

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

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

**(Version 2.0)**

**For Annual Plan Proposal 2022-23**

**From**

**EMPANELLED SKILL TRAINING PROVIDERS (STPs)**

**FOR**

**IMPARTING PLACEMENT LINKED SKILL TRAINING**

### **Issuing Agency:**

Executive Director Kudumbashree & State Mission Director

National Urban Livelihoods Missions

TRIDA Rehabilitation Building

Medical College PO

Thiruvananthapuram, Kerala -695011

Ph No: - 0471 2554714/15

Email: - [nulmskills@gmail.com](mailto:nulmskills@gmail.com)

## INDEX

Section	Content	Page Number
1.	<b>INTRODUCTION</b>	5
1.1.	Purpose of this RFP	5
1.2.	Content of the RFP	5
1.3.	The Project	5
1.4.	Back Ground	5
1.5.	Purpose of the assignment	6
1.6.	Selection of STP's	7
2.	<b>SUBMISSION OF PROPOSALS AND SELECTION PROCESS</b>	8
2.1.	Preparation of Proposal	8
2.2.	Eligibility to submit the proposal	8
2.3.	Pooling of Resources	9
2.4.	Evaluation of Proposal	9
2.5.	Selection and Engaging of STPs	11
2.6.	Work Order	12
2.7.	Setting up of the Training Centre	12
3.	<b>TRAINING OPERATIONAL PROCEDURE FOR DAY-NULM</b>	13
3.1.	Training Curriculum	13
3.2.	Input Standards	14
3.3.	Placement services	15
3.4.	Location of the Training Centre	16
3.5.	Cost of the Training	16
3.6.	Refundable security deposit	16
3.7.	Fund Flow Mechanism and release of payments	17
3.8.	Time Frame of submission of fund request	19
3.9.	Ensuring attendance in the batch	20
3.10.	Placement and Tracking	20
3.11.	Quality of Inputs	21
3.11.1	Quality control mechanism	21

<b>Section</b>	<b>Content</b>	<b>Page Number</b>
3.11.2	Qualification of Trainers	21
3.11.3	Training Content	22
3.11.4	Uniform and Induction Kit	22
3.12	Training Infrastructure	23
3.12.1	Building	23
3.12.1.18	Hostel for Residential Training	24
3.12.2	Office of the Training Centre	24
3.12.3	Academic Rooms	25
3.12.4	CCTV Cameras	25
3.12.5	Chair and Tables	27
3.12.6.	IT lab	27
3.13.	Domain related Equipments	28
3.14.	Bio metric attendance	28
3.15.	First aid and Drinking water	28
3.16.	Starting the Training Centre	28
3.17.	Display of Information	29
3.18.	Commencement of the Training	29
3.19.	Training Time and Working Days	29
3.20.	Quality of Trainers	29
3.21.	Penalty for delay and lapses	30
3.22.	STP Team	31
3.23.	Relaxation	32
3.24.	Mobilisation of prospective beneficiaries	32
3.25.	Orientation and Demand Generation	33
3.26.	Screening, Counselling and Selection of beneficiaries	33
3.27.	Enrolment , batch size and batch freezing	34
3.28.	Attendance of the candidates	35
3.29.	Delisting of candidates and related issues	35
3.30.	Drop out of candidates and related issues	36
3.31.	Training Plan	36
3.32.	Administering MIS	37

<b>Section</b>	<b>Content</b>	<b>Page Number</b>
3.33.	Internal assessment	37
3.34.	Assessment and Certification	37
3.35.	Inspection by SMMU and CMMU	38
3.36.	Placement and Post placement tracking	38
3.37.	Training and Placement completion and Submission of Completion report	39
3.38	SMART Accreditation of Training Centres	39
3.39.	Additional Work Order	40
3.40	Code of Conduct in Training centres and Hostels	40
4.	<b>INSTRUCTIONS TO THE SKILL TRAINING PROVIDERS</b>	40
4.1	General Provisions	40
4.2	Conflict of Interest	40
4.3	Preparation of proposal and preparation cost	41
44	Confidentiality and anti corruption policy	42
4.5	Deadline for submission of proposal	43
4.6	Validity of offers made in the proposal	43
4.7	Contract negotiation	43
4.8	Amendment of RFP document	43
4.9.	Disqualification	44
4.10	Communication to the STPs	44
4.11	Disclosure of information	44
4.12	Disclaimer	44
5.	<b>MODEL MEMORANDUM OF UNDERSTANDING</b>	45-54
6.	<b>FORMAT FOR SUBMISSION OF PROPOSAL</b>	55-67
	<b>TRAINING CALANDER</b>	68
	<b>ANNEXURE-II FORMAT FOR ACTIVITY CUM LESSON PLANNER</b>	69-71

