



REQUEST FOR PROPOSAL (RFP)

FOR

AFFILIATION AS AN ASSESSMENT AGENCY (AA)

WITH

DOMESTIC WORKERS SECTOR SKILL COUNCIL

Date of Release of RFP - 1ST Feb 2020

Last date of submission of RFP- 15th Feb 2020

1. INTRODUCTION

Domestic Workers Sector Skill Council (DWSSC) requests for proposal from Assessment Agencies (AAs) for empanelment to carry out assessments for the courses under the Sector Skill Council. The AAs have capabilities and experience to assess the trainees trained in outcome-oriented training in the job role in line with QPs/ NOs and having potential to undertake assessment as per the structured procedures.

The underlying responsibility of the Assessment Agency would be to operationalize the process of onsite assessment of the trainees taking overall care of the process of evaluation. The evaluation will be focused on evaluating if the candidate knows how to perform the required tasks as part of his job role.

2. GENERAL REQUIREMENTS

- a) All AAs must possess capabilities to conduct on-line Y tab based assessment.
- b) Training Providers cannot be ordinarily appointed as an AA.
- c) No subcontracting or franchising would be permissible for AAs.

3. PREREQUISITES FOR SELECTION OF AAs

- a. **Legal Existence:** AA should be a legal entity (company or society but not firms, proprietorship or individuals; limited liability partnerships (LLPs) are allowed). (Annexure 3)
- b. **Prior Experience** - The agency should have sufficient prior experience in the assessment field and should have assessed minimum 10,000 candidates in total and at least 1000 under the Unorganized sector for DWSSC empanelment. . (Annexure 4).
- c. **Organization Structure:** (Annexure 5)
 - I. AA should have a **structured mechanism for Governance** including a well-defined process for empanelment of assessors either on its payroll or on long-term contracts.
 - II. AA should have an assessment coordination team on its payroll with required capacity and experience to mentor, supervise, and plan the assessment strategy and to guide the team of assessors.
- d. **Assessors Quality:** : (Annexure 5)
 - I. AA should have a roll / panel of assessors for all courses.
 - II. Details of assessors should also be available on its website with state-wise details (assessors' name, qualifications, experience and photograph along with the details of assessor empanelment with multiple SSCs)
- e. **Financial Performance** - (Annexure 6) The turnover of the agency from assessment activities for the last 3 financial years ending 2018-19 should be attached. The agency should also provide details namely PAN, TAN/TIN, ST/GST, Grants received from Central/State Governments and Bank details.
- f. **Geographic Spread:** (Annexure 7)
 1. The agency applying for **Pan India or for Specific State** operations must empanel assessors relevant to the concerned job role in all the relevant states.
 - ii. Assigned assessors should be able to reach the assessment venue within **24 hours of travel time** and have **the ability to conduct assessment in regional languages.**

g. **Assessment Process:** (Annexure 8 & 9)

- i. AA should have an expertise to carry out **online assessments** with state-of-the-art **technology deployment**
- ii. The AAs should have the ability to develop the **assessment process and tools** for different training courses with **ability for continuous improvement**.
- iii. AA should have the ability to **maintain assessment process records and details pertaining to candidates registered, tested, passed, centres, assessors, etc**, and shall preserve all the records for at **least 5 years or till the validity of any scheme** (whichever is later) at any point in time and make its online access to DWSSC.

h. **Conflict of Interest:** It should declare its **linkages with other stakeholders in skill ecosystem** to ensure independence and to avoid any conflict of interest.

i. **Prerequisites for Selection of Assessors (to be construed with Code of Conduct)**

i. **Qualifications & Experience:**

- 1) Assessor should possess **relevant academic, occupational qualifications and work experience** as defined in the DWSSC Qualification/ QP
 - 2) **Knowledge of assessment process** and tools with ability to **capture the assessment observations** correctly on the prescribed electronic or paper forms.
 - 3) **Understanding of the Occupational Standards** for the relevant QP is a must. Assessor must have the ability to **plan each task and allocate necessary resources**.
 - 4) Understanding of competencies required in the job **role for which assessment is being done with a high level of integrity, reliability and fairness**.
 - 5) Good **observation skills** with ability to **communicate** in writing and orally in the local language in addition to English.
 - 6) **Ability to use technology** viz, computers, tablets, spreadsheets, video communication tools.
- ii. **Certified Assessor:** Assessor must undergo necessary induction / orientation and certification under the TOA programme through DWSSC.
- iii. **Assessors in Multiple Sector:** Assessors undertaking **multiple sector assessments** must meet the job roles and would need to furnish a **self-declaration** duly qualifications for the relevant acknowledged by the AA.

