



DDU-GKY

Deen Dayal Upadhyaya
Grameen Kaushalya Yojana

Empowering India • Powering the World

RFP FOR HIRING A TECHNICAL SUPPORT AGENCY TO ESTABLISH AND OPERATE A MIGRATION SUPPORT CENTRE (MSC) AT BANGALORE UNDER DDU-GKY (DEEN DAYAL UPADHYAYA GRAMEEN KAUSHALYA YOJANA) BY TRIPURA RURAL LIVELIHOODS MISSION (TRLM)



RFP ReferenceNo:13(39)RD/TRLM/2018/.....4825.....Dated:.....09.06.2025.....

Tripura Rural Livelihood Mission

Rural Development Department

Government of Tripura

Chief Executive Officer

State Mission Management Unit (SMMU)

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Agartala 799006

DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura
List of Abbreviations

The following table provides abbreviations used in this RFP.

Abbreviations	
AAP	Annual Action Plan
AP	Annual Plan
ASK	Attitude, Skill and Knowledge
BG	Bank Guarantee
DDU-GKY	Deen Dayal Upadhyaya Grameen Kaushalya Yojana
EC	Empowered Committee
EMD	Earnest Money Deposit
FT	Full Time
HR	Human Resources
IP	Intellectual Property
LWE	Left-Wing Extremists
MORD	Ministry of Rural Development
NCVT	National Council for Vocational Training
NRLM	National Rural Livelihood Mission
MSCPs	Migration Support Center Providers
MSCP	Migration Support Center Provider
ToT agencies	Train the Trainers agencies
PIA	Project Implementing Agency
PRN	Permanent Registration Number
PWD	People with Disabilities
SC	Schedule Caste
SLA	Service Level Agreement
SOP	Standard Operating Procedures
SRLM	State Rural Livelihood Mission
SSC	Sector Skill Council
SSM	State Skill Mission
ST	Schedule Tribe
TEC	Technical Evaluation Committee
TSA	Technical Support Agency
YP	Yearly Plan
TRLM	Tripura Rural Livelihood Mission

DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura

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1 Introduction

The Ministry of Rural Development (MoRD), Government of India, is implementing a placement linked skill development program called the DDU-GKY - DeenDayal Upadhyaya Grameen Kaushalya Yojana (erstwhile known as the Aajeevika Skills Program). The vision of DDU-GKY is **“Empowering the Rural Poor Youth into Economically Independent and Globally Relevant Workforce”**.

DDU-GKY aims to achieve this vision with an inclusive agenda, standard-led delivery focused on industry requirements and its outreach that makes skills acquisition aspirational amongst the rural poor, thereby helping to create an empowered and productive workforce.

DDU-GKY is unique in its focus and approach to skilling. It is the only national level program that is fully focused on youth from poor rural families to ensure that the majority of the potential demographic dividend which resides in the villages of the country are equipped with skills to participate in economic growth of the country. In its design and mandate, DDU-GKY gives priority to disadvantaged groups such as the SC/ ST/ women/ minorities and people with disability (PWD), victims of human trafficking and particularly vulnerable tribal groups (PVTGs) and other such vulnerable groups.

DDU-GKY also has been pioneer in setting the very first standards for infrastructure and processes for skill delivery in the country, supported by a quality framework that puts self-regulation at the heart of its quality policy. In its objective to benchmark skills to global standards, DDU-GKY has also been the first mover to introduce information technology supported by tablets for every trainee, soft-skills and English language delivery.

DDU-GKY is implemented through a 3-tier structure with MORD at the apex as the policy making, facilitation and coordination agency; the State Skill Missions (SSMs) / State Rural Livelihood Missions (TRLMs) as the state level nodal implementation support agencies and external organizations (Corporates, Societies, NGOs, Private Skill Training providers) as Project Implementation Agencies (PIAs) who serve as the skill and placement providers under the program. DDU-GKY envisages a core role for SSMs/SRLMs in driving program delivery, its quality and outcomes.

