

**RFP - Selection of Agency for Design, Development and Support of an IT Portal and MIS for Kerala State  
(E tender ID: 2021\_KASE\_419846\_1)  
Pre - bid Clarifications dated 06.03.2021**

Sr. No	Page No.	Clause Number	RFP clause	Bidders remarks	Clarifications
1	38	40.3.	1. Monitoring & Evaluation of the Skill Development Programmes. 2. SMS alert & payment gateway integration 3. Dashboards and MIS for individual implementing Organisations and for SSDM (Admin end) 4. Setting up information and services from users' perspective 5. Stakeholders should be able to report exceptions/irregularities/ feedback in the portal allowing photos/ videos and other documents.	1) What are the methods of monitoring and evaluation of Skill development programs ? 2) Are there any suggested payment gateway for integration. 3) How frequent are dashboard and MIS required for SSDM' 4) Need the details of setting up information and services from user's perspective. 5) What is the frequency of reporting. Are the above required to be mobile responsive.	1. Number of registered training partners, fund released to each training partner, Number of candidates registered for each programme, training attendance, stipend paid, marks obtained for each programme module, final result of exam/evaluation, certificate issuance status 2. NPCI recommended payment gateways 3. Daily, Weekly, Monthly and Yearly reports. 4. Will have to be captured during SRS Study. 5. As mentioned in point 3 above also financial year wise 6. Yes Mobile responsive

2	38	40.3.	<ol style="list-style-type: none"> <li>1. Proof validations</li> <li>2. Enrolment</li> <li>3. Batch Creation</li> <li>4. Allocation of batch</li> <li>5. Attendance records</li> <li>6. Assessment results</li> <li>7. Certification</li> <li>8. Incentives to successful candidates</li> <li>9. Real time monitoring of attendance of trainers and trainees.</li> <li>10. Feedback and Rating for Trainees</li> <li>11. Candidate Registration (including Aadhaar)</li> <li>12. SMS and Email Notifications of upcoming and ongoing training programmes</li> </ol>	<ol style="list-style-type: none"> <li>1. What Proofs are to be validated.</li> <li>2. Enrolment -- Is this required only for students or for staffs as well.</li> <li>3. Batch creation -- On what basis is a batch created. Can a batch have students who sit for cross courses.</li> <li>4. Allocation of Batch -- How is this process done. How many batch are there in a day. How many days are there for a course.</li> <li>5. Attendance record -- How is this done ? Are there remote attendance system ?</li> <li>6. Assessment results-- Are assessment done online and results provided.</li> <li>7. Certification -- How are certifications processed ? Hard copies or soft copies ?</li> <li>8. Incentives to successful candidates -- How are incentives provided ? What incentives would be provided.</li> <li>9. How is the attendance system monitored ? Online or offline. Biometric or soft attendance.</li> <li>10. How frequent are feedback and rating for trainees done ? Is there any feedback for trainers ?</li> <li>11. If a candidate does not have Aadhaar then how is he registered.</li> </ol>	<ol style="list-style-type: none"> <li>1. Certificate Proofs to be validated.</li> <li>2. Both students, staff</li> <li>3. Batches to be created based on course strength, student course schedule overlap to be avoided.</li> <li>3. Will have to be captured during SRS study</li> <li>4.,5,6,7,8,9,10,11,12 to be captured during SRS study phase.</li> </ol>
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3	38	40.3.	<ol style="list-style-type: none"> <li>1. Incentive to better performers and penalize low performers</li> <li>2. Transparent process for calculation of payments and penalties due at end of each month</li> <li>3. Timely payments</li> <li>4. Direct payments to Training Partners (TP) and Assessment Bodies (AB) account without an intermediary</li> </ol>	<ol style="list-style-type: none"> <li>1) How are incentives calculated and provided to better performers. How are penalty calculated and awarded to low performers.</li> <li>2) What are the process of calculation of payments and penalties due.</li> <li>3) Timely payments are judged on which due date</li> <li>4) Training Partners (TP) are regular partners or they are called as per requirement. Assessment Bodies (AB) are those apart from payroll bodies ?</li> </ol>	To be conducted during SRS study phase.
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4	38-39	40.3.	<ol style="list-style-type: none"> <li>1. Provision to maintain masters for Existing Centers</li> <li>2. Provision to request new centers, courses, batches</li> <li>3. Provision to approve above requests</li> <li>4. Realistic Target allocation to Training Partners based on the TP profiling through IT systems.</li> <li>5. Target Achievement Tracking.</li> <li>6. Visibility on the availability of training centers with desired facilities across blocks of the State.</li> <li>7. Tracking completion of training, assessment and issuance of Certificate to the Candidates.</li> <li>8. Online tracking of payments made to training providers.</li> <li>9. Allowing Real time Monitoring of attendance (biometric attendance) of the trainer &amp; trainees.</li> </ol> <p>IT &amp; MIS Portal should be able to support any biometric attendance system available in</p>	<ol style="list-style-type: none"> <li>1. What masters are maintained for existing centers ? Are there any additional masters identified ?</li> <li>2. Are centers, courses, batches interchangeable ? Are these offline or online.</li> <li>3. How many methods of approval are there and requested ?</li> <li>4. What are the methods used for allocation to training partners.</li> <li>5. What are the methods of setting targets and measuring it ?</li> <li>6. What visibility is required on the availability of training centers ?</li> <li>7. How are completion of training assessment tracked</li> <li>8. Are payment made to all branches tracked ?</li> <li>9. Are there other ways of tracking attendance , like online login, mobile login?</li> <li>10. Are there other reports required ?</li> </ol>	To be conducted during SRS study phase.
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5	39	Document & Workflow Management System	<ol style="list-style-type: none"> <li>1. Add/modify/purge documents (RFP, memos, scanned copies of signed contracts and GO, signed field inspection reports, monthly performance reports)</li> <li>2. Approve/Reject workflow customized as per departments guidelines</li> <li>3. Maintain previous versions of documents</li> <li>4. Document Upload &amp; Retrieval</li> <li>5. Creation, review, approval</li> <li>6. Version Control</li> <li>7. Security Access Control</li> <li>8. Searching Indexing Capability</li> <li>9. Supports Multiple file type</li> <li>10. Alert Notification</li> </ol>	Hence the functions of DMS (Document Management System) is required. What are the types of Alerts, Notifications required ?	Release of new versions, accidental deletions
6	39	40.3.	<ol style="list-style-type: none"> <li>1. Dashboards for the stakeholders</li> <li>2. Customized reports and various dashboards to assist Mission users in making decisions</li> <li>3. Integrated view and dashboard for the entire programme tracks and programmes state-wide roll out status.</li> <li>4. Monthly Project Performance Report w.r.t District, Regional and State Team</li> </ol>	How frequent are Dashboards required ?	Please see clarifications furnished against SI.No. 2.

