Notification

Sub: Extension of Date for proposal submission for Hiring of “Technical Support Agency (TSA) under DDU-GKY in state of Uttar Pradesh

It is hereby informed to all the concerned that the last date for submission of proposal **submission for Hiring of “Technical Support Agency (TSA) under the DDU-GKY** has been extended up to **25th April 2020**, the earlier Notification 4109/DDUGKY/UPSDM/2019/1409, Dated: 13/03/2020, would stand modified to the above extent.

For scope of work etc., consultants may kindly refer detailed Terms of Reference placed at [www.upsdm.gov.in](http://www.upsdm.gov.in) and can apply through signed PDF Document. The hard copy should be submitted, once lockdown (due to covid19) gets over.

For further information please contact: Uttar Pradesh Skill Development Mission.
Tel: 0522-4066115
E-mail- mdssdm-up@nic.in, ddugky.upsdm@gmail.com
Contact No:- +91-5224066115/7991200112

(Kunal Silku)
Mission Director
REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES - FIRM SELECTION)

Assignment Title: Hiring of "Technical Support Agency (TSA) under DDU-GKY" for Uttar Pradesh Skill Development Mission (UPSDM).

Reference No.:

Uttar Pradesh Skill Development Mission established as a sequel to the Uttar Pradesh Skill Development Policy, 2013 is registered under the Societies Registration Act, 1860 and is functioning under the aegis of the Department of Vocation Education and Skill Development, Government of Uttar Pradesh with an objective to provide industry oriented Vocational training to the intended youth between 18-35 years of age to enable them earn their livelihood and contribute to the economic make over of the State. Working on umbrella concept, the UPSDM implements various skilling initiatives of different departments viz. Department of Rural Development, Department of Social Welfare, Department of Labour, Department of Planning, Department of Vocation Education and Skill Development etc. in an integrated and holistic framework.

The UPSDM has been successful in training nearly 10 lac youth since the year of its establishment and over 3.00 lac youth have been placed successfully over these years.

Under its Skill development program UPSDM has partnered with Project Implementation Agencies (PIAs). UPSDM has been supporting these PIAs in student mobilization, counseling, monitoring of skills training, placement programmes and post placement tracking. Mission is also focusing on quality assurance of PIAs through a dedicated quality cell. UPSDM lays emphasis on promotion of “Professionally Competent and Dedicated Implementation Structures” at the state and regional level for managing and supporting all Skill development and Livelihoods activities. For this UPSDM will hire services of a Management Agency (MA) as Technical Support Agency (TSA) that will provide thematic support services for ideas incubation, and formulating implementation strategies for programme implementation on key areas such of Skill Development/ Training (Mobilization Counselling & Job Fairs, IEC & Branding, Monitoring & Evaluation (M&E), PIA Coordination and Development, Quality Assurance, Jobs Placement, Project Management and market linked skill development etc.) through a Technical Support Agency (TSA).

For scope of work etc., consultants may kindly refer detailed Terms of Reference placed at www.upsdm.gov.in

The Uttar Pradesh Skill Development Mission now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the above services for UPSDM. Interested Consultants fulfilling shortlisting criteria should submit their Expression of Interest by providing information in the tabular format along with supporting document demonstrating that they have the required qualifications and relevant experience to perform the services. The tabular format can be downloaded at www.upsdm.gov.in. The period of consultancy will be for thirty six (36) months.

A Consultant will be selected in accordance with the QCBS method set out in the NRLM Consultant Guidelines. Further information can be obtained at the address below during office hours from 10.00 AM to 05.00 PM
Expressions of interest for providing consultancy services should be delivered in sealed envelope clearly marked “Hiring of Technical Support Agency (TSA) under DDU-GKY” along with a soft copy (MS Word format only) in a CD/DVD/Pen Drive along with all necessary supporting documents to the address below in person or by mail by 25th March 2020 on or before 04:00 pm.

UTTAR PRADESH SKILL DEVELOPMENT MISSION
Attn: Mission Director.
Government ITI campus
Aliganj Lucknow - 226026, Uttar Pradesh,
India
Tel: 0522-4066115
Fax: 0522-4066115
E-mail- mdssdm-up@nic.in

