



Tender for

**Selection of Online Skill Training Provider for
Kerala Knowledge Economy Mission (KKEM)
registered candidates in Digital Workforce
Management System (DWMS)**

RFP NO - KKEM/KDISC/213/2023

Dated - 12-09-2023

Kerala Development and Innovation Strategic Council (K-DISC), 3rd Floor, India Heights, Govt. Women's College Road, Vazhuthacaud, Thiruvananthapuram-695014

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Tender Document Details

Table 1

Tender Ref. No. and Date	RFP NO: KKEM/KDISC/213/2023 12th September 2023
Date of issue of Notice Inviting Bid	16 th October 2023
Last Date for seeking clarifications	25 th October 2023
Pre bid Meeting	27 th October 2023
Bid submission start date (On line)	3 th November 2023
Bid submission closing date (On line)	27 th November 2023
Time and Date for opening Bids	28 th November 2023
Bid validity	120 days from opening of bid

Issued by:

Member Secretary,

Kerala Development and Innovation Strategic Council (K-DISC), 3rd Floor, India Heights, Govt. Women's College Road, Vazhuthacaud Thiruvananthapuram-695014

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Acronyms

K-DISC	Kerala Development and Innovation Strategic Council
KKEM	Kerala Knowledge Economy Mission
DWMS	Digital Workforce Management System
API	Application Programming Interfaces
INR	Indian Rupees

1. Introduction

The Kerala Development and Innovation Strategic Council (K-DISC) is an advisory body of the Government of Kerala that aims to promote innovation in the state. Recently, the government has restructured K-DISC as a society under the Travancore Cochin Literary Scientific and Charitable Societies Act 1955. K-DISC has been given the responsibility of implementing the Kerala Knowledge Economy Mission (KKEM), which is a major initiative to take Kerala towards a knowledge economy.

KKEM aims to promote innovation, strengthen higher education institutions, enhance skill development, digitalize existing enterprises, and translate research into practical applications. K-DISC has developed a Technology Platform named "Digital Workforce Management System" to match the skills and capabilities of knowledge workers in Kerala with job demands in the global market.

The key activities to be undertaken under the Kerala Knowledge Economy Mission are:

- i. Mobilising about 60 lakh educated unemployed and career break professionals for registration, training, and engagement on the digital portal for prospective employment.
- ii. Establishing a system for career counselling of about 50 lakh and handholding them individually through the skilling and assessment programmes.
- iii. Providing skilling to about 35 lakh candidates.
- iv. Engaging the trained job seekers with job providers and facilitate prospective engagement for 20 lakh candidates.
- v. Establishing a social security system and infrastructure support system for the Knowledge Workers engaging with job providers for working near home.

One of the most important aspects of the Kerala Knowledge Economy Mission project is to offer market-relevant skill development programs in both short-term and long-term models to the candidates registered on DWMS. These skill development programs aim to address the higher-order skills required in emerging knowledge sectors and are linked with job placements to ensure successful employment outcomes.

To provide the required skills in various industry domains, technologies, language skills, etc., K-DISC has already empanelled Skill Training providers across India in order to create a repository of courses offered by different Skill Training Programmes. This repository consists of course offered by recognized skill training programmes offered by different Skill service providers, industries, start-ups, technology communities, private training service providers, and professional agencies. This repository is unable to cater to the huge skilling demand of the Kerala Knowledge Economy Mission so KKEM of K-DISC has decided to call a tender from online skill course providers.

K-DISC is inviting tender from prospective online course who can support in offering industry demand skill course in massive way under various domains. These skills will be offered on both short-term and long-term models to support the objectives of the Kerala Knowledge Economy Mission (KKEM) project.

