बिड संख्या/Bid Number: GEM/2026/B/7895961
दिनांक /Dated: 11-08-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	04-09-2026 18:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	04-09-2026 18:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Skill Development And Entrepreneurship
विभाग का नाम/Department Name	Directorate General Of Training
संगठन का नाम/Organisation Name	Directorate General Of Training
कार्यालय का नाम/Office Name	Directorate General Of Training Hqr
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :general-admin@dgt.gov.in Buyer Email id: schemes.section@dgt.gov.in
वस्तु श्रेणी /Item Category	Hiring of Consultants - Milestone/Deliverable Based - Management Consultants; Market/Research Analyst; No; Hybrid(As specified in scope of work)
अनुबंध अवधि /Contract Period	4 Month(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	1500 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/**Bid Details**	
विक्रेता से मांगे गए दस्तावेज़/**Document required from seller**	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/**Do you want to show documents uploaded by bidders to all bidders participated in bid?**	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / **Minimum number of bids required to disable automatic bid extension**	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / **Number of days for which Bid would be auto-extended**	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / **Number of Auto Extension count**	1
बिड से रिवर्स नीलामी सक्रिय किया/**Bid to RA enabled**	No
बिड का प्रकार/**Type of Bid**	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /**Time allowed for Technical Clarifications during technical evaluation**	3 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / **Estimated Bid Value in INR (Inclusive of all taxes)**	40000000
मूल्यांकन पद्धति/**Evaluation Method**	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / **Financial Document Indicating Price Breakup Required**	Yes

ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	800000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	6

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Director Scheme
Directorate General of Training Hqr, Directorate General of Training, Directorate General of Training, Ministry of Skill Development and Entrepreneurship
(Director Scheme)

UIN Number NCTGC2415P

बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated

cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Price Breakup - 1786267979.xlsx

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope Of work:1786341855.pdf

Profile of Consultants:1786341863.pdf

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
As per Part B	100	70	View File

Total Minimum Qualifying Marks for Technical Score: 70

QCBS Weightage(Technical:Financial):70:30

Presentation Venue: Directorate General of Training (DGT)
Ministry of Skill Development and Entrepreneurship
720, Kaushal Bhawan, New Moti Bagh, New Delhi 110023

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
25-08-2026 15:00:00	Online - Link will be published on portal/website https://pm-setu.skillindiadigital.gov.in

Hiring Of Consultants - Milestone/Deliverable Based - Management Consultants; Market/Research Analyst; No; Hybrid(As Specified In Scope Of Work) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Consulting Category/ Stream	Management Consultants
Consultant's Profile	Market/Research Analyst
Proof of Concept (POC) Required	No
Deployment of Consultants/Resource	Hybrid(As specified in scope of work)
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

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परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Swapndeep Chouhan	110023,7th Floor, Kaushal Bhawan, Chanakyapuri, New Moti Bagh, New Delhi-110023	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

   OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers’ controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers’ Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.

8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने

व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

Directorate General of Training (DGT)

Request for Proposal (RFP)
For
Selection of Agency for Baseline Survey under PM-SETU Component I
Upgradation of ITIs

RFP Ref. No.: MSDE/PM-SETU/RFP/02/ 2026-27

Date of Issue: 10/08/2026

Issuing Authority

Directorate General of Training (DGT)

Ministry of Skill Development and Entrepreneurship

720, Kaushal Bhawan, New Moti Bagh, New Delhi 110023

Disclaimer

The information contained in this Request for Proposal ("RFP") is issued by the Directorate General of Training (DGT), Ministry of Skill Development and Entrepreneurship (MSDE), Government of India (hereinafter referred to as the "Client"), solely for the purpose of facilitating the preparation and submission of proposals by eligible Agencies for Baseline Survey under PM-SETU Component I-Upgradation of ITIs

This RFP does not constitute an agreement, offer, or invitation and is issued without any commitment on the part of the Client. The information provided is indicative and may not be exhaustive or complete. Agencies are expected to conduct their own due diligence, assessment, and verification of all information provided and obtain independent advice as necessary.

The Client does not make any representation or warranty, express or implied, as to the accuracy, adequacy, completeness, or reliability of any information contained in this RFP and shall not be liable for any loss or damage arising from reliance on such information.

The Client reserves the right to modify, amend, update, or cancel this RFP or any part thereof at any stage through issuance of corrigendum/addendum, without assigning any reason. The Client also reserves the right to accept or reject any or all proposals, or annul the selection process, at its sole discretion without incurring any liability.

Submission of proposals shall be at the sole cost and responsibility of the Agency. The Client shall not be liable for any costs incurred in the preparation or submission of proposals.

The issuance of this RFP does not confer any right on any Agency for selection or award of the contract.

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Section 1: Letter of Invitation

To,

Prospective Agencies

Subject: Request for Proposal (RFP) for Selection of Agency for Baseline Survey under PM-SETU Component I - Upgradation of ITIs

Sir/Madam,

1. The Directorate General of Training (DGT), Ministry of Skill Development and Entrepreneurship (MSDE), Government of India (hereinafter referred to as the “Client”), invites proposals from eligible agencies for undertaking the Baseline Survey under the PM-SETU Scheme, in accordance with the requirements set out in this Request for Proposal (RFP).
2. The assignment broadly covers integrated baseline assessment for trainee satisfaction, trainer satisfaction, employer perception, and graduate tracking, including qualitative and quantitative data collection, data analysis, and report preparation, for 12 program states under PM-SETU in accordance with the Terms of Reference (ToR) provided in this RFP.
3. Eligible Agencies with relevant experience, as specified in this RFP, are invited to submit their proposals on GeM portal
4. Key details are as follows:

Particulars	Details
Project Name	Selection of Agency for Baseline Survey under PM-SETU Component I - Upgradation of ITIs
Method of Selection	Quality and Cost Based Selection (QCBS): 70:30
Bid Processing Fee	Nil
Earnest Money Deposit (EMD)	As mentioned on GeM portal
RFP Release Date	10/08/2026
Last Date for submission of Queries on email	24/08/2026 schemes.section@dgt.gov.in
Pre-Bid Meeting	Online on 25/08/2026 @ 15.00 Link will be published on portal/website https://pm-setu.skillindiadigital.gov.in
Mode of Submission	Online on GeM portal
Last Date of Submission	04/09/2026 upto 17.00
Technical Proposal Opening	04/09/2026 @17.30
Financial Proposal Opening	To be intimated later only to technically qualified Agencies

5. Consortium or Joint Venture participation shall not be permitted under this RFP.

6. The RFP includes the following documents:

Section 1 – Letter of Invitation

Section 2 - Instructions to Agencies

Section 3 - Eligibility Qualification and Evaluation Criteria

Section 4 – Terms of Reference (ToR)

Section 5 – Bid Submission Forms (Technical and Financial)

Section 6 –Draft Contract Agreement

Section 7 –Annexures

Section 8 –Appendix

Yours Sincerely,

Deputy Director

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Ministry of Skill Development and Entrepreneurship

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Section 2 – Instructions to Agencies (ITA)

A. General

1) Introduction

a) This Section contains relevant information and instructions to assist prospective Agencies in the preparation and submission of their Proposals. It also sets out the procedure for receipt, opening, scrutiny, evaluation of Proposals, and award of the Contract.

b) The Directorate General of Training (DGT), Ministry of Skill Development and Entrepreneurship (MSDE), Government of India (hereinafter referred to as the "Client"), invites Proposals from eligible agencies for undertaking the Baseline Survey of Trainee Satisfaction, Trainer Satisfaction, Employer Perception, and Graduate Tracking under PM-SETU Scheme across 12 program States, in accordance with the method of selection specified in this Request for Proposal (RFP).

c) The Agency shall carefully examine all instructions, terms and conditions, and requirements contained in this RFP, including the Terms of Reference (ToR), before submission of the Proposal. Failure to furnish all information required under the RFP or submission of a Proposal not substantially responsive to the requirements of the RFP may result in rejection of the Proposal.

d) The scope of Services is indicative and may be increased or decreased at the discretion of the Client. Any such variation shall be governed strictly in accordance with the provisions of the Contract Agreement.

e) GeM Portal and Precedence of Bid-Specific Terms and Conditions

i) This RFP, including all its sections, annexures, forms, corrigenda/addenda and Buyer Added Bid Specific Terms and Conditions (ATC) uploaded on the GeM Portal, shall form an integral part of the Bid and the resultant Contract.

ii) In the event of any inconsistency or conflict between the provisions of this RFP/ATC and the GeM General Terms and Conditions (GTC), Service-Specific Special Terms and Conditions (STC), or other standard GeM terms, the provisions of this RFP/ATC shall prevail to the extent permitted under the applicable GeM framework, Government procurement policies and applicable law.

iii) Nothing contained in this RFP/ATC shall be construed as overriding any mandatory provision of applicable law, Government procurement policy, GeM rules, system requirements, or statutory requirement.

2) Code of Integrity and Applicable Anti-corruption Guidelines

The WB "Guidelines on Preventing and Combating Fraud and Corruption in Program for Results Financing" dated February 1, 2012, and revised on July 10, 2015, and ADB's Anticorruption Policy dated July 1998, as amended from time to time (collectively referred to as the "Guidelines".) shall apply to this activity which is within the Program Boundary. Accordingly, the following shall be applicable:

(i) *Bidder shall prepare and furnish to the Borrower and/or the Bank, all such information that the Borrower, and/or the Bank shall reasonably request in relation to the Program.*

(ii) *Bidder shall accept the carrying out of inspections by the Borrower and/or the Bank for the monitoring of, and in relation to, the carrying out of the activities under the Program.*

(iii) *Any inquiries conducted by the Bank pursuant to these Guidelines are administrative in nature, for the purpose of determining compliance with the Bank's policies, directives, and procedures. Inquiries include, but are not limited to, the review of relevant accounts, records and other documents, and interviews with relevant persons.*

(iv) *The Guidelines address the following defined practices in connection with the Program:*[1]

(a) A "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party.[2]

(b) A "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly[3] misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation.

(c) A "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party.

(d) A "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party.

(e) An "obstructive practice" is (i) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation[10] into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or (ii) acts intended to materially impede the exercise of the Bank's contractual rights of audit or access to information.

(f) "abuse" means theft, waste or improper use of assets related to ADB-related activity, either committed intentionally or through reckless disregard.

[1] Unless otherwise specified in the Loan Agreement, whenever these terms are used in the Loan Agreement, including in the applicable General Conditions, they have the meanings set out in paragraph 4 of these Guidelines.

[2] Typical examples of corrupt practice include bribery and "kickbacks."

[3] To act "knowingly or recklessly," the fraudulent actor must either know that the information or impression being conveyed is false, or be recklessly indifferent as to whether it is true or false. Mere inaccuracy in such information or impression, committed through simple negligence, is not enough to constitute fraudulent practice. [10] As used in the definition of "obstructive practice", the term "investigation" includes any inquiry undertaken under these Guidelines.

(g) "conflict of interest" means any situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities contractual obligations, or compliance with applicable laws and regulations.

(h) "integrity violation" is any act, as defined under ADB's Integrity Principles and Guidelines (2015, as amended from time to time) which violates ADB's Anticorruption Policy (1998, as amended from time to time), including (a) to (g) above, and the following: violations of WB and ADB sanctions, retaliation against whistleblowers or witnesses, and other violations of ADB's Anticorruption Policy (1998, as amended from time to time), including failure to adhere to the highest ethical standard.

The above practices, as so defined, are referred to collectively in these Guidelines as "Fraud and Corruption."

(v) Ensure that Bid document includes a self-declaration which will be signed and submitted by the bidder that the agency is not subject to ineligibility or has not been sanctioned under the Bank system of debarment and cross-debarment The Bidder is required to fill up the declaration as provided at Annex …...

3) Eligibility and Qualification Criteria for Agencies

This RFP is open to all Agencies who meet all eligibility and qualification criteria specified in Section 3 of this RFP document. Agencies must also ensure that they do not have any conflict of interest, as defined under the ITA 4.

4) Conflict of Interest

a) The Agency shall provide professional, objective, and impartial services and shall avoid any actual, potential, or perceived conflict of interest that may affect independent performance of the Services.
b) The Agency shall promptly disclose in writing any conflict of interest arising during the selection process or Contract period. Failure to disclose such conflict may result in rejection of the Proposal, termination of the Contract, or any other action deemed appropriate by the Client.
c) An Agency shall be disqualified from participation in the selection process or continuation of the assignment if it, its affiliates, personnel, or associated entities:
   (i) have any engagement, interest, or activity that may compromise the independence, objectivity, or impartiality of the assignment under PM-SETU;
   (ii) are involved in implementation, programme management, monitoring, evaluation, training delivery, or any related activity under PM-SETU that may create a conflict of interest; or
   (iii) have any business or family relationship with officials of the Client directly involved in preparation of the ToR, evaluation, contract management, or supervision of the assignment, unless disclosed and accepted by the Client.

d) The Client's decision regarding existence of a conflict of interest shall be final and binding.

B. Preparation of Proposals

5) General Considerations:

The Agency must prepare their proposal in strict accordance with the requirements outlined in the RFP, subsequent amendment/corrigendum. Failure to include all requested information will be considered a material deficiency and may result in the rejection of the proposal.

6) Bid Security (Earnest Money Deposit - EMD)

The Agency shall submit a Bid Security (EMD) in the amount and form specified in the Section 1. Bids not accompanied by the EMD shall be rejected as non-responsive. The EMD shall remain valid for the Bid Validity Period and until submission of the Performance Security by the Selected Agency.