(Kunal Silkar)
Mission Director
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<th>SN</th>
<th>Particular</th>
<th>Maximum Shortlisting Score</th>
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<td>1</td>
<td>Brief profile of the Agency (supporting document should be attached)</td>
<td>NA</td>
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| 2  | The agency should have experience in similar* assignments (skill development program) of Government Department/Scheme/Externally aided project by WB/ADB etc.  
   [Each assignment of minimum INR 02 Crore in the past five (05) years.]  
   (supporting document should be attached)                                 | 50 Marks                   |
<p>|    | a) 01 assignment completed successfully                                  | 20 Numbers                 |
|    | b) 02 - 03 assignments completed successfully                            | 30 Numbers                 |
|    | c) More than 03 assignments completed successfully                       | 50 Numbers                 |</p>
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<th>Name of assignment</th>
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|    | Intended Agency should have Minimum Annual Average Turnover (AAT) of Rs 25 Cr. or more during the last three financial years (2018-19, 2017-18, and 2016-17). Audited financial statements and Tax Audit report of the above three years should be attached.  
   25 Cr. - 30 Cr. : 05 Numbers  
   Above 30 Cr. - 35 Cr. : 10 Numbers  
   Above 35 Cr. - 40 Cr. : 15 Numbers  
   Above 40 Cr : 20 Numbers |                              |
|    | Years | Amount (Rs) | 20 Marks          |
|    | 2016 - 17 |                     |                   |
|    | 2017 - 18 |                     |                   |
|    | 2018 - 19 |                     |                   |
|    | Average |                     |                   |
|    | Total   |                     |                   |
| 4  | The agency should have experience** in handling assignments (other than elaborated in S.No. 2 above) of large scale development programmes of the Government Department/Scheme/ Externally aided project by WB/ADB etc.  
   [Each assignment of minimum INR 02 Crore in the past five (05) years.]  
   (supporting document should be attached)                                 | 25 Marks                   |
<p>|    | 01 - 02 assignments completed successfully                              | 10 Numbers                 |
|    | 03 - 04 assignments completed successfully                              | 20 Numbers                 |
|    | 05 &amp; above assignments completed successfully                           | 25 Numbers                 |</p>
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| 5  | The agency possessing Quality certification in project management (like ISO etc).  
   (supporting document should be attached)                                 | 05 Marks                   |
| 6  | Agency having office (head/branch) in Uttar Pradesh.  
   [valid address proof documents to be attached as well as name of office head, phone no and email id to be provided] | NA                         |

Total 100
Note: Short listing will be made on above Information only.
*Similar means the agency should have experience as “Technical Support Agency” to support Skill Development (i.e. DDU-GKY, PMKVY, State Skill Mission, NSDC etc)
** Agency should have experience as “Technical Support Agency” to support other programmes of the Government Department/Scheme/ Externally aided project by WB/ADB etc
ToR of Hiring of Technical Support Agency (TSA) under DDU-GKY in UPSDM.

I- Background:

Uttar Pradesh Skill Development Mission (UPSDM) is an initiative of Government of Uttar Pradesh with an objective to provide livelihoods opportunities for rural communities with special focus on poor. UPSDM is implementing Deen Dayal Upadhayaya Grameen Kaushalya Yojna (DDU-GKY) central sponsored scheme of MoRD. DDU-GKY aims to provide placement linked skills training to 225000 candidates (Action Plan 2019-22) of Uttar Pradesh.

Under its Skill Mission, UPSDM has partnered with Project Implementation Agencies (PIAs) UPSDM has been supporting these PIAs in rural youth mobilization, counseling, post placement tracking, monitoring of skills training and placement. Mission is also focusing on quality assurance of PIAs through a dedicated quality cell. Under the current scope of project UPSDM plans to implement the DDU GKY guidelines and the allocated budget of the AAP state for skilling in the state. UPSDM has been mandated to train 225000 trainees for the project and has already partnership with more than 108 Project Implementing Agencies (PIAs) for approx. 84000 candidates and therefore is in the process of engaging a Technical Support Agency (TSA), who has worked as TSA for Skills development Mission / SRLM in different states or has setup PMU for Skill development mission/ SRLM, as per the DDU GKY Guidelines and SoP, to support the execution of the project.

UPSDM lays emphasis on promotion of ‘professionally competent and dedicated implementation structures’ at the state and regional level for managing and supporting all Skill development and Livelihoods activities with special focus on centrally funded DDUGKY Program. For this UPSDM will hire services of a Technical Support Agency (TSA) that will provide thematic support services for ideas incubation, policy framing and formulating implementation strategies for programme implementation on key areas such of Skill Development/ Training (monitoring, quality assurance, jobs placement and market linked skill development; etc.) through TSA.

II- Objective of the assignment- To provide certain defined services to UPSDM in DDUGKY/ job theme by assisting in implementation of the DDU GKY program in the state of Uttar Pradesh in an effective manner.
III- Scope of the assignment:

Monitoring including financial audits and verification of installment claims of DDU-GKY projects implementing in state by PIAs as per DDU-GKY Guidelines, SOPs and Notifications/Orders issued time to time by MoRD/UPSDM/Competent Authority.