In TRLM is implementing the DDUGKY program in the stat since 2016. So far, on-boarded 22 PIAs to implement the DDUGKY program in the state. Through the program provided skill training for 11,780 candidates, placed 6,992 candidates along with the assessment and certification by the respective SSCs.

DDU-GKY as a job linked skill program finds that there is a geographical spread between source of labour and source of jobs as industries are located in many cases away from where the labour resides. This necessitates migration, generally intra-state, in more developed states and inter-state, in poorer states. The challenges of migration, necessitates support to the youth who find themselves in socio-economic surroundings, to retain their jobs , manage their lives with safety and comfort as well as to enhance their future prospects. In order to ensure that the youth skilled under DD-GKY are provided suitable support to face the challenges of migration, DDU-GKY mandates many measures including hand-holding and support by the training partners as well as funding to the states for establishing Migration Support Centers.

Details of guidelines that underpin DDU-GKY can be accessed at <https://kaushalbharat.s3.ap-south-1.amazonaws.com/1707374409migration%20support%20centre%2010%20to%2030%20lakh.pdf>.

*DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura***1 Invitation to Request for Proposal**

With a view to strengthen the migration support services for the DDU-GKY program, it is proposed to empanel services of reputed, professional and competent Migration Support Center Providers (MSCPs).

This RFP is being offered to those agencies / companies meeting the requirements of requisite skills and expertise in the above-mentioned area for providing Migration Support Service (MSS). Such agencies/companies are expected to establish and operate the MSC. The MSCP should also provide infrastructure, services, resources/manpower for the Migration Support Center (MSC).

Interested agencies are advised to study this RFP document carefully before submitting their proposals in e-Procurement portal. Submission of a proposal in response to this notice shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications.

RFP should be submitted through e-procurement portal only

RFP Tender documents may be downloaded from <https://tripuratenders.gov.in/> . The bidders will be required to register themselves with the Centre for e governance to participate in the bidding process and also get necessary digital signature certificates. The details of the process of registration and obtaining the digital signature certificates are available on the website <https://tripuratenders.gov.in/>

Signed by

Subrata Majumder

Date: 06-06-2025 10:49:26

Chief Executive Officer
Tripura Rural Livelihood Mission

Key Events and Dates

S. No.	Particular	Details
1.	Name of Work	Hiring a Technical Support Agency to Establish and Operate a Migration Support Centre (MSC) at Bangalore under DDU-GKY Deen Dayal Upadhyaya Grameen Kaushalya Yojana by Tripura Rural Livelihoods Mission (TRLM)
2.	Approximate Value of Tender (including all taxes)	Rs.30,00,000/- (Rupees Thirty Lakhs Only) P.A.
3.	EMD Amount	Rs. 90,000/- (Rupees Ninety Thousand Only)
4.	Bid Validity	120 Days
5.	Date of Publishing of Bid	11/06/2025
6.	Bid Document download date	11/06/2025
7.	Last date of receiving query	16/06/2025 upto 5:30 PM
8.	Date and Time of Pre –Bid Meeting (hybrid Mode)	18/06/2025,12:30 PM
9.	Corrigendum issuing date (if required)	20/06/2025
10.	Last Date and Time for Submission of bid	30/06/2025 upto 5:30 PM
11.	Date and time for opening of Technical bids	04/07/2025
12.	Contract Period	1 year, maybe renewed for another 1 year to a maximum period of 2 years. The contract will be renewed every year depending upon the requirement of TRLM and satisfactory performance of the agency or continuation of the project.
13.	Contact person for queries	Mr. Rupanjan Banik, State Mission Manager, (F&P), TRLM. Ph. No: 8837083268

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		Email: ddugkytripura2020@gmail.com / smm.fin2trlm@gmail.com
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2 Overview of Migration Support Center

2.1 Background – Labour Migration and Migration Support

India has a large migrant labour population as evident in many major cities, states and industrial centers of the country. These cities and industrial centers have a large demand for skills and skilled manpower. Spurred by the need for steady job and income and to fulfil their career aspirations many of poor rural migrate to cities where they often face an unfamiliar territory, social and economic challenges such as higher costs of living, shelter, access to services. These adaptation challenges become difficult to cope with leading to poor job retention, inability to integrate and unfulfilled aspirations. The difficulties of adjustment often lead the migrant population to return to their native thus nullifying the effort put in skilling, placement and job retention.

