

# **NATIONAL URBAN LIVELIHOOD MISSION (NULM)**

## **REQUEST FOR PROPOSAL (RFP) DOCUMENT**

(Version 1.6)

**From**

**EMPANELLED SKILL TRAINING PROVIDERS (STPs)**

**FOR**

**IMPARTING PLACEMENT LINKED SKILL TRAINING**

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## **SECTION 1. INTRODUCTION**

### **1.1. Purpose of this RFP**

1.1 This Request for Proposal is issued for selection of Project Implementing agencies from among the empanelled Skill Training Providers (STPs) for completing skill training courses in CCTV installation technician and providing placement services in Palakkad City.

### **1.2. Content of the RFP**

Following sections are included in this RFP for facilitating STPs for the preparation of the proposal without indistinctness.

- 1. Section 1 - Introduction to the RFP**
  - 2. Section 2 – Submission of Proposal and selection Process**
  - 3. Section 3 – Training Operational Procedure for NULM**
  - 4. Section 4 - Instruction to STPs**
  - 5. Section 5 - Memorandum of Understanding**
  - 6. Section 6 – Format for submission of proposal**
- Annexure 1 – Activity cum lesson planner**

### **1.3. The Project**

1.3.1. National Urban Livelihoods Mission is a centrally sponsored scheme designed by Ministry of Housing and Urban Poverty Alleviation (MoHUPA), Government of India. Mission activities are implemented in the state by Urban Affairs Department, Government of Kerala through Urban Local Bodies. Kudumbashree, the State Poverty Eradication Mission is the nodal agency for implementation of the project in Kerala. The project in the first phase is implemented in 14 major cities of the state Viz; Thiruvananthapuram, Kollam, Pathanamthitta, Kottayam, Alappuzha, Ernakulam, Thrissur, Palakkad, Malapuram, Kozhikode, Kalpetta, Kannur and Kasaragode. Now it is scaled up to all the 93 cities of the state.

1.3.2. Employment through Skill Training and Placement (ESTP) is a major component under the mission. The project aims to impart placement linked skill training to the unemployed urban poor from the mission cities. It is targeted to impart skill training and give placement for 35175 unemployed urban poor from the fourteen cities during next three years.

### **1.4. Back Ground**

1.4.1. Kudumbashree has empanelled Fifty three Skill Training Providers for implementing placement linked skill training programmes under NULM in the state. Each agency is empanelled to conduct particular course/(s) for which they have expertise and have industry linkage for internship and placement.

## **1.5. Purpose of the assignment**

1.5.1. The Employment through Skills Training & Placement (EST&P) Component under NULM is designed to provide skills to the unskilled urban poor as well as to upgrade the existing skills of the under employed sections. Under the programme, State Urban Livelihoods Mission (SULM) will provide skill training of the urban poor to enable them to set up self-employment ventures or for engaging in lucrative salaried jobs in private sector. The EST&P Programme intends to fill the gap between the demand and availability of local skills by providing skill training programs as required by the market.

1.5.2. The broader objective of the Employment through Skills Training & Placement (EST&P) Program is –

- To provide an asset to the urban poor in the form of skills for sustainable livelihood.
- To increase the income of urban poor through structured, market-oriented certified courses that can provide salaried employment and / or self-employment opportunities which will eventually lead to better living standards and alleviation of urban poverty on a sustainable basis.
- Ensure inclusive growth with increased contribution of skilled urban poor to the National Economy.

1.5.3. In order to achieve the above objectives, the trainings should be provided as per the industry demand and as per the curriculum recognized nationally. State Urban Livelihoods Mission intends to impart placement linked skill training to 35175 unemployed/underemployed urban poor from the mission cities of Kerala. Each successful candidate undertaking training under EST&P component of NULM should be awarded a certificate issued by a competent agency either National Council for Vocational Training or Sector Skill Councils set up by Government of India. Assessment of the skills gained should be done by an independent certifying agency. The training agency should not be entrusted with the assessment and certification of the trainees to ensure objective assessment. At least 70 per cent of the trained beneficiaries will be given placement in salaries employment or will be given assistance to set up self employment as per their choice.

1.5.4. Urban Local Bodies of the selected cities with the assistance of the City Mission Management Units have conducted intensive information dissemination programme to create awareness among the prospective beneficiaries regarding the Employment through Skill Training and Placement component of NULM. In the next stage the prospective beneficiaries needs to mobilised, screened and trained in the sectors/courses in which they have interest/aptitude and has to be placed in lucrative employment. Mission

Intends to procure quality service from the empanelled skill training providers for mobilisation, screening, imparting skill training, providing placement and tracking the candidates on the job for a period of 12 months.

1.5.5. For this purpose proposals are invited from the empanelled Skill Training Providers of NULM in Kerala for conducting placement linked skill Training during the financial year 2018-19. The STPs are expected to detail the training design, curriculum, Methodology, Structure of the operation team, quality control mechanism, Teaching learning materials, activity cum lesson plan, training/certification calendar, placement plan etc in the proposal. Proposals needs to be submitted in prescribed format attached to this RFP.

## **1.6. Selection of STPs**

1.6.1. Quality based selection process will be adopted by NULM for appraisal of the proposal and selection of STPs. As there are clear-cut cost norms regarding per hour rate for various levels of the trainings under NULM, marks will be assigned only for the quality of proposed inputs and offered training outcomes while evaluating the proposal. Appraisal parameters are given in [para 2.5.1. to 2.5.12.](#) of this document. Setting of appraisal criteria and making any change in the set criteria as per project need will be at the discretion of State Urban Livelihoods Mission.

1.6.2. More details on the Services to be provided are specified in Section 3: Training Operational Procedure and Section 5: Memorandum of Understanding

1.5.3. Empanelled agencies should send their queries if any regarding the RFP to the SULM only by email to [nulmskills@gmail.com](mailto:nulmskills@gmail.com) with subject “RFP Clarification”. The queries from the STPs will be considered in the following format only.

Sl No:	Queries	Ref. Section, Page No: and para No in the RFP Document
1		
2		

## **SECTION 2: SUBMISSION OF PROPOSALS AND SELECTION PROCESS**

### **2.1. Preparation of Proposal**

2.1.1. Proposals must be direct, concise, and complete. SULM will evaluate the proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. The Skill Training Providers shall furnish the required information in the enclosed formats only. Any deviations in format will be liable for rejection. Hard copy of the document should reach the Executive Director Kudumbashree, TRIDA building, Medical College Thiruvananthapuram Kerala - 695011 on or before the date and specified in the notification.

2.1.2. Proposal shall be prepared and Submitted only for the courses which have potential for placement on a salary specified as per NULM norms. Proposals submitted by the non- empanelled agencies will not be considered. SULM will not intimate the status of such proposals to the party.

### **2.1.3. List of cities where placement linked skill training is required**

#### **List of cities attached as Annexure 1**

2.1.4. Following documents shall be submitted by the empanelled skill training providers along with the proposal. Evaluation of the proposal will not be possible in the absence of these documents.

1. Syllabus
2. Activity cum Lesson Plan
3. Participant Guide
4. Assessment Guide
5. Trainer Guide
6. Practical Workshop Guide (where ever applicable)

### **2.2. Eligibility to submit the proposal**

2.2.1. The invitation under this RFP is limited to the following category of Skill Training Providers.

- Agencies empanelled as skill training provider under NULM in Kerala.
- The agencies that are approved for conducting the specific course as per proceeding for empanelment of the STPs and the orders thereon

### **2.4. Pooling of Resources**

2.4.1. In case of trades geographies/sectors and trainee groups where the training cost is significantly higher than the norms specified under NULM, the Training Providers are free to pool additional funding support from State Governments, Corporates,



Employers, Philanthropic Institutions etc. However such dovetailing of funds shall have the approval of State Urban Livelihood Mission.

## **2.5. Evaluation of Proposal**

2.5.1. The merit of the proposals submitted by the empanelled STPs will be evaluated by an internal committee based on the appraisal parameters given in this RFP. State Urban Livelihoods Mission will have the sole discretion to accept or reject any proposals submitted by the empanelled STPs. The decision of the SULM shall be final. The proposal will be evaluated on the basis of the following appraisal parameters.

1. The Linkage of the agencies with reputed placement partners.
2. The initial salary offered for the candidates (In the trained job role only)
3. Location of placement offered (In the trained job role only)
4. Reputation of the institutions agreed for OJT if any
5. Support for internship with co-funding from industry if any.
6. Availability of (or their capability to arrange) the training infrastructure in the proposed location.
7. Availability of quality faculty and master trainers.
8. Certification arrangements.
9. Quality of Teaching learning materials and teaching methodology.
10. Training and placement track record of the agency in the course for which RFP is issued.

2.5.2. While preparing the proposal, the STPs shall keep in mind both the outcome envisaged by mission and the real aspirations of the unemployed/underemployed urban poor. In order to get more lucidity on the appraisal parameters and its linkage to the mission objectives the STPs may refer to the following note on the appraisal parameters.

**2.5.3. (1) The Linkage with reputed placement partners:** The linkage of the organisation with the reputed industries/service sector units are critical to the in the performance of an organisation working in the field of placement linked skill training. Establishment of better linkage will be possible only to the organisations that have a brand image of producing employable hands through the skill trainings. In other words, the organisation have to meet with the aspirations of the industry in terms of process, professional knowledge, professional skills, core skills and responsibility of the candidates passing out from the particular Training Institute. The linkage of the STP with the placement partners will be assessed on the basis of the number of candidates so far placed by the agency.

**2.5.4. (2) The initial salary offered:** The aspirations of the prospective beneficiaries through skilling are to get inducted to a sustainable livelihoods choice which will eventually lead to a better living standard. Correspondingly the mission also envisages for

an inclusive growth through increased contribution of the urban poor to the economy. Therefore, in any case, the outcome should not be supply of cheap labour to the industry, but to supply technically skilled manpower worth to employ for a better salary. It should be higher than the sum paid to the unskilled counterparts in the sector. However the salary may vary depending upon the availability of labour and the competency of the person employed. This parameter is set on a presumption that at least 50 per cent of the candidates enrolled after multiple screening process will have a better aptitude for the specific trade and will be trainable to make them as an employable hand. In addition the placement should be given in the trained job role itself, so as to enjoy the scope for carrier development in the future. Minimum monthly salary prescribed for the candidates placed under NULM is ₹ 8000 and proposal with an offer below this amount will not be considered in normal conditions.

**2.5.5. (3) Location of placement offered.** No one will be willing to migrate to an unknown destination leaving their family at home if a lucrative livelihood option is available in their hometown or state. During mobilisation of candidates, the option regarding the location of placement given by the applicants reiterates this fact. Only a small percentage of the prospective beneficiaries have opted for placement outside the state. In this circumstance, mission does not promote migration in usual cases. At the same time many of the prospective beneficiaries seek overseas employment as it is normally more remunerative than other options. Therefore mission will give preference for employment inside the city/state and also for overseas employment.

**2.5.6. (4) Reputation of the institutions agreed for OJT:** On the job training in reputed institutions will give the candidates exposure to good work culture and professional etiquettes.

