with Balance Sheet Report in Tally
		Accessing Stock Summary Report
		Working with Stock Summary Report
		Cash & Funds Flow Statements
		Knowledge Check
		Practice Assignment
		Processfolio Assignment
		Open Ended Assignment
Long Assignment		
Session 14	Other Features & Reports	Introduction & Objective of Session
		Day book & Trial Balance Report
		Cancellation, Alteration and Deletion of Vouchers
		Addition & Insertion of Transaction in Tally Prime
		Printing & Exporting Vouchers
		Columnar Sales Register
		Columnar Purchase Register
		Cash & Bank Books in Tally Prime
		Edit Log in Tally Prime
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 15	Test 01 having 2 Assignment, 2 Objective Assessment and 1 Processfolio	

BS-CFA (Tally Prime)

Session 16	Bill-wise Transactions	Introduction & Objective of Session
		What is Billwise feature in Tally Prime?
		Types of Bill Reference in Tally Prime?
		Credit Purchase Transaction -I
		Credit Purchase Transaction -II
		Credit Sales Transaction - I
		Credit Sales Transaction -II
		Receipt Transaction (Against Reference)
		Payment Transaction (Against Reference)
		Receipt Transaction (Advance Reference)
		Payment Transaction (Advance Reference)
		Receipt and Payment On Account Reference
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Long Assignments - 1 (covering one or more financial years)		
Session 17	Bill-wise Outstandings Reports	Introduction & Objective of Session
		Bill wise Transaction for Non Trading Account
		Accounting Ledger Report - Creditors & Debtors
		Outstanding Receivables Report
		Outstanding Payables Report
		Ledgerwise Outstanding Report
		Groupwise Outstanding Report
		On Account Reference & Bill Settlements
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 18	Banking in Tally Prime	Introduction & Objective of Session
		What is Banking Feature in Tally?
		Mode of Banking Transactions in tally prime
		Bank Ledger Setup - Current Account
		Bank Ledger Setup - OD Account
		Receipt Transaction Single Party
		Receipt Transaction Multi Party

BS-CFA (Tally Prime)		
		Payment Transaction Single Party
		Payment Transaction Multi Party
		Inter Company Fund Transfer - Contra Transaction
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 19	Banking in Tally Prime II	Introduction & Objective of Session
		Cash Purchase (via Bank Account)
		Cash Sales (via Bank Account)
		Income Receipt Transaction
		Expense Payment Transaction
		Cheque Printing Configuration
		Cheque Printing from Voucher
		Cheque Printing Reports
		Payment Advice - Single Transaction
		Payment Advice - Multiple Transaction
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 20	Banking in Tally Prime III	Introduction & Objective of Session
		Cheque Register Report
		Cheque Register Alter Status
		Cash Deposit Slip
		Cheque Deposit Slip
		Post Dated Transaction
		Post Dated Summary
		Bank Reconciliation Preview
		Bank Reconciliation Process
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)

BS-CFA (Tally Prime)		
Session 21	Multi Currency	01_ Introduction & Objective of Session
		02_ What is Multi Currency Feature in Tally Prime?
		03_ Multi Currency Concept - ROE, FEF Realised & Unrealised
		04_ Company Creation with Base Currency
		05_ Multi - Currency Creation/Alteration
		06_ Export Invoice Inventory
		07_ Export Invoice Service
		08_ Import Invoice - Inventory
		09_ Import Invoice Service
		10_ Unadjusted Gain or Loss (FEF) Report
		11_ Payment against Import Invoice
		12_ Forex Exchnage Gain or Loss Ledger & Voucher Configuration
		13_ Forex Gain or Loss on Import - Full Payment
		Knowledge Checks - 30
		Practice Assignments - 2
Processfolios - 1		
Session 22	Multi Currency Advance	Introduction & Objective of Session
		Forex Gain or Loss on Import - Part Payment
		Receipt against Export Invoice
		Forex Gain or Loss on Export - Part Payment
		Forex Gain or Loss on Export - Full Payment
		Forex Gain or Loss on Advance Payment
		Forex Gain or loss on unrealised invoice (Year End)
		Bank Charges on Receipt
		Subsequent Year Export Invoice
		Subsequent Year Receipt
		Subsequent Year Transaction - Import Purchase
		Subsequent Year Transaction - Closing ROE
		Subsequent Year Transaction - Payment Voucher
		Forex Gain or Loss Reports
		Do's & Don't's while working with Multi Currency
		Practice Assignments - 2
		Processfolios - 1
Open-Ended - 1		