Experiences of programme implementing agencies (PIAs) of TRLM have revealed the pressing needs for providing hand-holding and support services to young workers from rural backgrounds to facilitate economic and social inclusion in their urban destinations. In order to provide such sensitive and timely support, TRLM has conceptualized in its design, the set-up of a Migration Support Centre and post-placement support interventions including salary top-ups. In its design, TRLM visualizes MSCs to offer alumni support, accommodation assistance, counselling services, identity documentation services, healthcare linkages, periodic get-togethers, networking with employers and other key services relevant to the local client group. The design of the support centre services, however, needs a holistic understanding of the hardships faced by migrant trainees and needs to be adapted to their specific needs.

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2.2 Problems and challenges faced by workers

The key challenges faced by migrant workers are as illustrated below:

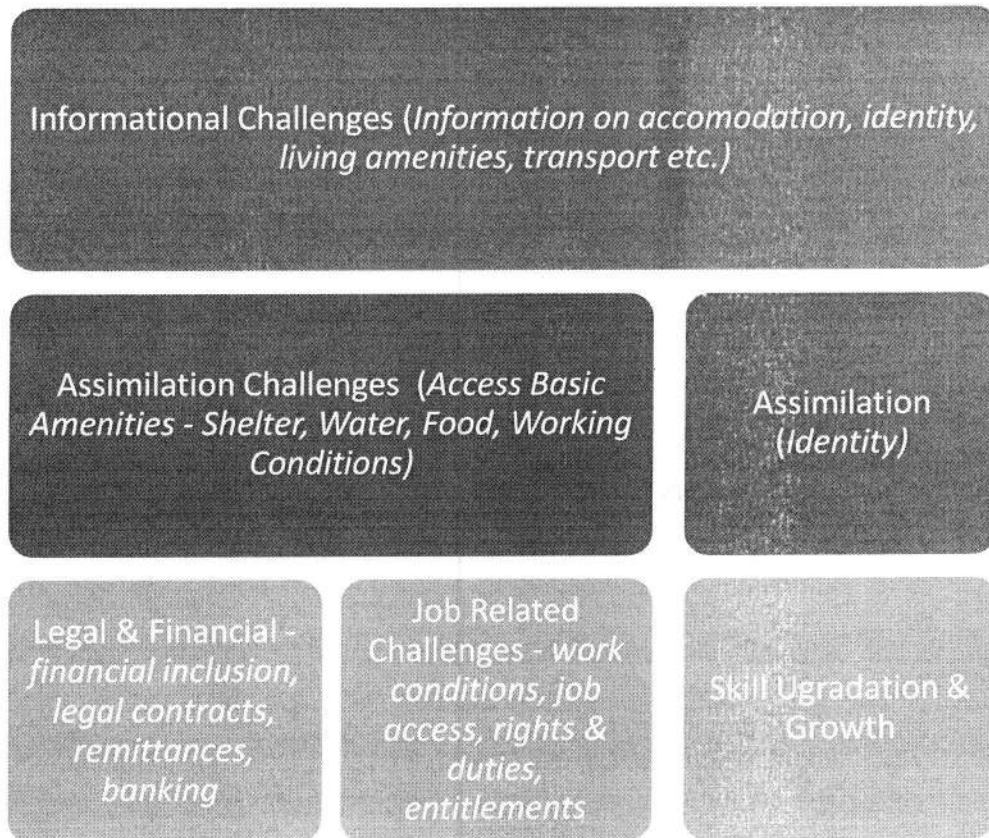


Figure 1: Key Challenges faced by Migrant Workers and Families

- *Informational Challenges* - Lack of information with respect to various aspects of living effectively and struggle to navigate their course in the city
- *Identity Challenge* - In the cities, establishing one's identity is an enormous problem for migrant workers. Lack of a verifiable proof of identity also bars them from accessing basic facilities such as rental accommodation. **The DDU-GKY program however significantly eliminates this challenge through enrolment and support based on Aadhar.**
- *Access to Basic Amenities* - The cities which use the labour of migrants, deny them basic services such as shelter, sanitation and access to water. Bad working and living conditions takes a toll on their health causing serious health hazards.