## **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 conducting skill training courses and providing placement services during the financial year 2022-23 in sectors which have placement potential in the specific cities of the state. Work order as per this RFP will be limited to the target remaining in the annual work plan of State Urban Livelihoods Mission (SULM).

### **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 DAY- 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**
  - Annexure 2 – List of uncovered cities**
  - Annexure 3 – List of Mission cities in Kerala**

### **1.3. The Project**

1.3.1. National Urban Livelihoods Mission is a Centrally Sponsored Scheme designed by Ministry of Housing and Urban Affairs (MoHUA), Government of India. Mission activities are implemented in the state by Urban Affairs Department, Government of Kerala through the Urban Local Bodies. Kudumbashree, the State Poverty Eradication Mission is the nodal agency for implementation of the project in Kerala. The project is implemented in 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

### **1.4. Back Ground**

1.4.1. Kudumbashree has empanelled eligible Skill Training Providers for implementing placement linked skill training programmes under DAY- 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 DAY- 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 to 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 DAY- NULM should be awarded a certificate issued by concerned Sector Skill Councils set up by the Government of India (GoI). 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 salaried employment or will be given assistance to set up self employment as per their choice.

1.5.4. The Urban Local Bodies (ULBs) of the selected cities with the assistance of the City Mission Management Units (CMMU) will conduct intensive information dissemination programme to create awareness among the prospective beneficiaries regarding the Employment through Skill Training and Placement component of DAY- DAY- 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. The 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 DAY- NULM in Kerala for conducting placement linked skill training during the financial year 2021-22. The STPs are expected to detail the Training design, Curriculum, Methodology, Structure of the operation team, Quality control mechanism, Teaching Learning Materials (TLM), Activity cum Lesson Plan (ACLP), Training/certification calendar, Placement plan etc in the proposal. The 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 DAY- NULM for the appraisal of the proposal and selection of the STPs. As there are clear-cut cost norms regarding per hour rate for various levels of the trainings under DAY- 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 needs will be at the discretion of State Urban Livelihoods Mission (SULM).*

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

1.6.3. 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 as 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 DAY- 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 3**

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. (Those who have already submitted along with earlier RFPs need not submit it again)

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 DAY- NULM in Kerala for specific courses. **(should not apply for the courses that are not empanelled- Refer empanelment order issued from SULM)**
- The agencies that are empanelled for conducting courses in a specific city can apply for any other city if sufficient placement retention is ensured. The centres/cities that is delisted is attached as annexure and need not apply.

## 2.3. Pooling of Resources

2.3.1. In case of trades geographies/sectors and trainee groups where the training cost is significantly higher than the norms specified under DAY- 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.

## 2.4. Evaluation of Proposal

2.4.1. **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 industrial partners for placement.
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 (TLM) and teaching methodology.
10. Training and placement track record of the agency for the last 3 years (2018-19, 2019-20 & 2020-21) in the course for which RFP is issued.

2.4.2. While preparing the proposal, the STPs shall keep in mind both the outcome envisaged by the 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.

**2.4.3. (1) The Linkage with reputed placement partners:** The linkage of the organisation with the reputed industries/service sector units are critical for 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.

**2.4.4. (2) The initial salary offered:** The aspirations of the prospective beneficiaries through skilling are to get inducted to a sustainable livelihood 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 career development in the future. **Minimum monthly salary** prescribed for the candidates placed under DAY- NULM is **Rs. 8000** and proposal with an offer below this amount or below the minimum wages in the state for that job role (whichever is higher) will not be considered in normal conditions. In case of courses with duration of 1000 hours and above the agency should arrange placement on a monthly salary of Rs. 12000/- or the minimum wages as per State Government order in that job role whichever is higher. (However financial settlement of training fee will be done even though the agency submits the proof for employment with minimum salary of Rs.10,000. Three months average also will be considered for financial settlement. But in any circumstances the agency will not be allowed to continue as a training partner for coming financial year for this course, if the average salary levels are below Rs. 12000/-)

**2.4.5. (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.

**2.4.6. (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. Therefore agencies who made arrangements for OJT in reputed industries will be given preference while allocation of target.