BS-CFA (Tally Prime)

Session 23	Purchase Order Process	Introduction & Objective of Session
		What is Purchase Order?
		Purchase Order Cycle in Tally Prime?
		Purchase Order Feature - Company Creation
		Purchase Order Feature - Voucher Setup
		Purchase Order Voucher Configuration
		Purchase Order Voucher No 1
		Purchase Order Voucher No 2
		Receipt Note Voucher No 1
		Receipt Note Voucher No 2
		Purchase Invoice No 1
		Purchase Invoice No 2
		Payment against Purchase
		Purchase Order Report
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 24	Advance Purchase Order	Introduction & Objective of Session
		Purchase Order Voucher No 1
		Purchase Order Voucher No 2
		Receipt Note Voucher No 1
		Receipt Note Voucher No 2
		Pre-closure of Purchase Order
		Rejection Out Voucher
		Purchase Invoice against PO No 1
		Purchase Invoice against PO No 2
		Debit Note against Purchase Invoice
		Payment Entry against Purchase Invoice
		Purchase Order Report
		Processfolios - 1
		Open-Ended - 1
Long Assignments - 1 (covering one or more financial years)		
Session 25	Sales Order	Introduction & Objective of Session
		What is Sales Order?
		Sales Order Cycle in Tally Prime
		Sales Feature Activation - Company Creation

BS-CFA (Tally Prime)

		Sales Order Feature - Voucher Activation
		Sales Order 1 (Buyer 1)
		Sales Order 2 (Buyer 2)
		Delivery Note 1 (Buyer 1)
		Delivery Note 2 (Buyer 2)
		Sales Invoice 1 (Buyer 1)
		Sales Invoice 2 (Buyer 2)
		Receipt against sales invoice
		Sales Order Report
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 26	Advance Sales Order	Introduction & Objective of Session
		Sales Order Voucher No 1
		Sales Order Voucher No 2
		Delivery Note Voucher No 1
		Delivery Note Voucher No 2
		Pre Closure of Sales Order
		Rejection In Voucher
		Sales Invoice against SO 1
		Sales Invoice against SO 2
		Credit Note
		Receipt Entry
		Sales Order Report
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 27	Advance Inventory - Case Study	Introduction & Objective of Session
		Company Data Setup
		Tally Voucher Setup
		Advance Receipt
		Sales Order
		Purchase Order
		Advance Payment
		Receipt Note Voucher

BS-CFA (Tally Prime)		
		Rejection and Replacement
		Stock Transfer
		Delivery Challan
		Purchase Invoice
		Sales Invoice
		Credit Note
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		What is Inventory Valuation?
		Stock Item Master Setup
		Sales & Purchase of Material
		Average Costing Method Introduction
		Average Costing Method in Tally
		FIFO Method Introduction
		FIFO Method in Tally
		LIFO Method Introduction
		LIFO Method in Tally
		Standard Costing Introduction
		Standard Costing in Tally
		Last Purchase Cost Introduction
		Last Purchase Cost in Tally
		At Zero Cost Introduction
		At Zero Cost in Tally
		Stock Item Profit Report
		Stock Item Behaviour
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)
Session 28	Introduction & Objective of Session	
Session 29	Accounting & Inventory Case Study	Introduction & Objective of Session
		Company Creation with Foreign Currency
		Godown and Voucher Setup

BS-CFA (Tally Prime)		
		Master Setup with Opening balance
		Sales Order Voucher
		Import Purchase Order
		Advance Payment against PO
		Other Accounting Transactions
		Import Purchase
		Delivery Challan
		Rejection In Voucher
		Sales against Delivery
		Payment and Receipt
		Forex Gain or Loss Report
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 30	Test 02 having 2 Assignment, 2 Objective Assessment and 1 Processfolio	
Session 31	Batchwise	Introduction & Objective of Session
		What is Batchwise?
		Batchwise Company Data Setup
		Batchwise Godown Setup
		Opening Inventory Master Information
		Opening Inventory Master Creation
		Purchase Voucher 1 - Batch wise
		Purchase Voucher 2 - Batch wise
		Stock Transfer
		Sales Transaction 1
		Sales Transaction 2
		Batchwise Inventory Reports
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Open-Ended - 1		
Session 32	Batchwise Case Study	Introduction & Objective of Session
		Company Creation with Batch wise Feature
		Company Data Configurations

