

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

**District Skill Development, Employment and Entrepreneurship Guidance  
Centre, Mumbai Suburban, Government of Maharashtra**



**Request for Proposal**

**For**

**(Open E - Tender)**

**Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

**Ref. Number: Skill Dev./Mumbai Sub/SP/ E Tender / SG1 / 5753/ 2025**

**Last Date of Submission: 17<sup>th</sup> December 2025**

**Time: 18:00 hrs**

**Website: <https://mahatenders.gov.in> / <https://mahaswayam.gov.in>**

**Date: 04/12/2025**

**Issued By:**

**Assistant Commissioner,**

**District Skill Development, Employment and Entrepreneurship Guidance  
Centre, Mumbai Suburban,  
Government of Maharashtra**

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

**District Skill Development, Employment and Entrepreneurship Guidance Centre, Mumbai Suburban**

**175, Shreyas Chambers, 1<sup>st</sup> Floor, Dr. DN Road, Fort,  
Mumbai - 400001**

**DATE:** 04/12/2025

**E-TENDER NOTICE**

**INVITATION OF TENDER FOR SELECTION OF AGENCY FOR PROJECT NAVYAM (NURTURING ASPIRATIONS THROUGH VOCATIONAL TRAINING FOR YOUNG MINDS) IN H/WEST WARD OF MCGM**

District Skill Development, Employment, Entrepreneurship Department, Mumbai Suburban, Government of Maharashtra intends to select an Agency for **Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**, as per the guidelines of Government of India and State Government of Maharashtra.

Through this Notice Inviting Tender (hereinafter referred to as the "**Tender Document**"), the Department intends to select an agency by following competitive bidding process for **Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**, Government of Maharashtra.

Interested Agencies may contact on any working day between 11:00 to 16:00 HRS (IST) at the above address. Bid Documents can be downloaded online from 04/12/2025 . For detailed tender notice and to download bid document please visit <https://mahatenders.gov.in> / <https://mahaswayam.gov.in>

The last date for submission of the bid is 17/12/2025 till 18:00 HRS (IST). The Department reserves the right to accept/reject any offer, without assigning any reason whatsoever.

- a. **Name:** Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM
- b. **EMD:** INR 2,40,000/-
- c. **Online Tender Fee:** INR 28,500/-

**Assistant Commissioner**

**District Skill Development, Employment and  
Entrepreneurship Department,  
Mumbai Suburban,  
Government of Maharashtra.**

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

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**Disclaimer:**

1. Assistant Commissioner, District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban (Guidance Centre, Mumbai), Government of Maharashtra hereinafter referred to as Tender Inviting Authority (TIA) has issued this Notice Inviting Tender (hereinafter referred to as the Tender Document) for selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM.
2. This Tender Document has been prepared with intent to invite prospective bidders. It is hereby clarified that this Tender Document is not an agreement and the purpose of this Tender Document is to provide the bidders with the information to submit a response. This Tender Document does not purport to contain all the information bidders may require. This Tender Document may not be appropriate for all persons or entities and it is not possible for the TIA to consider the investment objectives, financial situation and particular needs of each Service Provider.
3. DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE, MUMBAI SUBURBAN has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. The interested bidders are required to make their own inquiries so that they do not solely rely on the information contained in this Tender Document in submitting their Bids. This Tender Document includes statements, which reflect various assumptions and assessments arrived at by the TIA in relation to the Service. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require.
4. This Tender Document is provided on the basis that it is non-binding on the TIA, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. The TIA makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the Tender Document. Each bidder is advised to consider this Tender Document as per their understanding and capacity. The bidders are also advised to do appropriate examination, enquiry and scrutiny of all aspects mentioned in this Tender Document before Bidding. The bidders are also requested to go through this Tender Document in detail and bring to notice of the TIA, any kind of error, misprint, inaccuracies, or omissions in the Tender Document. The TIA reserves the right not to proceed with the project, to alter the timetable reflected in this Tender Document, or to change the process or procedure to be applied. It also reserves the right to decline to discuss the project further with any bidder submitting a Bid.
5. No reimbursement of cost of any type will be paid to any bidder submitting a Bid. The bidder shall bear all costs arising from, associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the TIA or any other costs incurred in connection with or relating to its Bid.
6. Issuing of Tender Document does not imply that the TIA is bound to select and technically qualify Bids or to appoint a Service Provider, as the case may be, for the Services required and it reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.
7. The TIA may, in its absolute discretion but without being under any obligation to do so, update or amend the information contained in this Tender Document before Bid submission

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deadline.

8. The TIA, its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this Tender Document or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of the Tender Document and any assessment, assumption, statement or information contained therein or deemed to be part of this Tender Document or arising in any way with eligibility of Service Provider for participation in the Bidding process) towards any bidder or a third person, under any law, statute, rule, regulation or tort law, principles of restitution for unjust enrichment or otherwise.
9. The TIA does not accept liability of any nature whether resulting from negligence or otherwise caused arising from reliance of any bidder upon the statement contained in this Tender Document.
10. Interested bidders, after careful review of all the clauses of this 'Notice Inviting Bid', are encouraged to send their suggestions in writing to the TIA. Such suggestions, after a review, may be incorporated into this Tender Document as a corrigendum, which shall be uploaded onto the e-tendering website <https://mahatenders.gov.in>/.
11. All eligible need to be registered on the following portal to generate login credentials and to download the Bid documents for online Bid submission. <https://mahatenders.gov.in/> .

**Request for Bid**

Tenders are invited for Selection of Eligible Agency for Skill Gap Survey in H/WEST Ward of MCGM under the NAVYAM Special Project Implemented by District Skill Development Office Mumbai Suburban. as detailed out in the scope of work under Section 3 of this Tender Document. This invitation to Bid is open to all Bidders meeting the Pre-qualification Criteria as mentioned in Section 2.23 of this Tender Document.

**Definitions**

- a. "Government Entity" means District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban (Guidance Centre, Mumbai), Government of Maharashtra.
- b. "Tender Inviting Authority (TIA)" means the District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban (Guidance Centre, Mumbai), Government of Maharashtra.
- c. "Government" means State Government of Maharashtra.
- d. "Bidder" means the Agency/Organization/Firm/Company which submits proposal in response to this RFP document.
- e. "Service Provider" means the Successful Bidder appointed by TIA for the purpose of this RFP.
- f. "Proposal" means proposal submitted by Bidder in response to this RFP.
- g. "Personnel/ Staff/ Outsource Staff/ Contractual staff/ manpower" means for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM.
- h. "Services" means the work to be performed by the successful Bidder pursuant to this RFP and Contract to be signed by the parties.
- i. "Service Charges" means the percentage of charges claimed by the Services Provider for

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providing services as per requirement of this RFP.

- j. "Day" means Working day.
- k. "Contract" means the means the agreement between District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban (Guidance Centre, Mumbai) and successful bidder and includes the tender document, subsequent corrigendum, accepted proposal from the tenderer and subsequent contractual document finalized for the execution of the work.
- l. "Effective date" means the date on which the Contract comes into force and effect.
- m. "Work order" or "Purchase order" means an order for provision of services as per this RFP/Contract signed by parties.
- n. The "Bid Document" and "Tender Document" are the same.
- o. "Tender Evaluation Committee (TEC)" means the committee constituted/assigned by the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE, MUMBAI SUBURBAN to evaluate the bids received.

**Confidentiality**

Information relating to the examination, clarification, evaluation and recommendation shall not be disclosed to any person not officially concerned with the process.

DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE, MUMBAI SUBURBAN/Skills, Employment, Entrepreneurship and Innovation Department, Government of Maharashtra will treat all information submitted as part of Proposal in confidence and will ensure that all who have access to such material treat it in confidence. The Department will not divulge any such information unless it is ordered to do so by any Government authority that has the power under law to require its disclosure.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

**Glossary**

<b>Terms</b>	<b>Definitions</b>
<b>SEEI Department</b>	Skills, Employment, Entrepreneurship and Innovation Department
<b>DVET</b>	Directorate of Vocational Education and Training
<b>DSDE &amp; EGC MUMBAI SUBURBAN</b>	District Skill Development, Employment and Entrepreneurship Guidance Centre Mumbai Suburban
<b>MSBSVET</b>	Maharashtra State Board of Skill, Vocational Education and Training
<b>MSSU</b>	Maharashtra State Skills University
<b>MSInS</b>	Maharashtra State Innovation Society
<b>NSDC</b>	National Skill Development Corporation
<b>SSC</b>	Sector Skill Council
<b>NSQF</b>	National Skills Qualifications Framework
<b>NIC</b>	National Informatics Center
<b>GoI</b>	Government of India
<b>GoM</b>	Government of Maharashtra
<b>IT</b>	Information Technology
<b>RFP</b>	Request for Proposal
<b>EMD</b>	Earnest Money Deposit
<b>SLA</b>	Service Level Agreement
<b>PBG</b>	Performance Bank Guarantee
<b>GCC</b>	General Condition of Contract
<b>NDA</b>	Non-Disclosure Agreement
<b>PM</b>	Project Management
<b>MIS</b>	Management Information System
<b>Department</b>	Skills, Employment, Entrepreneurship and Innovation Department
<b>BI</b>	Business Intelligence
<b>DD</b>	Demand Draft

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<b>SI/ SP</b>	System Integrator/ Service Provider /Bidder
<b>Terms</b>	<b>Definitions</b>
<b>ICT</b>	Information Communication Technology
<b>ITB</b>	Instructions to bidder
<b>WCMS</b>	Web Content Management System
<b>GIGW</b>	Guidelines for Indian Government Website
<b>W3C</b>	World Wide Web Consortium
<b>WCAG</b>	Web Content Accessibility Guidelines
<b>OEM</b>	Original Equipment Manufacturer
<b>DIT</b>	Directorate of Information Technology, Government of Maharashtra
<b>SOP</b>	Standard Operating Procedure
<b>GST</b>	Goods and Services Tax
<b>COTS</b>	Commercial Off the Shelf
<b>CCA</b>	Controller of Certifying Authorities
<b>DSC</b>	Digital Signature Certificate
<b>VTP</b>	Vocational Training Provider
<b>TC/TP</b>	Training Centre / Training Partner
<b>PDDU Job Fairs</b>	Pandit Deen Dayal Upadhyaya Job Fairs
<b>TBC</b>	TO BE CONFIRMED
<b>MCGM</b>	Municipal Corporation of Greater Mumbai
<b>BMC</b>	Brihanmumbai Municipal Corporation

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

## **Section: 1**

### **Invitation for Proposal**

## **1. Invitation for Proposal**

1. DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN hereby invites Proposals from reputed, competent and professional companies, who meet the Pre-Qualification criteria as specified in this bidding document for the **“Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM”** as detailed in Section 2.23 of this RFP document.
2. The complete bidding document shall be published on <https://mahatenders.gov.in> / <https://mahaswayam.gov.in/> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee and EMD through e-Tendering Online Payment Gateway mode only.
3. To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e., TCS, Safe crypt, Ncode, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
4. Bidders are also advised to refer “e-tendering tool kit for bidder” available at <https://mahatenders.gov.in> / <https://mahaswayam.gov.in/> for further details about the e-tendering process.
5. Bidders are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
6. Prospective bidders are advised to check the minimum qualification criteria before participating in the bidding process. This RFP document is not transferable and the name of the bidder who purchases and submits the same bid shall be unchanged.

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## 1.1. Key Events and Dates

The summary of various activities regarding this invitation of bids are listed in the table below:

<b>Sr. No.</b>	<b>Particular</b>	<b>Details</b>
1.	Name of the project	RFP for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM
2.	Advertising Date	04/12/2025
3.	Website for downloading Tender Document, Corrigendum's, Addendums etc.	<a href="https://mahatenders.gov.in">https://mahatenders.gov.in</a> <a href="https://mahaswayam.gov.in">https://mahaswayam.gov.in</a>
4.	RFP Document Download Start Date & Time	From 04/12/2025 at 10:00 HRS (IST)
5.	Last date for Submission of Queries	All the queries should be received on or before 08/12/2025 till 11:00 HRS (IST), through email only with subject line as follows: “Pre-Bid queries - <Agency’s Name>”. The queries should be submitted as per the format prescribed in Section 11.5 of this RFP The Pre-Bid queries to be sent to the Email Id – <a href="mailto:asstdiremp.mumbaisub@ese.maharashtra.gov.in">asstdiremp.mumbaisub@ese.maharashtra.gov.in</a> <a href="mailto:mumbaisuburbanrojgar@gmail.com">mumbaisuburbanrojgar@gmail.com</a>
6.	Date, Time & Place of Pre-Bid Meeting	All the bidders, who are intending to attend Pre-bid meeting shall communicate the name and contact details of their representative on <a href="mailto:asstdiremp.mumbaisub@ese.maharashtra.gov.in">asstdiremp.mumbaisub@ese.maharashtra.gov.in</a> <a href="mailto:mumbaisuburbanrojgar@gmail.com">mumbaisuburbanrojgar@gmail.com</a> before 08/12/2025 till 11:00 HRS (IST), along with the pre-bid queries. The Pre-Bid meeting shall tentatively be held on 08/12/2025, 15:00 HRS (IST). <b>The venue for pre bid meeting shall be:</b>

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		<b>Maharashtra State Skill Development Society, 2<sup>nd</sup> Floor, Elphinstone Technical High School Campus, 3 Mahapalika Marg, Mumbai-400032.</b>
7.	Last date and time for downloading the RFP document	17/12/2025 till 18:00 HRS (IST)
8.	Last date (deadline) for Submission of bids	17/12/2025 till 18:00 HRS (IST)
9.	Date and time of opening of bids	17/12/2025 after 18:00 HRS (IST)
10.	Date and time for opening of Commercial bids	Will be intimated later to the qualified Bidders
11.	Detail of the contact person to whom the bid responses must be addressed	<p><b>To</b>  <b>The Assistant Commissioner,</b>  <b>District Skill Development, Employment,</b>  <b>Entrepreneurship and Innovation</b>  <b>Guidance Centre,</b>  <b>Mumbai Suburban</b></p> <p><b>175, Shreyas Chambers,</b>  <b>1<sup>st</sup> Floor, Dr. DN Road,</b>  <b>Fort, Mumbai – 400001</b></p> <p><b>Phone No: 022-22626440</b>  <b>Email:</b>  <a href="mailto:asstdiremp.mumbaisub@ese.maharashtra.gov.in">asstdiremp.mumbaisub@ese.maharashtra.gov.in</a>  <a href="mailto:mumbaisuburbanrojgar@gmail.com">mumbaisuburbanrojgar@gmail.com</a></p>

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## 1.2. Other Important Information Related to Bid

<b>Sr. No.</b>	<b>Item</b>	<b>Description</b>
1.	Earnest Money Deposit (EMD) - Online	Rs. 2,40,000 (Rupees Two Lacs Forty Thousand only)
2.	RFP Document Fee to be paid via Online Payment Gateway mode only.	Rs. 28,500/- (Rupees Twenty Eight Thousand Five Hundred Only)
3.	Bid Validity Period	One Hundred and Eighty (180) days from the date of opening of commercial proposal
4.	Last date for furnishing Performance Security to District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban (By successful bidder)	Within fourteen (14) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier or as intimated in the work order issued by District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban.
5.	Performance Security value (Performance Bank Guarantee)	3% of contract value/ Bid value of successful bidder
6.	Performance Bank Guarantee (PBG) validity period	PBG should be valid till for 180 days from the end of maintenance contract period
7.	Last date for signing contract	As intimated in work order of District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban
8.	Project duration	The project duration shall be tentatively for a <b>period</b> of 6 months

## **Section: 2**

### **Instructions to Bidders**

## 2. Instructions to Bidders (ITB)

### 2.1. Project Overview

Project NAVYAM is a flagship initiative designed to create a **data-driven, employment-ready ecosystem** for the residents of H/West Ward (Bandra-Khar-Santacruz), Mumbai Suburban District.

It moves beyond traditional surveys to build a **phygital livelihood framework** that integrates citizens, training institutes, and employers through verified, real-time data — enabling **evidence-based planning, targeted skilling, and sustainable employment**.

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#### Vision

To build a **capable, future-ready, and inclusive urban workforce** by transforming ward-level employment data into actionable insights that drive demand-based training, job creation, and long-term livelihood stability.

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#### Objectives

1. Conduct a comprehensive door-to-door and AI-enabled employment readiness census across H/West Ward, covering 100% of households in densely populated and low-income clusters, 35% of households in mid-income segments, and 10% of households in high-income segments (with an overall tolerance of  $\pm 10\%$ ). Based on this stratified coverage, the survey is expected to encompass approximately 55,000 households. Along with this, an AI bases self survey to also be rolled out covering more than 15,000 households.
2. Map and audit all **training institutes and skill centres** in the ward using a structured **Institute Quality Index (IQI)**.
3. Capture **employer demand and job role availability** through the **Employer Quality Score (EQS)** and structured JD Ontology.
4. Establish a **Decision Support System (DSS)** to integrate household, institute, and employer data for real-time visualization and analytics.
5. Design **employment-linked Short-Term Training (STT)** and **Recognition of Prior Learning (RPL)** programs aligned with verified employer demand.
6. Ensure **pre-training employer engagement** through conditional offer letters or Letters of Intent (LOIs) to guarantee placements post-training.

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7. Integrate the entire dataset with the **Mahaswayam platform** of District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban for continuous engagement and digital tracking of beneficiaries.
8. Build a **replicable model** for ward-level employment enhancement, scalable across Mumbai and other districts of Maharashtra.

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**Key Outcome Targets**

<b>Metric</b>	<b>Target</b>
Households surveyed (estimated)	57,000
Institutes verified	25
Employers verified	200
Employment Readiness Index created	1
Women participation	≥45% respondents
Data readiness for Mahaswayam	100%
AI self-survey responses	15,000+

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**Implementation Framework**

The initiative will be executed in **three integrated phases** managed by a dedicated **Project Monitoring Unit (PMU)** under the guidance of the concerned stakeholders:

- Collector Office, Mumbai Suburban
- Municipal Corporation of Greater Mumbai
- Commissioner, Skill Development Employment, Entrepreneurship and Innovation Department, Government of Maharashtra
- Assistant Commissioner, District Skill Development Employment, Entrepreneurship and Innovation Guidance Centre, Mumbai Suburban
- Any other relevant stakeholders as invited by TIA

*The fourth phase shall be the larger scope of the project, however, not to be included in the current scope of work however, the designing of the project shall be done considering the larger phase.*

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Phase	Focus Area	Duration	Key Deliverables
<b>Phase 1 – Pre-Survey &amp; Planning</b>	Cluster profiling, questionnaire design, institute & employer mapping, app and DSS setup, pilot testing	6 weeks	Cluster & demographic report, verified baseline data, multilingual questionnaire, trained field team, functional DSS
<b>Phase 2 – Survey &amp; Data Collection</b>	Door-to-door and AI self-surveys, real-time data validation, institute & employer readiness verification, employment-linked data capture	6 weeks	Verified household dataset, readiness scores, updated IQI & EQS, Mahaswayam-ready data, DSS dashboard operational
<b>Phase 3 – Post-Survey &amp; Analytics</b>	Data cleaning, scoring (EMS, TRS, JRS, IQI, EQS, SRI), sectoral and cluster-level analytics, report generation	6 weeks	Ward Employment & Skill Readiness Report, sectoral job role forecast, geo-tagged dashboards
<b>Phase 4 – Training &amp; Employment Enablement</b> <i>(not in scope of the current project)</i>	STT and RPL programs, employer-linked batches, certification, placement, and retention monitoring	TBC	<i>Certified candidates, job linkage reports, 30/60/90-day retention tracking, impact dashboards</i>

### Key Features

- Phygital Approach:** Combines **mobile-based field surveys** and **AI-enabled self-assessments** to ensure inclusivity and reach.
- Employer-Validated Training:** Conditional offers or LOIs secured **before training initiation** to ensure guaranteed post-training employment.
- Integrated Scoring Framework:** Employment Match Score (EMS), Training Readiness Score (TRS), Job Readiness Score (JRS), Institute Quality Index (IQI), and Employer Quality Score (EQS).
- Real-Time DSS Dashboard:** Centralized system for data capture, monitoring, and visualization accessible to the Collector Office and BMC.

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- DPDP-Compliant & Mahaswayam-Ready Data Architecture:** Ensures secure, compatible, and privacy-compliant data handling.
- Multi-Institute Partnership Model:** Reduces dependency on any single training partner; promotes quality, competition, and reach.
- Women-Inclusive Design:** Includes safety-based job matching, proximity filters, group commute options, and childcare support mapping.
- AI & Future-Readiness Focus:** Embeds AI-readiness, digital literacy, and soft-skill modules across all training programs.

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### **Expected Outcomes**

<b>Outcome Area</b>	<b>Impact</b>
<b>Verified household-level employment dataset</b>	Foundation for targeted skilling and job interventions across clusters.
<b>Ward-level Employment Readiness Index (ERI)</b>	Data-backed measure of job and skill readiness across demographic segments.
<b>Institute Quality Index (IQI) &amp; Employer Quality Score (EQS)</b>	Standardized framework to assess training capacity and employer performance.
<b>Sectoral &amp; Job Role Mapping</b>	Identification of high-demand roles in both traditional and new-age sectors.
<b>Integration with Mahaswayam</b>	Expands verified user base; enables long-term tracking of citizens' employment journeys.
<b>DSS Dashboard Access</b>	Real-time insights for policymakers; enables replication across other wards.
<b>Employment-Linked Training Framework Established</b>	Ensures all training is demand-driven, employer-validated, and focused on retention.