**2.4.7. (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.

**2.4.8. (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 DAY- NULM, if the centre is already functioning and trainers and space is available.

**2.4.9. (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.

**2.4.10. (8) Assessment arrangements:** Assessment of candidates under DAY- NULM shall be done by concerned Sector Skill Councils (SSC). Therefore the agencies having assessment arrangements particularly in the proposed centres will be given preference.

**2.4.11. (9) Quality of Teaching-learning materials and teaching methodology:** Though National Occupational Standards (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 (ACLP), Teaching-Learning Materials (TLM) 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.

**2.4.12. (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 DAY- NULM during the last three years (2018-2021) 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. Retention of candidate for more than 6 months in a single job, placement for one year will be given additional weightage.

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

2.5.1. 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 a MoU with the State Urban

Livelihood Mission in the prescribed format which includes undertaking from the STP to comply with all conditions of the DAY- 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.

## **2.6. Work Order**

2.6.1. The State Urban Livelihood 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/ CMMU officials will conduct an inspection before the issue of approval of the training centre. If the centre is found suitable as per DAY- NULM standards SULM will issue Training Commencement Order (TCO) to the STP.

## **2.7. Setting up of the Training Centre**

2.7.1. 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 online (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 well in advance before commencement of the batches. The CMMU will conduct an inspection of the training centre within three days from the receipt of the filled in 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 DAY- 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 DAY- NULM in a regular training centre of the STP in the proposed location.

## SECTION 3: TRAINING OPERATIONAL PROCEDURE FOR DAY- 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 NSDC. The NOS and identified Job Roles are in accordance to the standards prescribed under the National Skill Qualifications Framework (NSQF) as mentioned in the National Skill Policy. National Skill Qualification Committee (NSQC) has approved the curriculum based on the NOS and NSQF requirements which are available in National Skill Qualification Registry.

3.1.2. 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. The courses thus aligned under NSQF are entered in the National Skill Qualification Register and the list is available at <https://www.nqr.gov.in>

3.1.3. 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 DAY-NULM) and entitlements for poverty alleviation. The ULB should facilitate access to such schemes and entitlements for the urban poor.

3.1.4. 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. The **soft skill training module developed by Ministry is available in nsdcindia.org. A 30 hour session** should be considered for the candidates based on the module developed by the Ministry.

3.1.5. On the Job Training (OJT). Depending on the nature of the trade, the STP should arrange **On the Job Training (if required)** 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. However OJT is not mandatory for all the courses and the SULM will take the decision on OJT as per requirement for the trade and the quality of the OJT plan submitted by the STP. In case SULM approves additional hours for OJT, the STPs should positively try to position a team of 10 trainees in an organisation and should arrange a OJT supervisor for them. Simply sending the candidates for assisting at the industries will not be considered as OJT.

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

**3.1.7. 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.

3.1.8. 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.

3.1.9. 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 DAY- 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/NSQC specification. (refer list of equipments given in [nsdcindia.org](http://nsdcindia.org) for every SSC course)
- (ii) **Trainers with suitable qualifications/experience** being hired and each trainer having undergone Training of Trainers (ToT).
- (iii) **Industry relevant content**, appropriate to the learning groups, and conforming to the requirements of NSQF, being used.
- (iv) Facilities for marking attendance of the students linked to the MIS of DAY- NULM

(v) Training and Assessments **being video recorded** and facilities for **storage of entire training duration**

### **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 in wage employment for minimum 70%** of the 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.** The STP may provide support to the remaining **30% of the successfully trained candidates to establish micro enterprises.** 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 separately 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 Rs. 8000/ or the minimum wages in the state for that job role. In case of courses with duration of 1000 hours and above three months average salary levels should be Rs. 12 000/- or the minimum wages as per state government order in that job role whichever is higher.** (However financial settlement of training fee will be done even though the agency submits the proof for employment with minimum salary of Rs. 10,000. Three months average also will be considered for financial settlement. But in any circumstances the agency will not be allowed to continue as a training partner for coming financial year for this course, if the average salary levels are below Rs.12000/-).