Applicant should submit a proposal with the following documents in <https://etenders.kerala.gov.in>

2. Pre-Qualification Requirement for qualifying to tender submission

- i. The bidding agency should have a proven track record of at least 3 years' experience in providing online skill training programmes.
- ii. The bidding agency is required to have a registered office located in India.
- iii. The skill training programmes offered should align with the objectives of the KKEM of K-DISC. The courses provided for KKEM should address the higher-order skills requirements in emerging knowledge sectors. Courses should be market-relevant and meet industry demands.
- iv. The bidding agency should ensure that their online training courses are available in both short-term and long-term models, catering to the diverse needs of learners registered in DWMS.
- v. The courses offered should be relevant to industry needs and have the capability to support a wide range of learners. Additionally, they should be flexible enough to scale up as per the requirements of KKEM and K-DISC if necessary.
- vi. The bidding agency is expected to have a strong and reputable presence within the industry. It should be well-recognized and respected by relevant industry bodies and associations for its contributions and achievements. The agency's track record and standing should demonstrate its expertise and commitment to delivering high-quality services. Establishing credibility through recognized industry affiliations and accolades will be advantageous in the selection process.
- vii. The bidding agency is required to have a well-defined assessment and certification process in place to ensure the quality and relevance of the training they provide. This process should be comprehensive, covering the evaluation of learners' knowledge, skills, and competencies acquired through the training programmes. The certification awarded by the agency should be credible, widely recognized, and valued within the industry.
- viii. The bidding agency should be willing and be ready to actively participate in pilot project, if deemed necessary. In this context, the agency should be open to collaborating with KKEM or relevant stakeholders to conduct a pilot program that aims to test the effectiveness and viability of their training services.
- ix. The bidding agency should be willing and capable of collaborating with

KKEM in various aspects, including customization, API integration, and payment options. They should be open to understanding KKEM's specific requirements and customizing their training programmes accordingly. The agency should possess the technical expertise to seamlessly integrate their systems with the DWMS platform through APIs, enabling smooth data exchange and streamlined processes.

- x. The bidding agency should have a proven track record of delivering high-quality online training courses. The bidder shall submit supporting evidence of successful training outcomes, learner satisfaction, and testimonials as required.
- xi. Annual turnover for the last 3 years should be not less than ₹12 Crore.

3. Terms of Reference

Any recognized online course providers can apply for the K-DISC tender application for on boarding Skill Training. However, the organization should have relevant experience and expertise in providing online skill training programs, and their programs should align with the objectives of the Kerala Knowledge Economy Mission (KKEM) of K-DISC.

The eligibility of a tender application for on boarding Skill training for the Kerala Knowledge Economy Mission (KKEM) potential applicants should meet may include. The following are the terms of reference for the tender for online skill training providers:

1. The tender is open to online course/training providers who offer courses that are relevant to the needs of the Kerala Knowledge Economy Mission in Kerala.
2. The courses should be market-relevant and should address the higher-order skills requirements in the emerging knowledge sectors.
3. The online training courses should be available in both short-term and long-term models.
4. The courses should be industry relevant and should be able to support larger crowd in taking up the course.
5. The providers should have a proven track record of delivering quality online training courses.
6. The providers should have a strong reputation in the industry and should be recognized by relevant industry bodies and associations.
7. The providers should have a wide range of courses available in various industry domains, technologies, language skills, etc.
8. The providers should have a strong support system in place to provide assistance to learners during the training process.

9. The providers should have a robust assessment and certification process in place to ensure the quality and relevance of the training.
10. The providers should have a transparent pricing policy, and the courses should be affordable and accessible to learners from diverse backgrounds.
11. The providers should be willing to collaborate with K-DISC and other stakeholders to develop and deliver training programs that meet the specific needs of the Kerala Knowledge Economy Mission.
12. The providers should be willing to participate in a pilot project and to scale up their services if the pilot project is successful.
13. The providers should submit a detailed proposal outlining their approach to delivering online skill training courses and their capacity to meet the needs of the Kerala Knowledge Economy Mission in Kerala.
14. The organization's programs should be available for delivery online, and the organization should have a platform to support the delivery of these programs.
15. The organization should be willing and able to collaborate with the KKEM of K-DISC, including providing support for customization, API integration, and payment options.
16. The organization should be willing to comply with the terms and conditions of the KKEM of K-DISC and provide regular updates on the progress of their programs.