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### **Broader Impact**

- Creates **Mumbai's first Ward-Level Employment Intelligence System** integrating citizens, institutes, and employers.
- Builds **India's first localized Employment & AI Readiness Index** at the ward level.

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- Enables **data-driven policymaking** for BMC, DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, and DES.
- Establishes a **replicable ward model** for livelihood enhancement across Maharashtra.
- Promotes **multi-stakeholder collaboration** — government, industry, and community working in synergy.
- Strengthens the **urban livelihood ecosystem**, ensuring sustainable and dignified employment for every capable citizen.

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## **2.2. Cost of RFP**

The qualified bidders are requested to deposit the Tender fee through e-tendering portal online payment gateway. Bidders are advised to make online payment at least 3 days prior to the bid submission to avoid any banking transfer delays. The receipt of the tender fee payment shall be uploaded during the online submission of bid document. Tender fee is non-refundable.

## **2.3. Transfer of RFP**

The RFP Document is not transferable to any other bidder. The bidder who purchases the document and submits shall be the same.

## **2.4. Consortium, Joint Ventures**

Consortium and Joint Ventures is not allowed for the scope of this RFP.

## **2.5. Completeness of Response**

1. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Bid required to be submitted after careful study and examination of the RFP document.
2. The bid response should be full and complete in all respects. Failure to furnish all the information and required documents as per the RFP document may be considered as non-responsive bid. It is subject to entirely Bidder's risk and may result in rejection of its Proposal.

## **2.6. Proposal Preparation Costs**

1. The bidder shall submit the bid at its cost and District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle

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the bidder to claim any cost and rights over District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban and the Department shall be at liberty to cancel any or all bids without giving any notice.

2. All materials submitted by the bidder shall be the absolute property of District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban and no copyright /patent etc. shall be entertained by District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban, GoM.

## **2.7. Bidder Inquiries**

Bidder shall e-Mail their queries at above mentioned e-Mail address: [asstdiremp.mumbaisub@ese.maharashtra.gov.in](mailto:asstdiremp.mumbaisub@ese.maharashtra.gov.in)/[mumbaisuburbanrojgar@gmail.com](mailto:mumbaisuburbanrojgar@gmail.com)

The response to the queries will be published on <https://mahatenders.gov.in>. No queries will be entertained thereafter. The response of DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN shall become integral part of RFP document. Department shall not make any warranty as to the accuracy and completeness of responses.

## **2.8. Amendment of RFP Document**

1. All the amendments made in the document would be published on the e-Tendering Portal and shall be part of RFP.
2. The bidders are advised to visit the <https://mahatenders.gov.in> / <https://mahaswayam.gov.in> on regular basis to check for necessary updates. The District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban also reserves the right to amend the dates mentioned in this RFP.

## **2.9. Supplementary Information to the RFP**

If DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue corrigendum to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into the RFP.

## **2.10. Department's right to terminate the process**

The District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban may terminate the RFP process at any time and without assigning any reason and tender fees paid will not be refunded. The Department shall not be held responsible for any costs incurred by the bidder in bid preparation. The Department reserves the right to amend/edit/add/delete any clause of this Bid Document. However, this will be informed to all and will become part of the bid /RFP and information for the

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same would be published on the e-Tendering portal.

## **2.11. Earnest Money Deposit (EMD)**

1. Bidders shall submit, EMD of Rs. 2,40,000 (Rupees Two Lacs Forty Thousand only)through Online e-Tendering Payment Gateway mode only.
2. Unsuccessful bidder's EMD will be returned within 60 days from the date of opening of the financial bid. The Bid Security, for the amount mentioned above, of the successful bidder would be returned upon submission of Performance Bank Guarantee for an amount equal to 3 % of Total Contract Value in the format provided in Annexure I of the RFP.
3. No interest will be paid by Department on the EMD amount and EMD will be refunded to all Bidders (including the successful Bidder) without any accrued interest on it.
4. The Bid submitted without EMD, mentioned above, will be summarily rejected.
5. The bidders shall upload Scanned copy of EMD paid receipt during Bid preparation
6. The beneficiary account provided for EMD refund should remain active after award of tender for successful EMD refund.
7. The EMD may be forfeited:
  - a. If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
  - b. In case of a successful bidder, if the Bidder fails to sign the contract in accordance with the terms and conditions.
  - c. In case of successful bidder, if the bidder fails to furnish the Performance Bank Guarantee within the period prescribed in contract
  - d. If during the bid process, a bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation.
  - e. If, during the bid process, any information is found false/fraudulent/mala fide, and then District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban shall reject the bid and, if necessary, initiate action.

## **2.12. Authentication of Bid**

1. The original Bid Document shall be signed, stamped and submitted along with the bid. Authorized person of the bidder who signs the bid shall obtain the authority letter from the bidder, which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by the person or persons signing the bid.
2. Registered Power of Attorney executed by the Bidder in favour of the duly authorised representative, certifying him as an authorised signatory for the purpose of this bid. In the case of the Board resolution authorizing a person as the person responsible for the bid, the Board resolution shall be submitted. The person accountable for the bid shall remain the full-time employee of the bidder till the end of contract period.

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## **2.13. Language of Bids**

This bid should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submitted with the bid, and English translation shall be validated at Department's discretion.

## **2.14. Data/Documents Prepared by the Successful Bidder**

All plans, source code, specifications, reports, other documents, patent and data developed during the course of this operation & maintenance work shall be absolute property of DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN. The Successful Bidder shall not use this information anywhere, without taking permission, in writing, from the Department and the Department reserves right to grant or deny any such request.

## **2.15. Bid Submission Format**

The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format are liable for rejection.

## **2.16. Submission of Bids**

Complete bidding process will be online (e-Tendering) in three envelope system. Submission of bids shall be in accordance with the instructions given in the Table below:

<b>S. No.</b>	<b>Documents Type</b>	<b>Document format and Instruction</b>
<b>Tender Fee, EMD, Pre-qualification and Technical Proposal Details: Envelope -A (Pre-Qualification &amp; Technical Proposal Documents)</b>		
1	Pre-qualification	<p>The Pre-Qualification proposal shall be prepared in accordance with the requirements specified in Section 2.23 of the RFP.</p> <p>Each page of the Pre-Qualification proposal should be signed and stamped by the Authorized Signatory of the Bidder. In addition to pre-qualification documents, the bidder shall also submit Scanned copy of EMD, Tender Fee &amp; Power of attorney in Envelope A. Pre-Qualification</p>
		proposal should be submitted through online bid submission process only

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	Technical Proposal	<p>The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in section 2.27 of this RFP.</p> <p>Each page of the Technical Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Technical Proposal should be submitted through online bid submission process only.</p>
<b>Commercial Bid: Envelope – B (Financial Proposal Documents)</b>		
2	Financial Bid	<p>The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in Section 13 of the RFP.</p> <p>Each page of the Financial Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Financial Proposal should be submitted through online bid submission process only.</p> <p>The bidder shall indicate financial offer in Envelope B only. In case if the financial offer found in any other envelope (Other than Envelope B), then District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban may summarily reject the proposal of said bidder.</p>

**The following points shall be kept in mind for submission of bids:**

1. The District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban shall not accept delivery of proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
2. The Bidder is expected to price all the items and services sought in the RFP and proposed in the proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.
3. The District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban may seek clarifications from the Bidder on the Pre-Qualification criteria. Any of the clarifications by the Bidder on the Pre-Qualification proposal should not have any commercial implications.
4. Technical Proposal shall not contain any financial proposal information directly or indirectly

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otherwise the whole tender submission shall be treated as void.

5. If any Bidder does not qualify the Pre-Qualification criteria stated in Section 2.23 of this RFP, and if the Bidder does not meet the technical criteria, the financial proposal of the Bidder shall be unopened in the e-Tendering system.
6. It is required that all the proposals submitted in response to this RFP should be unconditional in all respects, failing which the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN reserves the right to reject the proposal.
7. Proposals sent by fax/post/courier shall be rejected.
8. The bid should be a complete document and should be page numbered, indexed and bound as a single set. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the bid

## **2.17. Late Bids and Bid Validity Period**

Proposals received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained and shall not be opened in the e-Tendering system. The validity of the proposals submitted before deadline shall be till 180 days from the date of opening of commercial proposal.

## **2.18. Modification and Withdrawal of Proposals**

No Proposal shall be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the Proposal form. Entire EMD shall be forfeited if any of the Bidders withdraw their proposal during the validity period.

## **2.19. Non-conforming Proposals**

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP
- b. If the Proposal does not follow the format requested in this RFP or does not appear to address the requirements of the District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban.

## **2.20. Acknowledgement of Understanding of Terms**

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

## **2.21. Bid Opening**

1. Total transparency shall be observed and ensured while opening the Proposals/Bids
2. The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN always reserves the rights to postpone or cancel a scheduled Bid opening.
3. Bid opening shall be conducted in two stages.
4. In the first stage, Pre-Qualification proposals shall be opened and evaluated as per the criteria mentioned in Section 2.23 of the RFP then the technical Proposals of those Bidders, who have qualified the Pre-Qualification criteria, shall be evaluated. All Bids shall be opened in the presence of Bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address
5. The Bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for the Department, the bids shall be opened at the same time and location on the next working day. In addition to that, if the representative of the Bidder remains absent, the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN will continue process and open the bids of all bidders.
6. During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required Bid Security has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be *prima facie* rejected. The Department has the right to reject the bid after due diligence is done.

## **2.22. Evaluation Process**

1. The Tender Evaluation Committee constituted by the District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban shall evaluate the bids.
2. The Tender Evaluation Committee shall review the prequalification proposal of the Bidders to determine whether the requirements as mentioned in Section 2.23 of the RFP are met. Incomplete or partial Proposals are liable for disqualification. All those Bidders, whose prequalification proposal meets the requirements shall be selected for evaluation of the technical proposal.
3. The Tender Evaluation Committee shall review the Technical Proposal of the prequalified Bidders to determine whether the technical proposals are responsive. Bids that are not responsive shall be disqualified and the Tender Evaluation Committee reserves the right to seek clarification if required.
4. The Tender Evaluation Committee shall assign a technical score to the Bidders based on the technical evaluation criteria detailed in the RFP. The Bidders with a technical

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score above the threshold as specified in Section 2.27 and Section 2.28 of the RFP shall technically qualify for the commercial evaluation stage.

5. The financial proposals of the technically qualified Bidders shall be opened and reviewed to determine whether the financial proposals are complete and as per requirements.
6. Amongst the bidders who are considered for financial evaluation, the bidder scoring highest score (**Quality & Cost based Selection (QCBS)**) will be awarded the work at the discretion of District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban.
7. The District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban reserves the right to accept or reject any or all bids without giving any reasons thereof.
8. Please note that the Tender Evaluation Committee may seek inputs from their professional, external experts in the Bid evaluation process.

## 2.23. Pre-Qualification Criteria

<b>S. No.</b>	<b>Basic Requirements</b>	<b>Eligibility Criteria</b>	<b>Document to be submitted</b>
<b>PQ1</b>	Legal Entity	The bidder must be an independent legal entity incorporated / registered in India (Partnership Firm, LLP, Private/Public Ltd. Company, Government-owned Company) and should be in existence in India for at least the last 5 years as on date of submission of the bid.	Certificate of Incorporation / Registration / Partnership deed; and GST Registration certificate issue PAN Card by GSTN authorities; and PAN Card and MSME Certificate
<b>PQ2</b>	Turnover	The bidder must have attained an Average Annual Turnover of INR 5 Crore or more from providing IT/ITeS/ Survey/ Manpower Deployment / Skill Development services during the previous 3 (Three) financial years i.e. (FY22-23, FY23-24, FY24-25)	Copy of the audited Profit & Loss Statement of the company for the last 3 (Three) financial years.  Copy of the audited Balance Sheet of the company for the last 3 (Three) financial years.

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			Certificate from the Statutory Auditor / Chartered Accountant clearly stating the average annual turnover from IT/ITeS/ Survey/ Manpower Deployment / Skill Development services
<b>PQ3</b>	Net worth	The bidder must have a positive net worth during the last 3 (Three) financial years i.e. (FY22-23, FY23-24, FY24-25)	Certificate from the Statutory Auditor / Chartered Accountant clearly stating the Positive Net Worth  Copy of the audited Balance Sheet and Profit & Loss Statement of the company for the last 3 financial years
<b>PQ4</b>	Technical Capability	<p>The Bidder must have successfully completed at least one similar Project for a State / Central Government Organization / PSU/ ULB / Sector Skill Council in India during the last 7 (seven) financial years.</p> <p>For the purpose of this eligibility criterion, "Similar Project" shall mean any project executed for a State Government, Central Government, Public Sector Undertaking (PSU), Urban Local Body (ULB), or Government-affiliated agency in India, involving one or more of the following components:</p>	<p>Work order + Completion Certificates from the Client /Competent Authority.</p> <p>Note: Copy of Work Order and Completion certificate signed by a competent authority should clearly mention the scope of work done and project value.</p> <p>In case of ongoing project, undertaking to be provided.</p>

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		<ul style="list-style-type: none"> <li>* Socio-economic surveys, household surveys, community-based assessments, or demographic data collection exercises;</li> <li>* Skill development-related projects, including mobilisation, training, counselling, placement support, or livelihood enhancement initiatives;</li> <li>* Manpower deployment, field force management, on-ground staffing, or operational workforce supply for government institutes;</li> <li>* Design, development, implementation, or maintenance of IT / ITeS solutions, digital platforms, dashboards, MIS systems, mobile applications, or technology systems used in governance or public service delivery.</li> </ul> <p>Any project containing at least one of the above elements shall qualify as a “similar project” for meeting the eligibility requirement.</p>	
<b>PQ5</b>	Technical Resources	Bidder should have at least 25 technically qualified resources on their payroll as on the date of bid submission	Self-declaration signed by HR head and authorized signatory on the letter head of the bidder
<b>PQ6</b>	Certification	The Bidder must have the following valid certifications as on the date of submission of the bid: ISO 9001 and ISO 27001	Copy of the Valid Certification as on the date of bid submission.

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<b>PQ7</b>	Blacklisting	The Bidder should not be debarred/ blacklisted by any Government/PSU in India for failure to perform or deliver services as on date of submission of the Bid.	A self-certified letter in the format provided in RFP signed by the Authorized Signatory of the Bidder on company Letter head with seal.
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## **2.24. Evaluation of Pre- Qualification Proposals**

1. Bidders, whose EMD and RFP Document Fees are found in order, shall be considered for Pre-Qualification criteria evaluation.
2. Bidder shall be evaluated as per Pre-Qualification criteria mentioned in section 2.23. The bidders who fulfil all the Pre-Qualification criteria shall qualify for further technical evaluation.

## **2.25. Evaluation of Technical Proposals**

The evaluation of the Technical Proposals will be conducted in the following manner:

1. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g., Detailed Project citations and completion certificates, client contact information for verification, etc. and all others) as required for technical evaluation.
2. At any time during the Bid evaluation process, the Tender Evaluation Committee may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.
3. The District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban reserves the right to do a reference check of the experience stated by the Bidder. Any feedback received during the reference check shall be considered during the Pre-Qualification proposal evaluation process.

## **2.26. Technical Evaluation Methodology**

1. Each Technical Proposal shall be assigned a technical score out of a maximum of 100 points. (Refer Section 2.28).
2. To qualify for the opening of financial proposal, the Bidder must get a minimum overall technical score of 60 (Sixty).
3. The financial proposals of Bidders who do not qualify technically shall be kept unopened in the e-Tendering system.
4. The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND

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ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN reserves the right to accept or reject any or all bids without giving any reasons thereof.

5. The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN shall inform to the technically shortlisted Bidders about the date and venue of the opening of the financial proposals.

## 2.27. Technical Evaluation Criteria

Financial Strength (15 Marks)					
S. No.	Criteria	Evaluation Parameter	Marks	Max. Marks	Document Required
TQ1	The bidder must have attained an Average Annual Turnover of INR 5 Crore or more from providing IT/ITeS/ Survey/ Manpower Deployment / Skill Development services during the previous 3 (Three) financial years i.e. (FY22-23, FY23-24, FY24-25)	Greater than 5 Cr and less than equal to 8 Cr	10	15	Copy of the audited Balance Sheet of the company for the last 3 (Three) financial years
		Greater than 8 Cr and less than 12 Cr	12		Certificate from the Statutory Auditor / Chartered Accountant clearly stating the average annual turnover from IT/ITeS/ Survey/ Manpower Deployment / Skill Development Services.
		Greater than or equal to 12 Cr	15		
Relevant Experience (35 Marks)					
TQ2	Successful execution of number of projects by the Bidder with similar scope for any State / Central Government Organization / PSU/ ULB/ Sector Skill Council in India during the last 7 (seven) financial years	1 or 2 Projects	10	15	Work order + Completion Certificates from the Client/Competent Authority
					Copy of Work Order and Completion certificate signed by a competent authority should clearly mention the scope of work done and project

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		3 or more Projects	15		value  In case of an on going project, undertaking to be provided
TQ3	Successful execution of number of projects by the Bidder for skill survey or socio economic survey for any State / Central Government Organization / PSU/ in India during the last 7 (seven) financial years of value not less than INR 50 Lakhs	1 or 2 Projects	20	20	Work order + Completion Certificates from the Client/Competent Authority  Copy of Work Order and Completion certificate signed by a competent authority should clearly mention the scope of work done and project value

**Quality and Strength (10 marks)**

TQ4	Bidder should have at least 25 technically qualified resources on their payroll as on the date of bid submission	25 to 50 resources	3	5	Self-declaration signed by HR head and authorized signatory on the letter head of the bidder
		50 and above resources	2		

TQ5	The Bidder must have following valid certifications as on the date of submission of the bid	ISO 27001 Certification ISO 9001 Certification	3	5	Copy of the Valid Certification as on the date of bid submission
		CMM / CMMI (Capability Maturity Model Integration) Level 3	2		

**Presentation and Demonstration (40 Marks)**

TQ 6	Bidder Solution Blueprint & Innovation Assessment	Understanding of the Survey Scope	6	40	Clarity on objectives, population, and field realities
		Survey Approach & Methodology	7		End-to-end plan, integration of digital

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			tools, and quality assurance
	Data Management & Quality Control Framework	5	Systems for real-time monitoring, data accuracy, and error prevention
	Incident Management & Risk Mitigation	5	Framework for handling disruptions and escalation strategy
	Scalability & Field Readiness	5	Ability to deploy, train, and manage survey teams at scale
	Enhancements & Value Additions	6	Flexibility in incorporating new requirements and improving design/reporting
	Innovative Ideas & Technology Integration including MIS / Dashboard	6	Use of AI/ML, geo-tagging, predictive analytics, and digital supervision

Total Marks: 100

## 2.28. Financial Bid Evaluation

1. The financial proposal of only the technically qualified bidders who have scored 60 or above shall be opened for the evaluation.
2. If a bidder, quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
3. The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified based on point 2 above).
4. Financial Scores for other than L1 Bidders will be evaluated using the following formula:

**Normalized Financial Score of a Bidder (Fn) = {(Commercial Bid of L1/Commercial Bid of the Bidder) X 100} - (Adjusted to two decimal places)**

5. If there is a discrepancy between words and figures, the amount in words shall prevail.

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For any other calculation/ summation error etc., the bid may be rejected.

6. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
1. The Financial proposal shall be submitted online and digitally signed in the formats provided in [Section 13](#) (Guidelines for Financial Proposal) clearly indicating the total cost of the work, in Indian Rupees.
2. All charges including administrative cost, monthly salaries/ wages and benefits to the staff including Other Payroll Expenses (OPE), and taxes, if any (inclusive of GST) to be included in the Financial Proposal. No other charges will be payable to successful bidder other than the mentioned in the financial bid.
3. While submitting the financial bid, the Bidder shall ensure the following:
  - i. The total amount indicated in the Financial Bid shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the Financial RFP, it shall be considered non-responsive and liable to be rejected.
  - ii. GST will be reimbursed to the service provider as per actual. All payments to firm shall be subject to deduction of taxes at source as per Applicable Laws. It is the responsibility of the bidder to clearly identify all costs associated with any services as per the RFP Document and submit the total cost in the Financial Bid.
  - iii. That the “Contractor/Service Provider” shall account for the Minimum Wages, fringe benefits and administrative Charges/ professional charges as well as the maintenance charges as per the rate quoted in the Financial Proposal.
  - iv. Prices quoted will be firm for the period of Contract period.

## **2.29. Combined and Final Evaluation**

1. The technical and financial scores secured by each Bidder will be added using weightage **of <80%> and <20%>** respectively to compute a Composite Bid Score
2. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:

$$\text{<Bn} = 0.80 * \text{Tn} + 0.20 * \text{Fn} >$$

Were,

Bn = overall score of Bidder

Tn = Technical score of the Bidder (out of maximum of 100 marks)

Fn = Normalized financial score of the Bidder

3. In the event, the bid composite bid scores are ‘tied’, the Bidder securing the highest

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technical score will be decided as the Best Value Bidder for award of the Project.

4. DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part

## **2.30. Negotiations**

The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN reserves the right to carry out negotiations with the successful Bidder on the technical and financial proposal. The Department may further discuss the details of the approach and methodology to be adopted by the Bidder on the Project over and above the minimum requirements of the RFP keeping in mind the interest of the Project.

## **2.31. Award of Contract**

### **2.31.1. Award Criteria**

Post the evaluation process indicated in Sections 2.23 to 2.31 above DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN will award the contract to the bidder who has been selected as highest scored bidder as per procedure mentioned in Section 2.29.

### **2.31.2. Department's Right to accept any Bid and to reject any or All Bids**

The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Department's action.

### **2.31.3. Letter of Intent**

Prior to the expiration of the period of bid validity, the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. The Letter of Acceptance will constitute the formation of the contract. Upon the Successful Bidder's furnishing of Performance Bank Guarantee, the Department will promptly notify each unsuccessful Bidder.

### **2.31.4. Signing of Contract**

The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN shall notify the successful bidder that its bid has been accepted. The Successful Bidder shall enter into contract agreement with Department within the time frame mentioned in the Letter of acceptance to be issued to

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the successful bidder by Department.

**2.31.5. Failure to agree with the Terms & Conditions of the RFP / Contract**

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event Department may invite the next best bidder for negotiations or may call for fresh RFP.

**2.32. Performance Bank Guarantee**

1. This Performance Bank Guarantee (hereinafter referred to as "PBG") will be for an amount equivalent to 3% of the total contract value.
2. PBG amount will be refunded after completion of the project / contract duration.
3. PBG would be discharged/ returned by the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN upon being satisfied that there has been due performance of the obligations of the Bidder under the contract at the end of the contract/completion of the project. However, no interest shall be payable on PBG.
4. In the event of the Bidder's performance is not satisfied the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN would forfeit the PBG. Notwithstanding and without prejudice to any rights whatsoever of Department under the contract in the matter, the proceeds of the PBG shall be payable to DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. The Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
5. The District Skill Development, Employment And Entrepreneurship Guidance Centre Mumbai Suburban shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, and misstatement.

**2.33. Non-Disclosure Agreement (NDA)**

Successful bidder must sign the Non- Disclosure Agreement (**Annexure II - Non- Disclosure Agreement**) with DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, GoM.

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## **Section: 3**

### **Scope of Work**

## 3. Scope of Work

### 3.1. Problem Statement

Mumbai Suburban District represents one of India's most urbanised and economically active regions — yet beneath this dynamism lies a deep **mismatch between skill, employment, and opportunity**.

#### 3.1.1. Scale of the Challenge

The Mumbai Suburban region presents a significant opportunity for high-impact skilling and employment initiatives, driven by its large population of over 9.35 million which is a key contributor to the state's GDP. The fact that over 45% of the workforce currently operates in the informal sector represents an extensive, untapped pool ready for formalization and structured growth pathways. Furthermore, the low rate of formal vocational training among youth (4.4%) signals a vast addressable market for scaling up training programs, particularly those designed to bridge the skills-matching gap indicated by low graduate employability rates. By strategically targeting the high demand for services highlighted by the recent increases in urban and youth unemployment, and by focusing on empowering the critically low participation of women in the formal labour force, a successful project can generate substantial economic and social returns in the region.

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#### 3.1.2. Localised Nature of the Problem

While State and National averages reveal macro trends, the **real employment barriers in Mumbai Suburban are hyper-local**:

- Job access and skill demand differ **lane to lane, building to building**, driven by informal labour networks rather than structured systems.
- H/West Ward (Bandra, Khar, Santacruz) — with approximately **4.0 lakh residents across approx. 80,000 households** — is a prime example of this **fragmented employment geography**.
- Within just a few kilometres, one finds high-income residential zones, mid-income localities, and dense informal clusters — all coexisting but **operating in separate employment realities**.

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#### 3.1.3. Gender and Inclusion Gaps

- **Women and PwDs** remain disproportionately excluded due to commute limitations, and lack of accessible workplaces.
- In Mumbai, only **18% of women** are engaged in paid work, and nearly **50% of them work in informal or home-based sectors** without social protection. (Source: *UNDP Urban Livelihoods Study, 2023*).

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- Lack of crèche support, group commute options, and flexible job models further widen the gap.
- Similarly, **PwD employability** in Mumbai is below **10%**, despite policy mandates.

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### 3.1.4. The Need for Granular, Actionable Data

Policy-making and skilling programs often rely on **district-level averages**, which fail to capture ward-specific variations.

Without micro-level intelligence:

- **Resource allocation** is inefficient — many low-income clusters are underrepresented in planning.
- **Institute capacities** are underutilised or misaligned with actual demand.
- **Employer demand** remains unquantified and under-served at the ward level.

Hence, there is an urgent need for a **ward-level employment and livelihood census**, focusing on:

1. **Household-level skill profiling and employment status**,
2. **Mapping of all training institutes and their course relevance**, and
3. **Employer-side demand intelligence** for emerging job roles.

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### 3.1.5. The Opportunity Ahead

By addressing these information and coordination gaps, H/West Ward can serve as **Mumbai's first micro-lab for employment intelligence** — a replicable model demonstrating how **data-led, ward-level planning** can transform livelihoods and empower governance.

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### 3.2. Ward Livelihood Snapshot — H/West Ward, Mumbai Suburban District

#### 3.2.1. Geographic & Demographic Overview

Indicator	Estimate (2023–24)	Source / Basis
Total Population	~4.0 lakh	MCGM Mid-2023 Estimates (Census 2011 base growth @1.4%)
Total Households	~0.8 lakh	
Working-Age Population (18–40 yrs)	~2.5 lakh (~62%)	Derived from Census ratio
Target Population (Low & Middle Income Group)	~1.8 lakh	Based on settlement mix and income profile
Literacy Rate	~91%	Census 2011 + BMC Ward Report
Female Workforce Participation	~27–30%	CMIE / Periodic Labour Force Survey 2022
Predominant Languages	Marathi, Hindi, English	BMC Ward Profile
Ward Area	7.35 sq. km	MCGM GIS Data

#### 3.2.2. Settlement Typology & Economic Composition

Cluster Type	Description	Estimated HHs	Coverage Plan
<b>Type A – Low-Income Dense Settlements</b>	Behrampada, Chimbai, Khar Danda, Vakola, and adjoining informal clusters. Characterized by unorganized jobs, low formal skilling exposure, and high youth density.	~35,000	100% coverage (door-to-door census)
<b>Type B – Mid-Income Mixed Pockets</b>	Bandra Bazar, Linking Road interiors, parts of Santacruz and Khar West with small business households. Moderate skilling exposure and wage employment.	~17,000	50% representative coverage
<b>Type C – High-Income Pockets</b>	Pali Hill, Carter Road, Turner Road, Santacruz West lanes. Professionals,	~5,000	10–15% sample coverage

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	service class, and business owners with limited wage-seeking intent.		
<b>Total</b>	—	<b>~57,000 HHs</b>	<b>6-week field plan (balanced stratified sampling)</b>

### 3.2.3. Sectoral Employment Landscape (Current & Emerging)

<b>Sector</b>	<b>Nature of Employment in Ward</b>	<b>Local Employer Presence</b>	<b>Potential Skilling Relevance</b>
<b>Retail &amp; Trade</b>	Shops, boutiques, showrooms across Linking Road, Hill Road	High	Customer Service, Digital Retail, POS Handling
<b>Hospitality &amp; F&amp;B</b>	Restaurants, cafés, hotels, catering hubs	High	Stewarding, Front Desk, Kitchen Assistants
<b>Beauty &amp; Wellness</b>	Local salons, freelance beauticians, wellness studios	Medium	Beautician, Therapist, Nail Artist, Makeup Specialist
<b>Logistics &amp; Delivery</b>	Courier hubs, food delivery riders, e-commerce last mile	High	Delivery Partner, Warehouse Picker, EV Rider
<b>Construction &amp; Facility Services</b>	Housekeeping, technicians, electricians, plumbers	Medium	Technician, Facility Associate, Supervisor
<b>Healthcare &amp; Support Services</b>	Clinics, diagnostic labs, small hospitals	Moderate	Patient Care Assistant, Front Office Executive
<b>BFSI &amp; Digital Services</b>	Telecallers, data entry, fintech onboarding support	Moderate	Digital Onboarding, Telesales, Data Entry
<b>Education &amp; Training</b>	Coaching institutes, daycare centres	Medium	Tutor, Admin Executive, Early Child Educator
<b>New-Age Emerging Sectors</b>	Drone mapping, AI data labelling, EV maintenance, IoT device servicing	Low but Rising	Drone Technician, EV Service Associate, AI Data Labeler, IoT Field Executive

### 3.3. Transition: From Problem to Solution

The challenge identified through the problem analysis is clear — **Mumbai Suburban, and particularly H/West Ward, suffers not from a lack of effort, but from a lack of integration.** Institutions train, employers hire, and government programs invest — yet the three rarely converge on a **single, verified data backbone** that measures actual employment and livelihood outcomes.

This gap between **training and employability**, between **intent and outcome**, is where **Project NAVYAM** is designed to intervene.

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#### 3.3.1. Introducing Project NAVYAM

**Project NAVYAM** (Nurturing Aspirations through Vocational Training for Young Minds) is a comprehensive **Ward-Level Employment Intelligence and Livelihood Enablement Framework** designed to create a *data-driven, technology-enabled, and human-centric employment ecosystem* for **H/West Ward, Mumbai Suburban District**.

The initiative shifts the focus from *training for certification* to *training for verified employment*, by bringing together:

- **Citizens** (supply side)
- **Training Institutes** (capacity side)
- **Employers** (demand side)
- **Government** (policy and monitoring side)

The model ensures that **every training initiative is mapped to a real job**, every candidate is **profiled with a readiness score**, and every institute and employer is **benchmarked through measurable indicators**.

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#### 3.3.2. Strategic Approach

The core philosophy of Project NAVYAM rests on five pillars:

1. **Data-Driven Planning** – Starting with a door-to-door survey and AI-based self-assessment to build a verified dataset of the working-age population.
2. **Inclusive Mobilization** – Prioritizing low-income and underrepresented communities, with specific focus on women, PwDs, and informal workers.
3. **Demand-Driven Skilling** – Mapping institute offerings and employer requirements to define relevant job roles and bridge courses.
4. **Technology Integration** – Using mobile applications, dashboards, and AI analytics to ensure transparency and traceability at every stage.

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5. **Outcome-Based Execution** – Measuring success not by number of trainees, but by **offers, joins, and 90-day retention**.

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### 3.3.3. From Insight to Impact — The Three Phases of Project NAVYAM

Phase	Focus Area	Key Objectives	Duration
<b>Phase 1 – Pre-Survey &amp; Planning</b>	Groundwork and system setup	Define ward clusters, identify key sectors, design multilingual questionnaires, map training institutes and employers, and create digital tools (survey app + DSS).	6 weeks
<b>Phase 2 – Survey &amp; Data Collection</b>	Fieldwork and data gathering	Conduct door-to-door household surveys and AI-enabled self-surveys, validate data in real time, and integrate verified records into Mahaswayam-compatible formats.	6 weeks
<b>Phase 3 – Post-Survey Analytics &amp; Insights</b>	Data processing and intelligence creation	Clean, analyze, and visualize data to create Employment Readiness Index, Institute Quality Index, and Employer Demand Matrix.	6 weeks

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### 3.3.4. Core Design Principles

- Phygital Model:** Blending physical surveys with AI-enabled self-assessments for maximum coverage and precision.
- Multi-Institute Collaboration:** Partnering with 20–25 training institutes to diversify placement sources and create a competitive, transparent ecosystem.
- Employer-Linked Approach:** Ensuring pre-placement offer letters or letters of intent are secured before training commences.
- Technology as Enabler:** All field data is mobile-captured, verified, and integrated into a **Decision Support System (DSS)** accessible to BMC, Collector Office, and Skill Department as well as other stakeholders.
- Women and Inclusion Focus:** Designing safe, accessible job pathways and flexible learning models for women, PwDs, and marginalised youth.

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### 3.3.5. Expected Direction of Impact

By the end of the project, H/West Ward will have:

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- A **verified employment intelligence dataset** representing its entire working-age population.
- A **ranked database of institutes and employers**, tied to actual job outcomes.
- An **Employment Readiness Index (ERI)** and **AI Readiness Index (ARI)** to guide future district-level planning.
- A clear pipeline to train and place thousands of residents through **short-term (STT)** and **Recognition of Prior Learning (RPL)** programs.
- A **replicable ward-level model** for Mumbai's long-term employment transformation.

### 3.4. Phase I: Pre-Survey Phase

The **Pre-Survey Phase** will establish the administrative, analytical, and technological groundwork for conducting a comprehensive, data-driven employment and skilling census in **H/West Ward, Mumbai Suburban District**.

It will be executed jointly under the guidance of the concerned stakeholders, with Agency as the implementation partner.

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#### 3.4.1. Project Initiation & Governance

The success of **Project NAVYAM** depends on a well-coordinated, transparent, and accountable governance structure. The initial phase will therefore focus on ensuring that all administrative and operational stakeholders are aligned, the methodology is approved, and oversight mechanisms are firmly in place before field activities commence.

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#### Stakeholder Alignment

The project will begin with a formal **inception meeting** convened by the **concerned stakeholders**. This meeting will serve to:

- Establish shared understanding of project objectives and expected outcomes.
- Finalize roles, responsibilities, and reporting protocols for each stakeholder.
- Approve the communication and review structure between the Collector's Office, BMC, Skill Department, and Agency as the implementation partner.
- Confirm timelines for periodic review meetings and escalation pathways for operational bottlenecks.

#### Deliverables:

- *Minutes of the Inception Meeting* documenting key decisions.
- *Approved Governance and Coordination Framework* defining accountability at each level.

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#### Project Steering Committee (PSC)

A **Project Steering Committee (PSC)** will be formally constituted to guide and monitor the execution of Project NAVYAM.

The PSC will act as the apex decision-making and review body for the project, responsible for:

- Approving major operational and methodological decisions.
- Overseeing progress reports, dashboards, and budget utilization.

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- Ensuring timely resolution of field-level and coordination issues.
- Reviewing weekly and monthly reports submitted by the Project Monitoring Unit (PMU).

**Deliverables:**

- *PSC Charter* defining composition, frequency of meetings, and decision-making authority.
- *Communication and Reporting Plan* outlining data flow between PMU, Agency, and the administrative stakeholders.

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**Methodology and Sampling Framework Approval**

Before initiation of the survey and data collection, a **Methodology Approval Session** will be held to validate and approve the final sampling framework and cluster segmentation approach.

The project proposes a **3-Cluster Methodology**, representing the diverse socio-economic realities of H/West Ward:

- **Type A (Low-income clusters):** Full coverage (100%)
- **Type B (Mid-income clusters):** 50% representative coverage
- **Type C (High-income clusters):** 10% representative coverage

This stratified approach ensures a **balanced and statistically valid representation** of all income segments while optimizing field resources.

The approval process will include:

- Presentation of the methodology and rationale to the PSC.
- Validation of the sample distribution and geographic clustering.
- Integration of stakeholder feedback before operational rollout.

**Deliverables:**

- *Approved Methodology Document* validated by all stakeholders and attached as a formal annexure to the project plan.

### **3.4.2. Ward Profiling & Secondary Research**

The second component of the pre-survey phase focuses on building a **comprehensive understanding of H/West Ward's demographic, economic, and occupational landscape**. This step establishes the analytical foundation on which sampling, questionnaire design, and field execution will be based.

The outcome will be a **Ward Employment Intelligence Baseline**, mapping who lives where, how they earn, and what opportunities or constraints exist across different settlement types.

### **Demographic & Socio-Economic Profiling**

Using data from various sources, the project team will compile a detailed socio-economic profile of H/West Ward.

The profiling will include:

- Population size and density by locality.
- Age-group distribution and the **working-age share (18–40 years)**.
- Literacy and educational attainment levels.
- Gender ratio and participation in the labour force.
- Household income segmentation and occupation typologies.
- Identification of informal settlements, slum pockets, and economically vulnerable zones.

The analysis will estimate the **total working-age population** and determine the **target beneficiary universe**, with specific focus on **low-income households and under-employed youth/women**.

**Deliverable:**

*A Ward Demographic & Economic Profile* summarising population, workforce characteristics, and spatial inequality indicators.

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### **Cluster Identification & Mapping**

To operationalise fieldwork efficiently and ensure representativeness, the ward will be divided into **12–14 micro-clusters**, each defined by distinct income density, settlement form, and livelihood pattern.

Typical clusters will include areas such as **Behrampada, Chimbai, Khar Danda, Vakola, Naupada, Pali Hill fringe, and Santacruz Gaothan zones**.

Each cluster will be categorised under a **three-tier typology**:

- **Type A:** Low-income, high-density settlements (to receive 100 % coverage).
- **Type B:** Mid-income, mixed residential-commercial zones (50 % representative coverage).
- **Type C:** Upper-income areas (10 % representative coverage).

This mapping will allow enumerator deployment, route planning, and equity-based sampling within each socio-economic stratum.

**Deliverable:**

*A Draft Cluster Map* showing the 12–14 identified clusters, classified as A/B/C, with corresponding demographic summaries.

### Existing Employment Landscape Study

A rapid secondary study will review the **current employment and skilling ecosystem** within H/West Ward and its adjoining areas.

The study will capture:

- Outcomes and learnings from previous skilling programs run by government departments, NGOs, and CSR partners.
- Statistics from past **job fairs, apprenticeship drives, and placement initiatives**.
- Major employing sectors in and around the ward (retail, hospitality, logistics, construction, BFSI, digital services, etc.).
- Key local employers, labour contractors, and placement agencies operating in the region.
- Existing gaps between trained candidates and actual job absorption.

Findings from this study will inform the **sector prioritisation matrix** and guide questionnaire design for the upcoming survey.

#### **Deliverable:**

A *Baseline Employment Landscape Report* summarising current livelihood patterns, employment gaps, and potential sectors for intervention.

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### 3.4.3. Sectorial Planning & Job Role Prioritization

A crucial precondition for a meaningful survey and effective training design is clarity on **which sectors matter most** to H/West Ward's citizens and employers. This component focuses on identifying both **traditional and emerging industries**, mapping the relevant **job roles and available training courses**, and validating the findings through **direct employer consultations**.

Together, these steps ensure that the subsequent survey and training programs are grounded in **real employment potential** rather than assumptions.

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#### 1. Sector Identification

The first step is to prepare a **comprehensive Sector Prioritization Matrix** for the H/West Ward, reflecting both existing livelihood sources and emerging industry opportunities. The exercise will combine inputs from:

- **Secondary research** (existing employment data, ward-level business directories, and BMC trade licenses).
- **Findings from the Employment Landscape Study**

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- **Consultations with local industry representatives** and training providers.

The sectors will be divided into two broad categories:

**a) Traditional Sectors (high local absorption potential):**

- Retail and E-commerce
- Beauty and Wellness
- Construction and Facility Management
- Logistics, Delivery, and Warehousing
- Hospitality, Food & Beverage, and Housekeeping
- BFSI and Customer Service

**b) New-Age & Future-Ready Sectors (emerging growth potential):**

- Artificial Intelligence and Data Support Functions
- Internet of Things (IoT) and Smart Device Maintenance
- Drone Operations and Technical Servicing
- Robotics and Automation Support
- Electric Vehicle (EV) Assembly, Maintenance, and Charging Infrastructure
- Digital Marketing and E-Business Operations

Each sector will be assessed for **employment density, growth trajectory, gender inclusion potential, and skill requirement intensity**.

**Deliverable:**

A *Sector Prioritization Matrix* classifying both traditional and new-age sectors by relevance, employment potential, and training feasibility.

---

## **2. Job Role Mapping**

Once sectors are prioritized, a **Job Role–Course–Institute Mapping** will be undertaken to connect the dots between **local employer demand, available training courses, and institute capacity**. This mapping will identify:

- The most **in-demand job roles** within each prioritized sector (e.g., Sales Associate, Beautician, Electrician, Drone Technician, Digital Marketing Executive).
- The **training duration and level of readiness** required (short-term vs. bridge courses).
- Institutes in or around H/West Ward currently offering, or capable of offering, such programs.

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- Employer linkage potential — which roles can guarantee **direct hiring post-training** or **conditional Letter of Intent (LOI)** from employers.

**Deliverable:**

A *Job Role–Course–Institute Matrix* showing for each identified job role the training duration, relevant institute(s), and associated employer partners.

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### **3. Employer Consultation**

To validate sectoral assumptions and refine job role prioritization, **10–15 key employers** from across major industries will be invited to a **mini-roundtable consultation**. This consultative workshop will:

- Validate current and projected **hiring demand** in each prioritized sector.
- Assess **wage ranges, working conditions, and shift structures**.
- Identify **barriers to local hiring** (documentation gaps, work readiness, attrition factors).
- Capture **preferred candidate attributes** and soft-skill expectations.

Employers will also be encouraged to provide **Letters of Intent (LOIs)** indicating future hiring commitments, which will directly inform the upcoming training framework.

**Deliverable:**

An *Employer Consultation Note* summarizing demand validation, job role feedback, and preliminary hiring commitments from participating employers.