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 and 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 and handhold the candidates for a period

of 12 months after the commencement of the enterprise and should submit the proof for their income/enterprise 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 Rs.3000 per candidate. If the outcome achievement is above 85%, the training shall be paid an amount of Rs. 5000 per each candidate.

### **3.4. Location of the Training Centre**

3.4.1. The STPs should establish the skill training centres inside the Mission cities itself in case of non residential training. In case of residential training, centres are permitted outside the cities also. 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 DAY- 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, 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 DAY- NULM MIS, placement, post placement tracking etc.

3.5.1. **Ministry of Housing and Urban affairs has notified per hour rates for various levels of the training and the cost of the training should not exceed** above these rates.

### **3.6. Refundable security deposit (This clause kept in abeyance till further orders. However the Mission may re-enforce it at any time)**

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. Fund Flow Mechanism and Release of payments

3.7.1. 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.

**The Payment will be released to the Skill Training Provider (STP) after ensuring that the concerned STP had fulfilled the expected outcome as per the norms.**

#### 3.7.2. SCHEDULE for payment

Sl. No	Instalment	% of total cost of the Batch/batches	Output parameter
1	1 <sup>st</sup> Instalment	30% of the estimated training cost.	<p><b>Commencement of the training and freezing of the batch.</b></p> <p>Calculation for payment will be done on the basis of the number of the students in the batch after freezing. i.e. after 21 days (STP should make data entry on the list of the candidates in the batch in the DAY- NULM MIS and should upload the invoice for the release of payment of first instalment in the Paisa Portal). There should be <b>70% of attendance for the batch at the time of batch freeze.</b> The concerned City Mission Management Unit will verify and approve/ reject the invoice after verification which will be finally approved at State Level.</p> <p>In the case of residential training, the 50% of the hostel fees may be claimed directly from the State Mission based on the no of candidates availing hostel facilities</p>

Sl. No	Instalment	% of total cost of the Batch/batches	Output parameter
2	2 <sup>nd</sup> Instalment	50% of the training cost. Certification fee paid to the SSC by the STP as per actual for the successful candidates as per DAY-NULM norms will be refunded along with this instalment.	<p><b>On completion of training, certification of successful candidates and providing placement to at least 50% of the successful candidates</b> (The STP should provide copy of certificates issued by assessment body and the copy of offer letters given to the successful candidates) Calculation will be made on the basis of the number of successful candidates. For reimbursement of assessment fee STP should attach the invoice raised by the assessment body.</p> <p>In case the placement is below 50% the instalment will be calculated on pro-rata basis considering the number of candidates joined for job or cumulative 50% of the training fee (calculated on the basis of the number of candidates passed *) whichever is higher. Remaining hostel fee and actual assessment fee will be released along with second instalment in all cases.</p> <p>*This is applicable only if the agency had offered the job to candidates and the candidates refused to join the job and this has to be certified by the concerned CMM.</p> <p>The STP should upload the supporting documents on placement in the NULM MIS.</p> <p>The STP should upload the invoice in the Paisa Portal wherein the concerned City Mission Management Unit will verify and approve it which will be finally approved at State Level.</p>
4	3 <sup>rd</sup> Instalment	20% of the training cost	<p>Based on the outcome related to placement of the candidates on a salary offered as per the proposal as provided in para 3.7.3.</p> <p>Based on the outcome related to placement of the candidates on a salary offered as per the proposal or equal to the minimum wages prescribed in the state (which ever is higher) and such candidates should continue to be in jobs for a minimum period of six months from the date of placement in same or with any other employer. Additional placement incentive, deduction for shortfall in</p>

Sl. No	Instalment	% of total cost of the Batch/batches	Output parameter
			placement outcome will be calculated as per the details given in clause 3.7.3 & 3.7.4 of this document. In case of self employment documents for tracking the enterprise for a period of six months should be submitted along with the claim.