Potential applicants should carefully review the specific requirements and criteria set by the K-DISC before submitting their tender application for onboarding Skill training. The providers should submit their proposal on <https://etenders.kerala.gov.in>

4. Template for Tender Application

The Kerala Development and Innovation Strategic Council (K-DISC) is inviting tender from online skill training providers to support the Kerala Knowledge Economy Mission (KKEM) of K-DISC.

KKEM of K-DISC aims to provide market-relevant skills in various domains and technologies to candidates registered on the Digital Workforce Management System. As a part of the initiative, K-DISC intends to on-board recognized online skill course providers who can support in offering courses for a larger crowd.

We invite interested online course providers to submit their tender for onboarding as Skill Training providers on the Digital Workforce Management System. The tender should contain the following details:

4.1. Details about the bidding agency:

1. Brief introduction of the organization, including the number of years of experience in providing online course offering.
 - With Registered Address: [Provide the complete postal address of the organization's registered office]

- Full name, Designation, Email ID and contact number of the SPOC
- 4.2. Organisational Capability on online course offering
- Details of the online platform, online courses/trainings offered, including domain, technology, language skills, duration, mode of delivery
 - Details of industry/university tie-ups.
 - Details of the target audience for the programs, including job seekers, students, professionals, entrepreneurs, etc. and the enrolled candidates count for past three years.
- 4.3. Details of collaboration with KKEM
- Details of the mode of collaboration with KKEM, including the availability of API integration, support for customization, and payment options.
 - Details of the pricing model, including the cost per program, discounts for bulk purchases, and payment terms.
- 4.4. Details of collaboration with Similar projects
- Details of the similar project implemented with scope of collaboration.
 - Services offered during the collaboration.
- 4.5. Certifications received: [Mention any relevant certifications or accreditations that your organisation has received.]
- i. Name of Certification: [Provide the name of the certification that the organisation has obtained]
 - ii. Issuing Body: [Provide the name of the organisation that issued the certification]
 - iii. Certification Number: [Provide the unique Identification number assigned to the certification]
 - iv. Date of Issue: [Indicate the date when the certification was issued]
 - v. Expiration Date: [Indicate the date when the certification will expire]
5. **Approach and Methodology for the collaboration**
- 5.1. Overview and Approach: Online course providers can develop and offer high-quality courses in areas that are relevant to industry and thereby support in offering knowledge jobs. These courses should be designed to enhance the skills and knowledge of students and professionals, and equip them with the tools and expertise needed to contribute to the knowledge economy.
- 5.2. Offering Mentorship and Career Support: Online course providers can offer mentorship and career support to students and professionals who complete their courses. This can include providing career counseling, job placement assistance, and

networking opportunities to help them connect with industry in the knowledge economy.

5.3. **Monitoring and Evaluation:** Explain how the agency will monitor and evaluate the effectiveness of the program, including the key performance indicators that will be used to assess the success of the project. Explain how these could be reflected on a single dashboard with detailing of skilling, skill rating, internship, internship performance of the trainee, placement details, rejection details.

5.4. **Risk Management:** Describe the risk management plan that the agency has in place to mitigate potential risks and challenges that may arise during the project.

6. Project particulars:

6.1. Project Milestone and deliverables:

6.1.1. **API Integration:** Describe the timeline and milestones to integrate the DWMS platform with the online course providers and the timeline to test the integration to ensure that it is functioning as expected. This may involve testing the API endpoints, checking for data accuracy and completeness, and validating the integration with other systems.

6.1.2. **Virtual Academy Setting:** Describe the areas where virtual academy need to be set up, learning outcomes, target crowd.