#### **3.4.4. Training Institute & Employer Mapping**

The purpose of this component is to create a **verified, dual-sided map** of both the **training ecosystem** and the **employer landscape** within and around **H/West Ward**. This mapping will serve as the backbone for aligning training supply with real employer demand — ensuring that future skill development programs are targeted, relevant, and employment-driven.

The exercise will include **three major sub-components**: (1) identifying and pre-auditing training institutes, (2) creating a comprehensive employer database, and (3) standardizing job descriptions for uniform data integration.

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##### **1. Institute Listing & Pre-Audit (IQI-Lite)**

A detailed listing and initial evaluation will be conducted for all **training centres operating within or near H/West Ward**, including those affiliated with:

- **NSDC** (National Skill Development Corporation)

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- **DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN** (District Skill Development, Employment and Entrepreneurship Guidance Centre Mumbai Suburban)
- **Private institutes and CSR skilling centres**
- **NGOs or community-based organisations offering vocational training**

Each centre will undergo a **preliminary audit** based on the **Institute Quality Index (IQI-Lite)** framework developed by Agency.

The evaluation will assess:

- **Basic infrastructure and equipment adequacy.**
- **Trainer qualifications and certification levels.**
- **Digital readiness**, including LMS usage and smart classroom capabilities.
- **Placement records and alumni tracking systems.**
- **Industry linkages** and existing MoUs with employers.

This audit will establish a **baseline quality score (IQI-Lite)** for each institute, which will later be expanded into a full IQI ranking once post-survey validations are completed.

**Deliverable:**

An *Institute Database* containing detailed contact information, infrastructure summary, and *IQI-Lite* scores for each listed centre.

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## **2. Employer Database & Demand Mapping**

Parallel to institute audits, a **comprehensive employer mapping exercise** will be undertaken to capture the **demand-side dynamics** of the local job market.

This will involve building a repository of **over 200 employers** operating in or adjacent to H/West Ward, including MSMEs, large retail outlets, logistics hubs, hospitality establishments, healthcare providers, and digital service companies.

Each employer will be profiled on:

- Company information and workforce size
- Job roles currently offered or expected in the next 6–12 months
- Average pay structure, incentives, and benefits
- Shift patterns, location constraints, and safety provisions
- Employment type (full-time, part-time, gig, or contractual)
- Skill level required (unskilled, semi-skilled, skilled, supervisory)

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Employers will be tagged under relevant **sectors and job role categories** as identified in Section C (Sectoral Planning & Job Role Prioritization).

This will allow for dynamic matching between employer needs and institute offerings.

**Deliverable:**

An *Employer Master Sheet* with detailed company profiles and a *Demand Summary* outlining job roles, wages, and expected hiring volumes.

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### **3. JD Ontology Standardization**

To enable accurate cross-linking of employer data, training programs, and candidate skill sets, all collected **job descriptions (JDs)** will be standardized using **national occupational standards**.

The process will:

- Align every JD with its respective **National Occupational Standard (NOS)** and **National Skills Qualification Framework (NSQF)** level.
- Harmonize data across multiple employers to ensure consistency in job titles, competencies, and expected outcomes.
- Assign relevant **NSQF codes and wage benchmarks** for integration with the Mahaswayam platform and state skill repositories.

This standardization will ensure interoperability between employer datasets, institute records, and candidate profiles — forming the foundation for automated job matching and AI-based analytics during the survey and post-survey phases.

**Deliverable:**

A *Standardized JD Library* containing structured, NSQF-aligned job descriptions for all mapped roles and sectors.

The agency will also be responsible for creating frameworks for selection criteria and scoring of the training institutes (IQI) and Employer Quality Score (EQS).

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#### **3.4.5. Questionnaire Creation, Pilot & Validation**

The **Questionnaire Creation, Pilot & Validation** stage represents the most critical link between data design and field execution.

It ensures that every response captured from citizens, employers, and institutes is **accurate, inclusive, and policy-relevant**, while remaining practical enough for field enumerators and AI-assisted self-surveys.

This phase focuses on designing, testing, and finalizing a **mobile-first, multilingual survey framework** that collects both **structured and behavioural data**, aligned to the objectives of Project

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NAVYAM.

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### **3.4.6. Questionnaire Design**

A detailed **digital questionnaire** will be designed for use on mobile devices and tablets, ensuring that it is fully **bilingual (English + Marathi/Hindi)** and accessible even for semi-literate respondents.

The design will be modular to allow flexibility across different respondent categories — candidates/households, employers, and training institutes.

Each questionnaire will include:

- **Household-level information** (location, income range, type of housing, etc.)
- **Individual demographics** (age, gender, education, skills, employment status)
- **Skill profile and work history**
- **Job-seeking intent and preferred sector**
- **Barriers to employment** (e.g., commute, childcare, documentation)
- **Consent and data privacy acknowledgment**

**Deliverable:** Draft bilingual questionnaire document (field and digital versions).

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The questionnaire will cover a broad set of **employment and livelihood parameters**, with specific attention to the unique socio-economic diversity of H/West Ward. It will gather inputs on:

- **Socio-economic status** and financial stability indicators.
- **Current job-readiness and skill gaps.**
- **Preferred training sectors** and willingness to participate in programs.
- **Documentation readiness** (Aadhaar, PAN, bank account, etc.).
- **Workplace preferences** (local, citywide, or remote).
- **Commute and safety concerns**, especially for women.

The structure will also integrate **auto-scoring algorithms** to generate:

- **Employment Match Score (EMS)** – proximity of skills to employer demand.
- **Training Readiness Score (TRS)** – individual's preparedness to undergo training.
- **Job Readiness Score (JRS)** – confidence, availability, and work experience measure.

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- **Basic Needs Index (BNI)** – socio-economic vulnerability measure.
- **Digital Readiness Index (DRI)** – ability to use technology for work or training.

**Deliverable:** Questionnaire Scope Note with parameter definitions and scoring logic.

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### **3.4.7. AI Self-Survey Integration**

In addition to enumerator-led surveys, an **AI-based micro-survey** module will be embedded for self-assessment.

This should take less than **5 minutes** per individual and test **basic English comprehension, numeracy, and digital literacy** through adaptive, gamified questions.

It will act as an *objective skill benchmark*, validating self-reported data and providing inputs for TRS and DRI scoring.

**Deliverable:** AI Micro-Assessment Script and integration guidelines.

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### **3.4.8. App Integration & Pilot Testing**

The finalized questionnaire will be integrated into the **mobile application** used by enumerators, equipped with:

- **GPS, timestamp, and photo capture** for location verification.
- **Offline data entry capability** to handle low-connectivity zones.
- **Skip logic and smart branching** for faster response capture.
- **Auto-language switch** between English and Marathi/Hindi.

A **pilot survey** will be conducted across **200–250 households**, covering all three cluster types (Type A, B, and C), to test:

- Average response time (target  $\leq$  7 minutes per HH).
- Accuracy of skip patterns and scoring formulas.
- Enumerator feedback on usability and field challenges.

**Deliverable:** Pilot Test Report with field findings and improvement recommendations.

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### **3.4.9. Final Validation Workshop**

Following the pilot, a **multi-stakeholder validation workshop** will be conducted with the concerned stakeholders.

The workshop will review pilot findings, approve refinements, and finalize the questionnaire design,

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language versions, and consent protocol for full deployment.

**Deliverable:** Final approved questionnaire in English, Marathi, and Hindi, ready for field and digital rollout.

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### **3.4.10. Enumerator Handbook**

A detailed **Enumerator Handbook** will be developed to guide field teams through every step of the survey process.

This will include:

- Detailed question flow and translations.
- Dos and don'ts during household interactions.
- Data privacy and consent guidelines.
- Troubleshooting common app or data issues.
- Daily reporting templates and quality control protocols.

**Deliverable:** Enumerator Manual (printable and digital versions).

### **3.4.11. Technology Configuration & Data Systems**

The **Technology Configuration & Data Systems** component forms the digital backbone of *Project NAVYAM*.

It ensures that every data point—from field collection to policymaker dashboard—is captured, verified, stored, and visualized with the highest degree of security and interoperability. This phase operationalizes the project's phygital architecture through a combination of mobile survey tools, analytical dashboards, and secure cloud infrastructure.

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#### **1. Survey Application Setup**

A fully functional **offline-capable mobile survey application** will be deployed for enumerator and supervisor use.

The platform will be customized to suit the multilingual, multi-stakeholder environment of H/West Ward and optimized for both **speed and field reliability**.

#### **Key Features:**

- **Multilingual Interface:** English, Marathi, and Hindi user interface for ease of response and accuracy in local contexts.

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- **Offline Functionality:** Data can be captured without internet connectivity and synchronized once the device reconnects.
- **GPS and Timestamp Verification:** Every record is automatically tagged with geolocation and time of entry for audit trails.
- **Photo Capture & Consent Recording:** Enables image verification of respondents or locations, along with digital consent form submission.
- **Auto-scoring Integration:** The Employment Match Score (EMS), Training Readiness Score (TRS), Job Readiness Score (JRS), and other indices are computed automatically based on responses.
- **Enumerator Performance Dashboard:** Allows field supervisors to monitor productivity and data completeness in real time.

**Deliverable:** A tested and fully operational **Survey Application** ready for deployment across 105 enumerators and supervisors.

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## **2. Decision Support System (DSS) Dashboard Development**

A central **Decision Support System (DSS)** will be developed to visualize and interpret the collected data, providing live analytics for decision-makers at the **Collector's Office, BMC**, and the **Mumbai Suburban Skill Development Department**.

### **Key Functionalities:**

- **Real-Time Monitoring:** Live tracking of survey coverage, enumerator progress, and demographic spread by cluster (Type A/B/C).
- **Quota and Sampling Tracking:** Automated display of household and individual survey completion rates against targets.
- **Quality Analytics:** Flags incomplete entries, outlier data, and response patterns for rapid correction.
- **Scoring & Index Visualization:** Interactive views for EMS, TRS, JRS, and Institute Quality Index (IQI).
- **Employer & Institute Mapping Layer:** A GIS-integrated overlay showcasing training centres and employers in proximity to surveyed clusters.
- **Policy Dashboards:** High-level insights for decision-makers on employment trends, skilling needs, and ward-level job-readiness.

The DSS will be accessible through secure, role-based logins—enabling different levels of access for administrators, enumerators, and PMU staff.

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**Deliverable: Live DSS Portal** with customizable visual dashboards and downloadable analytics reports shall be available till the time of the project completion.

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### **3. Data Privacy & Compliance**

All data systems under *Project NAVYAM* will be built in full alignment with the **Digital Personal Data Protection (DPDP) Act, 2023**.

Given the project's sensitive handling of personal and employment data, the following safeguards will be embedded in both the mobile app and DSS infrastructure:

#### **Data Protection Measures:**

- **End-to-End Encryption:** All data encrypted during transmission (TLS 1.3) and at rest (AES-256).
- **Consent-Based Data Capture:** Digital consent forms collected for every respondent, securely archived and traceable.
- **Access Controls & Audit Trails:** Role-based access permissions with timestamped logs for every data interaction.
- **Anonymization Protocols:** Personally identifiable information (PII) masked in public or analytical outputs.
- **Cloud Security:** Hosting on a compliant cloud environment with multi-layer firewalls, intrusion detection, and automatic backups.
- **Retention & Purge Policy:** Data retained only for approved project duration and purged post-closure as per DPDP norms.

**Deliverable:** Comprehensive **DPDP Compliance Report**, including documentation of consent workflows, access policies, and encryption certifications.

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#### **3.4.12. Human Resource Preparation**

The **Human Resource Preparation** phase focuses on building a well-trained, field-ready workforce to execute the large-scale survey operations across H/West Ward. Given the ward's socio-economic diversity and dense urban fabric, human resource planning is both a logistical and quality-control priority. This component ensures that the enumerator network, supervisory structure, and field readiness are fully established prior to launch.

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##### **1. Field Staff Recruitment**

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A dedicated recruitment process will be undertaken to mobilize and onboard field personnel capable of executing high-quality, large-scale household surveys within urban conditions.

**Key Activities:**

- Recruitment through local channels, NGOs, colleges, and mobilization agencies to ensure familiarity with the local geography and dialects.
- Screening based on educational qualifications (minimum 12th pass), communication ability, and basic digital literacy.
- Verification of identity documents and signed data confidentiality agreements.
- Assignment of enumerators to specific micro-clusters within Bandra, Khar, and Santacruz zones based on residence proximity to minimize travel time and maximize daily productivity.

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**2. Training & Certification**

All field staff will undergo a **two-day structured training program**, designed to standardize data collection quality and ensure adherence to ethical and procedural norms.

**Training Components:**

- **Day 1 – Classroom Orientation:**
  - Overview of Project NAVYAM and its objectives.
  - Understanding the questionnaire, consent process, and respondent interaction.
  - Ethical standards for data privacy and gender sensitivity.
  - Mobile application walkthrough with live demo and troubleshooting.
- **Day 2 – Field Simulation:**
  - Mock surveys in sample lanes for practical exposure.
  - Role-play for handling refusal or sensitive responses.
  - Geo-tagging, photo capture, and timestamp practice.
  - Review and feedback by trainers, followed by competency certification.

Each enumerator will be certified only after successfully completing the simulation test and scoring at least 80% in data quality and ethics assessment.

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### 3. Route Planning & Cluster Assignment

Efficient field movement is critical to complete the survey within the stipulated six-week window. Based on the pre-defined **12–14 micro-cluster mapping** under the ward profiling exercise, each enumerator will be assigned **specific lanes and sub-clusters** with clearly defined daily targets and performance benchmarks.

#### Key Activities:

- Preparation of **route maps** and **lane-level coverage plans**, optimized for walkability and cluster density.
- Allocation of **Type A (low-income dense)**, **Type B (mixed-income)**, and **Type C (high-income)** clusters in balanced proportions per enumerator.
- Integration of routes into the survey mobile app for navigation and automatic progress tracking.
- Daily monitoring of progress through supervisor dashboards to identify delays or coverage gaps.
- Standby enumerators and float teams to handle absenteeism or underperforming zones.

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#### 3.4.13. Community Mobilization & Communication

The **Community Mobilization & Communication** phase is designed to ensure public trust, accessibility, and high participation throughout the survey. Since the project involves door-to-door interaction and the collection of personal data, it is critical that residents understand its legitimacy, purpose, and benefits. This component focuses on awareness generation, partnership building with community stakeholders, and the establishment of branded communication channels to create a recognizable and credible public interface for *Project NAVYAM*.

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#### 1. Local Awareness Campaign

A structured **Information, Education, and Communication (IEC)** campaign will be launched across the H/West Ward prior to the start of field operations. The goal is to familiarize residents with the project objectives, the nature of the survey, and the benefits of participation—particularly in terms of skill training, employment opportunities, and inclusion in future livelihood programs.

#### Key Activities:

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- Designing and disseminating **multilingual IEC materials** (English, Marathi, and Hindi), including posters, leaflets, and wall banners across key community points such as local markets, schools, and community halls.
- Circulating **digital awareness creatives** and **short informational videos** via WhatsApp groups, community pages, and local digital noticeboards.
- Conducting **pre-launch ward-level awareness sessions** in partnership with local leaders, ward officials, and citizen groups.
- Clarifying consent procedures and reassuring residents on data privacy and non-commercial use of collected information.

**Deliverable: Awareness Campaign Summary** with documentation of outreach materials, coverage areas, and community response metrics. The cost for the same shall be taken at a mutual consent and post approval from both the parties.

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## **2. NGO / RWA / SHG Engagement**

To build legitimacy and ease of access within dense and informal settlements, Project NAVYAM will actively collaborate with **local NGOs, Resident Welfare Associations (RWAs), and Self-Help Groups (SHGs)**.

These organizations will serve as facilitators, endorsing the initiative and enabling enumerators to enter communities smoothly.

### **Key Activities:**

- Mapping and onboarding **10–15 local organizations** active in social work, education, women's empowerment, or youth engagement within the ward.
- Conducting short orientation meetings with NGO coordinators to explain survey purpose, expected outcomes, and the grievance redressal process.
- Formalizing partnerships through **letters of association or MoUs**, detailing mutual responsibilities (awareness, access, support, verification).
- Using SHGs and RWAs as **local referral points** to identify households with unemployed youth, women, or retrenched workers for targeted engagement.

**Deliverable: Partnership Letters/MoUs** signed with community institutions, ensuring smooth entry and sustained public participation.

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## **3. Branding & Helpline Setup**

A **localized branding strategy** will be implemented to enhance visibility and credibility of the project

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during field execution.

Every enumerator and supervisor will carry clearly branded identification to assure residents that the survey is a government-backed initiative.

**Key Activities:**

- Launching an **official project helpline number** (call + WhatsApp) to handle citizen queries, complaints, or data consent clarifications..
- Distributing **project-branded ID cards, badges, and uniforms** to all enumerators and supervisors for easy identification.
- Installing a **temporary project helpdesk** at local BMC ward offices or community centres for public assistance during survey operations.

**Deliverable:** Set of **Branded Communication Collaterals** (print + digital) and **active helpline infrastructure**, operational throughout the survey duration.

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### 3.4.14. Pilot Implementation & Refinement

The **Pilot Implementation & Refinement** phase serves as the final validation step before full-scale rollout of the Project NAVYAM survey across the H/West Ward. This phase ensures that the designed questionnaire, digital tools, field workflows, and supervision systems are **practically tested, optimized, and certified** for accuracy, speed, and respondent comfort.

It provides a crucial feedback loop between the planning and execution stages, guaranteeing operational excellence and public trust before district-wide expansion.

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#### 1. Pilot Survey Execution

A controlled pilot survey will be conducted covering **200–250 households** across all three cluster types —

- **Type A (low-income dense settlements),**
- **Type B (mixed-income transitional areas),** and
- **Type C (high-income zones).**

This will test the **end-to-end field mechanism**, including enumerator performance, respondent engagement, data transmission, and system accuracy.

**Key Activities:**

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- Deployment of a **trained enumerator team** with full mobile app functionality and field supervision.
- Random sampling within pre-identified lanes in each cluster category to ensure representativeness.
- Real-time monitoring of coverage, response completion rate, and duration per household (target: 5–7 minutes).
- Testing of **AI self-survey integration** for measuring skill readiness and digital literacy among participants.
- Verification of GPS tagging, consent capture, and photo evidence processes.

**Deliverable:** A comprehensive **Pilot Field Report** summarizing coverage, time efficiency, data quality, and citizen feedback.

---

## **2. Review & Optimization**

After completion of the pilot survey, all operational, technical, and behavioural parameters will be **reviewed in detail**.

The focus will be on identifying any design gaps, bottlenecks, or field challenges that may impact full-scale execution.

### **Key Review Metrics:**

- **Questionnaire Timing:** Ensuring the entire household survey fits within the 5–7 minute window.
- **Response Quality:** Checking for incomplete, contradictory, or skipped responses.
- **Logic & Flow Errors:** Evaluating skip logic and app navigation for enumerators.
- **Refusal & Dropout Rate:** Understanding reasons for household refusals or partial participation.
- **Enumerator Feedback:** Incorporating on-ground suggestions from the pilot team.
- **Supervisor & QC Reports:** Cross-verifying coverage accuracy and adherence to SOPs.

Based on findings, refinements will be made to:

- **Questionnaire content and flow,**
- **Survey app interface and routing,**
- **Enumerator training modules,** and
- **Daily reporting procedures.**

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**Deliverable: A Revised Questionnaire and Standard Operating Procedure (SOP) reflecting all pilot learnings and field optimizations.**

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### **3. Final Approval for Full Launch**

Once refinements are incorporated, the entire **survey toolkit** — including the mobile app, questionnaire, SOPs, and monitoring protocols — will be presented for **formal review and approval**.

#### **Key Activities:**

- Presentation of the pilot results and improvements to key stakeholders.
- Demonstration of live app functionality and DSS dashboard interface.
- Review of field safety, data integrity, and grievance protocols.
- Receipt of official approval to commence full-scale survey deployment.

**Deliverable: Final Approved Tools and SOP Pack**, including all validated instruments, app settings, and operational guidelines ready for field execution.

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#### **3.4.15. Expected Deliverables of the Pre-Survey Phase**

By the end of the Pre-Survey Phase, the following deliverables will be produced and submitted to the **Mumbai Suburban Collector Office, BMC (H/West Ward Office)**, and the **Mumbai Suburban Skill Development Department** by the Project Monitoring Unit (PMU) and Agency team.

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##### **1. Ward Demographic & Cluster Profiling Report (with 12–14 Micro-Clusters)**

- Detailed demographic and socio-economic analysis of H/West Ward (~3.8–4.0 lakh population).
- Identification of **low-, mid-, and high-income clusters** (Type A/B/C) using GIS-based mapping.
- Data includes: literacy levels, gender ratios, working-age population, household density, existing employment types, and education profile.

##### **2. Sectoral Prioritization & Job Role–Institute Mapping**

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- Identification of **key sectors** relevant to the ward's current and future employment ecosystem — bifurcated as:  
**Traditional sectors:** Retail, Beauty & Wellness, Construction, Logistics, BFSI, Hospitality  
**New-age sectors:** AI, IoT, Drones, EV, Robotics, Digital Marketing, E-commerce operations.
- **Job Role Shortlisting:**
  - Based on available courses, employer demand, and wage trends.
  - Each shortlisted job role will be categorized under NSQF framework (Level 3–6).
- **Training Institute–Job Role Matrix:**
  - Mapping of nearby training institutes and courses offered.
  - Identification of role-wise skilling potential, duration, and employment linkages.
- Output:
  - **“Ward Job Role Catalogue”** – a ready reference list of relevant, locally viable job roles linked to institute capacity and employer demand.