- DDU-GKY: RFP - *Engagement of Migration Service Center Providers for DDU-GKY in Tripura*
- *Access to Financial Services* - Their access to banking and financial services is compromised as they are unable to produce the required proof of identity and residence at a new location.
 - *Access to Job Related Services* - Their lack of access to urban or local labour markets in the city or industrial belt restricts their ability to find suitable jobs in case of loss of job or need for growth in career and income. As a result, they are forced to continue in their current jobs or return to their native environments. This results in greater problems subsequently as their home villages may or may not have any avenues for use of their skills which often leads to growth in poverty. Also the informal economy thrives on the inability of migrant workers to demand decent work conditions or find other jobs. Most migrants earn subsistence wages and are prone to payment frauds, abuse and accidents. They are engaged in risky, hazardous occupations but rarely have access to welfare benefits such as insurance or pension.
 - *Access to Skill upgradation services* - Migrants also are unable to identify or obtain further skilling or educational opportunities which restrict their personal and professional growth over time. This lack of career progression builds further frustration and often results in untimely return to native place.
 - *Access to Welfare Services* - Migrants lose access to basic welfare entitlements such as subsidized food (PDS), health benefits etc. with a change in location. In families moving as a unit, children suffer most as their access to education and basic healthcare is severely affected.

3 Scope of Work

3.1 Overview of the Scope of Work

The primary objective of this RFP is the empanelment of Migration Support Center Providers who will setup/ establish the MSC as per the norms and guidelines of TRLM and operate and maintain the same till the end of contract period and transfer the same to the States at the end of contract. The role of the MSC, as detailed in this RFP is primarily for post-placement support services for TRLM alumni and related research and monitoring feedback to states and its stakeholders. The MSCs may leverage the infrastructure under this program to additionally provide services to migrants from other programs; however the primary clientele shall be from TRLM. The role of MSCs under this RFP is that of a service provider.

3.1.1 Physical Infrastructure

The overall space for the MSC may be planned as 2,000 to 2,500 sq. ft., targeting a population of at least 250 migrant rural youths yearly. The major elements of the infrastructure are as follows. The MSC Partner could also plan to progressively enhance the mentioned facilities as well:

1. **Dormitory facilities:** Two dormitory room with sufficient space for 30 occupants each (boys and girls separate) as transit accommodation with bedding and storage space that can be used as the first destination for incoming migrant rural youth trained under DDU-GKY for an initial period of maximum 05 days.

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2. A common room for office cum reception area – that can be used as an office cum Conference Hall or Multi-purpose Hall when facilitating interactions with employers or other stakeholders like migrant candidates. The office room should have 1 (one) computer with its basic accessories such as a colour printer with scanner, UPS, a web camera and a broadband internet connection. The office should have a landline telephone/mobile phone facility round the clock for receiving and outgoing calls (emergency).
3. One dining room with seating capacity of at least 35 persons.
4. A basic kitchen with bare minimum requirement to cook food as and when required.
5. Backup power supply in case of power cut/disruption.
6. At least two separate toilets and bathrooms for the migrants boarders (boys and girls separate)
7. The center and rooms should be disabled friendly to the extent feasible
8. Provide basic infrastructure for call-center setup, if required
9. Safe drinking water all the times having RO facility.
10. CCTV coverage and monitoring round the clock.
11. Security personal stationed at MSC round the clock for the safety of the migrant boarders.