The EMD may be forfeited if the Agency,

(i) engages in corrupt, fraudulent, or collusive practices;
(ii) withdraws or modifies the Bid during the validity period;
(iii) fails to furnish the Performance Security within the stipulated period; or
(iv) submits false or misleading information.

7) Cost of Preparation of Proposal:

The Agency shall bear all costs and expenses related to the preparation, submission, and processing of its Proposal, including any demonstrations, samples, or presentations required. The Client shall not be responsible for any such costs, regardless of the outcome of the procurement process.

8) Language of Proposals

The Proposal and all related correspondence shall be in English. Supporting documents in other languages shall be accompanied by a self-certified English translation, which shall prevail in case of interpretation.

9) Single Proposal:

An Agency shall submit only one Proposal in response to this RFP. Submission of more than one Proposal by the same Agency, either directly or indirectly through any Associate/Affiliate, shall lead to rejection of all such Proposals.

10) Pre-Proposal Meeting and RFP Clarifications:

a) A pre-proposal meeting may be convened as specified in Section 1. Participation in the meeting is optional for all Agencies.
b) Agencies may submit written queries up to one (1) day prior to the scheduled date of the pre-proposal meeting. All responses to queries, along with any clarifications or amendments, shall be issued through the e-procurement portal and shall be deemed binding on all Agencies.
c) The Client reserves the right to extend the bid submission deadline in case of any substantial modifications arising from clarifications or amendments. In such cases,

Agencies may submit revised bids up to the extended deadline; however, no modifications shall be permitted after the final bid submission deadline.

11) Proposal Validity:

a) Proposals shall remain valid for the period specified in the 180 days, unless extended by the Client.
b) Proposals with shorter validity shall be rejected.
c) If the validity expiry falls on a non-working day, it shall extend to the next working day.
d) The Client may seek an extension of validity; responses shall be in writing. Agencies may decline the extension, in which case the Bid Security/EMD shall not be forfeited, and such Bids shall not be considered further.

C. Submission, Opening and Evaluation of Proposals:

12) Submission of Proposal:

a) Technical Proposal shall be submitted through the technical/qualification component of the GeM bid and the Financial Proposal shall be submitted through the financial bid component of the GeM Portal.
b) The Agency should uploaded following document online

A. Technical Proposal Envelop:

1. Copy of Certificate of Incorporation / Registration of the Agency.
2. Copy of PAN Card and GST Registration Certificate.
3. Copy of Bid Security / EMD submission proof
4. FORM TECH-1: Letter of Proposal Submission
5. FORM TECH-2: Details of the Agency
6. FORM TECH-3 : Technical Proposal Format
7. FORM TECH 4 A- Format for Highlighting details of Relevant Experience
8. FORM TECH-4 B- Summary of Relevant Experience Details
9. FORM TECH-5: Curriculum Vitae (CV) of Key Experts
10. FORM TECH -6: Certification of Turnover /Financial Capability
11. FORM TECH-7: Declaration for non-debarment
12. Annexure-1: Letter of Acceptance of the World Bank's Anticorruption Guidelines and Sanctions Framework
13. Documents in support of eligibility and qualification criteria specified in the RFP, including:
    a) Work Orders / Agreements and Completion Certificates for claimed experience;
    b) Audited Financial Statements / CA Certificate for turnover or financial capacity (if applicable);
    c) Qualification and experience documents of Key Experts;
    d) Any statutory registrations/licenses required under the RFP.
14. Power of Attorney for Signing of Bid (if the Proposal is signed by an authorized representative other than the proprietor/authorized signatory as per constitutional documents).

B. **Financial Proposal Envelop**

Form Fin 1: Financial bid in BOQ format
Form Fin 2: Break-up of Lump-sum Price
Form Fin 3: Financial Proposal for Price Discovery (Not for Evaluation)

13) Technical Proposal Format and Content:
The Technical Proposal shall be submitted using the Standard Forms in Section 5 and shall not contain any financial quote.

14) Financial Proposal:

a) The Financial Proposal shall be submitted using the Standard Forms prescribed in Section 5 of this RFP.
b) The Agency shall quote a single lump-sum price for the entire assignment for carrying out all activities and completion of all deliverables in accordance with the ToR.
c) The quoted price shall be inclusive of all costs, expenses, fees, taxes, duties, levies, manpower, travel, logistics, fieldwork, data collection and processing, software/tools, reporting, overheads, insurance, and all incidental expenses required for satisfactory performance of the Services, including Goods and Services Tax (GST).
d) The Agency shall be solely responsible for assessing the scope and requirements of the assignment. No claim for additional payment due to omission, underestimation, or misunderstanding of the scope of work shall be entertained.

15) Opening of the Technical Proposal:

a) Technical Proposals shall be opened online at the date and time specified in Section 1 / updated on portal; Agencies may attend or view online.
b) If the opening date is a holiday, it shall be deferred to the next working day.

16) Evaluation of Responsiveness:

a) Responsiveness shall be assessed based on the submitted Proposal.
b) A Proposal is "substantially responsive" if it meets all RFP requirements without material deviation, reservation, or omission.
c) Proposals with material deviations affecting scope, quality, performance, the Client's rights, Agency obligations, or fair competition shall be rejected. Minor non-conformities may be waived, and clarifications may be sought without permitting any change in price or substance.

17) Clarification of Proposals:

a) During evaluation, the Client may request factual clarifications or missing historical documents from Agencies within a specified deadline. Such requests shall not permit any change to the Proposal's price or substance
b) Failure to provide requested clarifications within the permitted time will result in evaluation based on available information.

18) Evaluation of Technical Proposals

a) Technical Proposals shall be evaluated as per the criteria specified in Section 3.
b) Technical evaluation is in two parts:

(i) Part A: Eligibility & Qualification: Must be met by Agencies. Non-compliance leads to rejection as non-responsive.
(ii) Part B: Technical Scoring: Only Agencies meeting Part A shall be evaluated as per the scoring criteria specified in Part B of Section 3.

19) Confidentiality:

a) From proposal opening until issuance of letter of award, Agencies shall not contact the Client regarding evaluation. Evaluation details shall remain confidential until notification of award.
b) Any attempt to influence the process may lead to rejection and action as per applicable laws.
c) All communications during this period shall be in writing.

20) Opening of Financial Proposals:

After technical evaluation, the Client shall notify on the portal the non-responsive and qualified Agencies (with scores), along with the date and time of financial bid opening.

21) Selection Method:

The Agency shall be selected through the Quality and Cost Based Selection (QCBS) method.

(i) Technical Evaluation (70%): Evaluation of the Technical Proposal based on the criteria specified in Section 3 of this RFP, including relevant experience, understanding of the assignment, methodology, work plan, and key personnel.
(ii) Financial Evaluation (30%): Evaluation of the Financial Proposal in accordance with the methodology specified in Section 3.

The final selection shall be based on the combined technical and financial scores in accordance with the evaluation criteria prescribed in Section 3.

D. Technical and Financial Discussions (Post-Selection):

22) Technical and Financial Discussions:

A) Technical Discussions

The Client may hold technical discussions with the highest-ranked Agency at a date and time communicated in writing. The Agency shall be represented by an authorized representative. Discussions may cover the ToR, methodology, work plan, staffing, deployment of Key Experts, coordination mechanisms, and finalization of the Contract. Such discussions shall not materially alter the scope, objectives, or evaluation basis of the assignment.

B) Availability and Substitution of Key Experts

The selected Agency shall confirm availability of proposed Key Experts. In case of unavailability due to reasons beyond the Agency's control, replacement may be permitted with prior approval of the Client, provided the substitute expert possesses qualifications and experience equal to or better than the originally proposed expert and does not dilute the evaluation basis.

C) Financial Aspects

The Financial Proposal under the lump-sum contract shall remain fixed and shall not be subject to negotiation. Clarifications, if any, may be sought regarding taxes, payment milestones, or invoicing procedures without alteration of the quoted Contract Price.

D. Finalization and Conclusion

Upon successful conclusion of discussions, the Contract shall be finalized. If discussions with the highest-ranked Agency are unsuccessful, the Client may invite the next-ranked Agency in order of ranking.

23) Contract Period:

The Contract shall be effective from the date of signing of the Agreement and remain valid until completion of the Services and acceptance of all deliverables by the Client, unless terminated earlier in accordance with the Contract.

The assignment is to be completed within four (4) months from the Effective Date, unless extended by the Client in writing on justified grounds.

24) Notification of Award

a) Prior to expiry of the Proposal validity period, the Client shall notify the successful Agency in writing through a Letter of Award (LoA) specifying the accepted Contract value and key terms.

b) The Contract shall become effective upon:

(i) acceptance of the LoA by the Agency;

(ii) submission of Performance Security, if applicable; and

(iii)execution of the Contract Agreement.

c) Failure of the successful Agency to accept the LoA, furnish Performance Security, or execute the Contract within the stipulated period may result in cancellation of the award.

25) Signing of Contract

a) Upon acceptance of the LoA, the Client shall issue the Contract Agreement to the successful Agency.

b) The Agency shall sign and return the Contract Agreement, along with required documents, within seven (07) days of receipt or within such period as specified by the Client.

c) Failure to execute the Contract within the stipulated period may result in annulment of the award and consideration of the next-ranked Agency.

26) Performance Security

a) The successful Agency shall furnish a Performance Security of 3% of the Contract Value (including GST) within ten (10) days of issuance of the LoA or before signing of the Contract, whichever is earlier, in the form specified in the RFP.

b) The Performance Security shall remain valid during the Contract Period and for sixty (60) days thereafter.

c) Failure to furnish the Performance Security may result in cancellation of the award.

d) The Client may invoke the Performance Security in case of material breach, negligence, default, or non-performance.

e) The Performance Security shall be released upon satisfactory completion of contractual obligations, subject to adjustment of dues, if any.

27) Grievance Redressal/ Complaint Procedure

Any Agency aggrieved by the bidding process may submit a representation/complaint to the Procuring Entity in accordance with applicable procurement rules. The Procuring Entity shall examine and communicate its decision within a reasonable period, without prejudice to legal remedies available under law.

28) Governing Law and Jurisdiction

a) This RFP, selection process, and resulting Contract shall be governed by the laws of India.
b) Subject to dispute resolution provisions, the courts at New Delhi shall have exclusive jurisdiction.
c) No contractual relationship shall arise until execution of the Contract Agreement.
d) The Client's interpretation of the RFP during the selection process shall be final and binding.

Section 3 – Eligibility, Qualification and Evaluation Criteria

This Section outlines the criteria that the Client will use to evaluate Proposals and determine the qualification of Agencies. No other factors, methods, or criteria shall be applied for evaluation beyond those specified herein. Experience, turnover, manpower, or credentials of the Agency's parent company, subsidiary, associate, holding company, group company, or any related entity shall not be considered unless expressly permitted under this RFP.

PART-A
Eligibility and Qualification Criteria:

1) Eligibility Criteria:

The Agency should meet the following all eligibility criteria:

Sr. No.	Particulars	Criteria	Supporting Documents
1	Legal Status	The Agency shall be a legally registered entity (such as a company, society, or trust) in India under applicable law or a statutory body established under an Act of Parliament or a State Legislature (such as Universities)	Certificate of Incorporation/ Registration/ Gazette Notification
2	Statutory Compliance	The Agency shall possess valid PAN, GST Registration	PAN, GST Registration Certificate
3	Operational Experience	Minimum five (5) years of experience in conducting research, surveys, monitoring & evaluation, impact assessments, tracer studies, and similar assignments in the social sector as on the Proposal Submission Date.	Self-Certification listing applicable experience
4	Blacklisting / Debarment / Sanctions	The agency shall not be under any order of debarment, suspension, blacklisting, declaration of ineligibility, or sanction imposed by any Government authority or Multilateral Development Bank (including the World Bank and Asian Development Bank) as on the Proposal Submission Date.	Self-Declaration on Letterhead
5	Conflict of Interest	The Agency shall not have any conflict of interest in accordance with the provisions specified in the Instructions to Agency.	Self-Declaration
6	Bid Security	Submission of EMD/Bid Security as applicable under the RFP.	Proof of EMD submission

2) Qualification Criteria

Only those Agencies meeting the Eligibility Criteria shall be considered for qualification assessment and technical evaluation.

Sr. No.	Particulars	Criteria	Supporting Documents
1	Average Annual Turnover	1. Companies/LLPs/Partnership Agency shall have an average turnover of at least Rs. 15 Crore during the last three financial years. 2. Trusts, Societies, Section 8 Companies, and other Non-Profit Organizations shall have an average annual income or receipts of at least Rs. 15 Crore during the last three financial years.	Audited Financial Statements / CA Certificate
2	Net Worth	1. Companies, LLPs, and Partnership Agency shall have a positive net worth during the last three (3) consecutive financial years. 2. Trusts, Societies, Section 8 Companies, and other Non-Profit Organizations shall have a positive financial position, evidenced by positive Corpus Fund/Net Assets, during the last three (3) consecutive financial years.	Audited Financial Statements / CA Certificate
3	Similar Experience	The Agency should have experience in executing similar assignments during the last five (5) years, meeting any one of the following criteria: (i) One similar assignment of value not less than Rs. 150 Lakhs; OR (ii) Two similar assignments of value not less than Rs. 75 Lakhs each; OR (iii) Three similar assignments of value not less than Rs. 50 Lakhs each. *Similar Assignment means an assignment involving baseline/endline surveys, monitoring & evaluation, impact assessment, tracer studies, beneficiary/stakeholder satisfaction surveys, research studies, or other social sector surveys involving survey design, sampling, large-scale field data collection, data analysis, and reporting for Government Departments, PSUs, Multilateral Agencies, or International Organizations.*	Work Orders + Completion Certificates / Client Certificates
4	Geographic Experience	The Agency should have experience of executing similar assignments in at least five (5) States/UTs in India during the last five (5) years as on the Proposal	Work Orders / Client Certificates

Sr. No.	Particulars	Criteria	Supporting Documents
		Submission Date. The cumulative geographic coverage across one or more assignments shall be considered.	