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### **3. Training Institute & Employer Baseline Databases**

- Geo-tagged list of **training centres (20–25)** and **employers (150–200)** operating within or near H/West Ward.
- Each institute evaluated under **IQI (Institute Quality Index-Lite)** parameters:
  - Trainer qualifications, placement history, industry tie-ups, infra readiness.
- Each employer tagged with **EQS (Employer Quality Score)** components:
  - Join-to-offer ratio, 90-day retention rate, payment timeliness, and job stability.
- Output:
  - **“Skilling & Employment Landscape Report – H/West Ward”** with institute and employer scorecards.

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### **4. Final Approved Questionnaire (English + Marathi + Hindi)**

- The questionnaire will be **mobile-first, bilingual, and modular**, designed to capture:
  1. **Household profile** – basic socio-economic indicators, family composition.
  2. **Individual-level data** – education, age, gender, employment status, past training.

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**3. Job Intent and Interest Mapping –**

- Candidate's **interest areas** (preferred job role/sector) based on awareness or aspiration.
- Self-rated familiarity with new-age sectors (AI, EV, drones, etc.).

**4. Training Readiness and Motivation –**

- Availability of time, family support, willingness to travel, readiness to complete the course.
- Rating scale from "Highly Motivated" to "Low Intent".

**5. Barriers to Employment** – commute distance, shift constraints, safety concerns, documentation issues.

**6. Digital, English, and Numeracy Micro-Test –**

- Short 2-minute AI-based self-survey for employability assessment.

**7. Consent & Privacy Module** – aligned with DPDP compliance.

**Output:**

A validated, structured questionnaire that directly feeds into the **Employment Match Score (EMS)** and **Training Readiness Score (TRS)** system. This ensures every surveyed person can be matched to a relevant job or training role with measurable intent.

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**5. Mobile Survey Application + AI Self-Survey Module**

- Android-based, offline-capable app for door-to-door survey.
- Integrated **AI self-survey chatbot** for digital participation (2-min micro-survey).
- Real-time GPS, timestamp, and photo verification features.
- Output: Functional, tested app with backend integration to DSS.

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**6. Functional DSS Dashboard**

- Web-based dashboard with real-time updates on:
  - Household coverage, data quality, enumerator performance.
  - Job-role preference heatmap, sector interest trends, and readiness scores.
- Enables quick analysis and evidence-based planning for skilling interventions.

## **7. Data Privacy & DPDP Compliance Certificate**

- Implementation of privacy protocols for consent, anonymization, and secure storage.
- Audit-ready documentation per India's DPDP Act 2023.

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## **8. Trained Field Team (Enumerators + Support Staff)**

- Fully trained and certified workforce familiar with digital tools, community approach, and ethical protocols.
- Enumerators equipped with smartphones, app access, and ID badges.

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## **9. Pilot Survey Report & Revised Field SOP**

- Conducted on ~200–250 households across Type A/B/C clusters.
- Findings to include: time per HH, comprehension level, refusals, and intent measurement quality.
- Resulting SOP will refine routing, time allocation, and field audit practices.

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## **10. Enumerator Handbook & Community Awareness Collateral**

- Detailed Enumerator Manual (question flow, skip logic, data accuracy).
- IEC materials, posters, and WhatsApp templates for public sensitization.

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## **11. Integrated Dataset Schema**

- Finalized schema for merging survey data with Mahaswayam.
- Data structure fields: unique ID, demographic details, job role interest, EMS/TRS/JRS scores, and geotag.
- Output ensures seamless integration for state-level dashboards.

## **3.5. Phase II: Survey Phase**

### **3.5.1. Objective**

To conduct a **comprehensive, mobile-enabled, and data-driven employment and skilling survey** across the **estimated households** of H/West Ward (Mumbai Suburban District), focused

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on identifying:

- employment status,
- skilling needs,
- job-role preferences, and
- training intent levels among the working-age population (18–40 years).

The survey will also cover employers and training institutes to create a **three-dimensional employment map** — connecting *people*, *training supply*, and *job demand* — integrated into the **Mahaswayam system** and Agency DSS platform.

### 3.5.2. Key Survey Components

Component	Activities	Deliverables / Outputs
<b>Household Individual-Level Survey</b>	<p>&amp;</p> <ul style="list-style-type: none"> <li>- Conduct door-to-door digital surveys using Agency mobile app.</li> <li>- Capture socio-economic details, employment status, previous training, job interest, and constraints.</li> </ul>	<ul style="list-style-type: none"> <li>• Verified household dataset</li> <li>• Individual employment &amp; training records</li> </ul>
<b>Job Role &amp; Intent Capture</b>	<ul style="list-style-type: none"> <li>- Record candidate's <b>preferred job role(s)</b> and <b>training intent</b>.</li> <li>- Auto-compute Employment Match Score (EMS), Training Readiness Score (TRS), and Job Readiness Score (JRS).</li> <li>- Assign "Ready-to-Train" or "Bridge-to-Hire" flags.</li> </ul>	<ul style="list-style-type: none"> <li>• Individual Job Intent Profiles</li> <li>• Job Role-Interest Heatmap</li> </ul>
<b>AI Self-Survey Module Rollout</b>	<ul style="list-style-type: none"> <li>- Circulate digital survey link via WhatsApp/SMS to residents.</li> <li>- Auto-capture of digital literacy, English, numeracy, and motivation score.</li> <li>- Expected reach: 15,000+ individuals.</li> </ul>	<ul style="list-style-type: none"> <li>• AI survey dataset</li> <li>• Micro-assessment scores</li> </ul>
<b>Employer &amp; Institute Verification</b>	<ul style="list-style-type: none"> <li>- Parallel mini-survey of 150–200 employers and 20–25 institutes.</li> <li>- Capture real-time openings, job types, hiring timelines, and training capacity.</li> </ul>	<ul style="list-style-type: none"> <li>• Updated Employer &amp; Institute Database</li> <li>• Demand-Supply Correlation Map</li> </ul>

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<b>Data Assurance Layer QC</b>	<b>Quality (Multi-layer QC)</b>	<ul style="list-style-type: none"> <li>- In-built app checks (GPS/time/photo validation).</li> <li>- 10% supervisor back-checks.</li> <li>- 100% data audit through Agency DSS.</li> <li>- Random verification by Collector Office (2-3% HHs).</li> </ul>	<ul style="list-style-type: none"> <li>• Daily QC Logs</li> <li>• Data Quality Index (<math>\geq 90\%</math>)</li> </ul>
<b>Data Integration &amp; Mahaswayam Alignment</b>		<ul style="list-style-type: none"> <li>- Standardize collected fields to Mahaswayam schema.</li> <li>- Assign unique IDs (HH + Individual).</li> <li>- Upload verified records to DPDP-compliant cloud.</li> </ul>	<ul style="list-style-type: none"> <li>• Mahaswayam-ready Master Dataset</li> </ul>
<b>Dashboard Monitoring &amp; MIS</b>		<ul style="list-style-type: none"> <li>- Real-time visualization of coverage, gender split, intent levels, and cluster progress.</li> <li>- Daily sync to Collector &amp; BMC dashboards.</li> <li>- Weekly analytical insights shared.</li> </ul>	<ul style="list-style-type: none"> <li>• Live DSS Dashboard Access</li> <li>• Weekly MIS Reports</li> </ul>
<b>Community Mobilization &amp; Grievance Handling</b>		<ul style="list-style-type: none"> <li>- Continue awareness drive during survey rollout.</li> <li>- Maintain public helpline for queries and complaints.</li> <li>- Ensure participation in gated / private clusters via NGO access.</li> </ul>	<ul style="list-style-type: none"> <li>• Mobilization Report</li> <li>• Grievance Register</li> </ul>

### 3.5.3. Enumerators & Field Operations

Role	Quantity	Responsibilities
<b>Enumerators (Door-to-door)</b>	105	Conduct mobile app survey; verify GPS/photo data; maintain consent protocol.
<b>Supervisors</b>	10	Daily back-checks, guidance, reporting to PMU.
<b>Quality Control (QC) Officers</b>	7	Field-level audits, data integrity checks.
<b>PMU Staff (Desk)</b>	5	Central data review, dashboard monitoring, analytics.
<b>Community Mobilizers</b>	5	Awareness, access facilitation, respondent coordination.
<b>Total Personnel</b>	<b>132 persons</b>	—

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**Note:** *The personnel numbers indicated above are estimated figures based on the anticipated coverage and operational design. The selected agency may undertake its own reasonable deployment calculations, which can vary depending on methodology, density patterns, and workflow efficiency. However, the agency must submit a detailed Plan of Action—including manpower deployment, supervisory structure, quality-control processes, and daily operational schedules—prior to commencement. Implementation may begin only after formal approval of this plan.*

### **3.5.4. Key Personnel & Minimum Eligibility Requirements**

#### **1. Enumerators (Door-to-Door)**

##### **Minimum Requirements:**

- Minimum **12th pass**; graduates preferred
- Basic **smartphone literacy** and ability to use mobile survey apps
- Familiarity with local geography and **local language fluency** (Marathi/Hindi)
- Prior experience in field surveys (desirable but not mandatory)
- Ability to conduct household interactions professionally and follow consent protocols
- Physically fit to cover large no of households per day depending on terrain density

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#### **2. Supervisors**

##### **Minimum Requirements:**

- **Graduate** in any discipline (Social Sciences, Management, Commerce preferred)
- Minimum **1–2 years of field supervision experience**
- Strong understanding of survey workflows, monitoring, and daily reporting
- Ability to conduct back-checks, provide guidance, and manage enumerator teams
- Capable of escalating operational issues to the PMU promptly

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#### **3. Quality Control (QC) Officers**

##### **Minimum Requirements:**

- **Graduate** with at least **2 years' experience** in monitoring, evaluation, or audit functions
- Understanding of data integrity, GPS/photo audit checks, and sampling verification
- Ability to conduct random spot-checks and ensure adherence to protocols
- Strong analytical ability and comfort with digital tools

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#### **4. PMU Staff (Desk)**

##### **Minimum Requirements:**

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- **Graduate/Post-graduate** in Data Analytics, IT, Public Policy, Economics, or related fields
- Strong skills in **dashboard monitoring, data validation, MIS handling**
- Proficiency in Excel, Google Workspace, dashboards, and report writing
- Prior experience in government/CSR/large-scale survey management preferred
- Ability to coordinate with field teams and generate daily insights

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## **5. Community Mobilizers**

### **Minimum Requirements:**

- Minimum **12th pass**; graduate preferred
- Deep understanding of local communities and ability to build trust quickly
- Fluency in local languages (Marathi/Hindi)
- Strong communication skills to drive awareness and ensure household participation
- Ability to support enumerators with beneficiary coordination and access facilitation

### **3.5.5. Methodology & Quality Framework**

#### **a. Door-to-Door Mobile Survey**

- Bilingual (English/Marathi) application, GPS/time-stamped entries.
- Enumerators work 9 AM–8 PM, 6 days/week; avg. 25–30 HH/day.

#### **b. AI Self-Survey (Digital Supplement)**

- Lightweight survey accessible via mobile link.
- Includes micro-tests (Digital, English, Numeracy).
- Time-to-completion: <5 mins per respondent.

#### **c. Triangulated Data Model**

- Candidate + Employer + Training Institute data triangulated to show “live employability potential”.
- Used to prioritize sectors and upcoming training programs.

#### **d. Multi-Stage Quality Control**

1. **App Validation** – Mandatory photo/time logs.

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2. **Supervisor Recheck** – 10% HHs revisited.
3. **PMU Audit** – Cross-check time/distance patterns.
4. **Government Oversight** – Collector Office random sample verification.

### 3.5.6. Employer & Training Institute Verification (Readiness Validation)

Objective	Activities	Deliverables / Outputs
<b>Verify Active Status of Institutes (20–25)</b>	<ul style="list-style-type: none"> <li>- Short re-verification (telephonic/physical) to confirm:           <ul style="list-style-type: none"> <li>• Courses currently running</li> <li>• Upcoming batches within 3 months</li> <li>• Trainer and placement coordinator details</li> <li>• Willingness to partner post-survey</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• “Training Institute Status Sheet” (Active / Upcoming / Inactive)</li> <li>• Final IQI Scores</li> </ul>
<b>Verify Employers (150–200)</b>	<ul style="list-style-type: none"> <li>- Confirm which employers are:           <ul style="list-style-type: none"> <li>• Currently hiring or planning to hire in next 90 days</li> <li>• Willing to recruit from ward-level trained candidates</li> <li>• Updated HR contact validation</li> <li>• Participation interest for job fairs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• “Employer Readiness Sheet” (Hiring / Standby / Inactive)</li> <li>• Final EQS Scores</li> </ul>
<b>Job Role &amp; Course Update</b>	<ul style="list-style-type: none"> <li>- Verify which job roles and courses are still active and locally relevant.</li> <li>- Identify new-age course additions (AI, EV, Drones, Digital).</li> </ul>	<ul style="list-style-type: none"> <li>• Updated “Job Role Catalogue”</li> </ul>
<b>DSS Tagging &amp; Readiness Classification</b>	<ul style="list-style-type: none"> <li>- Tag each verified institute/employer in DSS system as:           <ul style="list-style-type: none"> <li><input type="checkbox"/> Active Partner</li> <li><input type="checkbox"/> Post-Survey Collaborator</li> <li><input checked="" type="radio"/> Inactive/To be replaced</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• DSS-Integrated Readiness Dashboard</li> </ul>
<b>Consent Partnership Readiness</b>	<ul style="list-style-type: none"> <li>- Collect short digital “Willingness to Collaborate” forms or MoUs for post-survey engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• Signed readiness documents</li> </ul>

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### 3.5.7. Daily & Weekly Workflow

Activity	Frequency	Monitoring Tool
Enumerator Progress Report	Daily	App Sync Dashboard
Supervisor Back-Check Report	Daily	QC Sheets
PMU Consolidated MIS	Weekly	DSS Export
Data Cleaning & Validation	Continuous	DPDP Logs
Progress Review with Collector/BMC	Weekly	Review Meeting Notes

### 3.5.8. Survey Indicators & Scoring Outputs

Each individual record will have automated index scoring generated through the Agency DSS:

Index / Score	Purpose
<b>Employment Match Score (EMS)</b>	Fit between skills & job role
<b>Training Readiness Score (TRS)</b>	Willingness & feasibility to undergo training
<b>Job Readiness Score (JRS)</b>	Interview/documentation readiness
<b>Bridge Need Index (BNI)</b>	Extent of short-term skilling needed
<b>Documentation Readiness Index (DRI)</b>	PAN/Aadhaar/bank readiness for joining
<b>Women's Safety Index</b>	Job route & shift safety suitability
<b>Attrition Risk Score (ARS)</b>	Probability of early job dropout
<b>Institute Quality Index (IQI)</b>	Training centre performance indicator
<b>Employer Quality Score (EQS)</b>	Employer stability & worker welfare

These indices will enable **data-driven matchmaking** between citizens, training providers, and employers post-survey.

### 3.5.9. Monitoring & Evaluation (M&E)

Parameter	Target / Benchmark
Coverage Rate	≥95% of planned households
Data Quality Index	≥90% verified records

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Enumerator Productivity	25–30 HH/day
Supervisor Back-Check Rate	≥10% HHs
AI Self-Survey Response Rate	≥30% of eligible respondents
Attrition (Field Staff)	≤5%
Integration Lag (Data Upload)	≤24 hours from collection

### 3.5.10. Deliverables of the Survey Phase

- **Verified Household & Individual Dataset** – 57,000 HHs with employment, education, and skill data (estimated).
- **AI Micro-Survey Dataset** – 10,000–15,000 digital entries for English, digital, and numeracy skills.
- **Employment Readiness Scores**: EMS, TRS, JRS, BNI, DRI, ARS, and Safety Index for every individual.
- **Cluster-Wise Analytical Reports** (A/B/C) – population, skill gap, and readiness trends.
- **Validated Employer & Institute Readiness Reports** (EQS + IQI final scores).
- **Updated Job Role Catalogue** (verified active courses & hiring roles).
- **DSS Dashboard Access** – real-time monitoring view for Collector Office.
- **Daily & Weekly MIS Reports** with QC and performance tracking.
- **DPDP-Compliant Clean Master Dataset** ready for Mahaswayam integration.
- **Field Performance & Data Quality Report** – enumerator rankings, audit logs, and supervisor feedback.

### 3.5.11. Employment-Linked Learning Pathways: Survey-Enabled Approach

The survey is not intended to be a simple data-collection activity; it is a **direct enabler of employment-linked training and livelihood pathways**. Each household and individual interaction will be structured to identify skills, aspirations, gaps, and constraints — enabling future matching with relevant employers, training programs, and Recognition of Prior Learning (RPL) opportunities.

The objective is to ensure that **every data point collected contributes meaningfully to livelihood creation**.

This survey will act as the **foundation for Short-Term Training (STT), Recognition of Prior Learning (RPL), and Bridge Courses**. All resulting training interventions must be **demand-driven**, based on real employer needs, and **linked with verified employer commitments** for assured job pathways.

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The core principle is that every eligible participant identified through the survey should be aligned with either:

- a **potential employer**, or
- a **relevant skill/industry sector**,

ensuring that training is conducted only where an **assured employment pathway** exists.

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**Mandatory Requirement for the Implementing Agency**

To achieve the above outcomes, the **implementing agency will be responsible for designing the survey tool, question flow, and field-execution methodology in a manner that directly enables employment readiness mapping**. This includes:

1. Survey Design for Employability Insights

- Incorporating questions that capture prior skills, work experience, aspirations, barriers, mobility constraints, and preferred sectors.
- Ensuring the flow is intuitive for both low-income and mid/high-income segments.

2. Employer–Training Alignment

- Embedding data fields that allow pre-tagging of candidates to suitable employers or sectors.
- Capturing industry-required attributes (communication level, domain familiarity, shift willingness, etc.).

3. RPL and Bridge Course Identification

- Designing questions that can identify candidates eligible for RPL pathways based on informal work history.
- Capturing skill-gaps that can be addressed through short bridge programs.

4. Actionable, High-Quality Data Delivery

- Ensuring the collected dataset is structured, validated, and ready for immediate integration into the training-allocation and employer-matching ecosystem.
- Ensuring geo-tagging, photo validations, and integrity checks as per project norms.

5. Outcome-Driven Implementation

The agency must ensure that survey methodology, field protocols, and digital tools are structured to achieve the intended outcomes — **demand-driven training, RPL mapping, and employer-linked placement readiness**.

## 3.6. Phase 3: Post-Survey & Analytics Phase

*(Following the completion of the household survey and readiness verification phase)*

### 3.6.1. Objective

The **Post-Survey & Analytics Phase** aims to transform the field-collected survey data into **actionable insights** for employment, skilling, and policy decisions.

This phase will focus on:

- Cleaning, verifying, and structuring the complete dataset,
- Creating **Employment Readiness and Skilling Indices** at individual, cluster, and ward levels,
- Matching local demand (employers and job roles) with candidate readiness,
- Generating real-time dashboards for the Collector Office, BMC, and Skill Department, and
- Preparing a policy-linked **Ward Employment & Skill Readiness Report**.

### 3.6.2. Data Processing & Cleaning Framework

Step	Activities	Deliverables / Output
<b>Data Cleaning &amp; Validation</b>	<ul style="list-style-type: none"><li>- Remove duplicates, incomplete entries, and inconsistent responses.</li><li>- Apply cross-validation (GPS, time, household codes).</li><li>- 100% random back-check on 2% HH sample.</li></ul>	<ul style="list-style-type: none"><li>• Final clean dataset of ~57,000 HHs (DPDP-compliant)</li><li>• Data Quality Report</li></ul>
<b>Data Structuring &amp; Mapping</b>	<ul style="list-style-type: none"><li>- Normalize datasets: candidate → job intent → employer → institute.</li><li>- Create relational schema for integration into DSS.</li><li>- Enable seamless export to Mahaswayam platform format.</li></ul>	<ul style="list-style-type: none"><li>• Structured, tagged dataset</li><li>• Mahaswayam integration-ready data schema</li></ul>
<b>Scoring &amp; Index Computation</b>	<ul style="list-style-type: none"><li>- Compute EMS, TRS, JRS, BNI, ARS, Safety Index, and Documentation Readiness Index.</li><li>- Compute Institute Quality Index (IQI) and Employer Quality Score (EQS).</li></ul>	<ul style="list-style-type: none"><li>• Indexed and scored datasets</li><li>• Index dictionary document</li></ul>

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	<ul style="list-style-type: none"> <li>- Generate Cluster-level Skill Readiness Index (SRI).</li> </ul>	
<b>Data Governance Validation</b>	<ul style="list-style-type: none"> <li>- Conduct DPDP compliance audit.</li> <li>- Secure approval from Collector Office for data handover protocols.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance certificate</li> <li>• Secure data transfer record</li> </ul>

### 3.6.3. Analytical Deliverables

Analytical Area	Key Analysis Outputs	Purpose / Usage
<b>Employment Readiness Analytics</b>	<ul style="list-style-type: none"> <li>- Distribution of EMS, TRS, JRS across gender, age, and clusters.</li> <li>- Identification of "Job Ready", "Bridge Required", and "Training Required" cohorts.</li> </ul>	Prioritize immediate employability vs training candidates.
<b>Sectoral Opportunity Analysis</b>	<ul style="list-style-type: none"> <li>- Correlation between local job availability and training capacity.</li> <li>- Top 10 job roles by demand and readiness.</li> <li>- Emerging sectors (EV, AI, Drones, IOT).</li> </ul>	Helps in curriculum alignment and new course proposals.
<b>Cluster-Wise Skill Gap Mapping</b>	<ul style="list-style-type: none"> <li>- Comparative analysis of readiness indices by micro-cluster.</li> <li>- Visual heatmaps for skill concentration and job demand.</li> </ul>	Geo-based targeting for future skill centers or outreach drives.
<b>Gender &amp; Inclusion Analysis</b>	<ul style="list-style-type: none"> <li>- Female participation and job intent vs constraints (safety, shift, family).</li> <li>- PwD accessibility and digital literacy index.</li> </ul>	For gender-responsive skilling policy design.
<b>Employer-Training Institute Synergy</b>	<ul style="list-style-type: none"> <li>- Match employers' job roles with training institutes offering those skills.</li> <li>- Identify immediate placement linkages and missing modules.</li> </ul>	To drive Phase 2 placement and skilling drives.