**2.5.7. (5) Support for internship with co-funding from industry:** Internship with stipend will make the hands on training more formal and systematic. In addition it will be a support for the poor candidates to sustain. Above all, it is an indicator for the efficiency and network of the agency and confidence of the industry on the training agency.

**2.5.8. (6) Availability of the training infrastructure in the proposed location:** Availability of the training infrastructure in the proposed location will help to start the skill training in the planned timeframe itself. Therefore, preference will be given to the agencies having centres in the proposed location. In addition the STPs can even start training for a batch of any size as per the requirement of NULM, if the centre is already functioning and trainers and space is available.

**2.5.9. (7) Availability of quality faculty:** No doubt, quality trainers are a detrimental factor for the outcome of the skilling process. Salary and other emoluments provided by the organisation is a factor to attract quality faculty to the STP.

**2.5.10. (8) Assessment arrangements:** Assessment of candidates under NULM shall be done either by SSC or by NCVT. Therefore the agencies having assessment arrangements particularly in the proposed centres will be given preference.

**2.5.11. (9) Quality of Syllabus, Teaching-learning materials and teaching methodology:** Though NOs are prescribed for each job role by sector skill councils and assessment is made on the basis of these NOs, detailed syllabus, activity cum lesson plan, Teaching-learning materials and the teaching methodology of the particular STP makes difference in the industry acceptance of the candidates. Therefore the Skill Training Providers should have a systematic plan before the commencement of the training. Therefore input materials have to be enclosed with the proposal so as to enable appraisal of the input standards.

**2.5.12. (10) Training and placement track record and last year performance.** The track record of the agency in the immediate past in placement will give SULM a confidence to entrust the assignment to the particular STP. Placement track record in the particular trade for which the proposal is submitted will be considered primarily. The achievement under NULM during last year will be considered specifically for award of work to each agency. Accepting the candidates by a reputed organisation can be considered as an indicator for the quality of the skill training carried out by the STP.

## **2.6. Selection and Engaging of STPs**

2.6.1. The Proposals from the STPs which meet the requirement of the mission on the basis of the above mentioned criteria will be accepted and targets will be assigned to the STP with time line. The selected STPs shall execute and MoU with the State Urban Livelihoods Mission in the prescribed format which includes undertaking from the STP to comply with all conditions of the NULM Guideline and orders thereon issued by the state mission. The STP should sign this MoU within seven days from the date of receipt of the work order. Format of the MoU is given in the section 5 of this document. The selected STP should start the training programme within 30 days from the date of intimation of selection and should complete the certification before the closure of the financial year.

## **2.7. Work Order**

2.7.1. The State Urban Livelihoods Mission will issue a work order to the selected STP with a direction to start the training programme not later than 30 days and to enter into a MoU with SULM within seven days. Work order will be conditional and the STP shall commence the training only after getting due approval of the training centre. The SULM officials will conduct an inspection before the issues approval to the training centre. If the centre is found suitable as per NULM standards SULM will issue Training Commencement Order (TCO) to the STP.

## 2.8. Setting up of the Training Centre

2.8.1. On receiving the work order, the selected skill training provider should take immediate steps to set up the training centre in the proposed city in a location in conformity with the norms laid down by State Urban Livelihoods Mission. **After setting up the training centre with all required equipments, physical infrastructure, qualified trainers, required number of teaching learning materials etc the STP should prepare a Readiness Assessment Sheet (RAS) in the prescribed format (Standard sheet 1) and intimate the readiness to the concerned CMMU with a copy to the SMMU on the shared Google spread sheet. One sheet shall be kept at the training centre. This readiness assessment sheet should reach the CMMU/SMMU not later than 20 days from the date of the work order. The CMMU will conduct an inspection of the training centre within three days from the receipt of the RAS and readiness intimation from the STP.** The City Mission Management Unit will immediately intimate the STP regarding the short comings if any found as per the Training Operational Procedure of NULM. The short comings will be intimated in writing under two heads (a) Minor issues and (b) Major issues. In case of minor issues that are rectifiable before the training commencement date/batch freeze date, SULM will give conditional sanction for starting the training. In such cases STP should give an assurance in writing (In sheet 1J). The STPs can arrange separate classroom as per standards for NULM in a regular training centre of the STP in the proposed location.

## **SECTION 3: TRAINING OPERATIONAL PROCEDURE FOR NULM**

### **3.1. Training Curriculum**

3.1.1. The National Occupational Standards (NOS) have been developed by various Sector Skill Councils under NSDC. The NOS specify the standard of performance an individual must achieve for carrying out a function in the work place. The NOS are laid down by the employers through the Sector Skill Councils under NDSC. The NOS and identified Job Roles are in accordance to the standards prescribed under the National Vocational Education Qualifications Framework (NVEQF) as mentioned in the National Skill Policy. The SULM will finalize the curriculum based on the NOS and NVQEF requirements.

3.1.2. In addition the Ministry of Labour & Employment has designed curriculum for a list of Modular Employable Skill (MES) courses under the Skill Development Initiative Scheme. The curriculum as provided by MoL&E also will be followed for the skill training courses.

3.1.3. All Skill Development courses offered under the scheme framework must conform to the National Skill Qualification Framework (NSQF) notified on 27.12.2013 which provides for transition of all training/educational programmes/courses so as to be NSQF compliant.

3.1.4. In addition to the skill training on specific trade related skills, the training course modules should have the following modules integrated into the course curriculum as per the requirement for each job role.

- a. Soft Skills – Basic Communication skills (in English and local language), Basic computer operations (for courses other than computer training), Professional Etiquettes, grooming etc.
- b. Financial Literacy – Orientation and awareness on savings, credit, subsidy, remittance, insurance and pensions.
- c. Other government schemes – the candidate may also be provided information regarding other government schemes (including other components of NULM) and entitlements for poverty alleviation. The ULB should facilitate access to such schemes and entitlements for the urban poor.

3.1.5. Soft skills (which would include computer literacy, language and workplace interpersonal skills relevant for the sector/trade) would be an integral part of the skills training process and must be suitably integrated into the course modules of all the above-mentioned categories in section.

3.1.6. On the Job Training (OJT). Depending on the nature of the trade, the STP should arrange On the Job Training for the batch in the reputed industries in the nearest locations. However the duration of OJT should not exceed one third of the total training hours.

3.1.7. Similarly the live distance learning with a trainer in a class room also should not exceed 30% of the total class room session.

**3.1.8. Finishing and work readiness module:** The STP should mandatorily have a finishing and work readiness module as a part of the curriculum. It should preferably be done in the finishing and work readiness centres established by the STP and located in places with high concentration of job opportunities. The time earmarked for this module should be minimum 24 hours.

3.1.9. In completing this module, the STP should ensure the following:

- Arrange high quality trainers who are adept at providing inputs that ensure high success rates at placement interviews and post placement retention.
- Arrange at least two alumni meets – first at the beginning of the training and the second at the end of the training to motivate the trainees
- The last few days should be used to bring prospective employers to the centre for on campus recruitment.
- Provide support for finding alternate jobs in case the initial placement is not successful

3.1.10. The lesson plan given in the proposal should indicate that when the training as per this module will be done.

## **3.2. Input Standards**

3.2.1. While the STPs ensure that the outcomes are achieved as per NULM Norms, quality standards of the following inputs may also be considered so as to ensure that adequate training infrastructure and capacity exists:

- (i) The overall training infrastructure specially the training aids and equipment being as per industry benchmarks.
- (ii) Trainers with suitable qualifications/experience being hired and each trainer to having undergone Training of Trainers (ToT).
- (iii) Industry relevant content, appropriate to the learning groups, and conforming to the requirements of NSQF/SDIS, being used.
- (iv) Bio metric attendance of the students linked to the MIS of NULM
- (v) Training and Assessments being video recorded

### 3.3. Placement services

3.3.1. The STP shall work towards providing job-placement or setting up self-enterprise for all the successful candidates. It is mandatory for the STP to provide placement / support for setting up of self-enterprise for minimum 70% of successfully trained candidates, inability to do so shall result in suitable penalty as provided in the terms & conditions of the contract with STPs. On successful completion of the training, **the candidate shall be provided placement in suitable job by the STP within one month of completion of the training and certification.** It is the choice of the candidates to opt self employment or salaried employment. The prospective beneficiaries shall opt their choice during the orientation programme done by the city mission management units. Number of aspirants for self employment and salaried employment among the prospective beneficiaries will be clearly mentioned in the accepted proposal and the STP shall work towards achieving this goal.

**3.3.2. Salaried Employment:** In case of courses provided for wage employment, the STPs should ensure at least 70% placement for the successfully completed trainees for which payment is released to the STP from the State Urban Livelihoods Mission (SULM). **The agencies should arrange placement on a salary not below the minimum monthly salary offered in their original proposal submitted for empanelment. However, in any case it should not be below ₹ 8000/-**

3.3.3. In case of re-skilling or skill up-gradation of persons already engaged in an occupation, at least 70% of such persons shall have an increase of at least 3% in remuneration within 6 months of completion of the skill development training.

**3.3.4. Self-employment** In case of self-employment, candidates should be employed gainfully in livelihood enhancement occupations which are evidenced in terms of trade license or setting up of an enterprise or becoming a member of a producer group or proof of additional earnings (bank statement) or any other suitable and verifiable document agreeable to SULM. The STPs should support the individual/group for preparation of proposal, business plan, procurement plan and should provide support for branding and marketing also. In case of the candidates who want to set up self employment enterprises, the STP should track the candidates for a period of 12 months after the commencement of the enterprise and should submit the proof for their income to SULM.

**3.3.5 Additional incentive for STPs:** For outcome achievement above 70% to 85%, the training provider shall be paid an additional amount of ₹ 3000 per candidates. If the outcome achievement is above 85%, the training shall be paid an amount of ₹ 5000 per each candidates.

### 3.4. Location of the Training Centre

3.4.1. The STPs should conduct the skill training inside the mission cities itself in case of non residential training. In case of residential training, SULM will specify the location of the centre. The remaining details regarding the location and accessibility is given in para No 3.12. of the section Training Operational Procedure

### 3.5. Cost of the Training

3.5.1. The cost of the training shown in the proposal by the STP should include all costs required to carry out the responsibilities of the STPs as per NULM norms. The offered rate per student should cover all costs that are required for imparting training to students including, but not limited to; mobilisation, screening, development, printing and supply of all necessary teaching learning materials for the conduct of training and its freight charges, setting up of lab, field visits/field training, management cost, cost for students orientation, consoling, ToT by SSC, Trainer Certification by SSC/NCVT, assessment of students, evaluation, certification, internship, furniture specific to the course, cost of consumables, cost of tool kit to the candidates and cost for monitoring and reporting through NULM MIS, placement, post placement tracking etc.

3.5.1. Ministry of Housing and Urban Poverty alleviation has notified per hour rates for various levels of the training and the cost of the training should not exceed above this rates.

### 3.6. Refundable security deposit

3.6.1. To ensure that candidates selected for the training programmes are undertaking the training with seriousness, and also to reduce the drop-out rates during the course of training, refundable security deposit will be collected from the candidates.