Note: Institutions of National Importance (INIs) established under an Act of Parliament shall be exempt from the Turnover/Income-Receipts and Net Worth requirements specified above.

PART-B

B) Technical Evaluation Criteria:

Technical Proposal of Agencies, who meet the criteria in Part A, shall be evaluated further using the scoring scheme contained in Part B below

Sr. No	**Criteria**	**Sub-Criteria**	**Scoring Methodology**	**Max. Marks**
A	Agency Experience & Organizational Capacity	**A1. Relevant Experience in Similar Assignments:** Experience in conducting research, surveys, monitoring & evaluation, impact assessments, tracer studies, and other similar assignments in the social sector for Government Departments, PSUs, Multilateral Agencies, or International Organizations during the last five (5) years. Only assignments with a contract value of Rs. 50 lakh or above shall be considered.	1–2 Projects = 5 Marks; 3–4 Projects = 10 Marks; 5–6 Projects = 15 Marks; More than 6 Projects = 20 Marks	20
		A2. **Multi-State Research / Survey Experience:** Experience of conducting similar assignments in multiple States/UTs in India during the last five (5) years. The cumulative geographic coverage demonstrated through one or more assignments shall be considered.	5 States/UTs = 3 Marks; 6-7 States/UTs = 5 Marks; 8-10 States/UTs = 7 Marks More than 10 States/UTs = 10 Marks	10
B	Adequacy and Quality of Technical Approach, Methodology and Work	Understanding of ToR, Approach & Methodology	1. Understanding of objectives & ToR- 4 Marks 2. Sampling & survey methodology-5 Marks	15

Sr. No	Criteria	Sub-Criteria	Scoring Methodology	Max. Marks
	Plan		3. Data collection strategy-3 Marks 4. Analytical framework-3 Marks	
		Work Plan & Timelines	Work Plan, Deployment Strategy & Timelines	05
		Quality Assurance & Risk Mitigation Framework	Quality Assurance & Risk Mitigation Framework	05
C	Key Experts' Qualification and Competence	Team Leader – 1 No.	1. Education Qualification: 2 Marks 2. Relevant Experience- 3 Marks 3. Experience leading evaluation studies- 3 Marks 4. Experience in skill/TVET/social sector- 2 Mark	10
		Researchers – 2 Nos. (5 Marks each).	1. Educational Qualification: 1 Mark 2. Relevant Survey/Research Experience: 2 Marks 3. Experience in Similar Assignments: 1 Mark 4. Proficiency in Data Analysis Software (STATA/SPSS/R/Excel etc.): 1 Mark	10
D	Technical Presentation	Presentation before TEC	1. Understanding of Assignment and Key Challenges:5 Marks 2. Practicality and Feasibility of Proposed Approach: 5 Marks 3. Deployment and Field Execution Strategy: 5 Marks 4. Team Competence and Role Clarity: 5 Marks 5. Presentation, Communication Skills and Response to Queries: 5 Marks	25
	Total Marks			100

C. Quality and Cost Based Selection (QCBS) Methodology

1) Technical Evaluation

(i) Technical Proposals shall be evaluated out of **100 marks** based on the criteria specified in this Section.

(ii) Only Agencies securing a minimum of **70 marks out of 100** in the Technical Evaluation shall qualify for opening of the Financial Proposal.

(iii) The Technical Score (Ts) of each Agency shall be the marks obtained in the Technical Evaluation.

2) Financial Evaluation

(i) Financial Proposals of only technically qualified Agencies shall be opened.

(ii) The Agency quoting the lowest evaluated financial proposal (Fm) shall be assigned a Financial Score (Fs) of 100 marks.

(iii) The Financial Score of other Agencies shall be calculated using the following formula:

$Fs=Fm/ F\times100$

Where:
Fs = Financial Score of the Agency under consideration
Fm = Lowest evaluated Financial Proposal among technically qualified Agencies
F = Financial Proposal of the Agency under consideration

3) Composite QCBS Score

The final composite score (**S**) shall be calculated using the following formula:

$$S=(Ts \times 0.70) + (Fs \times 0.30)$$

Where:
S = Composite Score
Ts = Technical Score of the Agency
Fs = Financial Score of the Agency
70% = Weightage assigned to Technical Proposal
30% = Weightage assigned to Financial Proposal

4) Selection of Agency

(i) The Agency obtaining the highest Composite Score (H-1) shall be ranked first and invited for post-selection discussions/contract finalization.

(ii) In case of a tie in Composite Score, the Agency securing the higher Technical Score shall be ranked higher.

Section -4 Draft Terms of Reference (ToR)

Engaging an agency for conducting the baseline surveys across 12 Program States as part of PM-SETU

I. Background

The Government of India, through the Ministry of Skill Development and Entrepreneurship (MSDE), is implementing the Pradhan Mantri Skilling and Employability Transformation Through Upgraded ITIs (PM-SETU) Scheme. PM-SETU aims to upgrade 1,000 Industrial Training Institutes (ITIs) and strengthen the wider skilling ecosystem so that a greater number of trainees complete high-quality, market-relevant training and secure productive employment. While the scheme is rolled out for all States and UTs across India, financing support from the International Bank for Reconstruction and Development (IBRD) and the Asian Development Bank (ADB) — collectively referred to as the multilateral development banks (MDBs) is directed at 12 program states, namely Andhra Pradesh, Assam, Gujarat, Haryana, Karnataka, Maharashtra, Odisha, Rajasthan, Telangana, Tamil Nadu, Uttar Pradesh and West Bengal.

Implementation of PM-SETU is coordinated by a National Program Management Unit (NPMU) housed in MSDE, supported by State Program Management Units (SPMUs) in each Program State. The Scheme reaches up to 650 Government ITIs across the 12 Program States, with coverage expanding in successive years as additional ITIs are onboarded through their Special Purpose Vehicles (SPVs) or equivalent arrangements.

Robust monitoring and learning are central to PM-SETU. The Scheme's results framework includes the Scheme Key Performance Indicators (KPIs), as well as Disbursement-Linked Indicators (DLIs), and other non-DLI indicators on placement, graduate earnings, trainee experience, trainer readiness, and employer demand. A common Survey Framework has been developed under PM-SETU that defines four periodic surveys — Graduate Tracer, Trainee Satisfaction, Trainer (Instructor) Satisfaction, and Employer Perception — to generate the evidence base needed to monitor and support implementation of the Scheme, and to assess whether reforms introduced under PM-SETU affect employment outcomes of ITI trainees.

The PM-SETU Survey Framework requires that all four surveys be conducted across three categories of ITIs in each Program State: (i) Government ITIs participating in PM-SETU (treatment); (ii) Government ITIs not participating in PM-SETU (comparison group 1); and (iii) Private ITIs (comparison group 2, for ecosystem-level insights). This design is essential to establish whether participation in PM-SETU improves outcomes relative to comparable ITIs outside the Scheme.

II. Objectives of the Assignment

The objective of this assignment is to conduct the baseline round of the four surveys defined under the PM-SETU Survey Framework — the Graduate Tracer Survey, the Trainee Satisfaction Survey, the Trainer (Instructor) Satisfaction Survey, and the Employer Survey in each of the 12 Program States, covering Government ITIs, and Private ITIs.

Results from these surveys will inform the PM-SETU Scheme KPIs, and DLI/DLR reporting — most directly DLI 1 (graduate employment outcomes at onboarded ITIS CLUSTERs) and DLR 4.2 (Program States that have conducted the surveys and published findings) and will provide State-level and ecosystem-level insights to guide implementation.

III. Methodology and Research Design

The selected agency shall execute a comprehensive baseline survey for the PM-SETU program in twelve participating states (Andhra Pradesh, Assam, Gujarat, Haryana, Karnataka, Maharashtra, Odisha, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, and West Bengal). The primary objective is to establish foundational benchmarks for the modernization of industrial training, so that the achievements of PM SETU can be measured with evidence. To capture this multidimensional data, the assignment entails an extensive field study comprising four core integrated evaluations: a current trainee survey on quality and relevance of training, a graduate tracer survey for pass-outs, a trainer capacity evaluation, and an employer perception survey on skills and job readiness of ITI graduates.

The baseline survey will be rolled out in selected government ITIs and private ITIs in each of the 12 program states.

Summary of the four surveys

The summaries below are drawn from the PM-SETU Survey Framework. The detailed methodology for each survey will be finalized with the MDBs once the consulting agency is onboard.

Survey	What it measures	Who is surveyed	Frequency
Graduate Tracer Survey	Employment outcomes, wages, job–skill match, retention and career progression of ITI graduates; whether participation in PM-SETU improves graduate outcomes relative to comparison ITIs.	ITI graduates from PM-SETU Government ITIs (longitudinal cohort, census-based tracking via placement cells, ITIs Cluster and NCVT MIS), with a sample of graduates from non-PM-SETU Government ITIs and Private ITIs as comparison groups.	Baseline Midline, Endline
Trainee Satisfaction Survey	Trainee perspectives on training quality, infrastructure, trainer effectiveness, practical exposure, placement and apprenticeship support, governance improvements, and overall learning experience.	Current ITI trainees in PM-SETU Government ITIs, selected non-PM-SETU Government ITIs, and selected Private ITIs.	Baseline Midline, Endline.
Trainer (Instructor) Satisfaction Survey	Trainer perspectives on institutional readiness, infrastructure and equipment adequacy, curriculum relevance,	Current ITI trainers / instructors in the same ITI universe as the Trainee Satisfaction Survey.	Baseline, Midline, Endline.

Survey	What it measures	Who is surveyed	Frequency
	training delivery, industry exposure, capacity building and operational constraints.		
Employer Survey	Employer views on graduate employability, performance and job-readiness, in-demand occupations and trades, technical and soft-skill gaps, and the alignment between ITI training and labor-market requirements.	Formal employers (MSMEs, large enterprises, manufacturing and services firms across key industrial sectors) hiring ITI-level talent. The Framework recommends drawing the employer sample primarily from employers identified through the Graduate Tracer Survey, with the methodology to be finalized with the MDBs.	Baseline, Midline, Endline.

IV. Scope, Coverage, and Approach

The sampling methodology shall follow the following outlined below to ensure statistical validity, representativeness, and adequate coverage of the target population.

1. The baseline assessment shall adopt a statistically robust and scientifically valid sampling design to generate representative estimates for each of the 12 program States. Government ITIs and Private ITIs shall be treated as separate sampling universes within each State. The sampling frame shall comprise the list of all Government and Private ITIs along with their enrolment for the academic year 2025–26 (or the latest available year), which shall serve as the basis for sample selection.

2. For the Employer Survey, the sampling frame shall consist of employers recruiting graduates from ITIs and other relevant skill training institutions. The sample of ITIs shall be determined using a 95% confidence level, a 5% margin of error, and an assumed population proportion (p = 50%), ensuring maximum variability for sample size estimation. The selected ITI sample shall be allocated proportionately across States, while maintaining the prescribed minimum number of ITIs per State to ensure reliable State-level estimates.

3. Within each selected ITI, the survey shall cover current trainees, graduates (Tracer Survey), trainers, and employers using the approved respondent selection framework. As a minimum, the survey shall target 22 trainee interviews, 22 graduate (tracer) interviews, five trainer interviews, and one employer interview per selected ITI. The tracer survey shall primarily be conducted through Computer-Assisted Telephone Interviewing (CATI), while the trainee, trainer, and employer surveys shall be

undertaken through Computer-Assisted Personal Interviewing (CAPI). The selected agency shall prepare a detailed sampling plan, respondent selection procedures, and survey instruments for approval by the Ministry of Skill Development and Entrepreneurship (MSDE) prior to field implementation.

4. The agency shall develop its operational strategy and financial proposal in accordance with the prescribed data collection modalities. The cost of the Graduate Tracer Survey shall primarily be driven by the volume of telephonic contact attempts required to achieve the targeted number of completed interviews, whereas the cost of the trainee, trainer, and employer surveys shall primarily depend on the number and geographic distribution of selected ITIs requiring field visits. The sampling design shall enable the generation of statistically reliable estimates at the State level and support comparable analysis across baseline, midline, and endline assessments. To the extent feasible, the agency shall maintain identifiers for sampled ITIs and employers to facilitate longitudinal tracking and comparison across successive survey rounds.

V. Timeline for Deliverables

The total duration of the consulting assignment shall be four (4) months, divided into the deliverables set out below. T denotes the project commencement date.