BS-CFA (Tally Prime)		
		Ledger Opening Masters Inventory Opening Master Information Inventory Opening Master Creation Batchwise Purchase Transaction 1 Batchwise Purchase Transaction 2 Batch Wise Sales Transaction 1 Stock Transfer - Inter Godown Batch Wise Sales Transaction 2 Expired Batches Knowledge Checks - 30 Practice Assignments - 2 Processfolios - 1 Open-Ended - 1 Long Assignments - 1 (covering one or more financial years)
Session 33	Manufacturing Process I	Introduction & Objective of Session What is Manufacturing? What is Bill of Material? Feature Activation and Setup in Tally Prime Inventory Master Creation - Component Materials Inventory Creation with single BOM Inventory Creation with Multiple BOM Component Material - Purchase Order Purchase Invoice against PO 1 Purchase Invoice against PO 2 Stock Transfer - Default Voucher Stock Transfer - Voucher Class Inventory Reports Knowledge Checks - 30 Practice Assignments - 2 Processfolios - 1
Session 34	Manufacturing Process II	Introduction & Objective of Session Sales Order Voucher Manufacturing Process - Default Voucher Manufacturing Journal Voucher Manufacturing Process - with Scrap Manufacturing Journal Voucher - Additional Cost

BS-CFA (Tally Prime)

		Stock Transfer Voucher Class
		Stock Consumption - Damaged Product
		Sales Invoice against Sales Order
		Inventory Reports - Stock Summary
		Inventory Reports - Inventory Books
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 35	Case Study - Batchwise Manufacturing	Introduction & Objective of Session
		Case Study – Data Configuration
		Manufacturing Process Setup
		BOM– Semi Finished Goods Example
		BOM– Semi Finished Goods Setup
		BOM– Finished Goods
		Opening Inventory Balance
		Import Purchase – Component Materials
		Manufacturing Journal - Process A - I
		Manufacturing Journal - Process A - II
		Stock Transfer to “Production Store B”
		Manufacturing Journal - Process B
		Stock Transfer to “Warehouse”
		Manufacturing Journal - Process C
		Sales Invoice
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 36	Other Vouchers	Introduction & Objective of Session
		Integrate Accounts with Inventory Intro
		Integrate Accounts with Inventory Purchase
		Integrate Accounts with Inventory Reports
		What is Discount?
		Discounted Invoice with column
		Discounted Invoice with ledger
		Actual and Billed Quantity - Introduction
		Actual and Billed Quantity - Tally Prime
		What is Zero Value Transaction?
		Zero Value Transaction in Tally

BS-CFA (Tally Prime)		
		Printing Modes and Logo Configuration
		Alternate UOM - Item Creation
		Alternate UOM - Sales Invoice
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)
Session 37	POS Voucher	Introduction & Objective of Session
		What is Point of Sales?
		Modes of Payment under POS
		POS - Company Data Setup
		POS - Opening Inventory with MRP
		POS Voucher Setup
		POS Voucher Transaction - Cash Payment
		POS Voucher Transaction - Cheque Payment
		POS Voucher Transaction - Coupon Voucher
		POS Voucher Transaction - Card Payment
		POS Voucher Transaction - Multi Mode Payment
		POS Voucher Register
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 38	Other Tally Prime Feature	Introduction & Objective of Session
		What is Voucher Class
		Payment Voucher Class Setup
		Payment Transaction with Voucher Class
		Purchase Voucher Class Setup
		Purchase Transaction with Voucher Class
		Sales Voucher Class Setup
		Sales Transaction with voucher class
		Company's Multiple Address - Setup
		Invoicing with Multiple Address
		Multiple Address Setup - Party Master
		Multiple Address - Purchase