3.6.2. Training Providers shall charge a refundable security deposit of Rs. 1000/- per candidate (for NSQF Level 5 and above), Rs. 500/- (for NSQF Levels 3 & 4), and Rs. 250/- (for NSQF Levels 1 & 2) at the commencement of the training. **The amount would be refunded to every candidate who completes the training programme and is successfully certified or attended the exam with 75% attendance.**

3.6.3. Persons with physical disability and members of Ashraya families are exempted from paying this security deposit. Candidates from this section should produce any of the valid certificates to prove their eligibility. SC and ST candidates have to pay only 50% of the security deposit.

### 3.7. Third Party Certification & Assessment Costs

3.7.1. The cost of the skill training per trainee payable to the STPs is inclusive of third party assessment and certification. However this is in addition to the base rate notified for each category of training. Certification and assessment should be done either by the sector skill councils or by NCVT. The STP should manage to get the affiliation/approval of the assessment bodies for their training centres at their own cost and effort well in advance before the completion of the training. However, the STPs can make use of the standing orders under NULM for getting the approval/affiliation from the assessment bodies.



3.7.2. **The STPs should inform the details of the batch to the certification agency in advance not later than 10 days from the date of commencement of the training as per the norms of SSC/NCVT.** STP shall inform the concerned Certification Agency with details of number of candidates to be assessed, trades to be assessed and location of the training centre. The Certification Agency should ensure assessment and declaration of results within 30 days of receipt of the request from the STP. If a candidate fails in the assessment, then she/he should be retrained for re-assessment and certification. The re-training and re-assessment cost of such unsuccessful candidates shall be borne by the STPs. The SULM shall reimburse the training cost of only successful and certified candidates only to the STPs.

### 3.8. Fund Flow Mechanism and Release of payments

3.8.1. The payments to the Training Providers shall be based on the outcomes achieved, and shall be released in a manner as given in SCHEDULE for payment release given below.

#### 3.8.2. SCHEDULE for payment

Sl. No	Instalment	% of total cost of the Batch/batches	Output parameter
1	1 <sup>st</sup> Instalment	30% of the cost less amount of refundable security deposit collected from each trainee.	Commencement of the training and freezing of the batch. Calculation for payment will be done on the basis of the number of the students in the batch after freezing. (STP should submit the list of the candidates in the batch in the proscribed format to the SULM along with the request for release of payment with calculation)
2	2 <sup>nd</sup> Instalment	50% of the training cost plus refunded security deposit. Certification fee paid by the STP as per actual for the successful candidates as per NULM norms will be refunded along with this instalment.	On completion of training, certification of successful candidates and providing placement to at least 50% of the successful candidates (The STP should provide the proof for refund of security deposit, copy of certificates issued by assessment body and the copy of offer letters) Calculation will be made on the basis of the number of successful candidates. Non refunded amount of the discontinued candidates will be deducted from the instalment due to the STP. STP should attach the invoice raised by the assessment agency for reimbursement.
4	3 <sup>rd</sup> Instalment	20% of the training cost	Based on the outcome related to placement of the candidates on a salary offered as per the proposal as provided in para 3.8.3.

In case of unsuccessful candidates, re-assessment fee will be reimbursed on successful completion of the course and certification. This order will be applicable for release of payment to STPs for all the ongoing skill training batches also.

3.8.3. Twenty per cent of the training cost (3<sup>rd</sup> Instalment) which is linked to the placement outcome will be released to the Training Provider as follows:

- a) The training provider shall be eligible for 100% payment if outcome achievement in placement is 70% and above and is in accordance with the offer given in the proposal
- b) Training Provider will be paid on pro-rata basis if outcome achievement is less than 70%. In case the achievement is 60% only 6/7 of the 3<sup>rd</sup> instalment will be paid.
- c) In case the achievement is less than 50% the Skill Training Provider will not be considered for further assignment under NULM in this particular trade. Assignment of training in other trade also will be based the analysis of the situation which led to the non- achievement of outcome.

3.8.4. In special circumstances the State Urban Livelihoods Mission will consider to release the cost of certification directly to the assessment agency on the request of the Skill Training Provider. Payment will be released when the candidates in a batch are ready for assessment. This amount will be deducted from the second instalment to the Skill Training Provider. All the instalment of payment to the STP will be released by SULM on receiving a formal request from the STP with evidence for completion of each mile stone against the payment. For release of assessment and certification fee directly to the assessment body, the STP shall request to the SULM with all details of the assessment body including their bank account details. The STP should intimate the schedule of assessment also with this request.

### **3.9. Ensuring attendance in the batch**

3.9.1. The Skill training providers should adopt innovative methods in training to ensure the attendance in the initial phase of the training programme and to sustain the interest of the candidates in the skilling programme. The STPs shall also undertake trainer development programme to capacitate the trainers to meet with the emerging teaching learning needs.

### **3.10. Placement and Tracking**

3.10.1 'Placement' means positioning a candidate in a lucrative job in the trade in which he is trained and supporting them to work in that job role for at least three months and tracking for a period of 12 months. **The STPs shall arrange placement for the successful candidates not later than one months from the date of publishing of the**

**result by the assessment body.** However, the STPs shall try to provide employment to the successful candidates immediately after the completion of the training without waiting for the publication of the result of the assessment. For this purpose the STPs will issue a course completion certificate to all the candidates who have attained 75% attendance in the training sessions. However this can't be considered as a substitute for the SSC/NCVT assessment and certification. In case of candidates who failed in the assessment the STPs shall give them required training and coaching to appear for assessment again.

3.10.2. The STP shall be required to track the successful candidates for a period of 12 months from the date of placement. In case of the candidates provided with wage employment in any industry, information like appointment letter, pay package / remuneration, etc. shall be maintained and submitted to the SULM in the prescribed format every month on completion and certification of the candidates and shall be uploaded on NULM MIS. In case of candidates opted for self employment information like trade licence, business volume details etc should be reported to SULM. Post training/placement tracking of the candidates and reporting should be done for the monitoring/achieving the following.

- Placement of the successful candidates (as per the percentage and salary agreed in the proposal) is done within 3 months of completion of training.
- Once placed, remuneration/incremental remuneration per month
- Whether continues to work in the same or higher job role till end of the tracking period (whether with same or different employer)
- If there are periods of unemployment between different jobs, duration of such gaps and reason for leaving earlier job without having a job in hand.

### **3.11. Quality of Inputs**

#### **3.11.1. Quality Control mechanism**

The quality of training outcome is highly influenced by the quality of infrastructure at the training centres, trainers, training content, training method, finishing and work readiness inputs etc. Therefore the Skill Training providers should take serious and systematic steps to ensure the quality of the training imparted and thereby better training outcome. Mechanism put in place by the STP for quality control shall be reported to CMMU/SMMU in the manner prescribed by NULM and the STPs shall meaningfully cooperate with the inspections carried out by the mission for this purpose.

#### **3.11.2 Qualification of Trainers**

The STPs should recruit and deploy master trainers and trainers with adequate qualification and experience. The master trainers should have adequate industry exposure

and training experience. The faculty members should be given faculty training by the master trainers before deployment in a training centre as a faculty. **Basic qualification of the trainers should be as specified in the model curriculum issued by NCVT/SSC.** In case if the qualification is not specified in the model curriculum, STP should fix the qualification and get approval from the SULM before commencement of the training.

### **3.11.3. Training content**

Content of the training should be strictly in adherence with the Qualification Pack /curriculum pack notified by the Sector Skill Councils/National Council for Vocational Training. The STP should develop participant guide, trainer guide, assessment guide, practical/workshop guide and OJT guide.

### **3.11.4. Study material Kit**

The Skill Training Provider should supply all the required study materials to the trainees not later than three days from commencement of the training. Study material kit should contain the Participant guide in Malayalam, pen, pencil, eraser and study bag. The STP should also supply other individual tools along with the study material kit if it mentioned in the proposal.

## **3.12. Training Infrastructure**

### **3.12.1. Building**

3.12.1.1 Building shall be either owned by the STP, or shall have a valid rent agreement/lease agreement with the owner. **In case of rented/leased premises the agreement should be valid at least upto the proposed date of completion of the batch/batches sanctioned.**

3.12.1.2. The building shall be a permanent structure with internal and external walls plastered and painted.

3.12.1.3 Height of the ceiling of the training centre should be minimum nine feet. If false ceiling is provided height can be reduced by another one foot in special circumstances. If the height is not uniform then the minimum ceiling height in the room has to be taken into consideration. If only a part of the room is used for instruction then the area used for instruction should be 9 feet or above.

3.12.1.4. Roofing with tin/asbestos sheets shall be avoided

3.12.1.5. An office room and a counselling area should be available in the training centre either for the entire training centre in common or to deal the NULM batches separately.

3.12.1.6. There should not be visible marks of leakages from the walls and ceilings

3.12.1.7. All areas like stairs, balconies and other locations should be protected with railings or walls in a height of 3 feet or above.

3.12.1.8. Flooring should be provided with cement/tiles/polished stones.

3.12.1.9. There should be adequate toilets, urinals and wash basin in the training centre. Toilets for males and females should be segregated with appropriate partition. Toilets must be equipped at all times with the following – soap, clean hand towels, basic mop or swab, western style commode with functioning cistern, regular water supply, and sufficient ventilation. The facility must be cleaned thoroughly at least twice during every eight hour usage cycle or more frequently if required

3.12.1.10. The building should be structurally sound on visual inspection

3.12.1.11. Separate wash basins also must be provided for male and female in adequate number.

3.12.1.12. There should be an Over Head Tank for supply of water to all location of the training centre. Water connection to all taps and toilet should be made from this Over Head Tank. Water should be available uninterruptedly in the training centre during the working hours. Water source must be thoroughly disinfected once in every 30 days and the water supplied in all points at the training centre should be clean.

3.12.1.13. The training centre should be in a location which is well connected with different transport location like bus station, railway station and auto stands. The training centre should be in safe and easily accessible areas.

3.12.1.14. It is suggested that the training centre to have at least 100 sq. Ft. open space to gather and interact for the trainees. (Not mandatory and will be considered along with many other parameters for rating of the STP for entrusting future assignment either add on or through new RFP)

3.12.1.15. The centre should have adequate two wheeler parking slots

3.12.1.16. All wiring should be properly secured and taped. Switch boards and panel boards should be fully covered

3.12.1.17 The building should have a valid building number obtained from the Local Body.

### **3.12.2. Office of the Training Centre**

3.12.2.1. The Office of the training centre should be equipped with following office equipments.

1. Computer with high speed internet connectivity to easily access and upload the data into NUM MIS

2. Printer cum scanner or printer and scanner separately
3. Digital Camera
4. Electrical power back up for office room. All electrical item relating to monitoring of the centre activities such as CCTV monitor, CC cameras, bio metric device, office computers, at least two ceiling fan or wall mount fans and one florescent light (2400 Lumens) per every 150 Sq. Ft.

### **3.12.3. Academic Rooms**

3.12.3.1. Area per student in all academic rooms should be 10 sq. ft. Combining of theory and practical class room is permissible and area per student in such cases should be 15 Sq.Ft.. The shape of the class room should enable:

- a. Unobstructed view of the trainer to each student
- b. Unobstructed view of the writing board and the projector to each student
- c. In addition it is recommended that each student should have unobstructed view of every other student in the class

3.12.3.2. In case of IT-ITeS sector courses, the theory class room and IT lab can be combined. In such case also 15 Sq.Ft. area per student should be available.