The second tranche of 50% will be calculated on the basis of total cumulative 80% payment for the candidates actually certified. **The drop outs and failed candidates will not be considered for 2<sup>nd</sup> and 3<sup>rd</sup> tranche. First tranche payment made for the unsuccessful candidates shall be adjusted in next tranche.**

In case of **unsuccessful candidates, re-assessment fee should be met by the Skill Training Provider.**

**3.7.3.** 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 DAY- 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.

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

3.7.4. 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.

*3.7.5. In case of re- enforcement of the security deposit from the beneficiaries, such amount collected from the beneficiaries will be deducted from the first instalment. On refund of the amount to the STPs after successful completion of the batch, SULM will release the refunded amount to the STP along with second instalment. Non refunded amount of the discontinued candidates will be deducted from the instalment due to the STP. (Not applicable at present)*

**3.7.6 Preparation of fund requests:** All financial requests should be prepared in hard copies in prescribed format. Fund requests shall be prepared in two copies i.e. one for SMMU and one for CMMU. The STP should keep one photo copy of the third instalment request duly approved by CMMU for the purpose of final financial settlement. (Third instalment will be settled on annual basis only).

**3.7.7 The payment norms will be based on the guidelines and may change/revise as per the instructions of Ministry from time to time.**

### **3.8 Time frame for submission of Fund Requests**

#### **3.8.1 Submission of Request for First Instalment of Training fee**

The STPs has to submit the claim for first instalment of training fee after the completion of training for a period of 21 days( the batch should be closed in the MIS). The attendance for the batch in the first 21 days **should be 70%**. If the **attendance percentage is less than 70%**, the batch will not be approved in the MIS and the STP should scrap the batch. The STP may form a new batch with the candidates of the batch. The STP may claim the first instalment once the batch is freezed. The STP should download the invoice generated in the Paisa Portal, sign and seal it after verifying the amount, GST and TDS. The signed and sealed copy of the invoice should be uploaded again in the Paisa Portal for approval at ULB. The CMMU will verify and approve the invoice and afterwards by the State Mission. The first instalment fees will be transferred to the account of the STP directly from the portal account. (refer 3.7.2).

#### **3.8.2. Submission of Request for Second Instalment (training fee)**

The STP should make the second instalment request to the concerned CMMU within one month from the date of publication of the results on DAY- NULM MIS portal. The invoice may generate in the portal as stated in the first instalment claims. The City Mission Management units will make recommendation/ approve it after verifying the 50% placement details uploaded by the STPs in the MIS. The second instalment claims should be made not later than 40 days from the date of publication of results.

### **3.8.3. Submission of Request for Third Instalment (training fee)**

**The request for release of third instalment of training fee duly signed and sealed by the City Mission management unit should reach the State Mission Management Unit not later than 6 months from the date of publication of results.** Any requests beyond this date will not be accepted in normal conditions. If due to any external reasons, if the STP fails to submit the third instalment request within the prescribed time frame, the STP should submit a special request to the consideration of the Mission director within the time frame. Any such application for extension of time received after six months period will not be entertained. **If the third instalment request or application for time extension is not submitted within 6 months from the date of the publication of the results, the Mission will deem that the STP has no claim for third instalment and the financial settlement will be done unilaterally without further notice.**

### **3.8.4. Submission of Annual settlement requests**

The STP should submit the annual financial settlement request in prescribed format, not later than six months from the date of closure of the last batch enrolled as per an annual work order.

## **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 six months and tracking for a period of 12 months. **The STPs shall arrange placement for the successful candidates not later than one month 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 assessment and certification. In case of candidates who failed in the assessment the STPs shall give them required additional 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 DAY- 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 one month 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 DAY- 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/academic coordinators and trainers with adequate qualification and experience. The master trainers/academic coordinators 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/QP/Smart NSDC portal issued by SSC.** In case if the qualification is not specified in the model curriculum/QP/ **Smart NSDC portal**, 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. Uniform and Induction Kit**

The STPs should provide the uniforms and induction kit to candidates at the start of training within a period of 7 days.