Table 2 — Phases in project execution and timelines

Sr. No.	Phase	Major work tasks	Completion (In Weeks)
1.	**Inception Phase**	Prepare and submit an inception report covering: 1. Roadmap of the project across the 12 Program States 2. Flow chart of activities and decision points 3. Timelines and locations for planned activities 4. List of stakeholders for interaction (NPMU, SPMUs, ITIs, industry bodies, etc.) 5. Reporting calendar and quality-assurance plan	T + 2
2.	**Survey Framework — Design Phase**	1. Review the PM-SETU Survey Framework, the PM-SETU PAD/PAP/DLI documents, and the draft questionnaires for the four surveys 2. Confirm project objectives and deliverables; conduct a literature review (conceptual framework and learnings from comparable tracer / satisfaction studies) 3. Design the methodology for each of the four surveys, including a sampling approach that covers PM-SETU Government ITIs, non-PM-SETU Government ITIs and Private ITIs, and that allows aggregation at cluster and State levels	T + 4

Sr. No.	Phase	Major work tasks	Completion (In Weeks)
		4. Propose the Employer Survey sampling approach, including the graduate-linked option set out in the Framework, and reach agreement with the MDBs 5. Finalize research instruments, including questionnaire pre-testing and translation 6. Conduct pilot surveys in at least two States to refine the tools and methodology 7. Obtain MDB sign-off on the final methodology and instruments before full rollout	
3.	**Data Collection — Implementation Phase**	1. Confirm sampling type, sample sizes and participant lists for each of the four surveys, across the three ITI categories in each Program State 2. Mobilize field teams; train and certify enumerators; deploy quality-assurance protocols for online and offline data collection 3. Roll out the baseline surveys across all 12 Program States 4. Provide real-time progress dashboards to NPMU / SPMUs and the MDBs during data collection	T + 10
4.	**Data Analysis and Draft Report Writing — Report Preparation Phase**	1. Apply the analytical framework — qualitative and quantitative analyses, dashboards and visualizations — to each of the four surveys 2. For the Graduate Tracer Survey: report employment outcomes, wages, job–skill match, retention and career progression of ITI graduates, including comparisons between PM-SETU and non-PM-SETU Government ITIs and Private ITIs, and disaggregation by gender, trade, location and other relevant factors 3. For the Trainee and Trainer Satisfaction Surveys: report on training quality, infrastructure, trainer effectiveness and institutional readiness, with comparison-group analysis across the three ITI categories 4. For the Employer Survey: report employer views on employability, skill gaps and ITI–industry alignment	T + 14

Sr. No.	Phase	Major work tasks	Completion (In Weeks)
		5. Document methodological lessons (sampling, response rates, instrument performance) to inform subsequent midline and endline rounds 6. Submit a draft baseline report and dashboards for MDB and NPMU review, address comments, and	
5	**Final report and disseminate findings**	1. Submit the final baseline report 2. Conduct knowledge-sharing sessions to disseminate findings to NPMU, SPMUs and other key stakeholders	T+16

VI. Key Experts Required for the Assignment

A. Resource requirement matrix
Table 3 — Job description and desired qualification / experience

S. No.	Level / # of positions	Main tasks	Desired qualification and experience
1	**Team Leader** 1 No. *Engagement: 4 months*	Lead, manage and supervise the team. Coordinate with the NPMU, SPMUs, and other client stakeholders across the 12 Program States. Drive project design, methodology, all four surveys, data analysis and report preparation. Be accountable for completion of all deliverables.	1. Post-graduate degree in Economics, Statistics, Business, Education, Engineering or a related field. 2. Minimum 10 years' total research experience, of which at least 5 years in education, skill development, or technical & vocational education and training (TVET). 3. Demonstrated experience conceptualizing and implementing impact evaluations and/or tracer studies; experience in TVET preferred. 4. Excellent communication and report-writing skills in English.
2	**Researcher** 2 Nos.	Carry out research work and data analysis; train and supervise field enumerators;	1. Post-graduate degree / diploma in Engineering, Education, Business

S. No.	Level / # of positions	Main tasks	Desired qualification and experience
	Engagement: 4 months each	ensure the quality of data collection; support report preparation; and prepare analytical dashboards for client reference.	Management, Economics or Statistics, with at least 5 years of research experience in impact evaluation, skill-gap analysis or tracer studies. 2. Demonstrated skills in data management and analysis using SPSS, STATA, R or equivalent statistical / econometric software. 3. Preferred Experience in the skill development / TVET domain is desirable.
3	**State Coordinator** Indicative 4-12 *Engagement: 4 months*	Provide administrative and coordination support; liaise with NPMU, SPMUs, ITIs, training providers and industry stakeholders across the 12 Program States.	1. Master's degree with at least 3 years of experience, or a Bachelor's degree with at least 5 years of experience, in managing large-scale sample surveys, including field operations, coordination, and administrative support. 2. Preferred experience in the skill development / vocational education sector and in working with government agencies is preferred.
4	**Surveyors** To be proposed by the agency; minimum coverage to enable parallel data collection in all 12 Program States *Engagement: as required by visit plan*	Carry out data collection in the field across the three ITI categories in each Program State.	1. Bachelor's degree with relevant two-year experience in conducting surveys and data collection

Serial Nos. 1 and 2 are key experts for which CVs need to be submit; Serial Nos. 3 and 4 are non-key experts.

Note: Agency may propose additional non-key experts required to accomplish the assignment. However, only the CVs of the key experts listed above will be evaluated during the technical evaluation of proposals.

B. Estimated effort and deployment

The duration of engagement for each resource type is as set out above. Key experts shall be required to join periodic meetings with MSDE in Delhi for the duration of the engagement, and state coordinators/program management team will need to travel to the 12 Program States as required. Surveyors will be deployed in accordance with the visit plan developed by the agency as part of the inception and design phases.

VI. Payment Schedule

Table 4 — Milestones and payment percentages

S. No.	Milestone / deliverable	Payment %
1	Submission and acceptance of the Inception Report	10%
2	Submission and acceptance of the Design Phase report, including finalised methodology and instruments	20%
3	Submission and acceptance of the Implementation Phase report covering completion of baseline data collection for all four surveys.	20%
4	Submission and acceptance of the draft baseline report and dashboards covering all four surveys	20%
5	Submission and acceptance of the final baseline report and dashboards acceptable to the client	30%

T = Project commencement date.

The agency shall submit invoices in accordance with the milestones and timelines defined above. A lump-sum price shall be quoted by the agency, and payment shall be aligned to the table above.

VII. Support to be Facilitated by MSDE, NPMU and SPMUs

Facilitated by MSDE, the NPMU and the SPMUs, the following support will be made available to the agency:

1. Access to administrative data on ITIs participating in PM-SETU and on comparison ITIs, including course details, contact details, trainee and trainer rosters, and academic records via NCVT MIS, ITI placement cells, ITIs Cluster and other relevant systems.
2. Identification of and introductions to non-PM-SETU Government ITIs and Private ITIs proposed as comparison institutions, drawing on State directorates of vocational training, SPMU records and NCVT MIS.
3. Facilitation of consultation meetings and stakeholder workshops with government officials, ITI principals and staff, training partners, industry bodies and other stakeholders.

4. Facilitation of field visits to participating ITIs, Skill Development Centres, ITIs Cluster and other relevant locations, including interactions with trainees, trainers and placement officers.
5. Liaison support with employers — particularly those identified through the Graduate Tracer Survey for the Employer Survey — to maximize response rates.
6. Timely review of deliverables by the NPMU, SPMUs, MDB, and coordination of approvals and clearances required to advance through the milestones in Section VI.

VIII. Cost Adjustment Mechanism for Variation in State Coverage:

This RFP envisages the conduct of a baseline survey across 12 Program States. However, the final number of participating states may increase or decrease based on program requirements and implementation decisions. To ensure transparency and flexibility in financial planning, the cost shall initially be estimated on a per-Primary Sampling Unit (PSU)/ITI basis. Any subsequent expansion or reduction in the number of states, and the corresponding number of ITIs to be covered, shall result in a proportionate adjustment of the contract value based on the approved per-PSU/ITI unit cost. The revised cost shall be calculated using the same unit-rate methodology agreed upon during contract finalization.

IX. Provision for Midline and Endline Evaluation:

Subject to satisfactory performance and quality of deliverables under the baseline survey, the selected agency may be considered for conducting the Midline and Endline Evaluations of the PM-SETU Scheme. These evaluations are tentatively planned for the periods of June–December 2028 (Midline) and June–December 2030 (Endline).

To ensure comparability of findings over time, both evaluations are expected to follow the same methodological framework as the baseline study, including the sampling design, sample size, geographical coverage, survey instruments (with necessary refinements), and overall research approach, unless otherwise approved by the Directorate General of Training (DGT), Ministry of Skill Development and Entrepreneurship (MSDE).

Interested agencies are requested to provide an estimated budget for conducting the Midline and Endline Evaluations as part of their financial proposal. Alternatively, agencies may indicate the percentage increase or adjustment in cost relative to the baseline survey budget, along with the assumptions underlying such estimates.

The purpose of obtaining these indicative cost estimates at the baseline stage is to facilitate long-term planning, ensure methodological continuity, improve operational efficiency, and avoid undertaking a separate procurement process for subsequent evaluations, subject to satisfactory performance, availability of funds, and approval by the competent authority.

Section 5: Proposal Submission Forms

FORM TECH-1: Letter of Proposal Submission

Date :

To:
[Name and Address of RFP Inviting Authority]

Subject: Submission of Proposal for Selection of Agency for Baseline Survey under PM-SETU Component I-Upgradation ITI s.

Sir/Madam,

1. We, the undersigned, hereby submit our Proposal in response to the RFP dated [Insert Date] for the above assignment. This Proposal is unconditional and unqualified and is submitted by us as a legally registered Agency/Entity in accordance with the provisions of this RFP.
2. We confirm that we meet all eligibility and qualification criteria specified in the RFP and possess all required statutory registrations, including PAN and GST registration, as applicable. We undertake to promptly inform the Client of any material change affecting our eligibility or qualification.
3. We hereby declare that:
    a) We are not blacklisted, debarred, suspended, or declared ineligible by any Ministry/Department of Government of India, State Government, PSU, statutory authority, or multilateral agency as on the Proposal submission date;
    b) We do not have any actual or potential conflict of interest, as defined in the RFP, that affects our ability to perform the assignment independently and objectively, and we shall immediately notify the Client if any such conflict arises; and
    c) We shall comply with the Code of Integrity and provisions relating to prohibited practices specified in the RFP.
4. We undertake to perform the Services in accordance with the ToR, deliverables, timelines, and conditions specified in the RFP.
5. We confirm that we have read, understood, and accepted all terms and conditions of the RFP, including all amendments, corrigenda, and addenda issued prior to the Proposal submission date.
6. We declare that all information, documents, declarations, and undertakings submitted by us are true, complete, and correct. We understand that any misrepresentation, suppression of facts, or false declaration may result in rejection of our Proposal or other action under the RFP and applicable law. We undertake to produce original documents for verification, if required.
7. If selected, we shall furnish the required Performance Security (if applicable) and execute the Contract Agreement within the prescribed timelines in accordance with the RFP.
8. We acknowledge that the Client reserves the right to accept or reject any Proposal and annul the selection process without assigning any reason.

Yours sincerely,

(Signature with date)
Name: ____________________
Designation: ____________________
Authorized to sign on behalf of: [Agency Name, Address, Seal]

FORM TECH-2 : Details of the Agency

(To be printed on the letterhead of the Agency)

SI No.	Information Sought	Details to be Furnished
A	Name of the Agency	
B	Legal Status of the Agency	☐ Proprietorship ☐ Partnership ☐ Limited Liability Partnership (LLP) ☐ Private Limited Company ☐ Public Limited Company ☐ Others (Please specify): ____________
C	Registered Address of the Agency	
D	Year of Incorporation / Registration	Registration Number / CIN / LLPIN (as applicable): ____________ PAN Number (Permanent Account Number):
E	GSTIN (Goods and Services Tax Identification Number)	
F	Contact Details of the Authorized Signatory	Name: ____________________ Contact No.: ____________________ Email ID: ____________________ Official Address: ____________________

Declaration

We hereby declare that the information furnished above is true and correct to the best of our knowledge and belief. If any discrepancy is found at any stage, our Proposal may be rejected, and we shall be liable for any consequences as per applicable laws.

Signature of Authorized Signatory

Name & Designation:

Duly authorized to sign Proposal

FORM TECH-3 : Technical Proposal Format

Note to Agency*- The Agency shall furnish details of its organization, relevant experience, methodology, work plan, deployment strategy, and proposed Key Experts relevant to the assignment.*

1. Description of Methodology, Work Plan, and Organization for the Assignment

The Agency must present the Technical Proposal divided into the following six components:

a) Information Regarding the Agency's Organization
Provide a brief profile of the Agency, including:

1. Background, legal status, and nature of the organization;
2. Organizational structure and governance mechanism;
3. Key functional areas and institutional strengths relevant to research, surveys, monitoring & evaluation, skill development, TVET, education, or social sector assignments;
4. Details of management/leadership team; and
5. Geographic presence and institutional capacity relevant to execution of large-scale multi-state assignments.

b) Experience of the Agency
Provide details of relevant assignments undertaken directly by the Agency under legally valid contracts. Experience of affiliates, subsidiaries, parent companies, individual experts, or other entities shall not be considered.

The Agency shall furnish details of:

1. Similar assignments relating to baseline/endline studies, tracer studies, third-party evaluation, stakeholder/beneficiary satisfaction surveys, labour market assessments, monitoring & evaluation, skill development, TVET, education, livelihood, or Government/development sector programmes;
2. Assignment value, scope, duration, and client details;
3. Geographic coverage, including number of States/UTs covered;
4. Survey scale, respondent/sample coverage, and data collection approach (CAPI/CATI/field surveys), wherever applicable;
5. Status of assignment (completed/ongoing);
6. Key outcomes/results achieved, where relevant; and
7. Web links/references, executive summaries, or reports (where available) of similar studies conducted in the recent past, clearly indicating the number of States/UTs covered and sample size undertaken in each study.

The Agency shall substantiate claimed experience through:

1. Work Orders / Agreements / Contracts; and
2. Completion Certificates / Client References / Proof of Ongoing Assignment.