3.12.3.3. Adequate ventilation not less than 12% of the area of the class room should be provided. Provision for air conditioning in the absence of required ventilation is permitted. However the following conditions should be met for air conditioning.

3.12.3.4. The air conditioning should be such that it should be possible to maintain the temperature in the room at 26°C or less at any point of time when the room is in use. The temperature should be recorded with a thermo metre which should be fixed 6 ft. Away from the AC. As there will be less natural light in such cases, one tube light of 40 watts (2800 lumens) should be provided for each 125 sq.ft.

3.12.3.5. Sound level at all the academic rooms should not be above 75 decibels. In special circumstances the SULM may give relaxation for another 5 decibels considering other conveniences available for this training centre like connectivity with the public conveyance system, available space and common areas etc. If the sound level is above 75 decibels sound proofing with air conditioning should be done. Otherwise the centre cannot be used as a training centre.

### **3.12.4. CCTV Cameras**

3.12.4.1. CCTV Cameras with audio facility should be provided in all academic rooms to ensure that the training is imparted as per standards and NULM norms

3.12.4.2. **Recording:** The central monitor should be easily accessible to centre in charge. The training centre should have proper and secluded place to store the recorded data of CCTV. The recorded material should be under exclusive charge of the centre in-charge till they are erased or transferred to head quarter. The CCTV console should be visible to centre in charge from the place where he sits. Only centre in charge should have ready access to the CCTV system.

3.12.4.3. **Coverage:** It should be ensured that the cameras are well connected and are configured for maximum and optimal coverage.

3.12.4.4. **Specifications:** No technical specifications are prescribed for the time being for CCTVs to be procured for the training centres. However, on replay visual images and sounds should have clarity and should be identifiable easily.

3.12.4.5. **Location and recording:** The systems should be located in such a location so as to ensure that all the important areas of training centre related to academic instruction, assessment and marking of attendance are recorded.

3.12.4.6. **Review:** CCTV footage should be reviewed, inter alia, for the following particulars:

- Training deliverables (As per activity cum lesson planner)
- Trainer's skills via domain experts
- Live distance learning
- Trainers' attendance
- Candidates attendance
- Identify any malpractice during assessment

3.12.4.7. **Storage:** **1.** Nomenclature of Footage – Training batch number (SULM will assign a unique number for the batch), date and time. **2.** Video footage should be stored either till training completion + three months or settlement of accounts.

3.12.4.8. CCTV footage will be reviewed by the inspection team of City Mission Management Units and State Mission Management Units on a random basis. Footage viewed on sample basis will be saved on an external storage.

### **3.12.5. Chair and Tables**

3.12.5.1. There should be one chair for one candidate. It should have enough space for sitting along with arm for writing and space. In case table – bench arrangement at least 2 ft. Space of bench should be available for each student

3.12.5.2. There should be one trainer chair and trainer table of adequate size in the academic rooms.

### **3.12.6. IT lab**

3.12.6.1. There should be one LAN enabled computer per student or as notified in the unique equipments list in the curriculum in the IT lab. However if the STP plans for a split batch and is approved by the SULM as per the agreed proposal, then the number of computers can be reduced to the number of candidates in the batch.

3.12.6.2. Internet connection: The centre should have at least two internet connections. If it is networked, the primary connection should have 2 mbps for 10 computers on the LAN. If it is non networked, then each computer should have 2 mbps connection. Secondary connection also should be 2 mbps per computer.

3.12.6.3. All computers should be installed with typing tutor software.

3.12.6.4. All students should be given Internet and email access

3.12.6.5. Lights: 1 fluorescent light (2400 lumens) for each 150 sq.ft. or part thereof per room.

3.12.6.6. Fans: 1 ceiling fan for each 150 sq.ft. or part thereof per room

3.12.6.7. Electrical power backup for lab. All computers in the IT lab, equipments for doing practical, and fans and lights should be connected with the power back up system. However in case of equipment that can't be operated on backup power, the mission director will give relaxation. Relaxation may be sought in the original proposal itself by the STP.

3.12.6.7. LCD displays: one LCD screen of 50" per class room with a dedicated computer.

### **3.13. Domain related Equipments**

3.13.1. Domain related equipments as per the specification given by the certifying agency should be installed in the training centre. In case of NCVT designed courses, all the courses should have a list of equipments required for training as per NCVT specifications. In case of SSC, if SSC has not specified the minimum equipment, the STP should follow the NCVT specification till SSC specifies the equipments. If the equipment specifications are not prescribed by SSC/NCVT the STP should obtain a certificate from the industry expert. The STP has to submit the list of equipments with specification and number in their proposal to SULM. However the equipments as prescribed by NCVT/SSC should be available in the centre for the conduct of the skill training.

3.13.2. The STP should ensure that all the equipments, tools, computers, net connection, power backup system required for the skill training programme are perfectly functional throughout the course of the training.



3.13.3. In case any equipment in the centre becomes dysfunctional, the STP should mail the equipment failure report to SULM and CMMU without delay. Non-reporting of failure of equipments will invite imposing appropriate penalty as decided by the mission director.

### **3.14. Bio metric attendance (This section kept in abeyance till intimation)**

3.14.1. Bio-metric attendance of the students should be reported to SULM through the designated MIS of NULM (When the NULM-MIS is ready capture biometric attendance without delay). The bio metric device should be regularly maintained and time taken to replace a non-working device should not be more than 24 hours. Failure to report the attendance due to non-availability of bio metric device should not be more than 1 day. For any additional days of non-reporting of attendance, the training duration will get extended by equivalent period. In case any technical issue on the National Level MIS for uploading the bio metric attendance, the STP should inform the same to the SULM and SULM will make alternate arrangement to record and report the attendance either online or offline.

### **3.15. First aid and Drinking water**

3.15.1. Clean and purified drinking water should be available for the candidates in the training centres throughout the working hours. The STPs should also keep first aid box in all the training centres.

### **3.16. Starting the Training Centre**

3.16.1. The Skill Training Providers can either arrange separate training centre for NULM or may arrange separate academic rooms in the existing training centre as per NULM norms. The size of the academic rooms may vary depending on the targets assigned to the STP. The size of the batch assigned to each STP will be as per the requirement of the mission. After setting the required infrastructure and equipments in the centre the STP should report the same to the SULM in the prescribed format for getting the order for training commencement.

### **3.17. Display of Information**

3.17.1. Training summary and achievement board regarding the NULM batch, daily attendance etc. should be displayed separately at the centre.

3.17.2. Contact details of the NULM authorities in the state should be displayed in the training centre.

3.17.3. Code of conduct for the student enrolled under NUM shall be circulated (in vernacular language) to the student and shall be displayed at the training centre.

### 3.18. Commencement of the Training

3.18.1. The Skill Training Provider after setting up the training centre should submit the readiness assessment form in the prescribed format within 20 days from receipt of work order. The officials from the SULM or designated by SULM will visit the centre for verification. In case the centre is equipped as per the NULM training operational procedure, the State Urban Livelihoods Mission will give training commencement order to the skill training provider. SULM shall carry out the verification within three days from the date of receiving the duly filled readiness assessment form from the STP. On getting the training commencement order from SULM, the Skill Training Provider should inform the selected candidates and should give 5 days' time to join the training batch.

### 3.19. Training Time and Working Days

3.19.1. The timing of the training should be during regular hours between 08.00 Am and 5 Pm. For courses above 400 hrs 6-7 hours training should be given daily in addition to one hour break. In case of courses of short duration, the SULM will give permission to reduce the daily timing by 1-2 Hrs on case by case examination. However 8 hours training is mandatory for all residential batches. The training centre should be functional on all working days of Government of Kerala. Public holidays also shall be applicable for the centres. However in special circumstance, the STPs can arrange additional training days with the consent of SULM.

### 3.20. Quality of Trainers

The STPs should recruit and deploy master trainers and trainers with adequate qualification and experience. Basic qualification of the trainers should be as specified in the model curriculum issued by NCVT/SSC.

### 3.21. Penalty for delay and lapses

Type of Delay/Lapses/Shortfall in Quality	Penalty
Delay in commencement of the skill training one month after issue of work order or after the days specified in the proposal (for every delayed days)	First ten days from the agreed commencement date – issue of alert to the STP or .5% of the total assignment cost or both considering the situation  11 to 20 days from the agreed commencement date - 1% of the total assignment cost (in addition to the .5% for the first ten days)  21 to 40 days – 2% of the total assignment cost. (in addition to the earlier penalties )  Above 40 days - 0.5% of the total assignment cost for every one day. (in addition to the earlier penalties )  Penalty will be deducted from the security deposit and after 50 days the work order can

Type of Delay/Lapses/Shortfall in Quality	Penalty
	be cancelled by SULM and will be simply intimated to the STP. However the State Mission Director has the authority to give relaxation in special circumstances.
Delay in repairing/replacing the training equipments in the centre in case it becomes dysfunctional including power backup system and CCTV (for every day after 48 hours for training equipments and after 24 hours for power backup system and CCTV system.	0.25% of the assignment cost for the first three days after the 48 hours. 1% of the assignment cost for the delay after three days (including 0.25% for the first three days)
Delay in entering required data in MIS as per the MIS manual of NULM (for delay of every one day after reminder from the SULM )	0-3 days – No penalty 4-6 days - 0.25% of the total assignment cost. Above 6 days – 0.5% of the total assignment cost.
Dysfunction of bio metric attendance	Extending the training period equal to the days in which the bio metric attendance is not uploaded in the NULM MIS.
Delay in completion of training as per the agreed training calendar	Suitable penalty as decided by the evaluation committee after considering the reason for delay cases by case

### 3.22. STP Team

3.22.1. The STP should designate specific roles and responsibilities to each staff members to carry out the assignment as per standards prescribed in the NULM guidelines. Recruitment of the all the staff members is the discretion of the STP. However the SULM based on the feedback from the students or from the experts appointed for monitoring the training process may demand replacement of the trainers or master trainers on poor performance. The team of STP should work in close coordination with the State level and city level team of NULM. The STPs should at least appoint following staff members in the training centre before commencement of the training.

1. **Centre head:** There should be a full time centre head appointed in the training centre and the post should be filled before submitting the readiness assessment format. The post of the centre head should not be kept vacant in any situation. In case a centre head want to relieve, the STP should make alternate arrangement before he/she leaves the office. The terms and conditions of employment of the centre head should be drafted accordingly to avoid the abrupt relieve of the position. Centre head will be responsible for smooth conduct of the training as per the quality standards prescribed under NULM Operational Procedure. The

centre head should be a full time staff and should be available at the centre during all the working days. He will be liable to report to the state and city mission offices of NULM and to answer to the queries from these offices.

2. **MIS officer:** There should one dedicated staff in the centre to make the required entries in the online MIS of NULM without delay. The STP should appoint a person with required qualification and competency for the purpose or should designate one competent staff of the centre as MIS officer.
3. **Placement officer:** The STP should appoint a placement officer to arrange placement for the trained candidates and to track them for a period of **12 months**. The STP should make sure that the candidates are placed in reputed industries and are assigned with domain related job only as stated in the proposal.
4. **Trainers:** The STPs should appoint qualified trainers in domain, IT and soft skills. The qualifications of the trainers shall be as prescribed by the certifying agency

3.22.2. The STP should intimate the details of the staff appointed in the centre before commencement of the training. STP should also inform SULM in case any change in the existing manpower. In case of replacement of human resource, replacement may be done with person with same or higher qualification and experience.