### 3.6.4. Dashboard & Visualization Development

Feature	Details	Output
<b>DSS Dashboard</b>	<ul style="list-style-type: none"> <li>- Integrate analytics layer with visual KPIs.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced DSS</li> </ul>

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<b>Enhancement</b>	<ul style="list-style-type: none"> <li>- Live tracking of readiness indices, demand-supply heatmaps, sectoral gaps.</li> <li>- User access for Collector, BMC, and Skill Department.</li> </ul>	Dashboard (Web + Mobile)
<b>Geo-Spatial Visualization</b>	<ul style="list-style-type: none"> <li>- Ward map view showing micro-clusters (A/B/C) with employment-readiness overlay.</li> <li>- Color-coded zones for training needs and job availability.</li> </ul>	<ul style="list-style-type: none"> <li>• Interactive map dashboard</li> </ul>
<b>Custom Reports &amp; Export Features</b>	<ul style="list-style-type: none"> <li>- PDF/Excel auto-report generation by parameter (cluster, gender, job role).</li> </ul>	<ul style="list-style-type: none"> <li>• Automated report generator within DSS</li> </ul>
<b>Role-Based Access Control</b>	<ul style="list-style-type: none"> <li>- Collector Office, Mumbai Suburban (Full access), District Skill Development, Employment, Entrepreneurship Department, Mumbai Suburban, Government of Maharashtra (Full access).</li> </ul>	<ul style="list-style-type: none"> <li>• Secure user dashboard</li> </ul>

### 3.6.5. Institutional Outputs & Reports

Report Type	Description	Recipient / Use
<b>1. Ward Employment &amp; Skill Readiness Report</b>	Comprehensive report combining citizen, employer, and institute analytics.	Collector Office & Skill Dept
<b>2. Cluster-Level Skill Gap Reports</b>	Micro-level reports with actionable recommendations.	BMC & Local Stakeholders
<b>3. Sectoral Opportunity Compendium</b>	Data-driven listing of job roles & training courses with future potential (traditional + new-age).	Skill Development Department
<b>4. Training Demand Forecast Report</b>	6-month and 1-year projections of training demand by sector & cluster.	Planning input for DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN & Mumbai Suburban Skill Dept

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<b>5. Institutional Readiness Scorecards</b>	IQI (for institutes) and EQS (for employers) benchmarking.	For PMU and state-wide replication
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### **3.6.6. Stakeholder Reviews & Consultations**

- **Monthly review meeting** with concerned stakeholders
- Presentation of **draft analytics findings** for feedback and validation.
- Incorporation of government inputs into the final analytical dashboards and reports.
- Preparation of a **replicable framework** for expansion to other wards/districts.

### **3.6.7. Data Privacy, Compliance & Ownership**

- Full compliance with **Digital Personal Data Protection (DPDP) Act, 2023**.
- All citizen data anonymized before analytics.
- Final datasets stored on secure government-approved cloud.
- Agency acts as **data processor** and **technical implementation partner**.

### **3.6.8. Deliverables of Post-Survey & Analytics Phase**

1. **Clean & Validated Master Dataset** – 57,000 HHs (estimated), all indices computed.
2. **Employment Readiness Indices (EMS, TRS, JRS, BNI, DRI, ARS)** for every individual.
3. **Cluster-Wise Skill Readiness Index (SRI)** – comparative map across 12–14 micro-clusters.
4. **Sectoral Demand-Supply Matrix** – matching job role availability vs candidate interest.
5. **Ward Employment & Skill Readiness Report (Comprehensive)** – for policy and planning.
6. **DSS Analytical Dashboard** – real-time visual access for key stakeholders.
7. **Training Demand Forecast** – projections by job role, cluster, and sector.
8. **Data Governance & Compliance Certificate (DPDP)**.
9. **Replication Framework Document** – for extending to other wards.
10. **Final Presentation & Handover** to Collector Office and Mumbai Suburban Skill Department.

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### **3.6.9. Outcome**

By the end of this phase, the **stakeholders** will have:

- A **comprehensive, visual, and data-driven understanding** of employment readiness in H/West Ward,
- A **geo-tagged job role and skill gap atlas**,
- A **replicable planning model** for future ward-level skilling programs,
- and a **decision-support system (DSS)** linking citizen data, institutes, and employers on one integrated digital platform.

## 4. Data Privacy & Protection Framework

### 4.1. Guiding Principle

The data privacy framework for *Project NAVYAM* is grounded in the principles of **lawfulness, transparency, accountability, and minimalism**, as outlined under the **Digital Personal Data Protection (DPDP) Act, 2023**.

Since the project involves collecting personal, demographic, and employment-related data of residents, strict adherence to privacy and ethical standards is central to every process—from field survey to dashboard reporting.

The project will ensure that **citizens' trust is maintained** while generating valuable insights for policy-making.

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### 4.2. Nature of Data Collected

The survey and AI modules will collect three primary types of information:

1. **Household & Demographic Data** – Basic details like family composition, income range, education, and employment status.
2. **Skill & Employment Data** – Self-declared skills, training interest, employment history, and readiness for various job roles.
3. **Geospatial & Digital Footprints** – Location coordinates (GPS), timestamp, and anonymized survey metadata for monitoring and audit purposes.

No sensitive personal identifiers such as bank account details or biometric data will be collected.

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### 4.3. Consent & Transparency Protocol

Each respondent's participation will be **voluntary, informed, and consent-based**.

- **Pre-survey consent** will be recorded digitally (in Marathi, Hindi, or English), specifying:
  - The purpose of data collection,
  - How data will be used (for skilling, job matching, and policy research),
  - That no data will be sold or shared commercially, and
  - That the respondent has the right to withdraw consent at any stage.
- **Digital consent capture** (signature or checkbox confirmation) will be built into the enumerator app.

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- A **privacy statement** will be displayed prominently during the survey, and printed IEC material will also communicate the same.

Every respondent will receive a **unique participation ID**, allowing them to later inquire about the status of their data or training opportunities.

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#### **4.4. Data Minimization & Purpose Limitation**

The project follows a “**collect only what is necessary**” philosophy: Only data directly relevant to employment readiness, skill development, or placement facilitation will be collected.

All data will be used **solely for public welfare purposes**—specifically:

- Planning skill development programs under the Mumbai Suburban Skill Development Department.
- Facilitating employment linkages via Mahaswayam and other government platforms.
- Conducting policy analysis and research for government use.

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#### **4.5. Security Architecture**

To ensure complete protection of data across the pipeline, the following multi-layered security framework will be implemented:

<b>Security Layer</b>	<b>Key Features</b>
<b>Encryption</b>	AES-256 encryption for data at rest and TLS 1.3 for data in transit.
<b>Access Control</b>	Role-based logins; different permissions for enumerators, supervisors, PMU, and administrators.
<b>Audit Trails</b>	Every data access and modification logged with user ID and timestamp.
<b>Anonymization</b>	Personally identifiable information (PII) masked before analytical use.
<b>Backups &amp; Recovery</b>	Encrypted daily backups and disaster recovery setup with secure replication.
<b>Hosting</b>	Data hosted on Indian cloud infrastructure compliant with MeitY and ISO 27001 standards.

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## 4.6. Data Retention & Deletion Policy

- Data will be stored only for the **duration of the project and follow-up period (maximum 36 months)**.
- Once analysis and reporting are complete, data will be **archived for government use and for purposes linked to employment enhancement** by the agency.
- Upon project closure, an official **data destruction certificate** will be issued by the technology team confirming compliance with the DPDP Act, 2023.

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## 4.7. Institutional Accountability

A **Data Protection Officer (DPO)** will be appointed under the Project Monitoring Unit (PMU). The DPO will be responsible for:

- Reviewing and approving data handling workflows.
- Conducting regular security audits.
- Managing consent withdrawal or grievances related to data privacy.
- Reporting compliance status to the Collector's Office and Skill Department.

A **Grievance Redressal Mechanism** will be established through:

- A toll-free **helpline number and WhatsApp chatbot**, and
- A **dedicated email ID** for privacy-related complaints or consent withdrawal requests.

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## 4.8. Data Sharing & Interoperability

Data will **only be shared with authorized government departments**, and that too under structured **data-sharing agreements** approved by the concerned stakeholders. When integrated with **Mahaswayam**, only non-personal, analytical insights will be transmitted, ensuring full compliance with DPDP standards.

Private entities, employers, or training partners will **not have access to raw data**—they will receive anonymized, aggregated insights through the Decision Support System (DSS).

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## 4.9. Compliance Documentation

To demonstrate accountability and compliance, the following documentation will be maintained:

- **Data Privacy Policy (English + Marathi)**

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- **Consent Form Template** (App & Paper format)
- **Data Processing Register**
- **Data Access Logs**
- **Data Deletion & Anonymization Certificate**
- **Third-Party NDA and Security Compliance Certificates**

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#### **4.10. Outcome of This Framework**

By embedding privacy-by-design principles, Project NAVYAM ensures:

- **100% consent-based participation,**
- **Zero data leakage risk,**
- **Public confidence** in the government's skilling and employment initiatives, and
- **A replicable digital governance model** for future ward-level surveys across Mumbai.

## 5. Detailed Implementation Timeline

### 5.1. Phase I – Pre-Survey Planning & Preparation (Weeks 1–6)

**Objective:** Set up governance, finalize tools, mobilize human resources, and validate framework.

Week	Key Activities	Milestones / Deliverables
Week 1	Kickoff meeting with Collector's Office, BMC, Skill Dept; finalize governance & PMU structure	Project Steering Committee approved; governance chart issued
Week 2	Ward demographic review; cluster zoning (A/B/C); finalize 12–14 micro-clusters	Ward Profiling & Cluster Map ready
Week 3	Draft questionnaire, AI self-survey script, scoring logic (EMS, TRS, JRS)	First draft of digital tools prepared
Week 4	Tech configuration – survey app setup, DSS beta, data privacy documentation	App & DSS in test environment
Week 5	Recruit enumerators/supervisors; conduct two-day training & certification	105 enumerators certified
Week 6	Awareness & pilot rollout (200–250 HH across clusters)	Pilot Report + Final Questionnaire Approval

### 5.2. Phase II – Full-Scale Survey & Data Collection (Weeks 7–12)

**Objective:** Execute ward-wide survey with real-time analytics & institute/employer mapping.

Week	Key Activities	Milestones / Deliverables
Week 7	Launch door-to-door survey in Type A clusters; live DSS monitoring begins	20% coverage achieved
Week 8	Continue Type A; initiate Type B clusters; daily QC audits	40% cumulative coverage
Week 9	Mid-phase review; corrective actions via PMU dashboard	Field optimization & QC summary
Week 10	Type C cluster coverage; parallel institute audits (IQI-Lite)	70% HH coverage + 10 institutes mapped
Week	Employer mapping & job role verification; live	25+ employers tagged

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11	coordination with institutes	
Week 12	Final survey push & closure of data collection	100% survey coverage + raw dataset locked

### 5.3. Phase III – Post-Survey Data Analysis & Insights (Weeks 13–18)

**Objective:** Analyze data to produce actionable insights, indices, and sectoral training strategy.

Week	Key Activities	Milestones / Deliverables
Week 13	Data cleaning, de-duplication, anomaly removal	Verified dataset ready for analytics
Week 14	AI-assisted scoring & computation of EMS, TRS, JRS, IQI	Employment Readiness Index generated
Week 15	Cluster-wise analysis of readiness & skilling demand	Micro-cluster training priority matrix
Week 16	Employer-Institute linkage analytics & sectoral job-role mapping	Job Role–Institute–Employer Map finalized
Week 17	Preparation of H/West Ward Employment Intelligence Report	Draft report & DSS visualization
Week 18	Validation workshop with stakeholders; approval of action plan	Finalized ERI Report & Training Plan

### 5.4. Project Duration Summary

Component	Weeks	Outputs
Pre-Survey Preparation	6	Governance, app, training, pilot survey
Data Collection	6	Ward survey, employer & institute mapping
Data Analysis & Insights	6	ERI, IQI, Job Role–Demand mapping
<b>Total</b>	<b>18 Weeks</b>	Full project cycle

## 6. Governance & Monitoring Framework

### 6.1. Institutional Structure

A **multi-tiered governance system** ensures coordination, accountability, and transparent

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execution across all stakeholders.  
The implementation will be managed through three layers:

Level	Entity / Composition	Core Role
<b>A. Project Steering Committee (PSC)</b>	Chaired by the <b>Collector, Mumbai Suburban</b> , with members from <b>BMC Ward Office, Skill Development Department</b> , and <b>Agency</b>	Overall supervision, inter-departmental coordination, and policy guidance
<b>B. Project Monitoring Unit (PMU)</b>	Operated by <b>Agency</b> , under supervision of PSC	Day-to-day operations, MIS generation, dashboard upkeep, and stakeholder reporting
<b>C. Field Operations Network (FON)</b>	Enumerators, supervisors, auditors, zonal leads	Ground-level data collection, quality control, and community interface

## 6.2. Roles & Responsibilities

### Collector's Office

- Acts as the **Nodal Authority** for the project.
- Provides administrative permissions and ensures smooth coordination with all departments.
- Reviews progress fortnightly based on DSS dashboard insights.

### BMC Ward Office (H/West)

- Provides ward-level demographic data and facilitates access to communities and clusters.
- Supports local IEC campaigns, mobilization, and logistics.
- Ensures convergence with civic initiatives (health, sanitation, women's welfare, etc.).

### Skill Development Department (Mumbai Suburban District)

- Validates skilling frameworks and ensures alignment with **DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN / NSDC** standards.
- Oversees institute empanelment, job role validation, and course mapping.
- Monitors training outcomes and retention metrics.

### Agency (Implementing Agency)

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- Responsible for design, technology, data systems, field execution, and analytics.
- Operates the **PMU**, conducts weekly reviews, and prepares monthly reports for PSC.
- Ensures DPDP-compliant data handling and transparent dissemination through dashboards.

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### 6.3. Project Monitoring Unit (PMU)

A dedicated PMU ensures efficient operational control and performance tracking.

Designation	Key Function
Project Manager	Oversee all activities and maintain direct coordination with PSC
Data & Technology Lead	Manage DSS dashboards, ensure data validation and system uptime
Field Operations Lead	Supervise enumerators, route planning, and daily field QC
Institute & Employer Liaison	Maintain partnerships, schedule audits, and manage training linkages
Reporting & Compliance Officer	Ensure adherence to timelines, prepare reports, and maintain documentation

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### 6.4. Review Mechanism

Frequency	Level	Agenda / Deliverables
Weekly	PMU Internal Review	Progress against weekly targets, data QC, enumerator performance
Fortnightly	Collector's Office Review	Review dashboard indicators, address local challenges, approve next phase milestones
Monthly	PSC Meeting	Strategic assessment, budget utilization, inter-agency coordination
Quarterly	Evaluation Review	ERI & IQI updates, placement tracking, and overall project scorecard

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### 6.5. Monitoring Tools & Systems

- **Digital Dashboard (DSS):** Real-time visibility into survey coverage, institute mapping, and placement funnel.

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- **Geo-Tagging & Time-Stamping:** Every field entry is location and time verified for authenticity.
- **Audit Trail System:** Auto-QC flags anomalies; 10% of records undergo manual back-checks.
- **Data Privacy & Security:** All data encrypted; access restricted through role-based authentication as per DPDP standards.
- **Performance Indicators (KPIs):**
  - Survey Completion % (weekly)
  - Data Quality Score (auto + manual)
  - Enumerator Productivity
  - Institute IQI Average
  - Employer Engagement Rate
  - Placement Conversion Ratio
  - Retention after 30/60/90 Days

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## 6.6. Reporting & Transparency

- **Weekly Reports:** Operational summary and exceptions shared with Collector's Office.
- **Monthly Reports:** Analytics + insight-driven summaries to BMC and Skill Dept.
- **Quarterly Dashboard Summary:** Consolidated Employment Readiness Index and progress highlights.
- **Final Evaluation Report:** Comprehensive performance audit with recommendations for replication in other wards.

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## 7. Payment Terms

The payment structure has been designed to ensure steady project progress while maintaining accountability through milestone-based disbursements.

<b>Milestone / Activity</b>	<b>Payment Trigger</b>	<b>Payment (%)</b>	<b>Remarks / Deliverables</b>
<b>1. Planning Approval</b>	Upon submission and acceptance of detailed <b>Implementation Timeline, Project Architecture, and Resource Deployment Plan</b> , post signing of Work Order	<b>20%</b>	Covers preparatory activities — methodology finalization, sampling design, tool setup, and staffing. Submission of plan of action document.
<b>2. Completion of Phase I (Pre-Survey Phase)</b>	On approval of deliverables including demographic profiling, cluster maps, finalized questionnaire, and institute/employer mapping	<b>20%</b>	Indicates readiness for full-scale survey rollout.
<b>3. Mid-Project Milestone (Field Survey Progress)</b>	On completion and submission of validated data for <b>25,000 households</b> (approx. 45% coverage)	<b>20%</b>	Supports mid-phase liquidity during peak manpower and operational expenditure.
<b>4. Completion of Phase II (Full Survey &amp; Mapping Phase)</b>	Upon achieving 100% planned household coverage, verified dataset, and live dashboard submission	<b>20%</b>	Triggers after QC verification and acceptance by monitoring authorities.
<b>5. Completion of Phase III (Post-Survey &amp; Analytics Phase)</b>	On delivery of final analytics dashboard, ward employment intelligence report, and all clean datasets	<b>20%</b>	Final milestone; payable post-acceptance and verification by the Collector's Office and Skill Development Department.

## 8. Service Level Agreement (SLA) Framework

<b>SLA Parameter</b>	<b>Definition / Scope</b>	<b>Target / Benchmark</b>	<b>Monitoring Mechanism</b>	<b>Remarks</b>
<b>1. Household Coverage Efficiency</b>	% of planned households successfully surveyed (door-to-door + AI self-survey)	≥ 95% of total target households	Daily dashboard tracking, weekly PMU review	Ensures near-census coverage; non-response replacements allowed.
<b>2. Data Accuracy &amp; Quality Compliance</b>	% of verified entries passing GPS/time/photo and logic validation	≥ 98% accuracy; ≤ 2% data flagged	Automated QC + random back-checks (10% telephonic, 2% physical)	Key metric for acceptance of phase deliverables.
<b>3. Timeliness of Deliverables</b>	Adherence to phase-wise submission timelines	Delay ≤ 3 working days from agreed schedule	PMU progress tracker + review meetings	Beyond threshold may affect milestone-based payments.
<b>4. Enumerator Attendance &amp; Productivity</b>	Daily average HH coverage per enumerator in assigned cluster	Type A: 18–20 HH/day Type B: 12–15 HH/day Type C: 8–10 HH/day	GPS-based attendance logs & survey timestamps	Monitored live on dashboard.
<b>5. Data Privacy &amp; DPDG Compliance</b>	Secure collection, transfer, and storage of data with valid consent	100% compliance	Data audit logs, encryption status	Non-compliance may lead to rejection of dataset.
<b>6. Community Grievance Handling</b>	No. of unresolved citizen complaints related to survey conduct	≤ 2% of total HH approached	Dedicated helpline, PMU grievance tracker	Builds community trust & ethical compliance.
<b>7. Supervisor-to-Enumerator Ratio</b>	Ratio of supervisors managing enumerators per cluster	1 : 8 (approx.)	Field audit & PMU staffing tracker	Maintains quality and accountability.
<b>8. Post-Survey</b>	Time from field	Within 10	DSS submission	Ensures smooth

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<b>Data Submission Timeliness</b>	completion to cleaned data delivery	working days	logs	transition to analytics phase.
<b>9. Training &amp; Certification Compliance</b>	% of enumerators certified before deployment	100%	Attendance & test records	Mandatory for data acceptance.
<b>10. Stakeholder Reporting Compliance</b>	Submission of weekly progress reports to Collector / BMC / Skill Dept	Every 7 days without delay	Report tracker via PMU	Ensures transparency and timely supervision.