The induction kit will include following items:

- One Shirt/T-shirt and Trouser ( Male & Female ) (two sets in case of 6 months courses)
- One lanyard
- One ID card holder
- One Notebook
- One participant Guide
- Pen, Pencil and eraser
- One Bag

\*The pattern of uniform approved by the SULM will be given to all STPs. The STP may avail the service of Kudumbashree Micro Enterprise Units for stitching the uniforms. The list of Kudumbashree units the STPs may integrate will be made available from SULM.

The cost for the complete induction kit should not exceed beyond Rs 1000/per candidate in case of a training course having duration of 6 months or less, and Rs. 2000/- per candidate in case of a training course having duration of more than 6 months.

The technical specifications of components will be communicated by SULM from time to time.

### **Distribution and Usage**

- Induction Kit should be provided within 7 days from the commencement of the training
- It is mandatorily for candidates to be in uniforms during training. In case of training below 6 months the candidates should be in uniform on Monday, Wednesday, and Friday and during special occasions.
- The local Kudumbashree enterprises may be involved in manufacturing of these kits and uniforms and procurement through them may be given priority. The agency may seek guidance of concerned CMMU with regard to this.
- It is being reiterated that the standardisation in terms of the quality parameters and logo positioning of all the items to be maintained as specified by SULM.

- The STPs ensure maintain proper records of the induction kits distributed to the candidates and the same may be reported SULM when required.

The STP should also supply other individual tools along with the study material kit if it mentioned in the proposal.

### **3.12. Training Infrastructure (refer section 3.38 also)**

**The training centre should be established as per the SMART norms and should get 4 or 5 star ranking.**

#### **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 up to 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 where air conditioners are arranged. 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 in the training centres.

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 DAY- 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.

3.12.1.18. The training centre should be set up as per the SOP issued by Ministry of Housing and Family Welfare till the Covid -19 outbreaks is under control. SOP is attached as annexure- 2

### **3.12.1.19. Hostel for residential training**

3.12.1.19.1. In case of residential training adequate space should be arranged in the hostel room for the trainees. Coats, mattress and pillows also should be provided in the hostel room. Facilities for study (table and chair and proper lighting) should be arranged either in the hostel room or separate study area should be arranged. Hygienic Toilets and Bath rooms in 1:4 proportions to the trainees should be arranged in the hostel. The hostel should be set up as per the SOP issued by Ministry of Housing and Family Welfare till the Covid -19 outbreaks is under control.

### **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 DAY- NULM 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.(Area per students will be fixed as per govt orders till the Covid -19 outbreaks are under control). 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 DAY- 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 and voice audible 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. CCTV cameras should be arranged in a manner that it covers the Face of teacher and the back of all the students attending the class.

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. Cameras of the CCTV should be of HD quality.

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.

3.12.4.9 **Penalty:** The absence of CCTV footage of any day of the training (readily available) for inspection will result in withheld of full or part of the release of the training fee to the agency. The inspecting officer will not wait for installation of monitors, mouse, audio system or any other equipment or will not entertain the subMission of the same after the inspection or on a later time of the inspection.

In case the CCTV system in the centre becomes dysfunctional, the STP should mail the 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.

### **3.12.5. 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. In case table – bench arrangement at least 2 ft. Space of bench should be available for each student. (Area per students and other arrangements will be fixed as per govt orders till the Covid -19 outbreak is under control).

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/Smart NSDC portal 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 (in case of IT related courses and courses in which IT module is included in soft skill portion)

3.12.6.4. All students should be given Internet and email access in case of all courses.

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.

3.12.6.8. 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 in the NSDC Smart Portal should be installed in the training centre. If the list of equipments is recently updated on the smart NSDC portal which is different from the list given in the model curriculum, in such cases the inspecting officer will direct the STP to follow this list. On such directions the STPs are liable to follow the direction from the inspecting officer and should install the additional equipments before commencement of the training programme.

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**

3.14.1. Bio-metric attendance of the students should be reported to SULM through the designated MIS of DAY- NULM (When the DAY- NULM-MIS is ready capture biometric attendance) However, the biometric attendance as prescribed for SMART NSDC accreditation needs to be arranged by the STP. 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 DAY- NULM or may arrange separate academic rooms in the existing training centre as per DAY- 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 DAY- NULM batch, daily attendance etc. should be displayed separately at the centre.