7	40	40.3.	<ol style="list-style-type: none"> <li>1. Online and Offline content availability</li> <li>2. Localisation</li> <li>3. Easy way for instructors to take attendance, ideally using a mobile device such as a phone or tablet</li> <li>4. Learner performance in an instructor-led course can be graded by an instructor</li> <li>5. Students are automatically notified if a change is made to the scheduling of an instructor-led courses</li> <li>6. Clear e-mail communication regarding enrolment, session reminders, and course completion to learners</li> </ol>	<ol style="list-style-type: none"> <li>1) Are there measures to check the online and offline content availability ?</li> <li>2) Localisation -- Does it include, language translation.</li> <li>3) Attendance can be done using hand held device. Is also required for login. Is Biometric also a way of attendance. Is Geo-fencing required.</li> <li>4) Is it immediate evaluation ? Are the evaluation done on multiple choice question. Are there explanations provided for grading.</li> <li>5) How is the notification done on change in schedule?</li> <li>6) Is it time bound email which is scheduled to be triggered from time to time.</li> </ol>	To be conducted during SRS study phase.
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8	40	40.3.	<ol style="list-style-type: none"> <li>1. Job search engines</li> <li>2. Job posting</li> <li>3. Registration of Employers and Employer Login</li> <li>4. Integration with Leading employment portals</li> <li>5. Interview scheduling</li> <li>6. Integration with employment exchange databases and leading job portals including Kerala State Job Portal</li> <li>7. Integration with Sector Skill Councils, Assessment and Certification modules</li> <li>8. External industry partners should be able to provide suggestions, requirement details etc.</li> <li>9. Candidate post placement status should be available for tracking for minimum 6 months.</li> </ol>	<p>Are the employment based on campus selection by companies ? Can a student be allowed to get selected by multiple companies. Will the changes in schedule (Interviews) need to be communicated.</p>	<p>To be conducted during SRS study phase.</p>
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9	40	40.3.	<ol style="list-style-type: none"> <li>1. Integrated view and dashboard for all the programme tracks and programmes state-wide roll out status.</li> <li>2. Near paperless/Seamless and hassle free registration of the Candidates/Training Partners/Assessment Bodies/Employers and complete tracking of their life cycles.</li> <li>3. Completion of training, assessment and issuance of Certificate to the trained Candidates.</li> <li>4. Online monitoring of: <ol style="list-style-type: none"> <li>a. Project Plan</li> <li>b. Training Partner performance against targets</li> <li>c. Batch Management</li> <li>d. Assessment &amp; Certification</li> <li>e. Placement &amp; Post Placement Support</li> <li>f. Utilization Certificates for schemes</li> </ol> </li> <li>4. Facilitate in achieving: <ol style="list-style-type: none"> <li>a. Sector-course target</li> <li>b. District wise target</li> <li>c. Pool of master trainers, curriculum designers and assessors</li> <li>d. Minimum desired batches per cycle</li> <li>e. Regular attendance of the trainer &amp; trainees</li> </ol> </li> </ol>	<p>What are post placement support. How are they provided.</p> <p>What are the incentives provided to candidates . How are they provided.</p>	To be conducted during SRS study phase.
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10	40	40.3.	<ol style="list-style-type: none"> <li>1. Online registration of the Assessing bodies.</li> <li>2. Requirement / Demand based Assessment</li> <li>3. Agency/Assessor Allocation and Assessment Scheduling.</li> <li>4. Tracking of completion of assessment and issuance of Certificate to the trained Candidates.</li> <li>5. Tracking Availability of Pool of Master Assessors.</li> </ol>	<ol style="list-style-type: none"> <li>1) What are the registration process and measurements of Assessing Bodies ?</li> <li>2) Will the capacity of the assessing body be measured ? Is there a quality tracking of the assessment ?</li> <li>3) What is the process of Assessor allocation and scheduling</li> <li>4) What are the measurement of trained candidates for certificate issue.</li> <li>5) How are Assessors scheduled. What are the methods involved in tracking ?</li> </ol>	To be conducted during SRS study phase.
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11	41	40.3.	<ol style="list-style-type: none"> <li>1. Attrition Analysis for candidates dropping out at various stages during training</li> <li>2. Candidate's present/absenteeism analysis based on TC/JobRole/District wise.</li> <li>3. Candidate profiling basis relevant demographic parameters.</li> <li>4. Online Training Efficiency</li> <li>5. Fraud Detection</li> <li>6. Monitor efficiency of trainer, training quality, training centre infrastructure, teaching learning materials, certification, etc.</li> <li>7. Appraisal and monitoring of TPs/ ABs – Training targets assigned, funds allocation, variance of Training Target achieved, course correction/capacity realignment</li> </ol>	<ol style="list-style-type: none"> <li>1) What are the methods to Analysis Attrition of candidates dropping out ?</li> <li>4) What are the parameters used to measure Online Training Efficiency ?</li> <li>5) What are the types of Fraud that happen? What are the measures to be put in place ?</li> <li>6) What are the components to check the efficiency of the trainer ?</li> </ol>	To be conducted during SRS study phase.
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12	41	40.3.	<p>1. Integration with 3rd party systems like Banks payment system, Mail gateways, SMS gateways, Financial reconciliation for various payments,penalty and performance tracking as applicable</p> <p>2. Provision to maintain fees master for courses, other types of payments</p> <p>3. Monthly reports for payment due per Training Partner, per Awarding Body, per candidate, with detailed breakup Approval</p> <p>4. Complete accounting of all financial tractions.</p> <p>5. Asset management.</p> <p>6. Budget Monitoring.</p> <p>7. Generation of various reports regarding statutory liabilities like income tax, GST, Professional tax etc.</p> <p>8. Generation of various financial statements like trial balance, balance sheet and the like.</p> <p>9. Integration of financial reports with various physical target based reports so as to provide a holistic view of the mission activities.</p> <p>10. Development of comprehensive financial management system to provide solutions to the management.</p>	<p>3) How are the Payment of due per Training Partner is done ? What are the measurement ?</p> <p>4) What are the financial transactions to be taken into account.</p> <p>5) What asset management need to be taken into account.</p> <p>6) Budget Monitoring covers which fields ?</p> <p>10) What are the modules involved in comprehensive financial management system</p>	To be conducted during SRS study phase.
13	42	40.3.	Integration with Kerala State Job Portal, Skill Registry and Skill India Portal.	What are the number of Portals to be integrated with respect to Job. What are the key components to be noted for integration.	APIs to be provided for exchange of course details and student details