**Performance & Penalty Clauses**

To ensure accountability, a mutually agreed performance clause can be included:

<b>Deviation Type</b>	<b>Threshold / Limit</b>	<b>Penalty Clause (Indicative)</b>
Household coverage shortfall	>5% deviation from target	Payment deduction of up to 2% of relevant milestone
Data accuracy below benchmark	<95% verified accuracy	Committee decision subject to approval
Phase delay	>7 calendar days	Pro-rata deduction or timeline extension subject to approval
Non-compliance with DPDP or consent protocols	Any instance	Committee decision subject to approval

## 9. Risk Management & Mitigation

### Overview

The project integrates risk management right from the **survey stage to post-placement tracking**, ensuring that every operational gap is identified, flagged, and corrected in real time. All risks are monitored via the **Decision Support System (DSS)**, with automatic alerts to the **Project Monitoring Unit (PMU)**. Each risk has a defined **early-warning threshold, responsible unit, and timeline for resolution**.

### 9.1. Key Risk Areas & Mitigation Strategies

#### A. Survey & Data Collection Risks

Risk	Potential Impact	Preventive Actions	Corrective Actions
Enumerator fatigue or inexperience	Incomplete or inconsistent data	Two-day hands-on training; digital attendance; small cluster assignment	Field audit by supervisor; refresher session
Household refusal or inaccessibility	Coverage gap and bias	Local NGO and ward office coordination; IEC communication drive	Substitute sampling through app algorithm
Duplicate or fake entries	Corrupted dataset	GPS, timestamp & selfie validation	Automated anomaly detection; field back-check
Connectivity or device failure	Data loss or sync issues	Offline survey mode + auto-sync	24x7 tech support; daily cloud backup
Consent not captured properly	Legal non-compliance	Multilingual consent form (in-app)	PMU verification & corrective follow-up
Enumerator safety or local unrest	Field disruption	Two-member survey teams; local leader coordination	Escalation to ward officer; route reassignment

#### B. Training & Placement Risks

Risk	Potential	Preventive Actions	Corrective Actions

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	<b>Impact</b>		
Candidate dropout or disinterest	Lower placement rate	Pre-counselling, realistic JD briefing, ARS (Attrition Risk Score)	Re-counselling and redeployment
Documentation gaps	Offer or join delays	Early verification via survey & document clinic	Daily DRI (Document Readiness Index) monitoring
Low training quality	Poor job readiness	IQI audits; trainer performance dashboard	Corrective plan and trainer replacement
Low female participation	Gender imbalance	Women-first design; safe shifts; creche tie-ups	Alternate batch timings; women-only drives
Attendance drops	Poor training outcomes	Incentive-based attendance tracker	PMU call & home-visit follow-up

**C. Employer & Market Risks**

<b>Risk</b>	<b>Potential Impact</b>	<b>Preventive Actions</b>	<b>Corrective Actions</b>
Demand fluctuation or slowdown	Reduced hiring opportunities	Diversify across 150–200 employers	JD refresh; gig/remote placement pool
Employer dissatisfaction	Drop in offers or repeat hires	Regular employer feedback through EQS	Joint counselling and candidate retraining
Wage or shift mismatch	Offer decline	Wage expectation survey; role-fit mapping	Alternate offer generation
Over-dependence on few sectors	Skewed job availability	Sector diversification in MoUs	Introduce short-cycle cross-training

**D. Compliance & Governance Risks**

<b>Risk</b>	<b>Potential Impact</b>	<b>Preventive Actions</b>	<b>Corrective Actions</b>
Data privacy breach	Legal violation	DPDP-compliant data storage; encryption; access control	Immediate system lock & investigation
Community	Unfair candidate	Transparent digital registration	PMU + ward officer

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interference	selection		review
Technology downtime	Dashboard delay	Dual servers; offline sync	Tech team restore within 6 hrs
Reporting delays	Reduced transparency	Auto-report generation	Escalation to PMU Coordinator

## 9.2. Early-Warning Indicators

Indicator	Threshold / Trigger	Immediate PMU Action
Survey coverage < 80 % by Week 6	Coverage lag	Deploy reserve enumerators
Data rejection > 3 %	Poor quality entries	Field audit & retraining
AI-survey completion < 85 %	Low self-response	Auto-reminder SMS + revisit
Training attendance < 80 % for 3 days	Drop-out risk	Counselling & parent call
Offer-to-join gap > 10 days	Conversion delay	Employer follow-up
Attrition > 20 % within 30 days	Early exits	Redeployment & ARS review

## 9.3. Escalation & Resolution Matrix

Level	Responsible Unit	Issue Type	Resolution Time
L1	Field Supervisor	Survey errors, attendance issues	Within 24 hrs
L2	PMU Coordinator	Attrition, employer mismatch	Within 3 working days
L3	District/BMC Nodal Officer	Policy or escalation cases	Within 7 working days

## 9.4. Continuous Monitoring & Learning

- Daily DSS Dashboards:** show live survey progress, AI completion, attendance, and placement conversion.
- Weekly PMU Reviews:** identify trends and apply fixes before escalation.

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- **Quarterly IQI-EQS-Retention Analysis:** measure which institutes and employers deliver the most sustainable outcomes.
- **Adaptive Planning:** re-assign survey clusters or shift focus based on early alerts.
- **Transparency:** dashboard snapshots shared with BMC officials weekly.

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## 9.5. Risk Appetite & Acceptable Thresholds

Metric	Tolerance Limit	Review Frequency
Survey data rejection	≤ 3 %	Daily
Coverage shortfall	≤ 5 %	Weekly
Post-join attrition (≤ 30 days)	≤ 20 %	Weekly
Documentation pending	≤ 10 %	Fortnightly
Offer-to-join lag	≤ 10 days	Weekly
Institute non-compliance	≤ 10 %	Monthly
Gender gap in placements	≤ 15 %	Monthly
Data breach incidents	0 tolerance	Immediate

## **Section: 4**

### **General Conditions of Contract**

## 10. General Conditions of Contract (GCC)

### 10.1. Governing Law and Jurisdiction of courts

The Contract shall be governed by and interpreted in accordance with the laws of India. Jurisdiction of courts for dispute resolution shall be Mumbai only.

### 10.2. Settlement of Disputes

1. Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding terms and conditions of the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GCC 10 shall become applicable.

#### 2. Arbitration:

- a. In the event that any dispute, controversy, or claim arising out of or in connection with this Agreement, including its interpretation, performance, breach, or termination, remains unresolved after the Parties have attempted to amicably settle the same, such dispute shall be referred to and finally resolved by arbitration. The arbitration shall be conducted by a **sole arbitrator**, who shall be jointly appointed by the Parties. In the event the Parties are unable to agree upon the appointment of the sole arbitrator within thirty (30) days from the date on which the request for arbitration is made, the sole arbitrator shall be appointed in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, as amended from time to time. Arbitration proceedings shall be held in Mumbai, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- b. The decision of most arbitrators shall be final and binding upon both parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Department and the successful bidder. However, the expenses incurred by each party in connection to the preparation, presentation shall be borne by the party itself. All arbitration awards shall be in writing and shall state the reasons for the award.

### 10.3. Change in Laws and Regulation

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Contract Price, then such Contract Price shall be correspondingly increased or decreased, to the extent that the successful Service Provider has thereby been affected in the performance of any of its obligations under the Contract.

## **10.4. Taxes and Duties**

The successful bidder shall be entirely responsible for all taxes (including Goods and Service Tax), stamp duties, license fees, and other such levies imposed etc.

## **10.5. Performance Bank Guarantee**

1. The Successful Bidder shall at his own expense deposit with the Department within fifteen (15) days of the date of letter of acceptance or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized or Scheduled Bank, payable on demand, for the due performance and fulfilment of the contract by the bidder.
2. The performance guarantee shall be denominated in the currency of the contract and shall be in the form of bank guarantee.
3. This performance bank guarantee will be for an amount equivalent to 3% of the total O&M contract value. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
4. The performance Bank Guarantee shall be valid until the end of six months after the completion of the contract with successful bidder. Subject to the terms and condition in the Performance Bank Guarantee, six months after the contract completion, the performance Bank Guarantee will lapse automatically.
5. The Performance Bank Guarantee may be discharged/ returned by the Department upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee. The Format for Performance Bank Guarantee is provided in **Annexure I - Performance Bank Guarantee**
6. In the event of the Bidder being unable to service the contract for whatever reason the Department would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Department under the contract in the matter, the proceeds of the PBG shall be payable to Department as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. The Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
7. The Department shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

## **10.6. Confidential Information**

1. The Department and the successful bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
2. The Successful Bidder shall not use the documents, data, and other information received from Department for any purpose other than the services required for the performance of the Contract.

## **10.7. Change in Laws and Regulations**

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the successful Bidder has thereby been affected in the performance of any of its obligations under the Contract.

## **10.8. Force Majeure**

1. The successful bidder shall not be liable for termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this Clause, Force Majeure means an event or situation beyond the control of the successful bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the successful bidder. Such events may include, but not be limited to, acts of the Department in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
3. If a Force Majeure situation arises, the successful Bidder shall promptly notify the Department in writing of such condition and the cause thereof. Unless otherwise directed by Department in writing, the successful Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **10.9. Extensions of Time**

1. If at any time during performance of the Contract, the successful bidder should encounter conditions impeding timely delivery of the Services, the successful bidder shall promptly notify the Department in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the successful bidder's notice, the Department shall evaluate the situation and may at its discretion extend the successful bidder's time for performance in writing.
2. Delay by the successful Bidder in the performance of its Delivery and Completion obligations shall render the Bidder liable for disqualification for any further bids in the Department unless an extension of time is agreed mutually.

## **10.10. Termination**

### **10.10.1. Termination by Department**

1. The Department may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (1) through (11) of this GCC Clause 10.10. In such an occurrence, the Department shall give, not less than 90 days' written notice of termination to the successful bidder.
2. If the successful bidder does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Department may have subsequently approved in writing.
3. If the successful bidder becomes insolvent or goes into liquidation, or receivership whether compulsory or voluntary.
4. If the successful bidder, in the judgment of the Department has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
5. If, as the result of Force Majeure, the successful bidder is unable to perform a material portion of the Services for a period of not less than 60 days.
6. If the successful bidder submits to the Department a false statement which has a material effect on the rights, obligations or interests of the Department.
7. If the successful bidder places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to the Department.
8. If the successful bidder fails to provide the quality services as envisaged under this Contract, the Department may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The Department may decide to give one chance to the successful Bidder to improve the quality of the services.
9. If the successful bidder fails to comply with any final decision reached because of arbitration proceedings.
10. The Department may by giving a one month's written notice, terminate this Agreement

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if a change of control of the successful bidder has taken place.

#### **10.10.2. Termination by Bidder**

The successful bidder may terminate this Contract, by not less than 180 days' written notice to the Department, such notice to be given after the occurrence of any of the events specified in paragraphs (1) through (4) of this GCC Clause 10.10.2:

1. If the Department fails to pay any money due to the Successful bidder pursuant to this Contract and not subject to dispute pursuant to GCC Clause 10.10 hereof, within 30 days after receiving written notice from the successful bidder that such payment is overdue.
2. If, as the result of Force Majeure, the successful bidder is unable to perform a material portion of the Services for a period of not less than 60 days.
3. If the Department fails to comply with any final decision reached because of arbitration pursuant to GCC Clause 10 hereof.
4. If the Department is in material breach of its obligations pursuant to this Contract and has not remedied the same within 30 days (or such longer period as the successful bidder may have subsequently approved in writing) following the receipt by the Department of the Successful bidder's notice specifying such breach.

#### **10.10.3. Termination for Convenience**

The Department may at any time terminate the Contract for any reason by giving the successful bidder a notice of termination that refers to this clause.

Upon receipt of the notice of termination under this clause, the successful bidder shall either as soon as reasonably practical or upon the date specified in the notice of termination:

1. cease all further work, except for such work as the Department may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition.
2. remove all successful bidder's Equipment from the site, repatriate the successful bidder's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind.
3. in addition, the successful bidder shall:
  - a. deliver to the Department the parts of the System executed by the successful bidder up to the date of termination.
  - b. to the extent legally possible, assign to the Department all right, title, and benefit of the successful bidder to the System, or Subsystem, as at the date of termination, and, as may be required by the Department.
  - c. deliver to the Department all non-proprietary drawings, specifications, and other documents prepared by the successful bidder or its Subcontractors as of the date of

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termination in connection with the System.

#### **10.10.4. Effects of Termination**

1. If Department terminates this Agreement pursuant to failure on the part of the successful bidder to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by successful bidder may be forfeited.
2. Upon termination of this Agreement, the Parties will comply with the Exit Management clause set out as Section 10.23 of this Agreement.
3. If Department or the successful bidder terminates this Agreement, the compensation will be decided in accordance with the Payment Terms set out in Section 7 of this Document.
4. Department agrees to pay successful bidder for i) all charges for services successful bidder provides and any Deliverables and/or system (or part thereof) successful bidder delivers through termination and any charges at the tendered rate, for extension period beyond termination as decided by the Nodal Agency and ii) reimbursable expenses successful bidder incurs through termination.
5. If Department terminates without cause, Department also agrees to pay any applicable adjustment expenses to successful bidder incurs because of such termination (which successful bidder will take reasonable steps to mitigate.)
6. In the event of termination of the Contract, the Department shall pay to the successful bidder the following amounts:
  - a. the Contract Price, properly attributable to the parts of the System executed by the successful bidder as of the date of termination.
  - b. the costs reasonably incurred by the successful bidder in the removal of the successful bidder's Equipment from the site and in the repatriation of the successful bidder's personnel.
  - c. costs incurred by the successful bidder in protecting the System and leaving the site in a clean and safe condition and
  - d. the cost of satisfying all other obligations, commitments, and claims that the successful bidder may in good faith have undertaken with third parties in connection with the Contract and that are not covered by Clauses above.

#### **10.10.5. Termination of this Agreement due to bankruptcy of successful bidder**

The Department may serve written notice on successful bidder at any time to terminate this Agreement with immediate effect if the successful bidder reporting an apprehension of bankruptcy to the Purchaser or its nominated agencies.

#### **10.10.6. Payment upon Termination**

Upon termination of this Contract pursuant to GCC Clauses in section 10, the Department

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shall make the following payments to the Successful bidder:

1. If the Contract is terminated pursuant to GCC Clause 10.10.1 or 10.10.2, remuneration for Services satisfactorily performed prior to the effective date of termination.

### **10.11. Assignment**

The successful Bidder shall not assign, in whole or in part, their rights and obligations under this Contract to any third party, except with prior written consent of the other party."

### **10.12. Indemnity**

The Bidder shall indemnify, protect and save the Department against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware / software supplied by him.

### **10.13. Publicity**

Any publicity by the Bidder in which the name of the Department is to be used should be done only with the explicit written permission of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN.

### **10.14. Data Security**

The selected bidder and its team must maintain the confidentiality and security of data in true spirit. In no case, breach in security of data will be acceptable. Violation of this clause may lead to severe penalties, maximum up to termination of involved agency as decided by tender issuing authority.

In this regard, selected bidder must comply with the following

### **10.15. Non-Disclosure Agreement**

The selected Bidder must sign Non-Disclosure Agreement with the Department. It will be the selected bidder's responsibility to get this agreement signed along with contract agreement. Format of Draft NDA is attached in **Annexure II - Non-Disclosure Agreement**

### **10.16. Audit Trails**

The selected bidder shall maintain logs and audit trail of all the work done.

### **10.17. Confinement of data**

Any data or related document (both in physical and electronic format) being used for

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Websites Application/System or solution implementation will strictly be confidential and not be allowed to be shared with any external stakeholders without the explicit written permission of the Department.

## **10.18. Use of data storage devices**

Before the start of the work, selected bidder may proactively take permission from the Department regarding use of following electronic gadgets

- ✓ Pen Drive
- ✓ Hard Disk
- ✓ CD/DVD
- ✓ Internet dongles
- ✓ Camera/Camcorder
- ✓ Mobile phones having camera or storage facility

Bidder must give details and request for any access to any other device capable of storing or capturing data in any format by its staff in following draft format

- ✓ Name of Staff members to be given access:
- ✓ Type of device to be allowed:
- ✓ Company/Make/Model of device:
- ✓ Any other information required to identify device:
- ✓ Reason for permission:

The Department may also ask selected bidder to take such permissions specifically for any project.

## **10.19. Risk Purchase Clause**

In case the selected Bidder fails to execute the project as stipulated in the delivery schedule the Department, reserves the right to procure similar services from alternate sources at the risk, cost and responsibility of the Bidder. Before taking such a decision, the Department would give a notice period of 1 month.

## **10.20. Data Ownership**

All the data created as the part of the project would be owned by the Department. Successful Bidder shall take utmost care in maintaining security, confidentiality and backup of this data.

## **10.21. Intellectual Property Rights**

All the deliverables submitted by the Successful bidder under the contract will be the property of the Department.

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- Successful bidder shall indemnify the Department against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.
- All the Deliverable and Application Software developed by Successful bidder for the Department, the copyright/IPR of that software/deliverable will be with the Department. Successful bidder shall not sell or use (fully / partly) that software for service of other customers without written consent from the Department.
- While passing on the rights (license) of using any software/software tool, Successful bidder shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
- The software licenses supplied by selected bidder shall be genuine, perpetual, for full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the Department for the entire period of contract.
- In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India the agency shall act expeditiously to extinguish such claim. If selected bidder fails to comply and the Department is required to pay compensation to a third party resulting from such infringement, selected bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Department will give notice to selected bidder of such claim, if it is made, without delay.

## **10.22. Change in Tax Rates**

Current taxes rates have been used in arriving at the final prices. However, any change in the statutory taxes during the term of the contract/agreement shall be passed on to the customer and the prices shall be adjusted accordingly.

## **10.23. Exit Management**

### **10.23.1. Exit Management Purpose**

This Schedule sets out the provisions, which will apply on expiry or termination of the contract. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

### **10.23.2. Transfer of Assets**

Successful Bidder shall be entitled to use the Assets for the duration of the exit management period, which shall be the four-month period from the date of expiry of contract, or termination of the contract.

1. In the event, if the Assets to be transferred are mortgaged to any financial institutions by the Successful Bidder, the Successful Bidder shall ensure that all such liens and

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liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the Purchaser.

2. Department shall pay to the Successful Bidder on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies).

#### **10.23.3. Confidential Information, Security and Data**

Successful Bidder will promptly on the commencement of the exit management period, supply to the Department or its nominated agencies the following:

1. Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to E- Governance Project, Project's Intellectual Property Rights; any other data and confidential information related to the Project.
2. Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing Successful Bidder in a readily available format.
3. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the Department and its nominated agencies, or its Replacing Bidder/SI to carry out due diligence in order to transition the provision of the Services to the Department or its nominated agencies, or its Replacing Bidder/SI (as the case may be).

#### **10.23.4. Hand holding and knowledge transfer support**

1. In case of project contract expiry, Successful Bidder shall ensure that the identified officials of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN (IT Cadre) are given proper handover and knowledge transfer at least 1 months prior to the completion of contract period and only on acceptance of the role by the identified officials of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, the contract completion certificate along with the last payment to the bidder will be released.
2. Bidder has to handover the Source Code, Patches & Releases (If any), Application Software, all content used in the Designing of the Website, along with Technical Documents, user Manual, functional Manual, Workflow diagram, installation guide and any other if required for creation of development environment and hosting.
3. Along with the hand holding support to the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN staff, the Successful Bidder must ensure proper and complete handover to the new vendor (in case of selection of new vendor at end of the project timelines).
4. All the required functional training and handover along with required Knowledge

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transfer and required documentation should be completed by the bidder within 1 month's timeframe prior to the completion of the contract.

5. A formal handover report must be submitted by the bidder duly signed by the new bidder.

#### **10.23.5. Continuity of operations**

1. As and when newer versions of system or application software are introduced within the currency of handholding support, Bidder/SI would provide required training documentation along with each release of patch / upgrade and would provide training to the concerned officers.
2. In case of new additions to the staff members in the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, the Successful Bidder would be required to provide the training to them as well, during the project duration.

#### **10.23.6. Employees**

1. Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including those relating to privacy) provide to the Department a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period.
2. To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, the Department or Replacing Bidder may make an offer of employment or contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Department or any Replacing Bidder/SI.

#### **10.23.7. Rights of Access to Information**

1. At any time during the exit management period, the Successful Bidder will be obliged to provide an access of information to the Department including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, Live data, policy documents or any other material related to the web Application Software.
2. Data Structure documents and templates, Data Migration Plans

#### **10.23.8. Exit Management Plan**

An Exit Management plan shall be furnished by Successful Bidder in writing to the Department within 90 days from the date of signing the Contract, which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, and Service Level monitoring.

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1. Successful Bidder shall provide the Department with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.
2. A detailed program of the transfer process that could be used in conjunction with a Replacement Bidder/SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
3. Plans for the communication with such of the Successful Bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on website because of undertaking the transfer.
4. Plans for provision of contingent support to website and Replacement Bidder/SI for a reasonable period (minimum one month) after transfer.
  - a. Successful Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
  - b. Each Exit Management Plan shall be presented by the Successful Bidder to and approved by the Department or its nominated agencies.
  - c. The terms of payment as stated in the Terms of Payment Schedule include the costs of the Successful Bidder complying with its obligations under this Schedule.
  - d. During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.
  - e. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
5. Exit Management plan at the minimum adhere to the following:
  - a. Three (3) months of the support to Replacement Service Provider post termination of the Contract.
  - b. Complete handover of the Planning documents, functional requirements specification, technical specifications of all equipments, change requests if any, source codes, wherever applicable, reports, documents, and other relevant items to the Replacement Service Provider/ Purchaser.
  - c. The successful bidder shall also provide the updated versions of all the above-mentioned documents along with proper version control at the time of submission of annual updated Exit management plan.
  - d. Certificate of Acceptance from authorized representative of Replacement Service Provider issued to the Successful Bidder on successful completion of handover and knowledge transfer.