3.17.2. Contact details of the DAY- NULM authorities in the state should be displayed in the training centre. **The toll free number of SULM (155330) should be displayed in the training centre with description and working hours (10.15 AM to 05.15 PM) in all the training centres.**

### **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 DAY- NULM training operational procedure, the State Urban Livelihoods Mission will give training commencement order to the skill training provider and will assign a TCO number which can be used for all future communications related to this batch. 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 5.30 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 duration 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. The STP should recruit the trainers well in advance and should arrange ToT certification from concerned SSCs.

### 3.21. Penalty for delay and lapses

Type of Delay/Lapses/Shortfall in Quality	Penalty
Delay in commencement of the skill training for 20% of the target 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 11 to 20 days from the agreed commencement date – issue of explanation to the STP The SULM will cancel the work order after 40 days intimating 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)
Absence of critical training equipments in the training centre	Penalty equal to the training fee of 5 candidates per day for the first 5 days and equal to the training fee of 10 candidates per day for the subsequent days
Delay in entering required data in MIS as per the MIS manual of DAY- 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 DAY- 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 case by case
Delay in Providing Placement within one month of publication of result.	As decided by Mission Director against the number of each waiting candidates

### 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 DAY- 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 DAY- 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 DAY- 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 DAY- 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 DAY- 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. The STP should recruit the trainers well in advance and should arrange ToT certification from concerned SSCs.

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/Academic Coordinators:** The STP should have master trainers/academic coordinators for each domain, in which they are undertaking training in addition to IT and Soft skills. 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. The

**academic coordinators should visit the centre in every 150 hours of training in every centre** and should also facilitate the internal assessment and project works/assignments.

### **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 DAY- 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 DAY- 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 DAY- NULM norms.

In case of annual work plans, the STPs can 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 their approval. STP should not give admission for any candidate without prior permission from the concerned CMMU. 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 City Mission Management Unit. The STP should conduct aptitude test and screening to find the apt beneficiaries to avoid maximum drop outs.** The CMMU and the STPs should work hand in hand to find the beneficiaries. 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 skilling and livelihood option available 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 application 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 screening and counselling 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 DAY- 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. Enrolment**

The selected candidates will be enrolled in a batch and the details of the candidates in the batch shall be entered in the MIS immediately on admitting the candidate in the batch. The batch creation date and the batch freeze date will be the same. Therefore the batch creation in the MIS should be made accordingly. The candidate who discontinues the

training in the initial 21 days will be delisted. The STPs should ensure that there is minimum 70% attendance for the students in the batch (else the batch will automatically scrap). **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 basic educational qualification for enrolment as prescribed by NSQC norms in the Qualification pack.** All the details pertaining to the candidate should be collected and entered (including Aadhar).

#### 3.27.2. **Batch Size:**

Size of a batch should not exceed the number specified for batch specified by Ministry. In normal cases the batch size will be 30.

#### 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. **Batch Freezing**

**The STP should freeze the batch within 21 working days from the date of start of the training for the submission of first instalment claims\*. New candidates should not be admitted to the batch after the freezing date.** Strength of the batch will be maximum 30 or as indicated in the Training Commencement Order (if it is less than 30) - 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 15 working days from the date of starting of the batch will be considered as delisted. All candidates who discontinue the training programme/expelled by the STP after batch freezing date will be considered as drop outs. (\* subject to change as per the revision in guidelines of the Ministry)

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

1. A minimum of 70 % 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. Similarly if a candidate do not adhere to the, code of conduct of a training Centre, the centre head can forward the termination request to the State Mission Management unit with a copy to the concerned CMMUs.
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. However, the size of the batch should not exceed the number specified in the TCO after the batch freeze date.
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 as payment from SULM will be limited to the number as approved in the TCO.
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.

In case of termination of a candidate from the batch the STP should intimate the City Mission Manager in charge of the batch and concerned CMMU through mail before intimating the same to the candidate.