14	13 & 14	7.4	The Bidder should have successfully executed at least One Online Training /Employment/Skill management software implementation anywhere in India during the last three years 2017- 2018 & 2018-2019 and 2019-2020.	requesting you kindly accept work orders for the other similar projects like, Online Class room management, Software application for management and monitoring of CSR activities as Skill development, management, event management, employee volunteer management, executive involvement management etc.	Online Class room management only can be accepted
15	45,46	41	SUGGESTED MINIMUM DELIVERABLES AND PAYMENT TERMS	Development cost and O&M cost should be separately treated and the % calculation of payment should be separated with respect to the Development cost upto Go live & O&M Cost. In the BOQ separate line item should be there for Development & Maintenance	No change to RFP where O&M is separate. The financial bid includes all the deliverables detailed in Clause 41. As detailed in the clause, 64% payment shall be released by the time of Go Live. Remaining 36% of payment shall be for the period of 3 years after Go - Live (may be corrected as 36 months).
16			General	We will provide the server for hosting of the application	Server will be provided from Kerala state Data centre
17			General	Is separate mobile app development is a part of the scope? Kindly confirm.	part of the scope

18	42	40.3.13		For the Integration with other portals and mobile applications, we have understood that department will provide the service API. We just need to pull the services, there are no scope for both pushing the data to your internal system. Kindly confirm	API needs to be provided for external systems to pull data from bidders software
19	22	12.11.i.	Dis qualifications: i: Bidder Sub Contracts any part of the project to or employs the goods or services of any parties having interest in the project.	Whether the bidder purchase any products from other vendors	This shall be considered. However, Billing should be on bidders name, Support should be ensured. No consortiums will be allowed and the bidder will be solely responsible.
20	13,14	8	Past Experience of the Firm	Whether international projects shall be considered	Yes