Note: Ongoing assignments with at least 50% work completed as on the Proposal Submission Date may be considered. Failure to furnish supporting documents may result in exclusion of the claimed experience from evaluation.

c) Availability of Experts

Provide details of proposed Key Experts, including:

1. Roles and responsibilities proposed for the assignment;
2. Educational qualifications;
3. Relevant professional experience and domain expertise;
4. Experience in baseline surveys, tracer studies, labour market assessments, monitoring & evaluation, TVET, skill development, education, or social sector assignments;
5. Relevant trainings/certifications, if any; and
6. Availability and commitment for timely completion of the assignment.

Detailed signed CVs of proposed Key Experts shall be enclosed in the prescribed format.

Note: The Key Experts proposed under the Technical Proposal are for evaluation purposes only. The selected Agency shall deploy adequate qualified experts and supporting personnel as required for timely completion of the assignment in accordance with the ToR.

d) Approach and Methodology *(Maximum 20 pages)*

Describe the Agency's technical approach, methodology, tools, systems, and implementation framework for carrying out the assignment.

The methodology shall demonstrate a clear understanding of the PM-SETU Scheme, baseline assessment objectives, sampling framework, graduate tracer methodology, employer perception assessment, trainee and trainer satisfaction surveys, and qualitative enquiry requirements.

The Agency shall, inter alia, describe the proposed approach for:

1. Sampling design and respondent selection methodology;
2. Survey design and conduct of trainee, trainer, employer, and tracer surveys;
3. Digital data collection systems (including CAPI/CATI, where applicable), data security, and confidentiality measures;
4. Qualitative enquiry, including IDIs/FGDs and stakeholder consultations;
5. Recruitment, training, supervision, and quality assurance framework for field teams;
6. Data validation, cleaning, coding, anonymization, and statistical analysis approach;
7. Ethical safeguards, informed consent, and confidentiality protocols;
8. Reporting framework and deliverable management; and
9. Risk identification and mitigation measures for non-response, attrition, data quality issues, and implementation challenges.

The Agency shall propose a robust methodology for conducting the study, including sampling design, data collection approach, quality assurance mechanisms, and analytical framework.

The Agency shall ensure that the entire data collection process is undertaken through its own in-house institutional arrangements and personnel. Outsourcing or engagement of third-party agencies/entities for primary data collection shall not be permitted.

e) Work Plan for Performing the Assignment

Provide a detailed work plan for execution of the assignment, clearly indicating:

1. Key activities/tasks and implementation sequence;
2. Timelines, milestones, and deliverables aligned with the ToR;
3. Survey preparation, fieldwork, data processing, analysis, and reporting schedule; and

4. Coordination mechanism with the Client, NPMU, State authorities, ITIs, and other stakeholders.

The work plan shall be aligned with the proposed methodology and assignment timeline.

f) Deployment Plan for Performing the Assignment

Provide details of deployment of Key Experts and supporting personnel, including:

1. Team structure and reporting arrangements;
2. Roles and responsibilities of Key Experts and field teams;
3. Proposed deployment of survey teams, supervisors, digital survey personnel, and data management teams;
4. State-wise mobilization and field coordination mechanism;
5. Adequacy of staffing and resources for timely completion of surveys across all States/UTs under the assignment; and
6. Mechanism for ensuring continuity, responsiveness, quality control, and timely submission of deliverables.

The deployment plan shall demonstrate the Agency's capacity to undertake a large-scale multi-state baseline assessment in accordance with the ToR.

FORM TECH 4 A- Format for Highlighting details of Relevant Experience
(Each assignment to be submitted separately)

Particulars	*Details*
1. Assignment Name	
2. Client Name & Address	
3. Sector / Area of Assignment	
4. Geographic Coverage	*National / State / Multi-State / UT (Specify No. of States/UTs Covered)*
5. Nature of Assignment	*Baseline Study / Endline Study / Tracer Study / Monitoring & Evaluation / Third Party Evaluation / Beneficiary Satisfaction Survey / Employer Survey / Labour Market Assessment / Research Study / Impact Assessment / Others (Specify)*
6. Assignment Start Date (MM/YYYY)	
7. Assignment Completion Date (MM/YYYY)	
8. Duration (Months)	
9. Approximate Number of Respondents / Survey Coverage	*(If applicable)*
10. Data Collection Methodology Used	*CAPI / CATI / Face-to-Face Survey / Qualitative Research (FGD/IDI) / Mixed Method / Others*
11. Key Professional Inputs Provided	
12. Approximate Contract Value (Rs.)	
13. Brief Description of Services Provided	*(Objectives, scope, methodology, survey design, sample size, geographic coverage, analytical approach, key outputs/deliverables, and relevance to present assignment)*
14. Supporting Documents Submitted	*Work Order / Agreement / Completion Certificate / Client Certificate / Proof of Ongoing Assignment*

Authorized Signature: ____________________
Name & Designation: _______________________
Date: ___________

Notes

(i) Only assignments executed directly by the applying Agency shall be considered.
(ii) Experience shall be from assignments executed in India.
(iii) Only assignments relevant to the scope of work specified in the ToR/Section 3 shall be considered.
(iv) Experience without supporting documentary evidence shall not be evaluated.

FORM TECH-4 B- Summary of Relevant Experience Details mentioned in Tech 4 A

Duration (MM/YYYY – MM/YYYY)	Assignment Name & Brief Description of Deliverables / Outputs	Name & Address of Client	Approx. Contract Value / Amount Paid to Your Agency (INR Lakhs)	Role on the Assignment JV Partner/Lead Partner/ Sole Agency

Authorized Signature: ___________________
Name & Designation: ______________________
Date: ___________

FORM TECH-5: Curriculum Vitae (CV) of Key Experts

1. Position Details

Particulars	Details
Position Title & Code	*(e.g., K-1: Team Leader)*
Name of Expert	
Date of Birth (DD/MM/YYYY)	
Nationality / Country of Residence	
Contact Details	Email: ; Mobile:

2. Educational Qualification and Training

Provide details of academic qualifications and relevant professional training.

Qualification / Training	Institution	Year of Passing	Specialization / Relevance to Assignment

3. Professional Experience Relevant to the Assignment

(Start with present assignment and list in reverse chronological order.)

Period	Employer / Organization	Position Held	Key Responsibilities & Relevant Experience
From – To			
From – To			
From – To			

4. Membership in Professional Associations / Certifications / Publications

(If applicable)

5. Language Proficiency

Language	Speaking	Reading	Writing
	Excellent / Good / Fair	Excellent / Good / Fair	Excellent / Good / Fair
	Excellent / Good / Fair	Excellent / Good / Fair	Excellent / Good / Fair

6. Adequacy for the Assignment

Proposed Tasks / Responsibilities under this Assignment	Relevant Prior Experience Demonstrating Capability

Certification by the Expert

I, the undersigned, certify that the information provided in this CV is true, complete, and correctly describes my qualifications, experience, and availability for the assignment. I confirm that I shall be available to undertake the proposed role in the event of award of the Contract. I understand that any false statement or misrepresentation may result in disqualification or termination of the Contract.

Date: ___________

Place: ___________

Signature of Key Expert: ____________________

Name of Key Expert: ____________________

Certification by the Agency

We hereby confirm that the above-named expert has been proposed with his/her consent and shall be made available for the assignment in the proposed role, subject to award of Contract.

Authorized Signatory: ____________________

Name & Designation: ____________________

For and on behalf of Agency: ____________________

(Seal of the Agency)

FORM TECH-6A: Certification of Turnover and Net Worth

(Applicable to Companies, LLPs and Partnership Agency)

(On the letterhead of the Chartered Accountant)

Date: ____________________

To:

Subject: Certification of Turnover and Net Worth

We have examined the accounts and other relevant records of M/s. __________________________ and, based on such examination and the information and explanations provided to us, certify that the Average Annual Turnover and Net Worth of the Agency are as follows:

Financial Year	Turnover (Rs. in Lakhs)	Net Worth (Rs. in Lakhs)
2022-23		
2023-24		
2024-25		

We further certify that:

The Agency has an Average Annual Turnover of Rs. _________ Lakhs during the last three financial years.

The Agency has positive Net Worth as on 31 March 2023, 31 March 2024, and 31 March 2025.

Chartered Accountant Details:

Signature: ____________________
Name: ________________________
Designation: __________________
Membership Number: ___________
Date: ________________________
Company Seal: _________________
Business Address: _____________

UDIN :

FORM TECH-6B: Certification of Average Annual Income / Receipts and Net Assets / Corpus Fund

(For Trusts, Societies, Section 8 Companies and Other Non-Profit Organizations)

(On the letterhead of the Chartered Accountant)

Date: ____________________

To:

Subject: Certification of Average Annual Income / Receipts and Net Assets / Corpus Fund

We have examined the books of accounts and other relevant records of M/s. __________________________ and, based on such examination and the information and explanations provided to us, certify that the Average Annual Income / Receipts and Net Assets / Corpus Fund of the Agency are as follows:

Financial Year	Income / Receipts (Rs. in Lakhs)	Net Assets / Corpus Fund (Rs. in Lakhs)
2022-23		
2023-24		
2024-25		

We further certify that:

The Agency has an Average Annual Income / Receipts of Rs. _________ Lakhs during the last three financial years.

The Agency has positive Net Assets / Corpus Fund as on 31 March 2023, 31 March 2024, and 31 March 2025.

Chartered Accountant Details:

Signature: ____________________
Name: ________________________
Designation: __________________
Membership Number: ___________
Date: ________________________
Company Seal: _________________
Business Address: _____________

UDIN :

FORM TECH-7: Declaration for non-debarment

(On bidder's letter head)

Date :

To

Designated Officer, Project authority

This is to (hereby confirms that M/S ----------------------------(name of the agency) have not been sanctioned under the World Bank and Asian Development Bank system of debarment and cross-debarment.

Should this declaration found to be false then Borrower has the right to declare the proposal /bid as non-responsive.

With Regards

Name of authorized person

Designation

Authorized Signatory: ____________________

Name & Designation: ____________________

For and on behalf of Agency: ____________________

(Seal of the Agency)

FORM FIN-1: Financial Proposal for Baseline Survey (For Evaluation)

(To be submitted in BOQ Format)

Sl. No.	Particulars	Unit	Total Amount (Rs.) with GST
1	Total Lump-Sum Cost for the Assignment in accordance with the scope, ToR, and requirements specified in the RFP Document	Lumpsum	

Note: The quoted amount shall be inclusive of all costs, expenses, fees, taxes, duties, levies, manpower, travel, logistics, data collection, analysis, reporting, overheads, and all other incidental expenses required for satisfactory completion of the assignment, including GST.

FORM FIN-2: Break-up of Lump-sum Price

Sl. No.	Cluster / Programme State	Amount (Rs.)
1	Andhra Pradesh	
2	Assam	
3	Gujarat	
4	Haryana	
5	Karnataka	
6	Maharashtra	
7	Odisha	
8	Rajasthan	
9	Tamil Nadu	
10	Telangana	
11	Uttar Pradesh	
12	West Bengal	
	Total Lump-sum Price	

FIN-3 : Financial Proposal for Price Discovery (Not for Evaluation)

Sl. No.	Particulars	Unit	Total Amount (Rs.) with GST
1	Indicative Lump-Sum Cost for conducting Mid-Term Survey	Lumpsum	
2	Indicative Lump-Sum Cost for conducting End-Term Survey	Lumpsum	

The quoted amount shall be inclusive of all costs, expenses, fees, taxes, duties, levies, manpower, travel, logistics, data collection, analysis, reporting, overheads, and all other incidental expenses required for satisfactory completion of the assignment, including GST.

Note:

1. Only the amount quoted against Fin 1 (including fin 2) for Baseline Survey shall be considered for financial evaluation and ranking.
2. The prices quoted for Mid-Term Survey and End-Term Survey in Fin 3 are indicative and shall not form part of the financial evaluation.
3. The Client reserves the right, at its sole discretion, to engage the selected Agency for the Mid-Term Survey and/or End-Term Survey at a later stage, subject to satisfactory performance, availability of funds, and mutual agreement.
4. The Client shall not be under any obligation to award the Mid-Term Survey or End-Term Survey.

Section 6: Draft Contract Agreement

Section 1

1.1 Contract Agreement

This Contract Agreement ("Agreement") is made and executed on this ___ day of **________, 20** ("Effective Date")

BY AND BETWEEN

The President of India, acting through the Directorate General of Training (DGT), Ministry of Skill Development and Entrepreneurship (MSDE), Government of India, having its office at ____________________________ (hereinafter referred to as the **"Client"**, which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns)

AND

M/s ___________________________, a company/limited liability partnership/body corporate incorporated under the provisions of applicable laws of India and having its registered office at ____________________________, through its authorized representative Mr./Ms. ___________________________, duly authorized vide authorization dated ____________ (hereinafter referred to as the **"Agency"**, which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns).

The Client and the Agency are hereinafter individually referred to as a **"Party"** and collectively as the **"Parties."**

1.2 Purpose / Background

WHEREAS the Directorate General of Training (DGT) under the Ministry of Skill Development and Entrepreneurship (MSDE), Government of India, is implementing Pradhan Mantri Skilling and Employability Transformation through Upgraded ITIs (PM-SETU), Component I -Upgradation of ITIs;

AND WHEREAS, the Client invited proposals for the Selection of Agency for Baseline Survey under PM-SETU Component I – Upgradation of ITIs through a Request for Proposal (RFP) dated ____________;

AND WHEREAS, pursuant to the evaluation of proposals under the prescribed selection process, the Agency has been selected for providing services for undertaking baseline surveys as specified in the Terms of Reference (ToR) forming part of this Agreement;

NOW, THEREFORE, in consideration of the mutual covenants and obligations set forth herein, the Parties hereby agree to enter into this Agreement for execution of the Services in accordance with the terms and conditions contained herein.