### **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 DAY- 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 of the training includes the cost involved for timely entry of data in the MIS of DAY- NULM. The STPs should enter the data and upload the required documents in time as described in the MIS manual of DAY- 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 (but should not exceed 150 hours of training). The STP should conduct final internal assessment on completion of the course and before forwarding them to the approved assessment bodies under 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**

**3.34.1 Batch closure in MIS:** On the batch end day itself, the STP should close the batch in MIS portal. Before closure of the batch, the centre should drop all ineligible candidates from the batch. Once the batch is closed by the training centre, it will be forwarded to the ULB for approval. In case, ineligible candidates are forwarded to ULB for approval, the entire batch will be rejected and returned to the training centre. In such cases the STP will be given one more chance to drop the ineligible candidates and forward the batch to UB for approval after re-closure. An eligible batch shall be approved by the ULB within two working days. If delayed beyond this time, the STP should intimate the same to SMMU in writing for further action. STP should take meaningful efforts to get the assessment done in time and should follow up with all stake holders in this regard. The Centre head of the STP should sent an email communication to the CMMU Manager concerned.

**3.34.2 Assessment Invoice:** STPs, on becoming aware of the generation of SDMS batch ID on MIS Portal, would request (through mail) the SSC concerned to raise batch wise payment invoices. Such invoice shall be generated in the name of Mission Director DAY- NULM, Kerala. As agreed with the Ministry of Housing and Urban Affairs (MoHUA), the SSCs will generate the invoice within two working days. STPs in all possible cases should make the payment of assessment fee on the next day itself. However in any case, payment should not be delayed beyond two working days (Banking days). The assessment fee shall be paid on the basis of number of candidates Proposed for assessment, subject to a minimum of 15 candidates per batch.

**3.34.3 Reimbursement of Assessment fee** STPs can reimburse the amount paid for all candidates who have attended the assessment, along with the second instalment. However STPs will be eligible for reimbursement only if the details of payment are properly entered in the MIS before the assessment date. The re-assessment fee if any shall be met by the skill training provider.

**3.34.4 Video recording:** Entire certification process should be recorded through the CCTV cameras/Video 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 CMMU manager in charge. CMMU manager shall be present at the training centre at the time of assessment.

**3.34.5. Re-assessment:** 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 successful and certified candidates only to the STPs.

### **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 DAY- NULM as per the DAY- 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 third instalment of payment.

### **3.38. SMART Accreditation of Training Centres**

All the training centres should have SMART accreditation by National Skill Development Corporation. The accreditation documents should be obtained before starting of training. **Only agencies with 4 or 5 star ratings will be allowed to conduct the trainings.**

### **3.39. Additional Work order**

3.39.1. The SULM can issue additional work order to the 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 additional requirement.

### **3.40. Code of Conduct in Training Centres and Hostels**

Code of conduct for the student enrolled under DAY- NULM shall be circulated (in vernacular language) to the students and shall be displayed at the training centre. The written instruction should cover the code of conduct at the training centre as well as at the hostels and its surroundings. The STP should get prior approval for the code conduct from the concerned city Mission manger at the time of readiness assessment. In case, the STP desires to make any change in the code of conduct, such proposal should be submitted to the City Mission Management Unit well in advance for approval. The STP should not make any change in code of conduct without the approval of the CMMU in charge of the centre. Code of conduct should be displayed in a prime location of the centre in a readable manner.

## **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. DAY- 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 DAY- NULM as paramount. The STPs 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 DAY- NULM. Failure to disclose such situations may lead to the disqualification of the Training Service Provider or the termination of its contract and/or sanction 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 DAY- NULM staff: A Training Service Provider (including its share holders and consultants) is a close relative of DAY- 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 DAY- NULM shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. DAY- 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 DAY- 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 DAY- 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 DAY- 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 DAY- 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 DAY- NULM on any matter related to the selection process, it should do it only in writing to the State Mission Director DAY- NULM or via e mail to [nulmskills@gmail.com](mailto:nulmskills@gmail.com)

#### **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.**

- 4.5 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 DAY- NULM guidelines and operational procedure. If the proposal found to be ambiguous or contradictory to the DAY- NULM norms, such proposal shall be summarily rejected. DAY- 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 DAY- 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 DAY- NULM, State Mission

Director will issue separate order along with the work order. Offer shall be valid till the end of the financial year.

**4.6 Contract Negotiation:** The State Mission Director, DAY- 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.

**4.7 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.

**4.8 Disqualification:** DAY- 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

**4.9 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).

**4.10 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.

**4.11 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.