1. Development of a comprehensive framework for monitoring and supporting projects under skilling and placement
   a. Facilitate orientation of new partners during the initial phase
   b. Facilitate and support in Skill Development Management System also mentioned as Skill Portal, implementation, training and support DDU-GKY program
   c. Coordinate, collate, prepare and track progress reports of all partners
   d. Physical site inspections of each PIAs (as per desired scientific sampling/ methodology), formation of Q teams and reporting channels
   e. Capacity Building of PIA, district and Block level Jobs team.
   f. Monthly progress review (Physical & financial) of PIAs.
2. Support UPSDM in partnership with of training providers (PIA) as per project guidelines set by UPSDM (in accordance with DDU GKY guidelines and SOP).
3. Assist the mission in quality assurance of PIAs as per the project guidelines and SOPs
4. Facilitate fund disbursement to PIAs through financial and performance analysis
5. Performing the roles of a knowledge partner- curriculum alignment, representation of UPSDM in various forums at state, national and international forums, capacity building programs for staff and cadres
6. Support in IEC activities (branding and advertising included) for the promotion and dissemination of the program, also ensuring standard parameters of training delivery
7. Providing convergence and PPP platforms for integrated skill program execution and industry linkages for placement support facilitation to PIAs and UPSDM, partnerships for direct placement, modernizing employment exchanges etc.
8. Verification of PIA’s financial report on Monthly basis.
10. Organising Job fairs and Youth mobilisation for DDUGKY and Job fairs.

IV- Key Tasks and Responsibilities:

1. Development of a comprehensive framework for monitoring and supporting projects under skilling and placement mission: The TSA will assist the DDUGKY team in monitoring of overall skill training program under DDU GKY implementation thus, enabling effective implementation at district and block level. Following are the detailed activities that TSA will undertake for effective project monitoring:
   a. Facilitate orientation of new partners during the initial phase: The TSA team will coordinate, conduct and lead the kick-off meetings with all the new partners. The following broad level activities are to be undertaken during the process:
      i. Review of MoUs between UPSDM and PIA followed by preparation of compendium of KPIs/financials/ geographical commitments, etc. for each partner before the kick-off meetings.
      ii. Orientation of the PIA on monitoring processes and associated reporting requirements. Primary focus of discussion could be as follows:
         • Use of skill portal for reporting
         • The tools and templates to be used for reporting purpose
         • Appointment of a nodal person for coordination on monitoring and evaluation activities from Partner
         • The partner performance evaluation scorecard, its parameters, associated weightage and the frequency of evaluation
         • The training numbers to be achieved by the partner and the associated timelines as per the agreement
   b. Facilitate and support in Skill Development Management System implementation, training, support and maintenance: The TSA would provide technical inputs in the MIS required to be maintained at state level, its implementation support and roll out of online MIS system through the vendor dedicated for MIS development by UPSDM or the PIA, strategies for data preparation and migration, and facilitate in training on MIS of the project staff and PIA representatives. The functional requirements shall include:
i. As-Is documentation and to-be documents for the dedicated MIS team to develop upon

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

iii. Reporting & Dashboard capability to monitor the performance of the partner organisations against the stated Key Performance Indicators (KPIs)

iv. Provide a standardised platform to all stakeholders including UPSDM training partners, state departments and other entities to upload skill and performance details

v. Suggest an easy to use and Intuitive User interface

vi. Work flows for ability to search & retrieve documents, apply versions and archive documents

c. **Coordinate, collate, prepare and track progress reports of all partners**: The TSA will undertake following activities to monitoring of PIAs:

i. Coordinate with partners to ensure timely submission of monthly reports.

ii. Educate the partners on the reporting formats, templates and any other specific information requirements as per MIS tool used/ over mail/ DDU GKY site

iii. Review the reports for any information gaps and highlight the same to the respective partner through discussion on call/ formal mailers/ meetings

iv. Provide Preparation of the summary dashboard to give a snapshot of the monthly performance by partners

v. Analysis of the overall performance of all UPSDM partners and highlighting any major trends noticed during the process and also highlight specific challenges being faced by partners.

vi. periodic guidance notes to identify and notify non-compliance to partners

d. **Physical site inspections of each PIAs**: The TSA will undertake following activities under physical inspections:

i. Bi-monthly inspection of each training centre. During these inspections the information provided by the PIA on the online MIS system will be verified including the inspection notes and compliance of the quality team. Specific formats of inspection and matrix to assess the quality of the centers to be devised. Scientific representation of the centers in terms of grading or ranking to be done as well periodically.