BS-CFA (Tally Prime)		
		Multiple Address - Sales
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
Session 39	Data Security - Administraive Password	Introduction & Objective of Session
		Security Feature in Tally
		Administrator Login Setup (Rights /Use/Change of Password)
		Security Level in Tally Prime
		Creation of Security Level -Billing Revenue
		Creation of Security Level - Procurement
		Creation of Security Level - Supervisor
		Password Policy in Tally Prime
		Users Creation
		Invoicing with user login - Procurement
		Invoicing with user login - Billing
		User Login Access - Supervisor
		User Login Deactivation
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Session 40	Data Securirty - Vault Password	Introduction & Objective of Session
		TallyVault Password
		Benefit of TallyVault Password
		Tally Vault Vs Tally Administrative Login
		Company Creation with Admin and Vault Password
		Tally User Role Setup
		Tally Users and Password Setup
		Master Setup with Admin Credentials
		Transaction with Manager Login Credentials
		Sales Invoice with user login
		Other transaction with user login
		Change / Removal of Tally Vault Password
		Backdated voucher disallowances
		Knowledge Checks - 30
		Practice Assignments - 2

BS-CFA (Tally Prime)		
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)
Session 41	Group Company Creation	Introduction & Objective of Session
		What is Group Company in Tally
		Key Feature of Group Company in Tally
		Group Company Advantages
		Company Information
		Member Company Creation 1
		Member Company Creation 2
		Member Company Creation 3
		Opening Master Balance - HO
		Ledger Balance Shifting - Inter Company
		Member Company Transaction - HO
		Member Company Transaction - Delhi
		Member Company Transaction - Jaipur
		Group Company Creation
		Group Company Financial Reports
		Knowledge Checks - 30
		Practice Assignments - 2
Processfolios - 1		
Session 42	Data Management	Introduction & Objective of Session
		Data Management in Tally Prime
		Data Backup in Tally Prime
		Data Restore Process in Tally Prime
		What is Data Splitting?
		Benefit of Data Splitting
		Data Splitting Process in Tally Prime
		Data Verification Post Splitting
		Data Repair in Tally Prime
		Data Migration Process in Tally Prime
		Data Path Configuration
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1

BS-CFA (Tally Prime)		
		Open-Ended - 1
Session 43	Data Export Import	Introduction & Objective of Session
		Export Import in Tally Prime - Case Study
		Export Feature in Tally Prime
		Export Configuration
		Export of Accounting Masters
		Export of Inventory Masters
		Export of Transactions
		Import Feature in Tally Prime
		Import Configuration
		Import Accounting Masters
		Import Inventory Masters
		Import Transactions in Tally Prime
		Import Bank Details
		Knowledge Checks - 30
		Practice Assignments - 2
Processfolios - 1		
Session 44	Tally Remote Access	Introduction & Objective of Session
		Tally Remote Access Feature in Tally Prime
		Company Data Configuration
		Remote Login Setup in Company Data
		Tally Remote Access Setup - Control Centre
		Tally Remote Access Login
		Remote User Login - Transaction
		Remote User Login - Reports
		Web Browser Feature in Tally Prime
		Web Browser Setup in Tally Prime
		Web Browser Report Access
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)
Session 45	Test 03 having 2 Assignment, 2 Objective Assessment and 1 Processfolio	

BS-CFA (Tally Prime)

Session 46	Payroll Setup	Introduction & Objective of Session
		What is Payroll?
		Payroll Salary Structure - Income and Deductions
		Payroll Setup in Tally Prime
		Payroll Master Creation - Group
		Payroll Employee I Master Creation
		Payroll Employee II Master Creation
		Payroll Master Creation - Attendance
		Payroll Master Creation - Production
		Payroll payheads creation - Earnings
		Payroll Master Creation -Deductions
		Defining Salary Structure
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Open-Ended - 1		
Session 47	Payroll Transaction	Introduction & Objective of Session
		Payroll Voucher Types
		Payroll Cycle in Tally
		Payroll Attendance Vouchers
		Payroll Processing Method - Instant or Accrual
		Payroll Voucher - User Defined
		Payroll Voucher - Salary
		Payroll Payment Voucher - Salary
		Statutory Payroll Payment Voucher
		Payroll Process - New Employee
		Payroll Process - Resigned Employee
		Payroll Attendance Vouchers - May
		Payroll Salary Voucher - May
		Knowledge Checks - 30
		Practice Assignments - 2
Processfolios - 1		
Session 48	Payroll Reports	Introduction & Objective of Session
		Payroll Salary Increment
		Payroll Salary Arrear Voucher
		Payroll Attendance Voucher - July
		Payroll Salary Voucher - July