Key considerations of MSC:

- I. Approachability & Accessibility – The MSC should be conveniently located where it is easy for candidates to reach, preferably near to public spot e.g. bus stand/ railway station/ market/ work site. The MSC closing/ opening times shall be as per the convenience of migrant population and as instructed by TRLM.
- II. The call center should be available during peak traffic hours and holidays as well in addition to the office working hours of the MSC. The team must ensure that the call centre is adequately staffed in shifts to ensure that the Help-line facilities are active and available when migrant workers are free and can call/ walk-in.

3.1.2 Core Services

The services to be provided by a MSC are divided into 'Core Services' and 'Value Added Services'. The indicative sets of services are based on the key challenges faced by migrant workers as illustrated in Section 2.2. And the experience of DDU-GKY alumni.

3.1.2.1 PPS Services

The primary role that an MSC is expected to be fulfilled is to create a supporting infrastructure and environment for the migrant workers. The objective is to supporting guide the migrant workers who are new to location, provide information, provide appropriate link-up services, provide various support services and track them to ensure outcomes. The MSC should act as a friend, partner and guide to the migrants and support them in socio-economic integration.

PPS services shall include:

- Housing services including dorms
- House provisioning services
- Informational services on city living, cost of living
- Financial services

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- Health support services

Help-line services

1. Provide on-site information services related to all aspects of services of the MSC as a post-placement support service (PPS)
2. Provide call-center based help-line services for PPS

These services are elaborated in the following sections:

3.1.2.2 PPS Informational Services

The site and Help-Line shall be a single channel of communication or access available to migrants. This requires that the model is a phone based integrated help-line service. The Help-Line service shall primarily cater to the migrant workers and local relatives.

The MSCP shall setup a help-line service as follows:

- Identify a toll-free number with 2 as required lines, both incoming and outgoing through a easily recognizable number
- Populate the Help-Line centre with agents who are
 - Bi-lingual, should be able to communicate in the regional language as well as Hindi or English fluently.
 - Minimum Graduates of any discipline or stream.
 - Experienced – minimum 1 year of work experience post educational qualification in a respectable BPO handling outgoing voice-led communications
 - Trained in all the services offered by and aspects of the MSC and its engagements with all its stakeholders by way of an Orientation Program of not less than 3 working days duration
- Ensure proper MIS of all activities undertaken by the agents including call records and regular reporting

3.1.2.3 PPS Housing and Accommodation Services

The MSC shall provide the following basic amenities services (States may make these paid services and ensure the support and facilitation by PIAs:

1. Initial Accommodation & Food – Provide accommodation for a defined period (15 days) to support the migrant workers coming in for work along with food. This could be own accommodation or accessed through accommodation services support.
2. Accommodation Services Support – The MSC shall identify accommodation services post the initial accommodation period along with negotiated costs to service the migrants. Such accommodation services shall be safe, secure, have reliable basic amenities and accessible as possible.
3. The MSC shall tie-up, where required, with housing / rental / other service providers to access suitable services

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4. The MSC shall also tie up with individuals to help TRLM alumni access food services, as is required by them.
5. The MSC shall keep records of all referrals for housing and accommodation services.

3.1.2.4 PPS Health Services

1. Basic Health Services:

- a. Basic preventive Health Workshops - MSCs shall organize preventive health workshops and health awareness events for various groups of migrant workers on the following topics, as an initial baseline service and every 3 months.
 - Nutrition
 - Family planning and birth control
 - Cleanliness, hygiene and work safety
 - Prevention of HIV/AIDS; Information on confidential testing centers & helplines
 - First aid methods
- b. Enrolment into Government based health insurance services, if not enrolled
- c. Doctor Visit Services - The MSC should engage the services of General Practitioners to provide pre-defined health camps at least once a week. This shall include:
 - i. A male General Physician
 - ii. An Ob-Gyn
 - iii. A Pediatrician
 - iv. The physicians should be empowered to make Medical Certificates where necessary and prescribe medicines where and when needed.
 - v. The MSC shall also engage with govt. / private health centers for additional services.
- d. Additional Health Camps Services shall include:
 - Basic health profiling and general diagnosis
 - Specialized health camps focused on specific occupational diseases –
 - Health camps focused on women's health
 - Immunization camps

MSC should converge with Government health interventions of the ULBs and other departments and endeavor to provide access to the same, including for medicines, RSBY or other health cards. Additionally, the MSCs may provide details of ESIC, facilitate access to ESIC or other employer services.