1.3 Effective Date and Contract Period

This Agreement shall come into force from the Effective Date and shall remain valid until satisfactory completion of the Services and acceptance of all deliverables by the Client, unless terminated earlier in accordance with the provisions of this Agreement.

The assignment is expected to be completed within four (4) months from the Effective Date, or within such extended period as may be approved by the Client in writing.

1.4 Order of Precedence of Documents

In the event of any ambiguity, discrepancy, inconsistency, or conflict between the provisions of the documents forming part of this Agreement, the following order of precedence shall apply:

a) This Contract Agreement, including amendments, if any;
b) Letter of Award (LoA);
c) Terms of Reference (ToR) and Scope of Services;
d) Minutes of Clarifications / Negotiations, if any;
e) Agency's Technical Proposal, including methodology and staffing;
f) Agency's Financial Proposal; and
g) Request for Proposal (RFP), including Buyer Added Bid Specific Terms and Conditions (ATC), corrigenda, addenda, and clarifications issued thereunder

In case of any conflict, the document higher in the above order shall prevail to the extent of such inconsistency.

The GeM General Terms and Conditions (GTC), Service-Specific Special Terms and Conditions (STC) and other applicable GeM terms shall apply to the extent they are not inconsistent with the RFP/ATC and subject to the provisions of Clause 1(e) of Section 2 of this RFP

Section 2 – Definitions and Interpretation

2.1 Definitions

Unless the context otherwise requires, the following terms shall have the meanings assigned to them below:

a) **"Agreement" / "Contract"** means this Contract Agreement, together with all schedules, annexures, appendices, amendments, and documents incorporated by reference.
b) **"Client"** means the Directorate General of Training (DGT), Ministry of Skill Development and Entrepreneurship (MSDE), Government of India, acting on behalf of the President of India, and shall include its successors and permitted assigns.
c) **"Agency"** means the agency/research agency selected for undertaking the Baseline Assessment and Survey under PM-SETU Component I – Upgradation of ITIs and shall include its permitted successors and assigns.
d) **"PM-SETU"** means Pradhan Mantri Skilling and Employability Transformation through Upgraded ITIs programme.
e) **"Services"** means the services relating to baseline assessment for trainee and trainer satisfaction surveys, employer perception survey, and graduate tracer study to be provided by the Agency in accordance with the ToR and this Agreement.

f) **“Terms of Reference (ToR)”** means the scope of work, deliverables, timelines, staffing requirements, and obligations specified in the RFP and forming part of this Agreement.
g) **“SPV”** means the Special Purpose Vehicle constituted for implementation of PM-SETU activities at the concerned ITI/Cluster level.
h) **“ITI”** means Industrial Training Institute
i) **“Key Experts”** means the professional personnel proposed by the Agency and approved by the Client for carrying out the Services under this Agreement.
j) **“Effective Date”** means the date on which this Agreement is signed by both Parties, unless otherwise specified.
k) **“Applicable Law”** means the laws, rules, regulations, notifications, and guidelines in force in India.
l) **“Day”** means a calendar day unless otherwise specified.

2.2 Interpretation

a) Headings and titles used in this Agreement are for convenience only and shall not affect interpretation.
b) References to the singular shall include the plural and vice versa, unless the context otherwise requires.
c) References to any law or regulation shall include amendments, modifications, or re-enactments thereof.
d) In case of ambiguity or inconsistency, the order of precedence of documents specified in this Agreement shall apply.
e) Words importing one gender shall include all genders.

Section 3 – Scope of Services

3.1 Scope of Services

The Agency shall provide services for undertaking the Baseline Assessment and Survey under PM-SETU Component I – Upgradation of ITIs, in accordance with the ToR forming an integral part of this Agreement.

The Agency shall undertake trainee satisfaction survey, trainer satisfaction survey, employer perception assessment, and graduate tracer study, including qualitative enquiry, data collection, analysis, and reporting as specified in the ToR across the identified programme States under PM-SETU Component I.

3.2 Reference to Terms of Reference (ToR)

The detailed scope of services, deliverables, staffing requirements, reporting obligations, timelines, and performance expectations of the Agency shall be governed by the ToR annexed to this Agreement. The Agency shall perform the Services strictly in accordance with the ToR and instructions issued by the Client from time to time.

3.3 Nature of Services

a) The assignment shall be a deliverable-based lump-sum contract. The Agency shall deploy adequate personnel, field teams, logistics, digital systems, and resources necessary for satisfactory completion of the Services and deliverables in accordance with the ToR.

b) The Agency shall undertake survey implementation, field data collection, qualitative enquiry, stakeholder consultations, data validation, quality assurance, statistical analysis, and preparation of reports and presentations, as required to deliver the outputs specified in the ToR.
c) The Agency shall perform the Services in an independent, objective, impartial, and professional manner, ensuring that findings, assessments, and recommendations are evidence-based and free from conflict of interest or external influence.
d) The Agency shall mobilize personnel and resources in accordance with the approved methodology, work plan, timelines, sampling strategy, and deliverables specified in the ToR for timely completion of the assignment.

3.4 Locations and Coverage

a) The Services shall be performed across the following twelve (12) programme States: *Andhra Pradesh, Assam, Gujarat, Haryana, Karnataka, Maharashtra, Odisha, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, and West Bengal.*

b) The number of ITIs, respondents, sample distribution, and survey locations shall be finalized based on the study design suggested by the agency with approval from the Client and MDBs.

Section 3A – Variation in Scope of Work and Adjustment of Contract Price

3A.1 Change in Scope

The Client may, at any time during the Contract Period, increase, decrease, or modify the scope of Services, including coverage, sample size, deliverables, methodology, or any other requirement under the assignment.

3A.2 Approval of Variation

Any variation in scope shall be effective only if approved in writing by the Client. The Agency shall not undertake any additional work without such approval**.**

3A.3 Adjustment of Contract Price

In the event of an approved increase or decrease in the scope of Services, the Contract Price shall be adjusted accordingly. Such adjustment shall be determined on a proportionate basis, considering the additional or reduced effort, expert inputs, fieldwork requirements, deliverables, and other resources required for execution of the Services.

The basis of such adjustment shall be derived from the Financial Proposal submitted by the Agency and accepted by the Client.

3A.4 Adjustment of Timelines

Where a variation in scope affects the time required for performance of the Services, the Contract Period and relevant milestone timelines may be revised by mutual agreement of the Parties.

3A.5 No Additional Payment Without Approval

The Agency shall not be entitled to any additional payment for work undertaken beyond the approved scope without prior written approval of the Client**.**

Section 4 – Duration of Contract

4.1 Contract Period

This Agreement shall remain valid from the Effective Date until satisfactory completion of the Services and acceptance of all deliverables by the Client, unless terminated earlier in accordance with the provisions of this Agreement.

The assignment is expected to be completed within four (4) months from the Effective Date, or within such extended period as may be approved by the Client in writing.

4.2 Commencement of Services

The Agency shall commence the Services from the Effective Date or such other date as may be communicated by the Client in writing and shall mobilize the required personnel and resources within the timeline specified by the Client.

4.3 Extension of Contract

The Contract may be extended beyond the initial period, subject to:

a) satisfactory performance of the Agency;
b) continued requirement of the Services
c) availability of funds and approval of the competent authority;
d) mutually agreed terms and conditions between the Parties and
e) No extension shall be construed as an automatic right of the Agency.

Any extension shall be effected through a written amendment to this Agreement executed by both Parties.

Section 5 – Obligations of Agency

5.1 General Obligations

The Agency shall perform the Services with due diligence, efficiency, professionalism, and economy, in accordance with the provisions of this Agreement, the ToR, and accepted professional standards.

5.2 Deployment of Experts

a) The Agency shall deploy the Key Experts and supporting personnel as specified in the ToR and approved by the Client for execution of the Services.
b) The Agency shall ensure adequate staffing, continuity of personnel, and timely mobilization for carrying out baseline assessment, surveys, field visits, data collection, stakeholder consultations, analysis, reporting, and related activities under PM-SETU.
c) The Agency shall ensure availability of the required experts and resources for execution of the Services in accordance with the approved methodology, work plan, timelines, and deliverables specified in the ToR and communicated by the Client.
d) The Agency shall be solely responsible for payment of salaries, statutory dues, insurance, travel, accommodation, logistics, and all employment-related obligations of its personnel.

e) The Agency shall undertake all primary field data collection through its own in-house personnel and institutional arrangements. Engagement of third-party agencies/entities for data collection activities shall not be permitted without prior written approval of the Client.

5.3 Professional Standards

a) The Agency shall exercise the highest degree of professional ethics, competence, integrity, objectivity, and impartiality in performing the Services.
b) The Agency shall perform the Services in accordance with recognized professional practices and shall act solely in the interest of the Client.
c) The Agency shall ensure that all reports, assessments, findings, and recommendations are fact-based, evidence-supported, and free from bias or external influence.

5.4 Conflict of Interest

a) The Agency shall maintain complete independence and avoid any actual, potential, or perceived conflict of interest during the Contract Period.
b) The Agency shall immediately disclose to the Client any situation that may give rise to a conflict of interest affecting the independence, neutrality, or performance of the Services.
c) The Agency, its affiliates, personnel, or experts engaged under this Agreement shall not undertake any activity or assignment that may compromise the independence, neutrality, objectivity, or integrity of the baseline assessment and survey assignment under PM-SETU.
d) Failure to disclose a conflict of interest may result in suspension, termination of the Contract, or any other action deemed appropriate by the Client.

5.5 Confidentiality

a) The Agency shall maintain strict confidentiality of all information, documents, records, reports, data, or material obtained during performance of the Services.
b) The Agency shall not disclose any confidential information to any third party without prior written approval of the Client, except as required under applicable law.
c) All documents, reports, databases, photographs, records, evidence, and outputs generated during execution of the assignment shall remain the property of the Client.
d) The confidentiality obligations shall survive expiry or termination of this Agreement.

5.6 Reporting Obligations

a) The Agency shall submit survey reports, analysis outputs, findings, datasets, presentations, and other deliverables in accordance with the timelines, formats, and requirements specified in the ToR or communicated by the Client.
b) The Agency shall maintain proper records, datasets, field documentation, interview records, and supporting evidence relating to surveys, field visits, qualitative enquiry, stakeholder consultations, and related activities undertaken during performance of the Services.
c) The Agency shall promptly inform the Client of any critical issues, material deviations, risks, non-compliance, irregularities, or implementation concerns identified during performance of the Services.

5.7 Replacement of Experts

a) The Agency shall not replace any approved Key Expert without prior written approval of the Client.
b) Replacement of Key Experts shall ordinarily be permitted only under unavoidable circumstances such as resignation, death, prolonged illness, incapacity, or circumstances beyond the reasonable control of the Agency.
c) Any replacement expert proposed by the Agency shall possess qualifications and experience equal to or better than those of the originally proposed expert and shall be subject to prior written approval of the Client.
d) If the Agency fails to provide a suitable replacement within the period specified by the Client, the Client may take appropriate action, including deduction, suspension of payments, or termination of the Contract.

Section 6 – Obligations of Client

6.1 Access to Records, Information, and Sites

a) The Client shall facilitate reasonable access to relevant documents, records, information, project data, reports, and other materials necessary for performance of the Services.
b) The Client shall facilitate access to PM-SETU project sites, ITIs, institutions, records, and relevant stakeholders, as required for carrying out surveys, field visits, qualitative enquiry, data collection, and related activities under the assignment.
c) Such access shall be subject to applicable laws, confidentiality requirements, and administrative procedures.

6.2 Coordination with ITIs and Stakeholders

a) The Client shall facilitate coordination between the Agency and concerned SPVs, ITIs, State Directorates, implementing agencies, and other stakeholders for effective execution of the assignment.
b) The Client may issue necessary directions, authorizations, or communications to concerned entities to facilitate access to records, field visits, stakeholder consultations, and sharing of information/data required by the Agency for performance of the Services.

6.3 Review, Approval, and Payment

a) The Client shall review reports, deliverables, and submissions of the Agency within a reasonable period and communicate observations/comments, where required.
b) The Client shall process payments to the Agency in accordance with the provisions of this Agreement, based on achievement/acceptance of deliverables and submission of invoices and supporting documents, subject to satisfactory performance.
c) Delays attributable to the Agency in submission of reports, deliverables, or compliance requirements may result in corresponding delays in approvals or payments.

Section 7 – Team Composition and Key Experts

The Agency shall deploy adequate qualified Key Experts and supporting personnel necessary for execution of the Services in accordance with the ToR and approved Technical Proposal. Any replacement of Key Experts proposed in the Technical Proposal shall require prior written approval of the Client and shall possess qualifications and experience equal to or better than those of the originally proposed expert.

Section 8 – Payment Terms (Lumpsum Based)

8.1 Basis of Payment

This shall be a deliverable-based lump-sum contract. The Contract Price shall be a fixed lump-sum amount accepted by the Client and shall include all professional fees, personnel costs, travel, boarding/lodging, logistics, training, translation, data collection, data processing, administrative expenses, overheads, insurance, duties, levies, and all incidental expenses required for performance of the Services, including GST, which shall be payable as applicable.

8.2 Payment Schedule

Payments shall be released on milestone/deliverable basis upon satisfactory completion and acceptance of deliverables by the Client, in accordance with the schedule specified in the ToR.