BS-CFA (Tally Prime)

		Payroll Payment Voucher - July
		Salary Slip or Payslip
		Pay Sheet and Attendance Sheet Report
		Payment Advice Report
		Payroll Statement
		Employee Head Breakup
		Pay Head Employee Breakup
		Payroll and Attendance Register
		Employee Profile
		Employee Headcount
		Expat Reports
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)

Session 49	GST Introduction	Introduction & Objective of Session
		What is GST?
		Taxes Applicable Prior to GST
		Component of GST
		Taxes Subsumed under GST
		Taxes Not Subsumed under GST
		Intrastate GST Supply
		Interstate GST Supply
		Interstate Vs Intrastate GST Supply
		Nil Rated Vs Zero Rated Supply
		Standard GST Rates
		GST Registration
		GST Registration Dealer Types
		Regular Dealer Vs Composite Dealers
		All about Input Tax Credit
		Working Mechanism of GST
		Supplier Vs Seller
		Buyer Vs Recipient
		FCM Vs RCM
		Type of GST Return
Knowledge Checks - 30		

BS-CFA (Tally Prime)

		Practice Assignments - 2
		Processfolios - 1

Session 50	I GST Master Setup in Tally	Introduction & Objective of Session
		GST Configuration Page Information
		Company Creation & GST Feature Activation - Single State
		Multiple GST Registration Configuration
		GST Master Creation - Debtors
		GST Master Creation - Creditor
		GST Master Creation - Purchase Accounts
		GST Master Creation - Sales Accounts
		GST Master Creation - Stock Items - Configuration
		GST Master Creation - Stock Items - Creation
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1

Session 51	GST Master Setup in Tally II	Introduction & Objective of Session
		GST Master Creation - Income
		GST Master Creation - Expenses
		GST Ledger Creation - Common Ledger
		GST Ledger Creation - Input & Output Method
		GST Ledger Creation - GST Rate wise
		GST Ledger Creation - Rate wise Input & Output Method
		GST Ledger Classification
		GST Utilities - GST Rate Setup
		GST Utilities - Unit of Measurement
		GST Utilities - Update Party GSTIN
		Company Level – GST Details Setup
		Knowledge Checks - 30
		Practice Assignments - 2
Processfolios - 1		

Session 52	GST - Intrastate Supply	Introduction & Objective of Session
		GST Company Data Setup

BS-CFA (Tally Prime)

		GST Intrastate Inward Supply - Goods
		GST Intrastate Inward Supply - Master Setup
		GST Intrastate Inward Supply - Transaction
		GST Intrastate Inward Supply - Service - Setup
		GST Intrastate Inward Supply - Service - Transaction
		GST Intrastate Outward Supply - Goods - Setup
		GST Intrastate Outward Supply - Goods - Transaction
		GST Intrastate Outward Supply - Service - Setup
		GST Interstate Outward Supply - Service - Transaction
		GST Intrastate Inward Supply - Journal Voucher
		GST Ledgerwise Report
		GSTR1 Report Overview
		GSTR3B Report Overview
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1
		Long Assignments - 1 (covering one or more financial years)

Session 53	GST - Interstate Supply	Introduction & Objective of Session
		Interstate Inward Supply - Goods - Case Study
		Interstate Inward Supply - Goods - Party Ledger
		Interstate Inward Supply - Goods - Stock Items
		GST Interstate Inward Supply - Goods - Transaction
		GST Interstate Inward Supply - Service - Setup
		GST Interstate Inward Supply - Service - Transaction
		GST Interstate Outward Supply - Goods - Setup
		GST Interstate Outward Supply - Goods - Transaction
		GST Interstate Outward Supply - Service - Setup
		GST Interstate Outward Supply - Service - Transaction
		Export Invoice with Payment of IGST - Setup
		Export Invoice with Payment of IGST - Transaction
		GST Export Invoice - Goods - Without Payment of IGST
		GST Ledgerwise Report

BS-CFA (Tally Prime)