**3.22.3. Master Trainers:** The STP should have master trainers for each domain, in which they are undertaking training in addition to IT and Soft skills. The STP should arrange Training of Trainers (ToT) through these master trainers before commencement of the training. STP should also arrange refresher trainings for the faculty members as and when required. In case of soft skill, the STPs can appoint trainers trained and certified by ASAP, if they don't have internal ToT arrangement.

### **3.23. Relaxation**

3.23.1. In special circumstances, if relaxation is required in the specified standards, the concerned CMMU shall forward their request to the State Mission Director. Request for relaxation from the concerned CMMU will be considered by the SULM only for the interest of the mission. This clause doesn't give any right to the STPs to get relaxed from the standard specification or norms of NULM.

### **3.24. Mobilisation of prospective beneficiaries**

3.24.1. The city mission management units will conduct massive IEC programmes for mobilisation of prospective beneficiaries for Employment through Skill Training and Placement component of NULM. The CMMUs will seek the support of the CBOs, NGOs and other public/ private institutions including the STPs for dissemination of information on the programme. The STPs designated can conduct the information

dissemination programmes with the support of CMMUs. The Urban Local Body (ULB) through the City Mission Management Unit will examine the application thus received from the beneficiaries and will prepare a list of the eligible candidates for skill training as per NULM norms.

In case of annual work plan the STPs will conduct mobilisation drive in consent with CMMUs and the STPs will submit the list of candidates mobilised by them to the City Mission Management unit for approval through the web enabled MIS of the NULM. The City Mission Management units as part of their efforts to reach at the real beneficiaries also will manage their own mobilisation campaigns and will forward to the candidates to the STP. However, ultimately mobilisation of urban poor candidates for the proposed training as per the target given in the work order will be the responsibility of the Skill Training Provider. Base cost of training includes the mobilisation cost also. The STPs should not enrol any candidates to the training without prior approval from the ULB for the list.

### **3.25. Orientation and Demand Generation**

3.25.1. All the eligible applicants shall be invited for an orientation programme so as to give them a fair idea about the skilling component of the mission and information on the available skilling and livelihood option for them. In addition they will be given basic inputs for selection of a sector of skilling. The eligible candidates will be given an opportunity for interaction with the mission functionaries to clear their doubts in the orientation session. Generally the batch size for an orientation session shall be 25-30 so as to ensure conducive environment for adequate interaction between the mission functionaries and the prospective beneficiaries. After the orientation and the interaction, the candidates who sustain interest in the programme will be registered through the MIS of the mission. Thus the registered candidates will get the registration number through an SMS. For registration under the scheme the candidates have to choose a sector in which they desire to get trained and placed. However the candidates will have the freedom to change their sector any time before they enrol for a specific training programme.

### **3.26. Screening, Counselling and Selection of beneficiaries**

3.26.1. Post training placement and retention rate in the batch are depended on the quality of work done by the STP in this phase. The eligible candidates provisionally selected by the City Mission Management Units will be forwarded to the STPs. The STPs in consultation with the designated CMMU manager shall invite the applicants for an interview and aptitude test (Psychometric and Others). All the candidates may not have required aptitude for the designated training. Then the STP will select the suitable candidates for the proposed course through the aptitude test and interview. Those who didn't get selection for a skill training course should be given opportunity to attend the selection process for other skilling options suitable for his/her aptitude. Thus the list of

candidates selected and rejected after the aptitude test and interview shall be intimated to the SMMU in the prescribed format (**Standard form 2**) along with reason for rejection and marks assigned. The CMMUs will follow up the rejected candidates to provide skill training suitable for their aptitude and will ensure that all those desirous of being skilled and placed are properly considered.

3.26.2. Those applicants who pass through this interview and aptitude test shall be given proper counselling by the trained counsellors of the STP for facilitating the candidates for selection of a better livelihood options. The STP should provide the details regarding the placement opportunities, salary level, location of placement, job titles, timings and shift practices prevailing in the industry in each location and the occupational hazards if any etc for the trade they have opted for the skill training under NULM. Counsellors should facilitate to have an informed choice regarding the livelihoods option and to avoid drop out during the training and after placement.

### **3.27. Enrolment, batch size and batch freezing.**

3.27.1. The selected candidates will be enrolled in a batch and the details of the candidates in the batch shall be entered in the MIS. The candidate who discontinues the training in the initial 7 days will be delisted and the STP can enrol the candidates from the waiting list in these vacancies. **Before creating the batch and entering the details of beneficiaries in the MIS, the training centre should verify the certificate of the candidates and ensure that they have the basis educational qualification for enrolment as per SSC/NCVT norms.**

3.27.2. **Batch Size:** Size of a batch should not exceed the number specified for batch as per SSC/NCVT norms even though the STP has proposed otherwise.

3.27.3. **Aadhaar Linkage:** The student and trainer enrolment should be linked to **Aadhaar**. However no candidate should be denied admission for want of Aadhaar. It should be ensured that such candidates (without Aadhaar) are enrolled in the Aadhaar by the Skill Training Provider during the training period.

3.27.4. **The STP should freeze the batch within 7 working days from the date of starting of the training. New candidates should not be admitted to the batch after the freezing date.** Strength of the batch will be maximum **35** or as indicated in the Training Commencement Order - issued by SULM. However the number should not exceed the work order in any case. STPs on special circumstances can delist the candidates who do not adhere to the code of conduct of the training centre or is found not genuinely interested in the training programme. All candidates who discontinue training within seven working days from the date of starting of the batch will be considered as delisted and the STPs can enrol new candidate in place from the waiting list. All candidates who discontinue the training programme after batch freezing date will be considered as drop outs.

### **3.28. Attendance of the candidates**

1. A minimum of 75 % attendance is compulsory to conclude that a candidate has attended the training programme.
2. Normal attendance: Marking of attendance 15 minutes late at the start of session and 15 minutes early at close of session will be condoned and considered as full attendance for the shift.
3. Late attendance/Early departure within permitted time will be as per the details given below.
  - Up to 1 hour in a day from batch start time/ before batch end time (Up to 2 occasions in every 15 calendar days) - Treated as full day attendance
  - More than 1 hour in a day from batch start time/ before batch end time OR If number of occasions exceeds the permitted number - Treated as half day attendance
  - More than 4 hours in a day from batch start time/ before batch end time - Treated as absent

### **3.29. Delisting of candidates and related issues**

1. The provision for delisting of candidates is intended to ensure that the candidates develop a better understanding of the training course before they commit to it. The provision also enables a STP to understand and assess a candidate's strengths and weaknesses with reference to the trade and to counsel him/her on the suitability of the course.
2. A student may be delisted from a training programme either on his/her own request or on the basis of the STP's assessment of the candidate's aptitude and commitment.
3. To enable delisting of candidates a STP is permitted to enrol 5 candidates beyond the maximum permissible batch strength till the batch freeze date. STPs shall make seating arrangements for such additional candidates. In case of delisting of candidates beyond the additionally admitted number, such vacancy may be filled by enrolling new candidates from the waiting list.
4. The STP shall record the date from which a candidate is treated as delisted.
5. STPs should ensure that after the batch freeze date, the batch strength does not exceed the maximum permissible number for the batch. Admitting additional candidates to a batch should be done only if the STP forecast that such drop out may happen from the batch. In case the STP adopts meticulous selection process

and do not expect dropouts, in such case admitting of additional number in a batch should be avoided.

6. Course attendance will be recorded/calculated from the batch start date. All the candidates who join after the batch start date but before the batch freeze date have to be informed of this condition.

### **3.30. Drop out of candidates and related issues**

1. STPs should take all precautions during the selection of candidates so that the number of dropped out candidates in a batch is minimized.
2. Some of the reasons for candidates dropping out or being dropped from a course are:
  - Not meeting the minimum attendance requirements
  - Not following the code of conduct
  - Not keeping up to the expected academic standards
3. STPs shall record the date from which a candidate is treated as dropped out.
4. **Deemed drop out:** If a candidate is absent for more than 25% of classes in a course then she/he is deemed to have dropped out. The STP should drop the particular candidate from the attendance roll.

3.30.1. In normal circumstances, the reasons for delisting/dropping out of candidates should be clearly recorded. A candidate will have a maximum of three chances to get delisted. After the third delisting the candidate will not be able to join a training course as part of the NULM programme. Every time a candidate drops out/is dropped he/she would also have exhausted a delisting chance.

### **3.31. Training Plan**

3.31.1. The STPs should submit an activity cum lesson plan along with their proposal in the prescribed format. Activity cum lesson plan is the most important plan document for the skill training. The concurrent monitoring plan of the SULM shall be crafted on the basis of this document. Format for activity cum lesson plan is attached as [Annexure 2](#) with this document. The STP shall strictly adhere to this training plan. In case the STP agrees to the changes suggested by SULM in the Activity cum Lesson Plan during negotiation meeting, the STP should submit the revised proposal and should strictly adhere to the revised plan.

### **3.32. Administering MIS**

3.32.1. As mentioned in earlier section, the cost the training includes the cost involved for timely entry of data in the MIS of NULM. The STPs should enter the data and upload the required documents in time as described in the MIS manual of NULM. Non compliance of MIS entry will lead to imposing suitable penalty as decided by the State



Mission Director. The STP shall deploy a competent person in all the training centres for this purpose.

3.32.2. The empanelled skill training providers will be given user credentials by SULM so as to login into the MIS via the website [nulm.gov.in](http://nulm.gov.in). The STPs in turn can allot user credentials to their training centres, once their proposal is accepted by the SULM and the work order is issued.

### **3.33. Internal assessment**

The STP should conduct internal assessment in regular intervals either fortnightly or at the end of each module. The STP should conduct final internal assessment on completion of the course and before forwarding them to the approved assessment bodies under NCVT/SSC for certification. The periodic internal assessment also should be indicated in the activity cum lesson plan and the STP should not deviate from this agreed plan. The STP should develop an assessment guide for this purpose. The assessment guide should clearly mention the periodicity of internal assessment, methodology of assessment for each module, marks assigned (total and for each methodology) and model questions. In case, the assessment of the course is online mode, then the STP should develop platform for model online assessments.

### **3.34. Assessment and Certification**

The STP should intimate the details of the batch to the certifying agency within 10 days from the date of commencement of the training with anticipated date of assessment. There should not be any delay for assessment and certification after completion of the training. Entire certification process should be recorded through the CCTV cameras. After getting the confirmation regarding the date of assessment from certifying agency, the date of assessment with the list of candidates forwarded for assessment shall be intimated to SULM in time.

### **3.35. Inspection by SMMU and CMMU**

3.35.1. Officials designated by the State Urban Livelihoods Mission from the State Mission Management Units and City Mission Management Units will conduct visits to the training centre with or without prior intimation. These officials will have the right to observe the training process at any time, inspect the CCTV footage and to inspect all the records related to NULM as per the NULM norms. In case of prior intimation visits, all reports as intimated to the STP via mail should be ready at the time of inspection. However, the inspection by any team shall be arranged in such a manner that the normal process of the skill training is not interrupted or the duration of interruption is minimum.