ii. Once in three months, inspect number of randomly chosen training centres chosen using ‘Lot Quality Assurance Sampling’ (LQAS) standards.
ToR of Hiring of Technical Support Agency (TSA) under DDU-GKY in UPSDM.

iii. Share report on the finding and status of compliance notes from such inspections for improving the quality of the programme.

e. Monitoring the progress through monthly conference calls/ using MIS based reports/ financial tracking/ field inspections etc.: Track the progress of the PIAs centre wise and discuss overall reporting and performance related issues and concerns.

i. These shall throw open an effective channel where UPSDM and PIAs can jointly discuss the project performance, assistance required from UPSDM, issues and concerns and arrive at mutually agreeable solutions.

ii. These calls will be documented so as to keep a track of the discussed issues and the associated action items, which can be reviewed in the subsequent call.

f. Monthly and quarterly progress review of PIAs: The TSA will analyse the monthly and quarterly performance with respect to training, placement and retention targets by each PIA and share the report for discussion with UPSDM. Corrections in target, capacity building measures and action plan for the PIAs would be provided quarterly basis based on the monthly reports.

3. Assist the mission in quality assurance of PIAs as per the project guidelines: The PMU will assist the skills/ Jobs team of UPSDM in maintaining the overall quality of the DDU GKY by conducting quality audits on training centre infrastructure, trainer and training quality, course curriculum & learning material, certification etc. Specific quality circles could be created with set responsibilities by UPSDM for better delivery of the project.

4. Facilitate fund disbursement to PIAs through financial and physical performance analysis: Assist UPSDM Skills/Jobs Theme in disbursement of fund by preparing reports on partners’ performance and compliances.

i. Monitoring the parameters that need to be met before 2nd, 3rd and 4th instalment on fortnightly basis

ii. Highlight deviations to the UPSDM team for further discussion points with the PIAs

iii. Review of documents received from PIAs and verify all required documents have been received and are complete in all aspects

iv. In case of any discrepancies, the TSA will highlight the same to the UPSDM

v. In case there are any major issues or discrepancies observed in the performance of the PIA, the PMU team will conduct meetings and discussions with the PIAs representatives to gain an insight into the challenges
vi. Support UPSDM Skills Theme in auditing, prediction of fund required and analysis of UCs

5. Performing the roles of a Knowledge Partner:

The TSA will also bring substantial knowledge in skill development and would play the roles of a Knowledge Partner with following responsibilities of knowledge management:

i. Facilitate in designing the model training centers strategy
ii. Support in mapping of jobs in industries and converging with these departments
iii. Knowledge partner will help in benchmarking the proposed curricula and duration of each level of the training in various sectors.
iv. Establish strategies and processes for regular review and up-gradation of courses so that they always remain contemporary.
v. Knowledge Partner will help the Skills Theme to focus on new emerging occupations/employment avenues.
vi. Periodic Impact assessment studies on key initiatives, PIAs and their performance, tracking market change and key learning by engaging credible firms/consultants.

vii. Will suggest Innovative pilots for the state.
viii. Will bring in best practices of other projects across the country.

6. Review and Monitoring of the Assignment

The performance of the TSA will be judged on the basis of work done against the agreed work plans of the Management agency. The TSA will prepare activities as per UPSDM Skills Theme plan. A joint quarterly review mechanism will be put in place and represented by core members of UPSDM and the TSA. The review of the progress and plan for future action will be decided therein. In case, UPSDM has any objections related to assignment deliverables, it will inform the agency in writing. The agency will comply with the recommendation made by UPSDM and accordingly complete the assignment at no additional cost.
7. Fee and terms of payment

The payment terms will be:

- Monitoring cost of TSA shall be **maximum 1.5% (including applicable taxes)** of the total training partner wise, sanctioned project cost.
- 25% of the monitoring cost shall be paid upfront on issue of sanction order of project. This will also include
- The next 25% of the monitoring cost shall be paid at the time of release of 2nd instalment of the project.
- The next 25% of the monitoring cost shall be paid at the time of release of 3rd instalment of the project.
- The remaining 25% of the monitoring cost shall be paid at the time of release of 4th/final instalment of the project.

8. Reporting

For all purposes the Technical Support Agency will be reporting to the Mission Director – UPSDM, or his/her designee. It will generate Monthly/Quarterly Progress Reports highlighting the accomplishment against the agreed operational plan.

9. Duration of the assignment

The duration of the Consultancy Services will be three year or completion of Action Plan 2019-22, whichever is earlier, and it should begin after the awarding of contract formalities is completed). Depending on annual performance review of the selected agency, and available budget, the contract can be extended further with mutual agreement.