		STR1 Report Overview
		GSTR3B Report Overview
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1

Session 54	GST Advance Transaction & Reports	Introduction & Objective of Session
		What is RCM under GST?
		Intrastate Reverse Charge Mechanism - Setup
		Intrastate Reverse Charge Mechanism - Transaction
		Interstate Reverse Charge Mechanism - Setup
		Interstate Reverse Charge Mechanism - Transaction
		RCM Liability & ITC Reports
		RCM Liability & ITC Booking
		Eligible & In-Eligible Input Tax Credit
		In-Eligible Input Tax Credit Setup
		In-Eligible Input Tax Credit Transaction
		Multiple GST Rate Transaction
		Input Tax Credit Set-Off Rule
		Input Tax Credit Adjustment Transaction
		Input Tax Credit Adjustment Transaction - Continue
		GST Liability Payment
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1

Session 55	TDS Compliance	Introduction & Objective of Session
		Introduction of TDS Compliance
		TDS Feature Activation in Tally Prime
		TDS Master Setup - Nature of Payment
		TDS Master Setup - Party Master
		TDS Master Setup - Expense Ledger
		TDS Master Setup - TDS Ledger
		TDS Transaction - I (JV)
		TDS Transaction - II (Purchase)
		TDS Transaction - III (Advance)
		Expenses Booking against Advance Payment
		TDS Liabilities Payment

BS-CFA (Tally Prime)

		TDS Report
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1

Session 56	Case Study - GST & TDS	Introduction & Objective of Session
		Description of Case Study
		Company Creation and Feature Activation (Multi Branch)
		Inward Transaction - Inventory (GST) - Branch 1
		Inward Transaction - Inventory (GST) - Branch 2
		Inward Transaction - Service (GST + TDS) - Branch 1
		Outward Transaction - (Inventory) - Branch 1
		Outward Transaction - (Inventory) - Branch 2
		Outward Transaction - (Service) - Branch 1
		Outward Transaction - (Service) - Branch 2
		GST Liability Payment - Branch
		TDS Liability Payment
		GST Report
		TDS Report
		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
Open-Ended - 1		
Long Assignments - 1 (covering one or more financial years)		

Session 57	Year End Audit Transaction	Introduction & Objective of Session
		Year End Transactions Summary
		Depreciation on Fixed Assets
		Writeoff on Fixed Assets
		What is Provision of Expenses?
		Provision of Expenses Transaction
		What is Prepaid Expenses?
		Prepaid Expenses Transaction
		Deffered, Billed and Unbilled Revenue
		Expense Transfer to PNL
		Bad Debts (Debtor)
		Balance Write off (Creditor)
		Cash and Bank Ledger overview

BS-CFA (Tally Prime)

		Knowledge Checks - 30
		Practice Assignments - 2
		Processfolios - 1
		Open-Ended - 1

Session 58	Tally Report - Accounting	Introduction & Objective of Session
		Account Ledger Report (Balance Sheet)
		Account Ledger Report (Profit and Loss)
		Group Voucher and Group Summary
		Contra Register
		Payment Register
		Receipt Register
		Sales Register
		Purchase Register
		Journal Register
		Debit and Credit Note Register
		Voucher Clarification
		Statistics Report
		Exception Reports I
		Exception Reports II
		Ratio Analysis
		Knowledge Checks - 30
		Practice Assignments - 2
Processfolios - 1		
Open-Ended - 1		

Session 59	Tally Report - Inventory & Other	Introduction & Objective of Session
		Stock Item Report
		Godown Report
		Stock Group and Category Summary
		Stock Query Report
		Sales Order Register
		Purchase Order Register
		Movement Analysis
		Ageing Analysis
		Cost Estimation
		Shortcut Keys in Tally Prime I
		Shortcut Keys in Tally Prime II
		Knowledge Checks - 30

BS-CFA (Tally Prime)	
	Practice Assignments - 2
	Processfolios - 1
	Open-Ended - 1
Session 60	Test 04 having 2 Assignment, 2 Objective Assessment and 1 Processfolio

Annexure: Detailed QCBS evaluation calculation example (for reference only).

Technical Score Calculation

The formula for deriving/determining Technical Score (S(t)) is indicated below:

$$S(t) = (T/TH) * 100,$$

Where,

S(t) is the Technical Score for a particular bidder.