## **Section: 5**

### **Guidelines for Pre-Qualification**

## 11. Guidelines for Pre-Qualification

### 11.1. Checklist for the documents to be included in the Pre-Qualification Envelope (Envelop A)

S. No.	Basic Requirements	Eligibility Criteria	Document to be submitted	Submitted (Yes / No)	Document Page No.
PQ1	Legal Entity	The bidder must be an independent legal entity incorporated / registered in India (Partnership Firm, LLP, Private/Public Ltd. Company, Government-owned Company) and should be in existence in India for at least the last 5 years as on date of submission of the bid.	Certificate of Incorporation / Registration / Partnership deed; and GST Registration certificate issue PAN Card by GSTN authorities; and PAN Card and MSME Certificate		
PQ2	Turnover	The bidder must have attained an <b>Average Annual Turnover of INR 5 Crore or more</b> from providing <b>IT/ITeS/ Survey/ Manpower Deployment / Skill Development services</b> during the previous 3 (Three) financial years i.e. (FY22-23, FY23-24, FY24-25)	Copy of the audited Profit & Loss Statement of the company for the last 3 (Three) financial years.  Copy of the audited Balance Sheet of the company for the last 3 (Three) financial years.  Certificate from the Statutory Auditor / Chartered Accountant clearly stating the average annual turnover from IT/ITeS/ Survey/ Manpower Deployment / Skill		

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			Development services		
<b>PQ3</b>	Net worth	The bidder must have a <b>positive net worth</b> during the last 3 (Three) financial years i.e. (FY22-23, FY23-24, FY24-25)	Certificate from the Statutory Auditor / Chartered Accountant clearly stating the Positive Net Worth Copy of the audited Balance Sheet and Profit & Loss Statement of the company for the last 3 financial years		
<b>PQ4</b>	Technical Capability	The Bidder must have successfully completed <b>at least one similar Project</b> for a State / Central Government Organization / PSU/ ULB / Sector Skill Council in India during the last 7 (seven) financial years	Work order + Completion Certificates from the Client /Competent Authority. Note: Copy of Work Order and		

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	<p>For the purpose of this eligibility criterion, "Similar Project" shall mean any project executed for a State Government, Central Government, Public Sector Undertaking (PSU), Urban Local Body (ULB), or Government-affiliated agency in India, involving one or more of the following components:</p> <ul style="list-style-type: none"><li>* Socio-economic surveys, household surveys, community-based assessments, or demographic data collection exercises;</li><li>* Skill development-related projects, including mobilisation, training, counselling, placement support, or livelihood enhancement initiatives;</li><li>* Manpower deployment, field force management, on-ground staffing, or operational workforce supply for government programs;</li><li>* Design, development, implementation, or maintenance of IT / ITeS solutions, digital platforms, dashboards, MIS systems, mobile applications, or technology systems used in governance or public service delivery.</li></ul> <p>Any project containing at least one of the above elements</p>	<p>Completion certificate signed by a competent authority should clearly mention the scope of work done and project value.</p> <p>In case of ongoing project, undertaking to be provided.</p>	
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		shall qualify as a “similar project” for meeting the eligibility requirement.			
<b>PQ5</b>	Technical Resources	Bidder should have at least 25 <b>technically qualified resources</b> on their payroll as on the date of bid submission	Self-declaration signed by HR head and authorized signatory on the letter head of the bidder		
<b>PQ6</b>	Certification	The Bidder must have the following valid certifications as on the date of submission of the bid: <b>ISO 9001</b> and <b>ISO 27001</b>	Copy of the Valid Certification as on the date of bid submission.		

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<b>PQ7</b>	Blacklisting	<p>The Bidder should <b>not be debarred/ blacklisted</b> by any Government/PSU in India for failure to perform or deliver services as on date of submission of the Bid.</p>	<p>A self-certified letter in the format provided in RFP signed by the Authorized Signatory of the Bidder on company Letter head with seal.</p>		
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In addition to above the following list of Documents shall be submitted by Bidder as part of this envelope

S No	List of Documents	Submitted (Yes/No)	Document Name / Page No.
1	Bid Covering Letter		
2	Scanned copy of <b>EMD of Rs. 2,40,000 (Rupees Two Lacs Forty Thousand only)</b> & Online payment of Document Fee receipt of Rs. 28,500/- (Rupees Twenty Eight Thousand Five Hundred Only)		
3	Power of Attorney in favor of Authorized Signatory		

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### **11.1.1. Pre-Qualification Cover Letter**

(To be submitted on the letterhead of the bidder)

Place

Date

To

The

Assistant Commissioner,

District Skill Development Employment & Entrepreneurship Guidance Centre

Government of Maharashtra

1<sup>st</sup> Floor, Shreyas Chambers, D.N.Road, Fort,

Mumbai-400001

**Subject:** Submission of proposal in response to the RFP for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM

Ref: RFP Notification number

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for **the Appointment of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM”.**

We attach hereto our responses to Pre-Qualification requirements and technical & financial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to the Department, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

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We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and agree to abide by this tender response for a period of 180 days from the date of opening of commercial proposal. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

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Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

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## 11.2. Format to share Financial Details

(To be submitted duly singed by Statutory Auditor of the bidder on its letter head)

- ✓ Annual Turnover of the bidder

Sr. No.	Years	Turnover Details in INR (in figures)
A	2022 – 23	
B	2023-24	
C	2024-25	
<b>Average Annual Turnover = (A+B+C)/3</b>		

Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years FY 2022-23, FY 2023-24, FY 2024-25 shall submit as supporting evidence

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### **11.3. Format to share Bidder's Firms Particulars**

The Table below provides the format in which general information about the bidder must be furnished.

<b>Sr. No.</b>	<b>Information</b>	<b>Details</b>
<input type="checkbox"/>	Name of Bidding firm:	
<input type="checkbox"/>	Address and contact details of Bidding firm:	
<input type="checkbox"/>	Firm Registration Number and Year of Registration	
<input type="checkbox"/>	Web Site Address	
<input type="checkbox"/>	Area of Business/Services of the Firm/Company	
<input type="checkbox"/>	Status of Company (Public Ltd., Pvt. Ltd., etc.)	
<input type="checkbox"/>	Company's Goods and Service Tax (GST) Registration No.	
<input type="checkbox"/>	Company's Permanent Account Number (PAN)	
<input type="checkbox"/>	Company's Revenue for the last 3 years (Year wise)	
<input type="checkbox"/>	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
<input type="checkbox"/>	Telephone number of contact person:	
<input type="checkbox"/>	Mobile number of contact person:	
<input type="checkbox"/>	Fax number of contact person:	
<input type="checkbox"/>	E-mail address of contact person:	

We hereby declare that our proposal submitted in response to this RFP Stage-I is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

Date:

(Signature)

Name

In the capacity of

[Seal / Stamp of bidder]

Please Note: In case of a named sub-contractor, bidder needs to provide one more table providing the sub-contractor information in the above format.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

#### **11.4. Format for Declaration by the bidder for not being Blacklisted / Debarred**

(To be submitted on the Letterhead of the responding company)

Date: dd/mm/yyyy

To

The  
Assistant Commissioner,  
District Skill Development Employment & Entrepreneurship Guidance Centre  
Government of Maharashtra  
1<sup>st</sup> Floor, Shreyas Chambers, D.N.Road, Fort,  
Mumbai-400001

Sub: Declaration for not being debarred / black-listed by Central / any State Government Department in India as on the date of submission of the bid

Ref: RFP Notification number

Dear Sir,

I, authorized representative of \_\_\_\_\_, hereby solemnly confirm that the Company \_\_\_\_\_ is not banned by the Government of Maharashtra/ Any other state government/ Government of India which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the information/ declaration, the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, Government of Maharashtra reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

---

Signature of Authorized Signatory (with official seal)

Date:

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

### **11.5. Format of sending pre-bid queries**

**Ref:** RFP Notification number

The queries should be sent in PDF and excel.

<b>Bidder's Request for Clarification</b>				
Name and complete official address of Organization submitting query / request for clarification			Telephone, Fax and E-mail of the organization	
Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required
1				
2				

Signature:

Name of the Authorized signatory:

Company seal:

Date and Stamped

## **Section: 6**

### **Guidelines for Technical Proposal**

## 12. Guidelines for Technical Proposal

### 12.1. Technical Bid Cover Letter (Envelop A – Technical Bid)

**(To be submitted on the Letterhead of the responding firm)**

Date: dd/mm/yyyy

To,

The Assistant Commissioner,

District Skill Development, Employment, Entrepreneurship and Innovation Guidance Centre,  
Mumbai Suburban

175, Shreyas Chambers, 1<sup>st</sup> Floor,

Dr. DN Road, Fort, Mumbai – 400001

**Sub:** Submission of proposal in response to the RFP for “Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM”

Ref: RFP Notification number -

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for “Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM”.

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Professional Services in “Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM”, put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and the Department or its appointed representatives.

If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, for a sum of equivalent to 3% of the contract value for the due performance of the contract.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of opening of commercial proposal and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Department is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Department as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:

(Signature)

(Name)

(In the capacity of)

[Seal / Stamp of bidder]

Witness Signature:

Witness Name:

Witness Address:

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

### 12.1.1. Format to Project Citation

Using the format below, provide information on each reference assignment for which your firm/entity was legally contracted.

Sr. No.	Item	Details	Attachment Ref. No /Page No
1.	Project Name		
2.	Client Name		
3.	Date of Work Order		
4.	Project Duration (In Months)		
5.	Completed/ On going		
6.	Start Date(month/year)		
7.	Completion Date (month/year)		
8.	Brief Scope of Work		
9.	Contract Value		
10.	Project executed as Single Bidder/Consortium Member/ Sub Contractor		
11.	Actual Description of the services provided.		
12.	Proof Enclosed: Completion certificate, Work order and / or Agreement:		

Note: The Bidder is required to use above formats for all the projects referenced by the bidder for the Pre-Qualification and technical bid evaluation. Each work experience shall be enclosed with work order/completion certificate /Substantial completion certificate. Each citation along with work orders would be evaluated for necessary compliance to meet the eligibility criteria

## **Section: 7**

### **Guidelines for Financial Proposal**

## **13. Guidelines for Financial Proposal**

### **13.1. Financial Proposal Cover Letter (Envelop B – Financial Bid) (To be submitted on the Letterhead of the bidder)**

Date: dd/mm/yyyy

To,

The Assistant Commissioner,

District Skill Development, Employment, Entrepreneurship and Innovation Guidance Centre,  
Mumbai Suburban

175, Shreyas Chambers, 1<sup>st</sup> Floor,  
Dr. DN Road, Fort, Mumbai – 400001

**Subject:** Submission of proposal in response to the RFP for “Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM”

Ref:

Dear Sir,

We, the undersigned, offer to provide the services for “Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM” in accordance with your Request for Proposal dated [*Insert Date*] and our Pre-Qualification. Our attached Financial Proposal for is for the sum of [*Insert amount(s) in words and figures*]. We are aware that any conditional financial offer will be outright rejected by the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN. This amount is inclusive of Taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal (180 days) from the date of opening of commercial proposal

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no technical deviations are attached here with this commercial offer.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Date and Stamp of the signatory

Name of Firm:

### **13.2. Financial Proposal Format & Instructions**

The Bidder shall thoroughly examine all the requirement of RFP for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM, Government of Maharashtra. Having examined the Bid document, the bidder shall provide the quotation summarizing their commercial proposal in order to meet RFP requirements and provide service delivery as set out in RFP document.

Table 1—Consolidated Cost Summary (inclusive of GST)

<b>Title</b>	<b>Cost (in INR, inclusive of GST)</b>
One-Time Comprehensive Cost Estimate Covering All Operational, Technological, Field, and Monitoring Components for the Successful Implementation of Project NAVYAM in the H/West Ward of MCGM, encompassing Phase 1, Phase 2, and Phase 3 as outlined in the Scope of Work.	
<b>Amount (in words)</b>	

## **Annexures**

## **14. Annexures**

### **14.1. Annexure I - Performance Bank Guarantee**

For Contract Performance Bank Guarantee

Ref:

Date: \_\_\_\_\_

Bank Guarantee No.: \_\_\_\_\_

To,

The Assistant Commissioner,  
District Skill Development, Employment, Entrepreneurship and Innovation Guidance Centre,  
Mumbai Suburban  
175, Shreyas Chambers, 1<sup>st</sup> Floor,  
Dr. DN Road, Fort, Mumbai – 400001

Dear Sir,

PERFORMANCE BANK GUARANTEE – For <Project Name>

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter a Contract dated ..... (Hereinafter, referred to as “Contract”) with you for **“Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM”** in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of 3% of the Total Contract Value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered the said Contract with you, we, (name and address of the bank), have

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 3% of the Total Contract Value i.e., ..... <in words> without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till 180 days after completion of the Contract Period, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until 6 months after the completion of Contract Period.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights: Requiring to pursue legal remedies against the Department; and for notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent, nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 3% of the Contract Value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

Our liability under this Performance Bank Guarantee shall not exceed 3% of the Total Contract Value. This Performance Bank Guarantee shall be valid only from the date of signing of Contract to 180 days after the End of Contract Period: and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before 180 days after the completion of Contract Period.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee, or the subject matter hereof brought by you may not be enforced in or by such count.

Dated ..... this ..... Day.....2024.

Yours faithfully,

For and on behalf of the.....Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

## **14.2. Annexure II - Non-Disclosure Agreement**

[Company Letterhead]

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between, The District Skill Development, Employment and Entrepreneurship Guidance Centre Mumbai Suburban, Government of Maharashtra on the one hand, (hereinafter called the "DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN") and, on the other hand, [Name of the Bidder] (hereinafter called the "Bidder") having its registered office at [Address]

WHEREAS

1. The "DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN" has issued a public notice inviting various organizations for provision of "Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM"
2. The Bidder, having represented to the "DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN" that it is interested to bid for the proposed Project,
3. The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN and the Bidder agree as follows:
  - a) In connection with the "Project", the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN agrees to provide to the Bidder a detailed document on the Project vide the Request for Proposal document. The Request for Proposal contains details and information of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN operations that are considered confidential.
  - b) The Bidder to whom this information (Request for Proposal) is disclosed shall –
    - i. hold such information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information.
    - ii. restrict disclosure of the information solely to its employees, other member with a need to know such information and advise those persons of their obligations hereunder with respect to such information.
    - iii. use the information only as needed for the purpose of bidding for the Project.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

- iv. except for the purpose of bidding for the Project, not copy or otherwise duplicate such information or knowingly allow anyone else to copy or otherwise duplicate such information; and
- v. undertake to document the number of copies it makes
- vi. on completion of the bidding process and in case unsuccessful, promptly return to the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, all information in a tangible form or destroy such information

4. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any information which:

- a) was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
- b) is or becomes publicly known through no wrongful act of the Bidder; or
- c) is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the information.

5. The Agreement shall apply to all information relating to the Project disclosed by the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN to the Bidder.

6. The DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue all other rights and remedies available at law or in equity for such a breach.

7. DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN reserves the right to share the information received from the bidder under the ambit of RTI Act.

8. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Bidder, on any of the information. Notwithstanding the disclosure of any information by the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN to the Bidder, the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN shall retain title and all intellectual property and proprietary rights in the information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN is either granted or implied by the conveying

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

of information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN on any copy of the information and shall reproduce any such mark or notice on all copies of such information.

9. This Agreement shall be effective from the date of signing of this agreement and shall continue perpetually.

10. Upon written demand of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, the Bidder shall (i) cease using the information, (ii) return the information and all copies, notes or extracts thereof to the Department forthwith after receipt of notice, and (iii) upon request of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.

11. This Agreement constitutes the entire Agreement between the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN and the Bidder relating to the matters discussed herein and supersedes all prior oral discussions and/or written correspondence or agreements between the two parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

12. Confidential information is provided "As-Is". In no event shall the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN be liable for the accuracy or completeness of the confidential information.

13. This agreement shall benefit and be binding upon the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN and the Bidder and their respective subsidiaries, affiliate, successors and assigns.

14. This agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

(Signature)

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

(Name of the authorized Signatory)

Designation :

Date :

Time :

Seal :

Business Address:

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

### **14.3. Annexure III - Power of Attorney**

Know by all men by these presents, We \_\_\_\_\_ (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms. \_\_\_\_\_ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of \_\_\_\_\_

as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for the "Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM ", including signing and submission of all documents and providing information / responses to the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, representing us in all matters before DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, and generally dealing with the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For \_\_\_\_\_

Name:

Designation:

Date:

Time:

Seal:

Business Address:

Accepted,

\_\_\_\_\_ (Signature)  
(Name, Title and Address of the Attorney)

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

- The Power of Attorney shall be provided on Rs.100/- stamp paper.
- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

#### **14.4. Annexure IV - Declaration of Data Security**

To,  
The Assistant Commissioner,  
District Skill Development, Employment, Entrepreneurship and Innovation Guidance Centre,  
Mumbai Suburban  
175, Shreyas Chambers, 1<sup>st</sup> Floor,  
Dr. DN Road, Fort, Mumbai – 400001

Dear Sir,

We.....Who are established and reputable bidder having office at..... Do hereby certify that the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN shall have absolute right on the digital data and output products processed / produced by us and as per the tender conditions. We shall be responsible for security / safe custody of data during processing.

We also certify that the data will not be taken out of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN's premises on any media. The original input data supplied to us by Survey Bidder/ the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, and output products processed / produced from input data will not be passed on to any other agency or individual other than the authorized person of the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN and for the purpose of employment enhancement. We shall abide by all security and general instructions issued by the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN from time to time.

Thanking you,

Yours faithfully,

## 14.5. Annexure V - Agreement Format

**THIS AGREEMENT** made the ..... day of ..... 2025 BETWEEN The District Skill Development, Employment and Entrepreneurship Guidance Centre Mumbai Suburban, Government of Maharashtra having its office at 175, Shreyas Chambers, 1<sup>st</sup> Floor, Dr. DN Road, Fort, Mumbai – 400001 (Hereinafter referred to as “DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN”) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives and permitted assigns of the First Part.

AND

M/s *<Name of the Bidder>* having its office at *<office address of the bidder>* which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns of the Second Part.

**WHEREAS** the contractor has tendered for providing services to the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN as per the terms and conditions mentioned in the Request for Proposal (from herein after referred to as “RFP”) “Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM ” dated *<date of release of RFP>* and the all subsequent corrigendum’s published document, as per the Commercial Bid submitted in response to the RFP dated *<date of release of RFP>*. Whereas such tender has been accepted and the contractor has provided Bank Guarantee to the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN, Mumbai for the sum of Rs.

*<amount of the bid>*.

**NOW IT IS HEREBY AGREED** between the parties hereto as follows:

The contractor has accepted the contract on the terms and conditions set out in the RFP No: *<Ref no of RFP>* issued on *<date of issue of RFP>* and all subsequent communications through letters / emails and clarifications/corrigendum issued which shall hold good during period of this agreement.

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through Vocational Training for Young Minds) in H/West Ward of MCGM**

Refund of deposit shall be based on the timelines, terms and conditions as has been specified in the RFP/Lol and shall form a part of the contract. In absence of any timeline specified the deposit shall after the expiration of 180 days from the date of completion of the contract, be returned to the contractor but without interest and after deducting there from any sum due by the contractor to the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN under the terms and conditions of this agreement.

This agreement shall remain in force until the expiry of *<duration of the contract>* from the date of entering the contract, but the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN may cancel the contract at any time upon giving 30 days' notice in writing without compensating the contractor.

All terms and conditions as specified in the RFP, clarifications / corrigendum issued regarding the RFP *<ref no RFP>* as has been mentioned above in the document shall stand enforce unless has been expressly agreed to in writing by both the parties.

The Contractor shall be responsible to abide and shall be liable to deliver the requirements/deliverables as has been specified to in the RFP, clarifications / corrigendum issued regarding the RFP. No. *<ref no RFP>* and Letter of Acceptance No:

*<Lol number>* dated *<date>*

IN WITNESS whereof the said Contractor hath set his hand hereto and the DISTRICT SKILL DEVELOPMENT, EMPLOYMENT AND ENTREPRENEURSHIP GUIDANCE CENTRE MUMBAI SUBURBAN has affixed his hand and seal thereto the day and year first above written.

Signed, sealed and delivered  
By

**Contact Person**  
For and on behalf of  
DISTRICT SKILL  
DEVELOPMENT,  
EMPLOYMENT  
AND

Signed, sealed and delivered  
By

For and on behalf of  
M/s *<Name of Bidder>*

**Request for Proposal for Selection of Agency for Project NAVYAM (Nurturing Aspirations through  
Vocational Training for Young Minds) in H/West Ward of MCGM**

ENTREPRENEURS  
HIP GUIDANCE  
CENTRE MUMBAI  
SUBURBAN  
Government of Maharashtra

Witnesses:

(1)

(2)

(E & OE)

Witnesses:

(1)

(2)