4. EVALUATION PROCESS

RFPs of the AAs will be evaluated in two stages.

a. **Application & Desktop Evaluation**

- i. Prospective AA will submit the application in prescribed formats along with the payable application fee.
- ii. DWSSC will carry out Desktop Evaluation of the prospective AA. It may invite them for deliberation and clarity, if necessary.
- iii. DWSSC reserves the right to select/reject the AA on merit. However, in case of rejection the same will be communicated to the applicant in writing.

iv. Decision of DWSSC in this regard would be final and grievances will be addressed to the relevant Committee (team constituted by Governing Council of DWSSC).

b. Field Visit

i. DWSSC may do the field visits through its outsourced partner or itself. Team will visit the prospective AA, meet their key staff and carry out verification of records and processes.

ii. Team will submit its Assessment Report for consideration to the relevant DWSSC Committee.

iii. The valuation of the AAs would be carried out under the Evaluation Framework suggested by NSDC.

5. Marking Scheme

S.No	Parameter	Max Marks	Criteria	Weightage Points		
1	Overall Experience	15	Number of Years in assessment	More than 10 years	5 to 10 years	upto 5 years
				15	10	7
2	Experience in sector	10	Number of Years in assessment	More than 5 years	3 to 5 years	upto 3 years
				10	8	6
3	Candidates Assessed	10	In last 3 years	More than 25,000	10,000 to 25,000	upto 10,000
				10	7	5
4	Assessment Methodology	10	Will be determined by Evaluation Committee	Subjective score based on rigour and innovation of approach and methodology		
5	Empanelment with Govt. Organization (Gol or State Skill Missions)	10	Affiliated with minimum 1 organization	More than 5 organisations	3 to 5 organisations	1-2 organisation(s)
				10	7	5

6	Geographic Presence	10	Minimum presence in 3 States/UT	More than 10 states	4 to 10 states	3 states
				10	7	5
7	Affiliated with other SSC	5	Minimum Empanelment with 3 SSCs	More than 5 SSCs	4 to 5 SSCs	3 SSCs
				5	3	2
8	Mode of assessment – Tablets/Pen and Paper	20	Assessment Modalities and Geo tagging	Online Computer based	Offline Computer based	Pen-Paper mode
				20	12	5
9	Monitoring Mechanism of assessments	10	Continuous Monitoring of the Assessment	Real time Online Video Audio Monitoring & Recording	Standalone Video Audio Records	Visits by Proctors
				10	5	3
10	Number of Subject Matter Experts on company's payroll	20	Based on evaluation of CVs	More than 5 Experts	3 to 5 Experts	Upto 2 Experts
				20	12	8
11	Number of Assessors on payroll	10	No. of Assessors	More than 25 Assessors	10 to 25 Assessors	Upto 9 Assessors
				10	7	5
12	Number of full time employees	10	No. of full time employees	More than 25 Employees	11 to 25 Employees	Upto 10 Employees
				10	7	3

13	Valid ISO Certification	10	Continuous Years in service with ISO Certification	More than 5 years	3 to 5 years	upto 3 years
				10	7	5
Total Marks		150				

DWSSC

6. Final Evaluation

Grade	Score	Action Taken for Prospective AA	Action Taken for Existing AA
A	70% to 100%	Will be empanelled	Will continue in business for 1 year
B	40% to 69%	May be rejected but could be given an opportunity for further improvement of Score within 3 months to Grade "A" based on which empanelment could happen	Will be suspended with a 3 Month notice to improve further to Grade "A" , else face termination with eligibility to apply in the next RFP process for AA empanelment.
C	Less than 40%	Will be rejected with eligibility to apply in the next RFP process for AA empanelment after 1 year	Will be terminated from business for 1 year with eligibility to apply in the next RFP process for AA empanelment (post completion of 1 year termination period.)

A. Minimum 70% score would be mandatory for empanelment. Those scoring between 40% to 69% could be given an opportunity for further improvement of score within 3 months based on which empanelment or rejection would happen.

B. In case more than the required number of AAs meet the qualifying criteria, a waiting list will be prepared and communicated to the affected AAs. Any further empanelment for the scope of this EOI will be done from the waiting list.