### **3.36. Placement and Post placement tracking**

3.36.1. The designated STP shall arrange placement for at least 70% of the successful candidates in a batch. Placement should be arranged in the same trade and sector in

which the candidates are trained. The STP shall establish meaningful network with the industry for arranging better placement for the trained candidates and should track them for a period of 12 months. The STPs should clearly indicate the monthly salary that can be arranged to the first 50% of the candidates in a batch and the remaining 20% separately. During the selection process itself the STPs should give clarity to the candidates regarding the Location of placement, salary range, type of industry in which placement can be arranged, job role, Shift timings, the real nature of work they have to do, details of daily/monthly targets if any, occupational hazards if any etc. Providing such information in advance will help to reduce the issues and confusions during placement.

3.36.2. After successful completion of the training of particular batch/batches as per an RFP, the STP shall place the candidates in the jobs as assured in the proposal. The placement officers of the STPs shall track the placed candidates to ensure that the candidates are getting the salary and other benefits as offered in their proposal. In addition, if any of the candidates placed in the industry face any difficulty to continue in the job, the STP shall provide counselling and other support for them. The STP shall ensure that the candidates are assigned the jobs related to the trade in which they are trained. In case a candidate shows shortfall in his/her performance in the industry, the STP will take all efforts to improve their skill and provide other support to keep on in the same job or find out another suitable employment.

### **3.37. Training and Placement completion and Submission of Completion report**

3.37.1. When 50-70% candidate from the batch/batches as per a RFP are placed and tracked for 12 months, the STP will submit the project completion report to the SULM in the prescribed format (Standard form 3) After cross checking the information, SULM will issue project completion certificate and fourth instalment of payment.

### **3.38. Grading of STPs and add on agreement**

3.38.1. The State Urban Livelihoods Mission will grade the performance of the agency with regard to training input and outcome. Grading will be done on the same parameters set for the appraisal of the proposal or Separate grading criteria will be developed for critical input and outcome parameters (1) Training Infrastructure (2) Training quality (Trainer/Training methodology /materials) (3) Placement. The decision regarding add-on agreement for assigning new batches will be taken considering the quality of inputs and the outcome of the batches so far completed by the agency.

3.38.2. The SULM can enter into a add on agreement with well performing STPs on its sole discretion for conducting skill training for the additional demand arising from the cities. SULM can also consider issuing fresh RFP as per requirement.

## **SECTION 4. INSTRUCTIONS TO THE SKILL TRAINING PROVIDERS**

### **4.1 General Provisions**

4.1.1. The Skill Training Providers should familiarize themselves with the local conditions and take them into account in preparing their proposals. They can attend the pre-proposal conference also if organised by SULM. It is not mandatory on the part of the SULM to conduct a pre-proposal conference. Attending any such pre-proposal conference is optional and shall be at the STPs expense. NULM will timely provide, at no cost to the STPs, available inputs, relevant project data, and reports required for the preparation of the proposal.

### **4.2 Conflict of Interest**

4.2.1. The STP is required to provide objective and impartial services with highest degree of professional integrity at all times holding the interests of NULM as paramount. The STPs shall strictly avoid conflicts with other assignments or its own corporate interests. The STPs should to disclose to the mission any situation of actual or potential conflict that impacts its capacity to serve the best interest of NULM. Failure to disclose such situations may lead to the disqualification of the Training Service Provider or the termination of its contract and/or sanctions by the mission.

4.2.2. Without limitation on the generality of the foregoing, and unless stated otherwise in this RFP, the Training Service Provider shall not be hired under the circumstances set forth below:

a. Relationship with NULM staff: A Training Service Provider (including its share holders and consultants) is a close relative of NULM official who is directly or indirectly involved in any part of (i) the preparation of the RFP document or MoU 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 mission throughout the selection process and the execution of the Contract.

b. Any other types of conflicting relationships as indicated in the RFP

4.2.3. Government officials and civil servants may only be hired under consulting contracts, either as individuals or as members of a team of a consulting firm, if they (i) are on leave of absence without pay; (ii) are not being hired by the agency they were working for immediately before going on leave; and (iii) their employment would not create a conflict of interest.

### 4.3. Preparation of proposal and preparation cost

- 4.3.1 In preparing the Proposal, the Training Service Provider is expected to examine the RFP document in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the proposal. Selection committee may seek clarification from STPs if required.
- 4.3.2 The Training Service Provider shall bear all costs associated with the preparation and submission of its proposal, and NULM shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. NULM 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 to the STPs
- 4.3.3 The proposal, as well as all correspondence and documents relating to the proposal exchanged between the STPs and NULM shall be written in English only so as to give ready access of the documents to the National level Mission Management Unit. All documents produced as annexure in any Language, other than English, should be accompanied by certified translated copy in English.
- 4.3.4 Proposal should be submitted to the Executive Director Kudumbashree and Mission Director, National Urban Livelihoods Mission, Kerala on or before the last date and time given in the notification. RFP notification Number and date should be written on the envelope containing the proposal.
- 4.3.5 The proposal shall comprise the documents and forms listed in this RFP. The proposal submitted by the Skill Training Providers must remain valid for 365 days after the proposal submission deadline. During this period, the Skill Training Provider shall be liable to provide the service offered as per the original proposal without any change, including the service of the subject matter expert, at the proposed rates and the total price.
- 4.3.6 If any of the Trainer/Master trainer/key staff become unavailable during the validity period, the TSP shall provide adequate justification writing to State Mission Director NULM along with the substitution request. In such case, a replacement of trainer/staff shall have equal or better qualifications and experience than those of the originally proposed trainer/staff. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert/Master Trainer.
- 4.3.7 The Training service providers **shall not subcontract or outsource the whole or a part of the Services** unless otherwise agreed by NULM, failing which the mission can terminate the contract or impose suitable penalty or delist from empanelment on the decision of the State Mission Director.

#### **4.4 Confidentiality and anti corruption policy**

- 4.4.1 From the deadline for submission of the proposals to the time of the contract is awarded, the STPs should not contact any of the officials of NULM on any matter related to its proposal. Information relating to the evaluation of proposals and award recommendations shall not be disclosed to the Training Service Provider who submitted the proposals or to any other party not officially concerned with the process, until the publication of the contract award information.
- 4.4.2 Any attempt by empanelled STPs or anyone on behalf of the STPs to influence SULM improperly in the evaluation of the proposals or contract award decisions may result in the rejection of its proposal, and may be subject to the application of prevailing Government sanctions procedures.
- 4.4.3 Notwithstanding the above provisions, from the time of deadline for submission of the proposal to the time of contract award publication, if a STP need to contact NULM on any matter related to the selection process, it should do it only in writing to the State Mission Director NULM or via e mail to [nulmskills@gmail.com](mailto:nulmskills@gmail.com).

#### **4.5 Deadline for submission of proposal**

Skill Training Providers shall submit the proposal along with all the necessary documents before the last date & time notified for submission of proposals. Proposal received after the submission deadline will be treated as non-responsive and will be excluded from further evaluation process.

- 4.6 Validity of offers made in the proposal:** In case of the selected proposal, all the offers made in the proposal will be made part of the agreement, and the STP shall be bound to deliver the service accordingly. Therefore the proposal with unwanted statements and conditions will not be accepted. The STPs should take care to ensure that all the statement and conditions lay down in the proposal do not contradict with the prevailing NULM guidelines and operational procedure. If the proposal found to be ambiguous or contradictory to the NULM norms, such proposal shall be summarily rejected. NULM have no liability to intimate the matter to the STP. However in special cases the SULM can negotiate with the STP to remove such statements for the purpose of accepting the proposal. If the STPs have any demand for alteration of the NULM operational procedure or want to request for any relaxation in special circumstances, it should be submitted through a separate letter addressed to the State Mission Director and such statements should not be made an integral part of the proposal. In case of genuine request which do not harm the interest of NULM, State Mission Director will issue separate order along with the work order.

**4.7 Contract Negotiation:** The State Mission Director, NULM will be the authority to conduct any negotiation with the STPs. State Urban Livelihoods Mission will have the sole discretion to conduct negotiation with any one or all of the STPs submitted the proposal. SULM can also award contract to an STP directly accepting the proposal without any negotiation if the proposal found to be tailor made for the purpose of the mission. The aim of the negotiation is to reach an agreement on all points with the proposer. Negotiation commence with a discussion of training agency's proposal, the proposed activity cum lesson planning, staffing and any suggestions made to improve the outcome of the assignment. Once these matters have been agreed negotiations will be initiated with a discussion on proposed rates per student.

**4.8 Amendment to RFP Document:** At any time prior to the deadline for submission of RFP, State Urban Livelihoods Mission may modify the RFP document for any reason. The amendment document shall be notified through website and such amendments shall be binding on all the empanelled STPs. In case of amendments issued, the STPs have option to withdraw from the process without losing their security deposit.

**4.9 Disqualification:** NULM at its sole discretion and at any time during the evaluation of RFP, may disqualify any applicant, if the applicant;

1. Made misleading or false representations in the proposal, statements and attachments submitted
2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any of the projects in the preceding 3 years;
3. Submitted a RFP that is not accompanied by required documentation or is non-responsive
4. Failed to provide clarification related thereto, when sought;
5. Was declared ineligible/blacklisted by State/UT/Central Government;
6. Tried to influence the evaluation process either directly or indirectly

**4.13 Communication to the STPs:** All communication related to this RFP from the state urban livelihood mission to the empanelled agencies will sent to the registered mail id of the STPs given in the original application for empanelment. Any queries to the SULM may be sent to [nulmskills@gmail.com](mailto:nulmskills@gmail.com).

**4.14. Disclosure of information:** Information relating to the examination, clarification, comparison and evaluation of the RFP submitted shall not be disclosed to any of the responding applicants or their representatives or to any other persons not officially concerned with such process until the evaluation process is complete.

**4.15. Disclaimer**

1. The information submitted in response to this RFP may be subjected to the public release (as per RTI norms). Applicants responding to this invitation assume the risk of public disclosure.
2. This RFP does not entail any commitment on the part of SULM, either financial or otherwise.
3. SULM reserves the right to accept or reject any or all the RFP without incurring any obligation to inform the effected applicant/s of the reasons.

## Section 5: MEMORANDUM OF UNDERSTANDING

### MEMORANDUM OF UNDERSTANDING

THIS MEMORANDUM OF UNDERSTANDING (“MoU”) is made on this <DATE> between

KUDUMBASHREE, Kerala State Poverty Eradication Mission also functioning as the State Urban Livelihoods Mission(SULM) under National Urban Livelihoods Mission (NULM), having its head office at 2nd Floor, TRIDA Rehabilitation Building, Chalakuzhy Road, Medical College P.O, Thiruvananthapuram -695011 represented by its Executive Director also acting as the State Mission Director of National Urban Livelihoods Mission (hereinafter referred to as “mission” which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors and permitted assigns) on the First part, *and*

<Name of STP> a Skill Training Provider (STP) having its registered office at <address of STP> (hereinafter referred to as STP) which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors and permitted assigns) on the second part.