T is the Technical Score obtained by that particular bidder

TH is the highest total technical bid marks amongst all evaluated bids.

<i>SN</i>	<i>Evaluation criteria</i>	<i>Max. Marks</i>	<i>Firm 1 Marks</i>	<i>Firm 2 Marks</i>
1	Financial Credentials of the Bidder	25		
1.1	Average Annual Turnover of the Bidder as per the audited consolidated financial statements for the last 3 financial years (FY 2020-21, FY 2021-22 and FY 2022-23):			
	> 300 Crore: 25 Marks			
	> 150 Crore & <= 300 Crore: 20 Marks	25	25	20
	> 100 Crore & <= 150 Crore: 15 Marks			
	> 50 Crore & <= 100 Crore: 05 Marks			
	<i>{In case of Consortium, credentials of only the lead partner shall be evaluated for this criteria}</i>			
2	Experience of Bidder (CS Certificate / CA Certificate, work order / contract document, Performance certificate / Completion certificate, information available in public domain / Demonstration from the client as proof of the following as applicable for the each criteria)	55		

<i>SN</i>	<i>Evaluation criteria</i>	<i>Max. Marks</i>	<i>Firm 1 Marks</i>	<i>Firm 2 Marks</i>				
2.1	The Sole Bidder / Any Partner in case of a consortium, should have experience of at least 03 years in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner for projects with a value of at least 5 Crores for state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments/ Govt Universities.	25 (15 + 10)	25	22				
	For experience - 15 marks							
	>= 5 Years experience: 15 Marks							
	>= 4 Years experience and < 5 Years experience: 10 Marks							
	> = 3 Years experience and < 4 Years experience: 05 Marks							
	(Maximum of 15 marks)							
	For Project value – 10 marks							
	If value of any single order is:							
	>= 50 Crore: 10 Marks							
	>= 30 Crore < 50 Crore: 07 Marks							
	>= 10 Crore < 30 Crore: 05 Marks							
	> = 5 Crore < 10 Crore: 02 Marks							
	< 5 Crore: 0 marks							
	(Maximum of 10 marks)							
	<i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i>							
	2.2				The Sole Bidder / Any Partner in case of a consortium should have experience of developing at least three IT portals for state govt/central govt/PSU or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or/ Govt Universities.	10	7	5

SN	Evaluation criteria	Max. Marks	Firm 1 Marks	Firm 2 Marks
	>= 10 IT Portals: 10 Marks			
	>= 05 IT Portals < 10 IT Portals: 07 Marks			
	> 03 IT Portals < 05 IT Portals: 05 Marks			
	(Maximum of 10 marks)			
	<i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i>			
2.3	The Sole Bidder / Any Partner in case of a consortium should have experience of developing/ providing Learning Management Service (LMS)/ Virtual e-Content delivery system services directly for state govt/central govt/ undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities in training/ education /skill development field. The LMS service can be a part / module / component of a bigger project eg: Department ERP/ University Management System etc			
	Total users facilitated through the LMS/LMSs	10	5	3
	• 1,00,000 users or More: 10 Marks			
	• >= 50,000 users < 1,00,000 users: 05 Marks			
	• > 25,000 users < 50,000 users: 03 Marks			
	• Upto 25,000 users: 02 Marks			
	(Maximum 10 marks)			
	<i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i>			
2.4	The Sole Bidder / Any partner in case of a consortium, must have developed or should have deployed high-quality multimedia-based eLearning / capacity building / awareness generation content in Hindi/ English languages for which they have fully owned titles for state govt/central govt or undertakings/ agencies/ corporations/ Boards/ Societies etc. of central/state governments or Govt Universities	10	10	10
	More than Five eContents: 10 Marks			
	Two to Five eContents: 7 Marks			