3.1.2.5 PPS Legal Services

The MSCs are expected to provide at least the following legal and financial support services:

Legal Services:

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1. Legal Literacy Event - Building the awareness of the migrant worker about the legal support-services offered by the MSC, as well as the various legal provisions available for securing their employment.
2. Compliant Registration Service – Registration of complaints of migrant workers
3. Basic Legal Counselling and Dispute Resolution Service –Provide counseling, arbitration and dispute resolution service for workers and employers
4. Organizing Legal Clinic – The MSC is expected to organization legal clinic on specific days dedicated to the redressal of work related disputes. The MSC shall ensure that a lawyer or an expert in labour laws is present for advice and counsel.
5. Developing Para-Legal Cadre - Depending upon the nature and magnitude of the disputes and work-related concerns, a cadre of paralegal workers¹may be established by the MSC, from among the target community (workers). Their principal role will be to build awareness and provide legal information to the target community (workers).

3.1.2.6 PPS Financial Support Services

Most DDU-GKY alumni are in the age group of 18-35 years, which is a time when a wide range of financial services are essential for securing their financial future. Several of them are even individuals who have just entered the labour market and are the primary bread earners for their family. Financial services for this group shall therefore be able to address a broad spectrum of needs. Key financial services should include:

1. Financial Literacy Services - The objective of the meeting is not only to disseminate information on the service, but more importantly to ensure that the participants understand the need for such a service for the economic wellbeing of their household. Such meetings shall cover a wide range of topics including:

Enrolment into various insurance programs and services provided by the Government, after understanding access provided under TRLM. Not limited to enrolment but guide access and usage. This shall be paid services and cost to be decided based on discussion with states.

- Pradhan Mantri Jan Dhan Yojana
- Atal Pension Yojana

¹Local dynamic youth in the age group of 20-35 years, with a minimal education till 10th standard can be identified and trained for this role. Students, shopkeepers, alumni with good access to large numbers of people, migrants and returnees can be groomed with systematic and regular inputs on basic labour laws and workers' rights to undertake this responsibility.

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- Awas Yojana
- Jeevan Jyoti Bima Yojana
- Suraksha Bima Yojana
- MUDRA Bank Yojana
- Garib Kalyan Yojana
- Sukanya Samridhi Yojana
- Rashtriya Swasthya Bima Yojna
- State run schemes
- Scholarship schemes
- EPF enrolments
- Transfer of ration cards/ PDS linked scheme benefits

The MSC provider is required to keep track of all such scheme, ensure enrolment and record the same for MIS report.

2. Calculation of piecemeal work payments, treatment of advances, overtime
3. Understanding basics of salary components – i.e. Basic, HRA, DA, EPF etc. (applicable for alumni in salaried formal sector jobs) Goal setting, financial planning, income-expense budgeting
4. Managing Cash flows i.e. managing cash coming in and going out to ensure that one always has money to pay for expenses when they are due.
5. Managing various risks such as death, disability, illness and old age
6. Product knowledge i.e. functions, terms and conditions of various financial products such as credit, insurance, pension etc.
7. Information on investment opportunities with their associated risks
8. Basic banking how-to's – deposit and withdrawal slips, passbook, cheque books, use of ATMs, identifying fake notes
9. Investment products provided by the banks or large fund companies
10. The MSCPs may also enroll as banking corresponded and provided credit linkage and linkages to banks/ institutions providing credit to entrepreneurs/ innovator from poor background

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3.1.2.7 PPS Identity Services

The MSC may provide the following service with respect to identity services, if applicable. DDU-GKY alumni are expected to have Aadhar ID cards.