Both the parties mentioned above shall be jointly referred to as “Parties” under this MoU.

#### 1. Back Ground

1.1. The first party is designated as the State Urban Livelihoods Mission by the Ministry of Housing and Urban Poverty Alleviation, Government of India under the National Urban Livelihoods Mission and has entrusted to impart placement linked skill training to the unemployed/underemployed urban poor in the selected cities of the state among other mission activities. The mission through its established procedures has empanelled eligible organizations as Skill Training Providers (STPs) and the second party is one among the empanelled agencies.

1.2. The first party has issued a Request for Proposal (enclosed as annexure 1) to the empanelled Skill Training Providers for procuring service for imparting placement linked skill training under the mission. Among others, the second party also has submitted a proposal to the mission. The mission found the offer in the proposal submitted by the second party as befitting to its requirements and goals of the project and accepted their proposal (enclosed as annexure 2) on a belief that the second party will deliver the service in specified input quality and outcome as promised in the proposal.



1.3. The first party has issued a work order (Annexure 3) to the second party and the second party has accepted the condition in the RFP documents and work order and has entered into this agreement for imparting the placement linked skill training to the unemployed urban poor under the terms and conditions of this agreement. City wise No of candidates to be trained in course under this agreement is given below

No	Name of course	Name of city/cities	No of candidates to be trained	Rate per hour per successful candidates

## 2. Purpose of this MoU

2.1. This MoU is agreed between the parties for the purpose of establishing a frame work for procuring the service from the skill training provider for identifying, mobilizing, imparting skill training and arranging placement for the unemployed urban poor as per the guidelines issued by Ministry of Housing and Urban Poverty Alleviation (MoHUPA) and amended from time to time and also as per the training operational procedures issues by state Urban Livelihoods Mission.

2.2. The Ministry of Housing and Urban Poverty Alleviation (MoHUPA) has issued guidelines and office memorandums and will amend, modify and add further features to these guidelines/office memorandums/ Circular from time to time for the effective implementation of the component which shall be binding upon all the parties of this MoU. However, the MoHUPA has given freedom to the states for setting up appropriate operational procedures for conducting the placement linked skill training. Therefore, if any practice or procedure or norms is specifically mentioned in the Training Operational procedure and Instruction to the STPs issued by SULM along with the request for proposal to the second party, then it will be applicable even though the guideline of the MoHUPA directs otherwise.

2.3. Both parties hereby affirm that they shall work towards the delivery of better outcome of the project with highest degree of professional integrity.

## 3. Responsibilities of the first party

3.1 Kudumbashree in the capacity of the State Urban Livelihoods Mission (SULM) has primary role in managing and monitoring the projects under NULM in the State. The Kudumbashree shall ensure inter-alia, the following:

- i. Inspect the training centre without delay on receiving the intimation from the STP regarding the readiness assessment and issue training commencement order if the centre found befitting as per NULM norms.
- ii. Timely release of payment to the STP as per schedule.
- iii. Regular Monitoring of Performance in terms of quality of inputs and outcomes in comparison with the project goal and offer by the STP in the agreed proposal.
- iv. Conduct regular visits, quality assurance checks and inspections at the training centers.
- v. Timely feedback on the shortfalls in the quality of inputs of the training to the STP and direct correctional measures and issue notices in case of non compliance.
- vi. Ensure that the progress of activities is reported by the second party in time and is entered in the MIS properly and impose penalty on noncompliance.
- vii. Tracking of outcomes including placement and salary level as per the proposal and NULM norms and take appropriate actions on noncompliance

#### **4. Responsibilities of the Second Party**

4.1 The STP under this MoU agrees to the following:

- i. Set up the training centre as per NULM standards and specification within 20 days from the date of issue of the work order by the mission and appoint qualified trainers within the prescribed time frame and intimate the mission in the given format.
- ii. Inform the date of commencement of the training to all the selected candidates on getting the Training Commencement Order from the mission.
- iii. Start the training within the time frame as per NULM norms and ensure that all the selected candidates are present in the batch on the day of commencement day itself.
- iv. Conduct the training without any deviation from the training proposal submitted by the STP and the operational procedure and guideline laid down by NULM
- v. The second party will be fully and directly responsible for achieving the outcomes of the training programmes in full compliance with NULM norms.

It includes but not limited to all responsibilities related to quality of the training, assessment & certification, placement of trained candidates on a salary offered in the proposal and track them and support for a period 12 months.

- vi. The second party shall comply with all terms and conditions of NULM Guidelines and any revisions if any thereto.
- vii. The second party, shall promptly inform all the parties of any changes or any modifications that affects its legal nature and the objectives under this MoU. Such information shall be communicated to the first party within 7 days of such modification.
- viii. The second party shall inform the first party if any problem arises in conduct of the training batch and in any case should not hide such issues or any deviation from the plan.
- ix. The Training service providers shall not subcontract or outsource the whole or a part of the Services unless otherwise agreed by NULM, failing which the mission can terminate the contract or impose suitable penalty or delist from empanelment on the decision of the State Mission Director.
- x. The second party shall adhere to all the terms and conditions contained in the RFP and Training Operational Procedure and will be liable for all the consequences therein including the liquidated damages.

### 5 Cost of the assignment

Cost of the assignment per candidate successfully completing the training programme is fixed as given in the following table.

No	Name of course	Duration in Hours	Rate per Hour	Cost per candidate successfully completing the course

There will be deductions from this amount in case of non compliance of inputs and outcomes as prescribed in the Training Operational Procedure. In addition the actual assessment fee paid for the successful candidates to the certifying body as per NULM

norms will be reimbursed along with second instalment on producing the proof for payment.

## 6 Releases of Payments

### 6.1. Schedule of payment to the STPs.

Sl. No	Instalment	% of total cost of the Batch/batches	Output/Outcome parameter
1	1 <sup>st</sup> Instalment	30% of the training cost less amount of refundable security deposit collected from each trainee.	Commencement of the training and freezing of the batch. Calculation for payment will be done on the basis of the number of the students in the batch after freezing. (STP should submit the list of the candidates in the batch in the prescribed format to the SULM along with the request for release of payment with calculation)
2	2 <sup>nd</sup> Instalment	50% of the training cost plus refunded security deposit	On completion of training, certification of successful candidates and providing placement to at least 50% of the successful candidates (The STP should provide the proof for refund of security deposit, copy of certificates issued by assessment body and the copy of offer letters)
3	3 <sup>rd</sup> Instalment	20% of the training cost	Based on the outcome related to placement of the candidates on a salary offered as per the proposal as per details given below.

6.2. Twenty per cent of the training cost (3<sup>rd</sup> Instalment) which is linked to the placement outcome will be released to the Training Provider on satisfying the specific conditions as follows:

- i. The training provider shall be eligible for 100% payment if outcome achievement in placement is 70% and above and is in accordance with the offer given in the proposal.
- ii. Training Provider will be paid on pro-rata basis if outcome achievement is less than 70%. In case the achievement is 60% only 6/7 of the 3<sup>rd</sup> instalment will be paid.
- iii. In case the achievement is less than 50% the Skill Training Provider will be delisted from empanelment in that particular trade. Assignment of training in other trade also will be based the analysis of the situation which led to the non achievement of outcome.

6.3. The STP shall not be entitled to any additional funding for any extension in the tenure of the training. In general the training programme shall be completed within the approved project tenure failing which the second party will be liable to pay the penalty as per NULM norms.

6.4. The first party may suspend all the payments or part to the Second Party if the Second party fails to perform any or all of its obligations under this MoU. However, the first party shall take this action only after giving a due notice to the STP specifying the nature of non-performance and providing due opportunity to remedy such failure within a reasonable period as maybe specified in the notice.

6.5 The agreed cost of accommodation also will be considered as part of training fee, in case of the residential trainings.

## **7. Special Conditions**

7.1 National Urban Livelihoods mission is a Centrally Sponsored Scheme planned and controlled by Ministry of Housing and Urban Poverty Alleviation (MoHUPA) and the Guidelines/ office memorandums / Circulars/ Orders issued by MoHUPA, Government of India will be applicable for implementation of the project. However, Government of India has given freedom to the SULM to set appropriate strategies and implementation models in the state. Therefore in case any of the process, procedure or the norms in the documents issued by MoHUPA is conflicting or mismatching with the operation procedures or instruction to the STPs already issued by the SULM along with the RFP, the later (those issued by SULM) shall be followed.

7.2. The amendment to the Guidelines, new office memorandums and circular issued by MoHUPA, Government of India shall be applicable for both the parties. However, the first party will have the right to bring into operation or to set apart the new orders and amendments as and when required. However the SULM will not issue new orders or norms after signing the agreement.

## **8. Communication**

8.1 All notices and communication under this MoU shall be served to the representatives of the parties in the addresses detailed below.

i. First Party - The Executive Director, Kudumbashree, 2nd Floor, TRIDA Building, Chalakuzhy Lane, Medical College P.O, Thiruvananthapuram – 695011.e-mail: [nulmskills@gmail.com](mailto:nulmskills@gmail.com)

ii. Second Party: ..... Phone:.....  
email: .....

8.2. Formal communications shall include communication by email as well.

## **9. Confidentiality**

9.1. All parties acknowledge the confidentiality of information that may be exchanged among the parties from time to time under this MOU. All parties agree not to disclose the same to a third party, unless such information is:

- i. When the government makes it part of public domain as per policy of the government with regard to transparency.
- ii. Require to be disclosed in accordance with the applicable laws of the country.

#### **10. Arbitration and Applicable Laws-**

- 10.1. The parties hereby agree that in case of any dispute arising in connection with this MoU, the parties will first attempt to resolve it amicably through discussion. If such attempt fails, it shall be referred to the Secretary Local Self Government (Urban) Department, Government of Kerala whose decision shall be final and binding on all parties.
- 10.2. All disputes shall be resolved as per the Government of India policies and applicable Indian Laws.
- 10.3. In case, an aggrieved party seeks judicial remedy, where the SULM is a Deponent, the case shall be filed in the competent court in Thiruvananthapuram.

#### **11. Force Majeure-**

- 11.1 No failure or omission by any of the parties to perform any of the terms and conditions under this MoU shall give rise to any claim against such party or be deemed breach of this MoU if such failure or omission arises from an act of nature, war or military operations, national or local emergency, natural disasters (fire, lightning, flood or such similar disasters), or any other reason which lies outside the control of the Parties.

#### **12. Validity of the MoU**

- 12.1. This MoU shall come into force on the date of execution of the MoU and shall be valid for the project period. Project period means the total time period which is specified in the accepted proposal for conducting the training programme and Twelve months for tracking the candidates after completing the placement.

#### **13. Debarment of the STP**

- 13.1. The first party may debar the second party from submitting a fresh proposal for a specific period or will remove the agency from the list of empanelled agencies if the STP does not remedy a failure in performance under this MoU within the period specified in the notice.
- 13.2. However, the first party shall take action for debarment only after giving a due notice to the second party specifying the nature of non –performance of the second party with an opportunity to remedy such failure within a reasonable period as maybe specified in the notice ,and after giving the second party an opportunity to be heard.