7. Empanelment of AAs

- a. All eligible AAs will be formally intimated by DWSSC after receiving the prescribed Empanelment Fee.
- b. The Empanelment will be valid for one year, after which the AA will apply for renewal based on fresh evaluation against Evaluation Matrix.

8. Periodic Audit

- a. All empanelled AAs will be subjected to **periodic operations audit** at the cost of the AAs. In case **shortcomings are found during the audit**, AA will be intimated to take corrective actions within 3 months, failure to which would lead to temporary or permanent de-empanelment of the AA.
- b. In the event of **complaints / reports about poor performance / unfair practices** against an AA, the respective DWSSC reserves the rights to conduct a **special audit**. Cost of such an audit will be Rs.20,000 per borne and will be borne by the AA.

9. Fee Structure/s

S No.	Particulars	Cost (in INR)
1	Application Fee: one time non-refundable to be paid along with the application form	Rs. 10,000/-
2	Empanelment Fee valid for 1 year to be paid after receiving intimation from DWSSC	Rs. 50,000/-
3	Annual Empanelment Renewal Fee	Rs. 25,000/-
4	Special Audit	Rs. 20,000/-

10 . Instructions to Applicants

a. As part of the application for empanelment, the AAs will submit the RFP, Online Form along with documents duly filled, stamped and signed by authorised signatory. The application for empanelment for the scope mentioned in this RFP will only be accepted in soft copy as a pdf format as a single file sent to DWSSC on email id: assessment@dwsscindia.in along with the acknowledgement email received on successful submission of the online application form and hard copy of the same to be submitted at DWSSC office in person or via courier.

Link for online application form - <https://docs.google.com/forms/d/e/1FAIpQLSdMjDzsPVqZOxNtYwRFIsk0KOkvEdo9tYD6a-znNdtusNWblQ/viewform?c=0&w=1>

b. **Application Cover Note** with a very brief introduction of the Assessment Agency and list of all annexures and supporting documents in chronological order. Please use a separate sheet in case the space is not adequate.

c. The application fee will be submitted through a electronic transfer to DWSSC

Account details of DWSSC:-

Account Name - DOMESTIC WORKER'S SECTOR SKILL COUNCIL

Account No – 1011764912

IFSC Code - KKBK0004583

Address - Kotak Mahindra Bank Ltd, Plot Number-2, Block Number "F", East Of Kailash, New Delhi – 110048

11. Last date for Submission of proposals

All applications complete in all respects as enumerated in this RFP must be received by Domestic Workers Sector Skill Council by **15.02.2020 by 17.30 hrs.**

Any queries regarding filing of the application can be addressed to the below person.

Mr. Sumit Garg

Head-Standards & Assurance

Domestic Workers Sector Skill Council

DWSSC

Annexure-1

Form 1 - Self-Declaration by the Assessment Agency
 (To be filled by the Administrator of the AA in his own hand)

		Commitment	If Yes,	
S N	Current Business Status	(delete if not applicable)	please furnish full details	Remarks
1	Are you a Training Partner in the Skill Eco System?	YES / NO		
2	Are you an Income Tax Payee?	YES / NO		
3	Are you a registered legal entity in India?	YES / NO		
4	Have you ever been rejected for affiliation by any SSC?	YES / NO		
5	Do you have any linkages with any other organisation in the assessment domain?	YES / NO		

6	<p>Have you ever been engaged in assessment operations in past or present with a different entity?</p>	YES / NO		
7	<p>Do you have necessary financial resources for the operation of skills assessment including associated liabilities?</p>	YES / NO	<p>Please attach last 3 years balance sheet.</p>	
8	<p>Do you have a Web Site of your own?</p>	YES / NO		
9	<p>Do you have Assessors affiliated to your AA?</p>	YES / NO	On payroll	Please give total numbers
			On Long Term	
			Contract_	
10	<p>How many of your Assessors are undertaking multiple sector assessments?</p>	YES / NO	On payroll	Please give total numbers
			On Long Term	
			Contract_	