1. Registration service & Photo ID services – Provide registration of migrant workers, registering their details in the system and generating a photo ID signed by appropriate authority. For e.g. Aajeevika Bureau, an NGO based in Rajasthan has been offering registration and photo ID service to migrant workers, with the authorization of the State Labour Department. Use of this ID as a KYC document has also been recommended by the ex-Deputy Governor, Reserve Bank of India.
2. Aadhar Card – The MSC shall ensure that each person is registered with the Aadhar and has an Aadhar card. The MSC shall provide support in Aadhar enrollment, provide access to ‘Introducer’ as approved by registrar and identify and schedule with the enrollment center.
3. Enable Stakeholder support - The registration and Photo ID service requires the support of local Government officers like the District Labour Officer (DLO), Block Development Officer (BDO), SDM etc. in order to authenticate the ID card. The MSC, along with SSM, shall co-opt the support of relevant authorities to support identity generation and validation.

3.1.2.8 PPS MIS Services

Creation and maintenance of a MIS system for monitoring and recording of activities performed by an MSC is critical for providing support and follow-up to the migrants, recording their details and also to provide regular reports to the TRLMs.

The MSCs must maintain, perform analysis and inform SSM/SRLMs based on MSCs assessment through supporting documentation and MIS to impact policy changes. The MSCs must:

- Establish and sustain suitable MIS, and ensure that information is shared with all relevant stakeholders of the MSCs
- The MSCP shall maintain case file document on each migrant attached to the center.
- The prospective bidder may refer to Section 7.1.5 “Documentation/ MIS” of the Migration Support Center – Reference Framework document for additional MIS requirements, reporting requirements and informational requirements.

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3.1.3 Value Added Services of MSC

In addition to the core services, the MSC may provide the following value added services. A summary list of value added services to be provided is given below, additional details may be found in the MSC Reference Framework document:

1. **Counselling needs assessment & Work Counseling**—Provide preventive counselling services to reduce drop-out rates
2. **Work health Assessment** - This assessment should be about the ability of the individual to accept work goals or targets, translate newly acquired skills into productive assets and build a sync between the organization's and personal financial and life goals.
3. **Follow-up intervention visits** –The MSC shall do follow-up interventions on the counselling done to ensure the issues are resolved.
4. **Access to Placement Services (Urban labour markets)**- building linkages with the local industrial, Small and Medium Entrepreneurial landscape of the urban environment and identify placement opportunities for all trades of DDU-GKY's Tripura trainees and other migrant candidates.
5. **Access to further higher education opportunities**—Provide information, direction and enablement for upskilling and higher education opportunities.

3.2 Roles and Responsibilities of Stakeholders

Sl. No.	Stakeholder	Roles & Responsibilities
1	MSCP	<ol style="list-style-type: none"> a. Establish and operate the MSC as per the defined expectations as per this RFP in alignment with the MSC Reference Framework document and applicable laws. b. Run the MSC, providing defined services as per the RFP/MoU terms and conditions. c. Record, maintain and provide complete MIS reporting data to the State and other stakeholders.
2.	SRLM	<ol style="list-style-type: none"> a. Provide funding required establishing and operating MSC for the rural youth from the state for the duration of the contract. b. Balance initial capital for long-term expenditure as well as working capital to maintain the Core and additional operations of the MSC Framework, budgeted annually and continuously invested, to deliver the expected scale of operations over time. c. Identification of migration hot-spots (destinations of trained rural youth from the state) and preparation of clear strategy to establish and operate a suitable MSC sustainably d. Establish and operate the MSC, including: <ol style="list-style-type: none"> i. Support MSCs to develop and sustain affirmative relationships with local media; local services like municipal services, emergency services, police and other law enforcement agencies, courts and