## **14. Termination**

14.1. (i) If the second party seeks termination of the MoU, it shall give a 30 days written notice to the first party, and only when the first party accepts the termination request, the MoU may be terminated.

(ii) If the second party withdraw from the MoU as provided in 14.1.(i), the second party will be liable for compensating all the damages caused to the first party. The damaged will be calculated by the first party in consultation with the second party and will include time cost, cost of completion of the training of the existing batch, expenditure for arranging placement etc.

14.2. The first party may terminate the MoU by giving 30 days notice showing the reason to the second party in case, the second party:

- i. Becomes insolvent or bankrupt or is convicted under any criminal or civil charges under the applicable laws in the country.
- ii. Does not take remedial measures for a failure in performance as pointed out by the first party within a specified period of notice issued.
- iii. If the second party is found to be involved in any misrepresentation / falsification of records / data / details concerning the project, or found to be involved in fraudulent practice or malpractice in the project.

14.3. In the event of termination, the STP shall be liable to refund the whole or a part amount of the funds released by the first party, along with penal interest at Central/State Government notified rates.

## **15. Recovery of dues under the MoU**

15.1. In case of any failure by the second party to refund money where a recovery of dues has been ordered by the first party, the same shall attract action through the State Government under Public Money Recovery Act of the State Government or Revenue Recovery Act, 1890 or any other legal provision of the State Government. This does not preclude Sate Urban Livelihoods Mission to take any other penal action as applicable under extant laws of the country.

## **16. Effect of invalidity of any clause of MoU on validity of MoU.**

16.1. The invalidity of any provision of this MoU shall not invalidate other provisions or the M oU. Any such gap should be duly modified through amendments to the MoU in writing, with mutual consultation among all the parties.

## **17. Conflict of interest**

17.1. The STP is required to provide objective and impartial services with highest degree of professional integrity at all times holding the interests of NULM as paramount. The STP shall strictly avoid conflicts with other assignments or its

own corporate interests. The STPs should disclose to the mission any situation of actual or potential conflict that impacts its capacity to serve the best interest of NULM. Failure to disclose such situations may lead to the disqualification of the Training Service Provider or the termination of its Contract and/or sanctions by the mission.

## **18. Taxes and levies**

Cost of the assignment mentioned in this MoU includes all taxes, levies and duties payable under the existing law and will be paid by the second party from the total cost of the assignment.

## **19. Modification of MoU**

19.1. Any provision of this MoU may be amended or modified at any time by mutual consent among the parties.

19.2. All amendment/modification in the MoU shall have to be in writing, duly signed with seal by all parties concerned, as an Addendum to the MoU.

In witness where off all parties hereto have causes this agreement and indicate their consent to this MoU on their respective behalf by their dully authorized officials on the date and place herein above mentioned.

Signed, sealed and delivered within Name and address of State Urban Livelihoods Mission By the hands of duly authorized representatives.

1. For first party (SULM)

2. For Second Party:

**Executive Director Kudumbashree &  
State Mission Director, NULM**

**<Designation and Name of Person  
representing STP**

Witness 1.

Witness 2.

Enclosure:

1. Annexure 1. Request for Proposal.
2. Annexure 2. Proposal submitted by the second party and agreed by the first party
3. Annexure 3. Work order issued by the first party



# National Urban Livelihoods Mission

## Employment through Placement and Training

### Proposal format (Don't use this version for current RFP)

[Proposals must be direct, concise, and complete. SULM will evaluate the proposal based on its clarity and the directness of its response to the requirements of the project as outlined in the RFP. The STPs should read and understand all sections of the RFP document clearly before preparing the proposal]

**(Only in binded form – Loose papers will not be accepted. TLM need not be submitted along with proposal if already approved)**

<b>RFP Ref. No</b>	11/3711 dated 15.03.2018
<b>Courses Proposed (Non Residential)</b>	
<b>Courses Proposed (Residential)</b>	
<b>Location (s) of centre(S)</b>	

#### 1. Basic details of Empanelled STP

1.1. Name of STP :

1.2. Empanelment Ref No :

1.3. Address of Registered office :

1.4. Address of Office in Kerala :

1.5. Name of contact person :

1.6. Mobile Number :

1.7. Email address :

1.8. Bank account details

1	Name of Bank in full	
2	Branch	
3	Account Name	
4	Account number	
5	IFS Code	

**2. Details of Courses empanelled under NULM**

No	Name of Course	Course Code	No and Date of empanelment order

**3. Summary of Performance of the STP during last financial Year**

No	Location of centre	Name of Course	Target	Enrolled	Completed training	Passed	Joined for Job	Completed 3 months in Job
	<b>Total</b>							

**4. Summary of Skill Training courses proposed in Non Residential Mode**

No	Name and Location of the Training Centre	Name of Course with ref, code.	Cities proposed to Cater at this centre	No of candidate to be trained during 2017-18
	<b>Total</b>			

**5. Summary of courses proposed in Residential mode**

No	Name and Location of the Training Centre	Name of Course with ref, code.	No of candidate to be trained during 2017-18
	<b>Total</b>		

**6. Basic requirements for selection of candidates by the STP for the proposed courses**

No	Name of Course	Educational Qualification		Age of the candidate	
		As per SSC/NCVT Norms	Suggested by STP	Minimum	Maximum

**7. Mode of selection proposed by the STP for each course :**

No	Name of Course	Mode of selection
	<b>Total</b>	

7.1. If aptitude test required, mode of conducting aptitude test for each course?  
(Attach a copy of the tool for aptitude test)

8. Duration of training in hours – As per the course duration approved by NCVT or by the concerned Sector Skill Council (Attach the Activity cum lesson plan for each course as Annexure 1)

No	Name of Course	Theory	Practical	OJT	IT, Soft skill & English	Total
	<b>Total</b>					

8.1. No of Working days required for completion of training?

No	Name of Course	Type of Training (R/NR)	Training Duration (In Hours)	Hours proposed per day*	Total working days required for competing the training
	<b>Total</b>				

\*Excluding one hour break

8.2. On the Job Training Plan

No	Name of course for which OJT is proposed	Hours per day	No of days	Name and Address of the institution in which OJT is proposed

9. Training Centre Details (Non Residential)

No	Name and Address of the training Centre	Area in Sq. Ft.	Student Intake Capacity	No of candidates proposed for 2017-18	Remarks

No	Name and Address of the training Centre	Area in Sq. Ft.	Student Intake Capacity	No of candidates proposed for 2017-18	Remarks

\* Only show the details of the centres shown in item No 2 where you propose to conduct training for NULM as per this proposal

**10. Training Centre Details (Residential)**

No	Name and Address of the training Centre	Area in Sq. Ft.	Student Intake Capacity	No of candidates proposed for 2017-18	Remarks

**11. Trainer details**

11.1. Available Master trainers for the courses offered (Attach a profile as Annexure 2- In case ToT and certification of trainers is done by SSC, there is no need to furnish the details of master trainers)

No	Name	Subject	Qualification	Experience	Monthly remuneration

11.2. Available Trainers for the proposed courses (Attach the profile of trainers as Annexure 2)

No	Name	Subject	Qualification	Experience	Monthly remuneration

11.3. Centre wise offer for positioning of trainers

No	Centre Location	Course	No of Trainers offered in domain	No of Trainers offer for soft skills	No of Guest faculties offered if any during a batch	
					Subject	Total Hours

11.4. ToT arrangement for each of the courses proposed

**Course 1**

**Course 2.**

11.5. Internship Plan (if any proposed) for each of the courses

**Course 1**

**Course 2.**

## 12. Placement Proposal

12.1. Percentage of candidates in a batch offered placement

No	Name of Proposed course	Percentage of placement offered in a batch

12.2. Job Description (What are the real job/work the candidate have to do in these titles.)

No	Name of Course	Type of industry in which candidates will be placed	Job title	Description of the job/duties

Give course wise description for the placement potential of the teach courses proposed

Course 1

Course 2

12.3. Placement Opportunities offered by the STP for the candidates of each course (Repeat table if the agency has proposed multiple courses)

**Course 1.**

No	Name of Employer	Location	Job title	Salary	Other Benefits	Total

**Course 2.**

No	Name of Employer	Location	Job title	Salary	Other Benefits	Total

13. Details of post training support services that the STP will provide for setting up of self employment ventures.

#### 14. Proposed cost for the Training programme

No	Name of course	Base rate Per Hour	Total Hours	Cost per candidate	Total No of candidates	Cost of the training
	<b>Total</b>					

Proposed rate should match with the rates already approved by NULM for each category. Assessment fee as per actual. No need to show the assessment fee in the above table

#### 15. Residential facilities (Only if the STP propose to conduct residential trainings)

19.1 Whether inside the campus or outside

19.2 If outside the campus distance from the training centre

(a) Boys hostel

(b) Girls hostel

19.3 Whether hostel (boys) run by STP or outsourced

19.4 Whether hostel (girls) run by STP or outsourced

19.5 Capacity of the hostel

(c) Boys hostel

(d) Girls hostel

19.6 Area per trainee available in the room

19.7 No of candidates accommodated in a room

19.8 Whether bathroom attached or separate

19.9 In case of distant bathrooms No of toilets/bathroom available per trainee

19.10 Whether facilities for study available in the rooms



19.11 Hostel fee (food and accommodation) per candidates (in case of drop out candidates, hostel fee may charge only for the day for which accommodation is availed. Starting and ending period of the training fee will be calculated on the basis of number of days for which accommodation is availed)

No	Name of course	Duration of training (In hours)	No of working days required for the training	Duration of a batch (In no of days )	Total hostel fee per candidate

19.12 Facilities available in the hostel room

19.13 Weekly food menu

Day	Breakfast	Lunch	Evening refreshment	Dinner
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

## **DOCUMENTS TO BE ENCLOSED TO THE PROPOSAL**

1. Activity cum Lesson Plan in Prescribed format
2. Training Calendar for Enrolment of Candidates in prescribed format
3. Hostel - self appraisal format for residential courses







Day	Period/session 1 (Mention start and end time)			Period/session 2 (Mention start and end time)			Period/session 3 (Mention start and end time)			Period/session 4 (Mention start and end time)			Period/session 5 (Mention start and end time)		
	Subject	Topic	Instructio nal Mode	Subject	Topic	Instructio nal Mode	Subject	Topic	Instructio nal Mode	Subject	Topic	Instructio nal Mode	Subject	Topic	Instructio nal Mode

**Codes for mode of Instruction:**

- 1 Traditional Class room lecture,
- 2 Traditional class room with LCD projector
- 3 Distance education using live studio instruction assisted by a trainer in the class room
- 4 Guided practice
- 5 Activity based learning
- 6 Others (please specify)
- 7 Others (please specify)

**Codes for Subjecta**

**EN - English**

**SS- Soft Skill**

**IT - IT**

**Add code for domain subjects**

**Add code for domain subjects**

**Add code for domain subjects**

- Schedules for the fortnightly, middle of the course and end of the course test will be indicated in the planner appropriately.
- The periods for Practical/OJT and items to be learned during OJT should also be indicated in the lesson plan.
- Information regarding split batches (If any) should also be reflected in the activity cum lesson planner. Minor deviations only is permitted in the activity cum lesson planner