11	If granted affiliation, do you have the capability to undertake On-line assessment with immediate effect?	YES / NO	If yes, please give the details of the availability of software and hardware to undertake the assignment.	
12	Do you have the capability to develop	YES / NO	If yes, please give the details of available subject experts with the agency.	
	question bank for On-line assessment?			
13	Are you affiliated with DGET & State sponsored schemes?	YES / NO		
14	Are you affiliated with any other SSCs/ other recognized Agencies having capacity to carry out assessments for the job roles applicable to the SSC?	YES / NO		
15	Have you ever been subject to legal action in the case (s) of malpractices and unfair conduct?	YES / NO		
16	Have you ever been banned /suspended	YES / NO		

	for the services offered by you?			
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I, _____ (name),

S/o _____ r/o

_____, Mobile

No _____, do hereby declare that I have furnished the above details to the best of my ability and knowledge and I fully understand that any incorrect information will render my agency disqualified for affiliation. If granted affiliation, I do also agree to meet the other operational conditions as laid down by the SSC for the conduct of assessment.

Date:
Place

(Authorised Signatory)

Annexure-2 Form: 2 Number of years of existence

Legal Constitution of Applicant (Registered Public Limited/ Private Limited Company/ Registered Society/ Trust/ Association/ Trade Body/ Registered Educational Institution/ University/ Partnership Firm)	
Type of the Bidding Entity	
Name of Registering Authority	
Registration Number	
Date of Registration	
Place of Registration	

For and on behalf of:

(Company Seal)

Signature: Name: Designation:

Note:

1. Please provide copy of the registration certificate from the appropriate Registering Authority.
2. Please provide details of the first assessment conducted to ascertain the number of years of experience in specific sectors.

ANNEXURE 3-ORGANISATION PROFILE

1. Name of the Assessment Agency
2. Postal Address
3. Contact Name, Phone No., Email id
4. Legal Constitution of Applicant (Please tick the appropriate box) [Please provide copy of the registration certificate from Registering Authority]
 - Registered Public Limited
 - Private Limited Company
 - Registered Society
 - Trust/ Association
 - Trade Body
 - Registered Educational Institution/University
 - Partnership Firm
5. Name of Registering Authority
6. Registration Number
7. Date of Registration
8. Place of Registration
9. Whether NSDC Partner (If yes, please attach supporting document)
 - Yes
 - No
10. Is the Institute recognized with any professional Body/ Agency/ Council?
If yes, please mention the following and attach supporting documents

1	Name of the Agency/ Council	
2	Recognition Number / Code	
3	Year of Recognition	
4	Year valid up to	

11. Any other information such as honours and awards; recognition / commendation by other apex bodies and associations to be mentioned below.

S No	Brief Description of Recognition with Year/Month

ANNEXURE 4–PRIOR ASSESSMENT EXPERIENCE

The agency should have assessed minimum 10,000 candidates in total for empanelment. Information to be furnished in modules pertaining to vocational skills courses/ modules notified by NCVT/SCVT/Sector Skills Council or recognized by any state or central government.

S.No.	Sector	Number of Years	Number of Trainees Assessed		
			2016-17	2017-18	2018-19

[Please provide details of first assessment conducted to ascertain the number of years of experience in specific sectors.]

ANNEXURE 5– ORGANISATIONAL GOVERNANCE

1. Please attach Organisation chart
2. Profile of Owners/Promoters of the Institute/AB

S. No.	Name of Owners/Promoters	Educational Qualification	Total Experience in Years	Experience in Assessments	Contact email ID	Mobile Number

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3. Profile of Management and Operational Team

S.No.	Name and Designation of Management/Operational Team	Educational Qualification	Total Experience in Years	Experience in Assessments	Contact email ID	Mobile Number

4. Details of Affiliation Coordinator of the Institute/AB

Name	
Designation	
Address	
Land Line	
Email ID	
Phone No.	

5. Assessors Profile •

A. On permanent rolls of the Body

SNo	Sector	Trades/Job Roles	Number of Assessors	Average Experience in Years

B. On temporary basis with the Body

SNo	Sector	Trades/Job Roles	Number of Assessors	Average Experience in Years

6. Does the Agency have the following policy documents?

		Yes	No	Remarks
1	Mission Statement			
2	Operations Manual to include the Background and Organisation Structure			
3	Assessment Policy and Assessors Profile			
4	HR Policy and Recruitment Guidelines			
5	Internal Evaluation & Audit Process			

ANNEXURE 6: FINANCIAL PERFORMANCE

This information will be treated as highly confidential and will not be shared by DWSSC with anyone.