<i>SN</i>	<i>Evaluation criteria</i>	<i>Max. Marks</i>	<i>Firm 1 Marks</i>	<i>Firm 2 Marks</i>
	One eContent: 5 Marks (Maximum of 10 Marks) <i>{In case of Consortium, credentials of only one of the Partner shall be evaluated for this criteria}</i>			
3	Approach & Methodology	20		
3.1	1. Understanding of Business & Scope of work – 2 marks 2. Approach and Methodology – 6 marks 3. Work Plan – 2 marks	10	9	9
3.2	Live Demonstration and presentation of: 1. Any existing portal created by the sole bidder / any partner of the consortium covering end-to-end solution – 2 marks 2. Details (including visual snapshots / audio / video / multimedia content) of the high-quality multimedia-based eLearning / capacity building / awareness generation content in Hindi/ English languages created by the sole bidder / any partner of the consortium– 2 marks 3. Any existing Learning Management Service (LMS)/ Virtual e-Content delivery system services for Skill development / Training / Education sector created by the sole bidder / any partner of the consortium – 2 marks 4. Experience in Development, Operation and maintenance of Software as a system integrator / Technical agency / Software development partner in line with the TOR in this RFP – 2 marks 5. Any proposed value addition across the various aspects of the TOR. Any proposed value addition across the various aspects of the TOR in this RFP – 2 marks	10	8	8
	Total	100	89	77

So,

Technical Score for Firm 1 S(t)-F1 = (89/89) * 100 = 100

Technical Score for Firm 2 S(t)-F2 = (77/89) * 100 = 86.51685

Financial Score Calculation

C5 component value calculation

C5 - Particulars	Quotation type	Slabs	Weight	Firm 1 (In INR)	Firm 2 (In INR)	Total Firm 1 (IN INR)	Total Firm 2 (In INR)
Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM)...	Lumpsum	1000000 - 1499999	0.2	1000000	500000	200000	100000
Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent	Lumpsum	1000000 - 1499999	0.2	1000000	500000	200000	100000
Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM)...	Lumpsum	1500000 - 1999999	0.2	2000000	800000	400000	160000
Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent	Lumpsum	1500000 - 1999999	0.2	2000000	800000	400000	160000
Knowledge Framework Provider (Portal) for all Skill Development Programs Management (KFP-SDPM)...	Lumpsum	>= 2000000	0.1	3000000	1000000	300000	100000
Learning Management System (LMS) for skill development courses (as and when prescribed) which will run in an quasi online medium having eContent	Lumpsum	>= 2000000	0.1	3000000	1000000	300000	100000
						1800000	720000

Average Monthly man-rate taken as INR 1,00,000 for Firm 1 and INR 90,000 for Firm 2

So, financial scoring to be done as :

Component identifier	Calculation	Unit	Firm 1 (INR)	Firm 2 (INR)	Weight	Total for Firm 1 (INR)	Total for Firm 2 (INR)
C1	Lumpsum - one time	Lumpsum	100000000	80000000	0.2	20000000 (A)	16000000 (A)
C2A	Lumpsum - one time	Lumpsum	100000000	80000000	0.2	20000000 (B)	16000000 (B)
C2B	Annual total (To be calculated by multiplying quoted per page * 800000 * 780 pages)	Per Page	0.5	0.4	0.15	43200000 (C)	34560000 (C)
C3	Lumpsum - one time	Lumpsum	50000000	80000000	0.15	7500000 (D)	12000000 (D)
C4	Annual total (Calculated as monthly average man-rate * 56 resources * 12 months)	Monthly	100000	90000	0.15	10080000 (E)	9072000 (E)
C5	Lumpsum - one time	Lumpsum	1800000	720000	0.15	270000 (F)	108000 (F)
Total						101050000 (G)	87740000 (G)

Now:

financial score, 'S(c)' = {(Lowest total cost (G) as computed above amongst the Applicants / total cost (G) of the applicant) * 30}

So,

Firm 1 financial Score S(c)- F1 = (87740000 / 101050000) * 30 = 26.04849

Firm 2 financial Score S(c)- F2 = (87740000 / 87740000) * 30 = 30

Combined Score Calculation

The Combined score (S) will be derived using following formula:

$$S = [S(t) * 0.7] + [S(c)^{\#}]$$

So,

$$\text{Combined Score for Firm 1} = (100 * 0.7) + 26.04849 = 70 + 26.04849 = 96.04849$$

$$\text{Combined Score for Firm 2} = (86.51685 * 0.7) + 30 = 60.5618 + 30 = 90.5618$$

So, Firm 1 Has the higher combined score and will be declared as the H1 and considered for selection.