6.1.3. **Course components:** Details of the courses which can be offered after integration, target count with time frame

Sl No	Sectors/Areas	Number of courses	Timeframe	Expected date	Mechanism for Verification of achievements

Interested online skill training providers are requested to submit their tender at <https://etenders.kerala.gov.in>

Bidders should upload the required template for the Technical bid as per the template given from Sl. no 4 onwards to Sl. no.6.1.3. The submission should be duly sealed and signed by the bidder. Financial bids should be submitted according to the BOQ template given along with this tender.

The price bid of qualified bidders will be opened.

7. Evaluation Criteria

The evaluation of tender will be based on a Quality cum Cost Basis (QCBS). There will be 80% weightage for the Technical Criteria and 20% for the Financials

Technical Criteria Weightage as given in below: -

Sl. No	Technical Criteria	Eligibility	Weightage
1	Industry tie-ups for offering courses	15 MNC tie-ups	15%
2	University tie-ups in offering courses	5 International University	15%
3	Certification & Accreditation of agency	Availability of any International Certification	15%
4	Value of past related skill training projects	Total value of the projects completed should not be less than Rupees One crore in each year, during at least in any three (3) years	10%
5	Experience in providing training through online	3years	10%
6	The number of new courses included in last three years	100 courses	10%
7	The number of candidates trained in the last three years	50000 candidates	10%
8	Quality Monitoring System	In house Quality Monitoring Mechanism if adapted for improvement	10%
9	Average course rating assigned from learners	4 out of 5 - Proven Learners Feedback based on learning experience	5%
Total			100%

7.1. Total Score

The method of selection is Quality cum Cost Based Selection(QCBS) using 80% and 20% weightage quality (Technical bid score) and cost respectively.

The following equation would be used to calculate the total score of the bidders based on the technical bid score and commercial bid

$$B = (C_{low}/C)X + T/Thigh(1-X)$$

C_{low} = The lowest of all the bids among the responsive bids

$Thigh$ = The technical score achieved by the bid that was scored best among all responsive bids

C = Evaluated bid price

T = Technical score awarded to the bid

X = Weightage for the cost

The minimum technical score applicable for technical bid selection for considering the Commercial Bid is 60%.

7.2. Pre Bid Meeting

K-DISC would be conducting a Pre-bid conference at a convenient location at Thiruvananthapuram, for clarifying the queries.

7.3. Financial Proposal (for viewing and reference only and not to fill)

Detail your financial structure for Online Skill Training Service under the following Head: -

SL No	Product	Year	Financial Specification
1	Course License Fee	1 st year	Unit cost for each license for KKEM
2	Course License Fee	2 nd year	Unit cost for each license for KKEM
3	Course License Fee	3 rd year	Unit cost for each license for KKEM

8. Arbitration

K-DISC and the bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

If, after thirty (30) days from the commencement of such informal negotiations, K-DISC and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

In the case of a dispute or difference arising between K-DISC and the bidder relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by K-DISC and the other to be nominated by the bidder or in case of the said arbitrators not agreeing, then to the award of an umpire to be appointed by the arbitrators in writing before proceedings to the reference, and in case arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India/ Institution of Engineers, India. The award of the arbitrators, and in the event of their not agreeing, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers,

India shall be final and binding on the parties.

The Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings.

The venue of arbitration shall be the place from where the contract is issued i.e. jurisdiction of courts at Court, Thiruvananthapuram

9. Confidentiality

Bidder understands and agrees that all materials and information marked and identified by K- DISC as ‘Confidential’ are valuable assets of K-DISC and are to be considered K-DISC’s proprietary information and property. Bidder will treat all confidential materials and information provided by K-DISC with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by K-DISC without K-DISC’s prior written approval.

Bidder shall not be liable for disclosure or use of any materials or information provided by K- DISC or developed by Bidder which is:

- a. Possessed by Bidder prior to receipt from K-DISC, other than through prior disclosure by K-DISC, as documented by Bidder’s written records;
- b. Published or available to the general public otherwise than through a breach of Confidentiality; or
- c. Obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to K-DISC; or
- d. Developed independently by the bidder.

A separate comprehensive non-disclosure agreement will be entered into with the selected bidder.