1. Statutory Compliances of the Agency: (Please attach photocopies)

PAN	
TAN/TIN	
ST/GST	

2. Turnover of the Agency from Assessment activities: (Please attach Audited Balance Sheet for the following financial years and certificate form the Chartered Accountant/Audit Firm regarding Annual turnover from assessment program in India of the applicant)

Financial Year	Turnover from Assessment activities (in lakhs) (in INR)
2018-19	
2017-18	
2016-17	

3. Details of grants received from Central /State Governments and/or any other source

Financial Year	Source	Amount	Remarks
2018-19			
2017-18			
2016-17			

4. Details of Bank Account of the Institute

Name of the Bank	
Branch/Location	
IFSC Code	
Account Number	

ANNEXURE 7: ASSESSMENT INFRASTRUCTURE

I. List of State for empanelment.

SNo	State Name	Number of Assessors based in this state and are engaged by the Applicant	Number of Centres/offices/Operation in the state

2. Offices and Branches

SNo	Type Corporate/Regional etc	Location	Remarks (no. of personnel posted)

Please attach outline map of India showing states and location of branches. \

3. Assessment Centre(s)

A. Owned by the Assessment Agency

SNo	Name of Assessment Centre	Location	Sector & Trades/Job Roles

B. Used in Partnership with Others

SNo	Name of Assessment Centre	Location	Sector & Trades/Job Roles

4. Job Roles for Assessment (Indicate preference basis availability of Assessors)

S.No.	Job Role	QP Code	Level	Yes/No

ANNEXURE 8-AVAILABILITY OF TECHNOLOGICAL PLATFORM FOR CONDUCT OF ON-LINE ASSESSMENT

Requirement on Technical Platform

1. Online platform for carrying out assessments –Theory, Practical & Viva
2. Applications – Assessor app & candidate app to be released on Google Play store
3. Robust platforms - Customization as per the requirements of DWSSC.
4. Agencies to empanel SUBJECT MATTER EXPERTS (SME) for practical evaluation.
5. Platform dashboard for DWSSC - Monitoring and report generation purpose.
6. Screen recording - For system based practical
7. Practical Assessment– Output file uploading and storage on server
8. Video Recording – Practical & Theory
9. Question Papers.
 - a) Pre-loaded question papers in encrypted form
 - b) Different levels of question papers - Easy/Medium/Hard
 - c) PC wise content development and marking to define as per rubrics laid down by SSC.
9. Assessor App Requirements.
 - a) 22 points checklist to be covered as per PMKVY Guidelines-Annexure M
 - b) Geo Tagging with time stamp at center location with photograph of Assessor and ID.
10. Candidate App requirements
 - a) Candidate photo & Aadhaar capturing at the beginning of Theory & Practical exam.
 - b) Frequent image capturing at a fixed interval during the exam.
 - c) Services like screen shot capturing, opening any other app to be disabled during the exam.
 - d) Language switching option.
 - e) Time stamping log for each candidate for theory exam.
11. Any further basic requirements will be intimated at the time of platform demo.

ANNEXURE 9 - ASSESSMENT METHODOLOGY

1. Assessment System Development

Aspect	Yes/No	Remarks
Process of adoption and/or development of assessment system on the basis of QP and NOS developed by the SSC		
Review process to gauge the effectiveness of the assessment system developed		
Process of Subject Matter Expert engagement in assessment design and development		
Review process for approval of assessment system and process from the SSC		

2. Methodology for Assessor Development.

Aspect	Yes/No	Remarks
Does the Institute take Aptitude Test before enrolling assessors?		
Does the Institute conduct Orientation 'Program for experienced assessors before deputing?		
Does the Institute conduct Training of Assessors Program for fresh assessors before deputing		
Documented process and plan for imparting soft skills training related to assessments.		
Documented process of providing guidance to assessors		

DECLARATION

I hereby declare that the above information is true to the best of my knowledge and belief. I do understand that any incorrect information will result in suspension/cancellation of my organization's accreditation with **Domestic Workers Sector Skill Council**.

I hereby confirm having read the Request for Proposal (RFP) embodying the General Instructions and fully understood the scope of service, empanelment process and other terms and conditions and agree to the same in letter and spirit.

I on behalf of the Assessment Agency hereby confirm that we will abide by the terms and condition, financial and guidelines and other policy directives issued by DWSSC & NSDC from time to time.

Place:

Signature of Applicant

Date:

Name and Designation

Note: Authorized to sign on behalf of the Assessment Agency.