8.3 Conditions for Payment

Payment shall be released subject to:

(i) submission of deliverables/reports by the Agency;
(ii) review and acceptance/certification by the Client; and
(iii) submission of GST-compliant invoices and supporting documents, as applicable.

8.4 Invoice Mechanism

The Agency shall submit invoices linked to approved milestones/deliverables along with requisite supporting documents and GST-compliant invoices. Payments shall be processed after acceptance of the corresponding deliverables by the Client.

8.5 Statutory Deductions

Applicable taxes, duties, statutory recoveries, and deductions at source shall be made by the Client in accordance with applicable law.

Section 9 – Performance Security

9.1 Submission of Performance Security

The Agency shall furnish a Performance Security equivalent to three percent (3%) of the Contract Value including GST in the form and manner specified in the RFP, within the stipulated period from the date of issuance of the Letter of Award (LoA) or before signing of the Contract Agreement, whichever is earlier.

9.2 Form and Validity

a) The Performance Security shall be in the form of a Bank Guarantee or Fixed Deposit Receipt (FDR) issued by a Scheduled Commercial Bank in India, in favour of the Client.
b) The Performance Security shall remain valid for the Contract Period and for an additional sixty (60) days beyond completion of contractual obligations, including extensions, if any.

9.3 Forfeiture / Invocation

The Client may invoke the Performance Security in the event of:

a) failure of the Agency to perform contractual obligations;

b) non-deployment of required personnel;
c) material breach of Contract; or
d) loss caused to the Client due to negligence, default, or non-performance.

9.4 Release of Performance Security

The Performance Security shall be released after satisfactory completion of the Services and fulfilment of all contractual obligations, including submission and acceptance of all deliverables, subject to adjustment of dues/recoveries, if any.

Section 10 – Service Levels and Timelines

10.1 Mobilization Period

The Agency shall mobilize the required personnel and operational arrangements within fifteen (15) days of Effective Date or as directed by the Client.

10.2 Timelines for Execution of Services

a) The Agency shall undertake the assignment in accordance with the approved methodology, work plan, sample design, and timelines specified in the Terms of Reference (ToR).
b) The Agency shall ensure timely completion of all activities within the Contract Period.
c) Any deviation from the approved work plan or implementation timeline shall be communicated to the Client along with reasons and proposed corrective measures.

10.3 Submission of Reports and Deliverables

a) The Agency shall submit reports, datasets, findings, analyses, presentations, and other deliverables in accordance with the timelines and formats specified in the ToR or communicated by the Client.
b) The Agency shall promptly inform the Client of any material issue, field constraint, data quality concern, non-response issue, implementation challenge, or risk affecting timely completion of the assignment.
c) Delays attributable to the Client, State authorities, ITIs, non-availability of respondents, or force majeure events shall not be treated as delay on the part of the Agency, provided reasonable efforts have been made by the Agency to mitigate such delays.

Section 11 – Performance Deficiency and Corrective Measures

11.1 Delay in Submission of Reports

If the Agency fails to submit reports, verification findings, or other deliverables within the timelines prescribed under the Terms of Reference (ToR) or communicated by the Client/SPV, without reasons acceptable to the Client, the Client may:

a) seek written explanation from the Agency;
b) direct the Agency to expedite and complete the pending deliverables within a specified timeline;
c) withhold or defer payment related to the affected assignment/service until satisfactory completion; and/or

d) consider repeated delays as deficient performance for appropriate action under this Agreement, including termination in case of persistent default.

11.2 Non-Deployment of Personnel

a) Failure to deploy approved Key Experts/personnel without prior approval of the Client may attract proportionate deduction in payment for the period of non-deployment.
b) Continued or repeated non-deployment may constitute a material breach of Contract and may lead to suspension of payment, replacement of personnel, or termination of the Contract.

11.3 Poor Quality of Deliverables

a) If any report, verification, assessment, or deliverable is found to be incomplete, inaccurate, deficient, or below acceptable standards, the Client may require the Agency to revise and resubmit the same without additional cost.
b) Repeated submission of unsatisfactory deliverables or persistent poor performance may result in deduction, withholding of payment, withholding of payment, requirement of resubmission, suspension of assignments, or termination of Contract.

Section 11A – Liquidated Damages and Penalty

11A.1 Liquidated Damages (Delay in Deliverables)

If the Agency fails to submit any deliverable, report, dataset, or milestone output within the timelines prescribed under the ToR, approved work plan, or instructions of the Client, and such delay is not attributable to the Client or Force Majeure under Section 14, Liquidated Damages (LD) shall be applicable**.**

LD shall be levied as follows:

0.5% of the value of the delayed milestone per week of delay or part thereof, subject to a maximum of 10% of the total Contract Value.

11A.2 Penalty for Poor Quality of Deliverables

If any deliverable submitted by the Agency is found to be deficient, incomplete, inaccurate, methodologically weak, or not conforming to the ToR, sample design, data quality standards, or Client instructions, the Client may impose penalty as follows:

a) The Agency shall be required to revise and resubmit the deliverable at no additional cost, within the timeline specified by the Client.
b) In addition, the Client may impose a penalty deduction up to 10% of the value of the concerned deliverable, depending on severity, recurrence, and impact on project objectives.
c) Repeated submission of sub-standard deliverables may be treated as material breach of contract, leading to actions under Section 15 including suspension or termination.

11A.3 Determination of Quality Deficiency

Quality deficiency shall be determined by the Client based on, inter alia:

a) adherence to approved methodology and sampling design
b) data completeness and consistency checks
c) statistical validity and reliability of outputs
d) compliance with ToR reporting structure

e) acceptance/rejection during review process

The Client's decision on acceptability of deliverables shall be final for contractual purposes.

Section 12 – Intellectual Property Rights

12.1 Ownership of Documents and Outputs

a) All reports, assessments, databases, records, documents, drawings, formats, presentations, recommendations, analyses, photographs, software outputs, and other deliverables prepared or developed by the Agency under this Agreement ("Project Outputs") shall become and remain the sole property of the Client.

b) The Agency shall not use, reproduce, publish, distribute, or disclose any Project Outputs for purposes unrelated to this Agreement without prior written approval of the Client.

c) Upon completion or termination of the Contract, the Agency shall hand over all records, reports, and other materials related to the assignment to the Client.

12.2 Third-Party Intellectual Property

The Agency shall ensure that no third-party intellectual property rights are infringed in performance of the Services and shall indemnify the Client against any claims arising out of such infringement attributable to the Agency.

Section 13 – Confidentiality and Data Security

13.1 Confidentiality

a) The Agency shall maintain strict confidentiality of all documents, records, reports, information, correspondence, data, or materials obtained or generated during performance of the Services.

b) The Agency shall not disclose any confidential information to any third party without prior written approval of the Client, except where disclosure is required under applicable law or pursuant to an order of a competent authority.

c) The Agency shall ensure that its personnel, experts, employees, and representatives comply with confidentiality obligations during and after the Contract Period.

13.2 Data Security

a) The Agency shall maintain appropriate safeguards for protection of project-related information and data against unauthorized access, disclosure, misuse, alteration, or loss.

b) The Agency shall use project-related data solely for purposes of performance of the Services under this Agreement.

c) Upon completion or termination of the Agreement, the Agency shall return or securely transfer all project-related information to the Client and shall not retain copies except as required under applicable law.

d) The Agency shall ensure reasonable cybersecurity safeguards for storage, access, and transmission of project-related data

13.3 Survival

The obligations relating to confidentiality and data security shall survive expiry or termination of this Agreement.

Section 14 – Force Majeure

14.1 Definition

For the purposes of this Agreement, Force Majeure shall mean an event or circumstance beyond the reasonable control of a Party, which could not have been prevented despite reasonable diligence and materially affects performance of obligations under this Agreement, including but not limited to natural disasters, floods, earthquakes, epidemics, pandemics, war, civil unrest, acts of government, strikes, lockouts, or any other event beyond reasonable control.

14.2 Notice of Force Majeure

The affected Party shall notify the other Party in writing within seven (7) days of occurrence of such event, providing reasonable particulars of the nature, likely duration, and impact of the Force Majeure event.

14.3 Suspension of Obligations

Performance of obligations affected by Force Majeure shall be suspended for the duration of such event. The Parties shall make reasonable efforts to mitigate the consequences and resume performance as soon as practicable.

14.4 Termination Due to Force Majeure

If a Force Majeure event continues for a period exceeding ninety (90) days, either Party may terminate this Agreement upon written notice without liability, except for payments due for Services satisfactorily rendered up to the date of termination.

Section 15 – Suspension / Termination

15.1 Suspension

The Client may, by written notice, suspend all or part of the Services if the Agency fails to perform any obligation under this Agreement or if continuation of Services is not considered feasible in the interest of the project.

15.2 Termination for Default

The Client may terminate this Agreement, wholly or partly, by written notice if the Agency:

a) fails to perform obligations under this Agreement or the ToR;
b) fails to deploy required personnel or maintain performance standards;
c) fails to remedy deficiencies within the period specified by the Client;
d) commits material breach of contractual obligations.

The Client shall ordinarily provide a notice period of thirty (30) days for remedy, unless immediate termination is warranted in public interest.

15.3 Termination for Convenience

The Client may terminate this Agreement, wholly or partly, at any time in public interest or administrative exigency by providing thirty (30) days' written notice to the Agency, without assigning any reason.

In such case, the Agency shall be entitled to payment for Services satisfactorily performed up to the effective date of termination.

15.4 Termination Due to Insolvency

The Client may terminate this Agreement with immediate effect if the Agency becomes insolvent, bankrupt, enters liquidation, has a receiver appointed, or is otherwise unable to continue its business operations.

15.5 Termination for Corrupt or Fraudulent Practices

The Client may terminate this Agreement immediately if the Agency is found to have engaged in corrupt, fraudulent, coercive, collusive, or obstructive practices in relation to this Agreement or the procurement process, in accordance with applicable procurement rules and the Code of Integrity.

15.6 Obligations upon Termination

Upon termination, the Agency shall:

a) discontinue Services as directed by the Client;
b) submit all completed and pending deliverables;
c) hand over all project records, reports, and data to the Client; and
d) cooperate for orderly transition, if required.

15.7 Payment upon Termination

Upon termination of this Agreement, the Agency shall be entitled to payment only for Services satisfactorily rendered up to the effective date of termination, after adjustment of dues, recoveries, or liabilities, if any.

Section 16 – Dispute Resolution

16.1 Amicable Settlement

The Parties shall endeavour to resolve any dispute, controversy, or claim arising out of or relating to this Agreement through mutual consultation and good faith discussions.

Either Party may issue a written notice of dispute. The Parties shall make sincere efforts to resolve the dispute within thirty (30) days from the date of such notice.

16.2 Mediation

If the dispute is not resolved through amicable settlement within the stipulated period, the Parties may refer the dispute to mediation by mutual consent.

a) The mediator shall be appointed jointly by the Parties.
b) Mediation shall be conducted in accordance with mutually agreed procedure or applicable institutional mediation rules (if any).
c) The mediation process shall be completed within thirty (30) days, unless extended by mutual consent.
d) Mediation shall be non-binding, and failure or success of mediation shall not affect the right to proceed to arbitration

16.3 Arbitration

If the dispute is not resolved amicably within the prescribed period, the same shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereto.

a) The dispute shall be referred to a sole arbitrator appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
b) The seat and venue of arbitration shall be New Delhi.
c) The proceedings shall be conducted in the English language.
d) The arbitral award shall be final and binding upon both Parties.

16.4 Judicial Proceedings / Jurisdiction

Subject to the arbitration clause above, the courts at New Delhi shall have exclusive jurisdiction in respect of:

a) applications for interim relief
b) enforcement of arbitral award
c) setting aside proceedings under the Arbitration and Conciliation Act, 1996.

Section 17 – Governing Law

This Agreement shall be governed by and construed in accordance with the laws of India. The Parties shall comply with all applicable laws, rules, regulations, guidelines, and orders in force during the Contract Period.

Section 18 – Miscellaneous

18.1 Amendment

No amendment, modification, or variation of this Agreement shall be valid unless made in writing and signed by the duly authorized representatives of both Parties. Any amendment shall form an integral part of this Agreement.

18.2 Notices

a) Any notice, request, consent, approval, or communication under this Agreement shall be made in writing and shall be delivered by hand, registered post, speed post, courier, or email to the addresses designated by the Parties.
b) Notices shall be deemed to have been received:
   (i) if delivered by hand, on the date of delivery;
   (ii) if sent by registered/speed post or courier, upon delivery; and
   (iii) if sent by email, on acknowledgement of receipt or transmission confirmation.

c) The addresses for communication shall be as follows, unless changed through written notice:

For the Client:
Name: ____________________
Designation: ____________________
Address: ____________________
Email: ____________________

For the Agency:
Name: ____________________
Designation: ____________________

Address: ____________________
Email: ____________________

17.3 Waiver

Failure or delay by either Party in exercising any right, remedy, power, or privilege under this Agreement shall not constitute a waiver thereof, nor shall any partial exercise preclude any further exercise of such right or remedy.

No waiver under this Agreement shall be effective unless made in writing by the Party granting such waiver.

18.4 Severability

If any provision of this Agreement is held to be invalid, illegal, or unenforceable by a court or competent authority, such provision shall be severed from the Agreement, and the remaining provisions shall continue in full force and effect, provided that the fundamental intent of the Agreement is not materially affected.