In the event that Bidder is required by the judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall

promptly notify K-DISC and allow K-DISC a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause K-DISC irreparable harm, may leave K-DISC with no adequate remedy at law and K-DISC is entitled to seek to injunctive relief.

K-DISC does not wish to receive the Confidential Information of Bidder, and Bidder agrees that it will first provide or disclose information which is not confidential. Only to the extent that K- DISC requests Confidential Information from Bidder or disclose Confidential Information. Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of two years following the initial date of disclosure.

Nothing contained in this contract shall limit the bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

10. Jurisdiction

For all legal purpose, jurisdiction of the tender shall be at Court, Thiruvananthapuram

11. Force Majeure

Both the bidder and K-DISC shall be under no liability for failure to fulfill any obligations arising from this order or elsewhere if such acts of failure are due to any act of God, fire, earthquake, floods, or any natural calamities or transportation embargoes, civil commotion, riots, violence, acts of terrorists, state enemies, or any other similar reasons or circumstances beyond the control of the parties. Such occurrences shall as soon as possible be informed in writing by the parties to each other.

12. Liquidated Damages clause

The period of completion of the work, stipulated in the Agreement/Contract, is the essence of the Agreement/Contract. If the bidder fails to complete the work within the time period(s), then K-DISC shall, without prejudice to its other remedies under the Agreement/Contract, deduct from the Contract/Agreement price, as liquidated damages, a sum equivalent to 2% of the contract value per week or part thereof, up to a maximum of 10%. Once the maximum is reached, then K-DISC may consider termination of the contract. K-DISC may withhold any payment due to the bidder until the whole of the work is completed. This clause is without prejudice to the right of K-DISC to make the risk purchase mentioned under clause risk purchase and the liability under that clause shall be in addition to liquidated damages.

13. Risk Purchase

In the event of failure or delay on the part of the agency to fulfill its obligation in the execution of the Agreement/contract to K-DISC's satisfaction, K-DISC shall have the right to terminate the order/contract and make necessary alternate arrangements for completion of the order/contract through other means at delinquent party's risk and cost. In such an event the earnest money deposit will be forfeited without prejudice to K-DISC's right to claim compensation from the agency for the loss incurred by K-DISC as a result of the agency's failure to fulfill its obligation under the contract/order conditions. The damages so claimed by K-DISC will be in addition to the liquidated damages recoverable by K-DISC as mentioned in the liquidated damage clause. The Awarded Party shall have no claim for compensation for any loss that may accrue from any material they might have collected or engagements; they may have entered into on account of the order/contract.

14. Disqualification

The bid is liable to be disqualified in the following cases or in case the bidder fails to meet the bidding requirements as indicated in this tender:

- 1) Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as a non-conforming proposal.
- 2) The bidder qualifies the bid with his own conditions
- 3) Bid is received in incomplete form

- 4) Bid is not accompanied by all the requisite documents
- 5) If the evaluation criteria parameters are not spelt out clearly in the proposal to arrive at technical bidding scoring unambiguously
- 6) Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Agreement (no matter at what stage) or during the tenure of the agreement including the extension period, if any
- 7) Commercial proposal is uploaded as part of technical proposal. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.

15. Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing and/or by e-mail and confirmed in writing to the address specified for that purpose in the contract.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

16. Deduction

Payments shall be subject to deductions (such as GST) of any amount, for which the bidder is liable under the agreement against this tender.

17. No Claim Certificate

The bidder shall not be entitled to make any claim whatsoever against K-DISC under or by virtue of or arising out of this contract, nor shall K-DISC entertain or consider any such claim, if made by the bidder after he shall have signed a "No Claim" certificate in favor of K-DISC in such forms as shall be required by K-DISC after the works are finally accepted

18. Limitation of Liability

Bidder's cumulative liability for its obligations under the contract shall not exceed the contract value and the bidder shall not be liable for incidental, consequential, or indirect damages including loss of profit, saving, or data.