18.5 Entire Agreement

This Agreement, together with its Annexures and documents incorporated by reference, constitutes the entire understanding between the Parties concerning the subject matter and supersedes all prior discussions, negotiations, understandings, or communications.

18.6 Assignment

The Agency shall not assign, transfer, pledge, or otherwise dispose of any rights or obligations under this Agreement, wholly or partly, without prior written approval of the Client.

18.7 Relationship of Parties

Nothing contained in this Agreement shall be construed as creating a relationship of employer-employee, partnership, agency, or joint venture between the Client and the Agency. The Agency shall act as an independent service provider.

Annexures to the Contract

The following documents shall form an integral part of this Agreement:

Annexure-I: Terms of Reference (ToR) including scope of services, deliverables, timelines, reporting requirements, and staffing requirements.

Annexure-II: Approved Key Experts and Team Composition.

Annexure-III: Approved Financial Proposal indicating accepted Lump-Sum Contract Price and Payment Milestones/Deliverables.

Annexure-IV: Format of Performance Security / Performance Bank Guarantee.

Annexure-V: Letter of Award (LoA).

Annexure-VI: Any Corrigendum/Addendum issued as part of the RFP and accepted by the Agency.

Section 7: Annexures

Annexure -I: Power of Attorney for signing of Bid

{On Non-Judicial Stamp Paper of appropriate value}

Know all persons by these presents, we, [Name of the Agency/Entity], having our registered office at [Address], do hereby irrevocably appoint, nominate, and authorize Mr./Ms. [Name of Authorized Signatory], son/daughter/spouse of [Name], presently residing at [Address], and holding the position of [Designation] in our organization, as our true and lawful Attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf all such acts, deeds, matters, and things as may be necessary or required in connection with or incidental to the submission of our Proposal for selection of an Agency for Baseline Surveys for PM-SETU Component I – Upgradation of ITIs, including but not limited to:

a) signing and submission of the Proposal and all related forms, undertakings, declarations, clarifications, and supporting documents;
b) responding to queries, furnishing information, and representing us before the Client in all matters relating to the Proposal;
c) participating in meetings, presentations, discussions, or negotiations, if any; and
d) signing and executing the Contract Agreement and related documents upon award of the Contract.

We hereby ratify and confirm all acts, deeds, and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney, and agree that the same shall be binding upon us.

IN WITNESS WHEREOF, we, **[Name of the Agency/Entity]**, have executed this Power of Attorney on this **___ day of ____, 20**.

For ……………………………..

(Signature, name, designation and address of Principal)

Witnesses: 1. 2.

Accepted

(Signature, name, designation and address of the Attorney)

Notarised

Notes:

(i) The execution of this Power of Attorney shall be in accordance with the applicable law and the constitutional documents of the Agency.
(ii) The Agency shall, if required, submit supporting authorization documents (such as Board Resolution/Authorization Letter) evidencing delegation of powers in favour of the Authorized Representative.
(iii) In case the Proposal is signed by the Proprietor/Managing Director/Partner specifically authorized under organizational documents, separate Power of Attorney may not be required, subject to submission of documentary proof of such authority.

Annexure II: Non-Disclosure Agreement

{On Non-Judicial Stamp Paper of appropriate value}

This Non-Disclosure and Confidentiality Undertaking ("Undertaking") is executed on this ___ day of ____**, 20**.

BY AND BETWEEN

[Name of Client / RFP Inviting Authority], having its office at ____________________ (hereinafter referred to as the **"Client"**, which expression shall include its successors and permitted assigns);

AND

[Name of Agency], having its registered office at ____________________ (hereinafter referred to as the **"Agency"**, which expression shall include its successors and permitted assigns).

1. Purpose

The Agency has been engaged/has participated in the selection process for providing services as an Agency for Baseline Surveys for PM-SETU Component I – Upgradation of ITIs and may receive access to confidential information of the Client, SPVs, ITIs, and other stakeholders during assignment.

2. Confidential Information

For the purpose of this Undertaking, "Confidential Information" shall include any documents, reports, financial information, project records, procurement-related information, beneficiary details, monitoring findings, data, records, communications, or any other information disclosed by the Client or accessed by the Agency during performance of the assignment, whether in physical or electronic form.

3. Obligations of Agency

The Agency shall:

a) maintain strict confidentiality of all Confidential Information and use the same solely for performance of the assignment;

b) not disclose, publish, reproduce, or share such information with any third party without prior written approval of the Client, except where required by law;

c) restrict access to Confidential Information only to authorized personnel engaged for the assignment on a need-to-know basis; and

d) take reasonable safeguards to prevent unauthorized access, misuse, loss, or disclosure of Confidential Information.

4. Exceptions

Confidential Information shall not include information which:

(i) is already in the public domain without breach of confidentiality;
(ii) is lawfully obtained from a third party without confidentiality restrictions; or
(iii) is required to be disclosed pursuant to any law, court order, or statutory requirement, subject to prior intimation to the Client wherever legally permissible.

5. Return of Information

Upon completion or termination of the assignment, the Agency shall, if required by the Client, return or securely destroy all Confidential Information and confirm compliance in writing.

6. Survival

The confidentiality obligations under this Undertaking shall survive expiry or termination of the Contract for a period of **three (3) years**, or such period as required under applicable law.

7. Governing Law and Jurisdiction

This Undertaking shall be governed by the laws of India. Courts at **New Delhi** shall have jurisdiction, subject to dispute resolution provisions of the Contract.

For the Client
Signature: ____________
Name & Designation: ____________

For the Agency
Signature: ____________
Name & Designation: ____________

Witnesses:

1. ______________________

2. ______________________

Annexure -III: Submission of Pre-Proposal Queries

[On the Letterhead of the Agency]

Date: / /20__

To,

Subject: Submission of Pre-Proposal Queries – RFP for *[Title of Assignment]*

Sir/Madam,

We, the undersigned, refer to the Request for Proposal (RFP) dated [insert date], issued by [client name] for *"[Title of Assignment]"*.

In accordance with the provisions of the RFP, we hereby submit our queries/clarifications for your kind consideration. The queries have been consolidated in the prescribed format below.

We request you to kindly provide clarification/confirmation on the same. This will enable us to submit a comprehensive and well-aligned proposal in line with the requirements of the RFP.

We thank you for the opportunity to participate in this process and look forward to your response.

S. No.	**RFP Section / Clause No.**	**Page No.**	**Existing Provision in the RFP**	**Query / Clarification Sought**	**Suggested Modification (if any)**

We request you to kindly examine the above queries and issue necessary clarifications.

Thanking you,

Yours faithfully,

(Authorized Signatory)

Name: ____________________

Designation: ____________________

Name of Agency/Agency: ____________________

Contact No.: ____________________

Email ID: ____________________

Annexure IV: Bank Guarantee Format for Earnest Money Deposit (EMD)

(To be executed on Stamp Paper of appropriate value)

Bank Guarantee No.: ___________________
Date: _________________________________

To

Bank Guarantee for Earnest Money Deposit (EMD)

Whereas **M/s. [Name of Agency]**, having its registered office at **[Address]** (hereinafter referred to as the "Agency"), has submitted its Proposal against **RFP No. ______ dated ______** for **[Name of Assignment]**.

We, **[Name of Bank]**, having our registered office at **[Address]**, hereby irrevocably undertake to pay the Client, on first written demand and without demur, any amount up to **Rs. _______ (Rupees ______ only)** towards EMD in the event of default by the Agency under the terms of the RFP.

We further agree that:

1. This Guarantee shall remain valid up to [Date], including the claim period.
2. The Client shall not be required to prove or show grounds for invoking this Guarantee.
3. This Guarantee shall be unconditional, irrevocable, and shall not be affected by any change in the constitution of the Agency or the Bank.
4. No amendment to the RFP or extension of Proposal validity shall discharge us from liability under this Guarantee.

Any claim under this Guarantee shall be lodged on or before [Date], failing which all liabilities shall stand discharged.

Authorized Signatory of the Bank
(Signature with Seal)

Name: ___________________
Designation: ___________________
Bank Name & Branch: ___________________

Annexure V : Bank Guarantee Format for Performance Security

(To be executed on Stamp Paper of appropriate value)

Ref Bank Guarantee No……………

Date……………………………...

To

Bank Guarantee for Performance Security

Whereas M/s. [Name of Agency], having its registered office at [Address] (hereinafter referred to as the "Agency"), has entered into Contract No. ______ dated ______ for [Name of Assignment] with [Client Name].

We, [Name of Bank], having our registered office at [Address], hereby irrevocably and unconditionally undertake to pay the Client, on first written demand and without demur, any amount up to Rs. _______ (Rupees ______ only) towards Performance Security for due performance of the Contract.

We further agree that:

1. This Guarantee shall remain valid up to **[Date]**, including the claim period.
2. The Client shall not be required to prove breach or default before invoking this Guarantee.
3. This Guarantee shall be unconditional, irrevocable, and remain enforceable notwithstanding any dispute between the Client and Agency.
4. Any amendment or modification of the Contract shall not release us from liability under this Guarantee.
5. This Guarantee shall not be affected by any change in the constitution of the Agency or the Bank.

Any claim under this Guarantee shall be lodged on or before **[Date]**, failing which all liabilities shall stand discharged.

Authorized Signatory of the Bank
(Signature with Seal)

Name: ___________________
Designation: ___________________
Bank Name & Branch: ___________________

Appendix-1

Letter of Acceptance of the World Bank's Anticorruption Guidelines and Sanctions Framework

Date: ______________________________

Invitation of Bids/Proposals No. To: __________

____

We, along with our sub-contractors, sub-Agencies, service providers, suppliers, agents (whether declared or not) Agencies and personnel, acknowledge and agree to abide by the World Bank's policy regarding Fraud and Corruption (corrupt, fraudulent, collusive, coercive, and obstructive practices), as set out and defined in the World Bank's Anti-Corruption Guidelines[2] in connection with the procurement and execution of the contract (in case of award), including any amendments thereto.

We declare and warrant that we, along our sub-contractors, sub-Agencies, service providers, suppliers, agents (whether declared or not), Agencies and personnel, are not subject to, and are not controlled by any entity or individual that is subject to, a temporary suspension, early temporary suspension, or debarment imposed by a member of the World Bank Group, including, inter alia, a cross-debarment imposed by the World Bank Group as agreed with other international financial institutions (including multilateral development banks), or through the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement. Further, we are not ineligible under the laws or official regulations of [Insert name of Employer as per bidding document] or pursuant to a decision of the United Nations Security Council.

We confirm our understanding of the consequences of not complying with the World Bank's Anti-Corruption Guidelines, which may include the following:

a. rejection of our Proposal/Bid for award of contract;

b. in the case of award, termination of the contract, without prejudice to any other remedy for breach of contract; and

c. sanctions, pursuant to the Bank's Anti-Corruption Guidelines and in accordance with its prevailing sanctions policies and procedures as set forth in the Bank's Sanctions Framework. This may include a public declaration of ineligibility, either indefinitely or for a stated period of time, (i) to be awarded or otherwise benefit from a Bank-financed

____

1This document shall be signed by each bidder/proposer/Agency and submitted as part of its bid/proposal. In case of award, this document shall be subsequently form an integral part of the awarded contract.

2Guidelines on Preventing and Combating Fraud and Corruption in Program for results financing, Dated February 1, 2012 and Revised July 10, 2015, as they may be revised from time to time.

contract, financially or in any other manner; [3] (ii) to be a nominated[4] sub-contractor, subagency, Agency, manufacturer or supplier, or service provider of an otherwise eligible agency being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project.

We understand that we may be declared ineligible as set out above upon:

a. completion of World Bank Group sanctions proceedings according to its prevailing sanctions procedures;

b. cross-debarment as agreed with other international financial institutions (including multilateral development banks);

c. the application of a World Bank Group finding of non-responsibility on the basis of Fraud and Corruption in connection with World Bank Group corporate procurement; or

d. temporary suspension or early temporary suspension in connection with an ongoing World Bank Group sanctions proceeding.

For avoidance of doubt, the foregoing effects of ineligibility do not extend to a sanctioned agency's or individual's execution of its ongoing Bank-financed contracts (or its ongoing sub-agreements under such contracts) that are not the subject of a material modification, as determined by the Bank.

We shall permit, and shall cause our sub-contractors, sub-Agencies, agents (whether declared or not), personnel, Agencies, service providers or suppliers, to permit the Bank to inspect[5] all accounts, records, and other documents relating to the procurement process and/or contract execution (in the case of award), and to have them audited by auditors appointed by the Bank.

We agree to preserve all accounts, records, and other documents (whether in hard copy or electronic format) related to the procurement and execution of the contract.

3

For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification or initial selection), expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated Agency, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

4 A nominated sub-contractor, nominated Agency, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the bidding document) is one which has been: (i) included by the bidder in its pre-qualification or initial selection application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or

(ii) appointed by the Borrower.

5 Inspections in this context are usually investigative (i.e., forensic) in nature: they involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to accessing and examining a agency's or

individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data, and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third-party verification of information.

Name of the Bidder/Proposer/Agency:

Name of the person duly authorized to sign the Bid/Proposal on behalf of the Bidder/Proposer/ Agency:

Title of the person signing the Letter: ____

Appendix-2 Reference Documents for Preparation of Technical Bid-Link

1. PM-SETU-Guidelines-Component-I-Upgradation-of-ITIs
2. Program Implementation Document post LN to DEA_WB.pdf
3. Program Implementation Document post LN to DEA_ADB.pdf
4. IN PM SETU P for R PAD Approved January 28, 2026 (1).pdf
5. ITI_Trainees_Enrolment_Data_2025-26.xlsx