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		<p>tribunals etc.; local community and local public administration, government and government agencies</p> <p>ii. Define facilities to be provided by the state</p> <p>iii. Define a clear scope of work, services and share of infrastructures to be provided and well as service charges to be levied for each service.</p> <p>iv. Create a sustainable budget comprising of manpower, infrastructure, IEC, legal, ICT and finance heads</p> <p>v. Establish and sustain suitable MIS, and ensure that information is shared with all relevant stakeholders of the MSCs,</p> <p>vi. Support MSCs to develop a strategy for sustainability</p> <p>c. Ensure a clear organization structure and consistency of leadership to ensure MSC is instituted and relevant over a sustained period in time.</p> <p>f. State governments should support other state MSCs in their states for affirmative relationships. State government may also co-ordinate with multiple states to setup MSCs.</p> <p>g. Perform monitoring and evaluation and assessment of MSCs on the basis of their services provided.</p>
3.	Rural migrant youth	<p>a. Constitute the primary population and beneficiary of the services of the MSC</p> <p>b. It is expected that the first set of beneficiaries will be constituted of the migrant rural youth trained under the DDU-GKY</p> <p>c. It is expected that over time, all migrant rural youth from the respective state will constitute the population and beneficiaries of the MSC</p>
4.	PIAs	<p>a. Actively engage with the MSCs and candidates to provide information and contact details of the MSCs/ SSMs/SRLMs of the state of migration to the candidates. Engage with MSCs to provide information directly or through SSMs/ SRLMs.</p> <p>b. Be the source of the trained DDU-GKY alumni/ rural youth and provide relevant data and MIS regarding the migrant rural youth aimed at the respective destination, thereby empowering the MSC with its initial population</p> <p>c. Provide Post-placement Tracking derived information inputs that call for subsequent actions like qualitative research on the work and quality of life of alumni, engagement with employers on specific causes like the issuance of salary slips or Joint Salary Certificate, dispute resolutions between alumni and employers etc.</p> <p>d. Provide regular and timely information on significant issues like loss of track or contact, loss of job etc.</p> <p>e. Support MSCs in all activities as mandated by the SRLMs/SSMs</p>
5.	Employers	<p>a. Provide regular and timely information on the attendance and performance of trained rural youth placed in their respective organizations. This information as per the current MIS needs of the DDU-GKY includes provision of salary slip or Joint</p>

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		<p>Salary Certificate, attendance record, performance appraisals, income growth, career path etc.</p> <p>b. Engage with MSC regularly to provide feedback or take community sessions, labour meetings, skilling workshops etc. where and when needed.</p> <p>c. Offer healthy interactions with tribunals or mediators in case of disputes to arrive at amicable solutions in a timely manner.</p> <p>d. Offer placements and job opportunities to registered and trained youth of the MSC in various trades, through the Placement Counsellors available at the MSC.</p>
6.	TSAs	<p>a. Provide timely and regular MIS inputs in terms of findings of Post-Placement Tracking</p> <p>b. Information requests and planned interventions with necessary research instruments for qualitative studies in terms of quality of life, quality of work-life, reasons for drop-outs etc. of migrant rural youth trained by the DDU-GKY. The MSC will serve as the venue for the interaction/ intervention and facilitate access to candidates for interviews/ discussions. The MSC will not engage in any post-placement tracking to complement or supplement PPT performed normally.</p>

3.3 Period of Empanelment

The MSCP shall be empaneled for a period of 2 year from the data of signing of the agreement which may be further extended based on the performance of the MSCP. TRLM shall have the right to perform audits, random checks, surprise inspections and perform other due diligence to evaluate the performance of the MSCP from time to time. The contract may be terminated as per the standard clause if the services of MSC

3.4 Funding support for MSCs

TRLM shall provide fund to MSCP as per its own provisions and guideline and guidelines of the DDU-GKY programme issued by the MoRD.

3.5 Resource Requirements

A fully functional MSC may be manned by a team of 3 (three) persons for the initial Core services. The team may be divided into administrative and functional teams. The full-time administrative team shall include a 'Centre In charge cum counselor', 'Admin Assistant' and 'a 'Housekeeping Staff'.

This team may need to be supported by a part-time data entry operator. The functional team could comprise of part-time consultants and external resources who are specialists, engaged to offer specific services to the candidates and other stakeholders of the MSC, for instance a General Practitioner Doctor, legal support and Research Specialists. The coordination of the functional team is to be performed by the administrative team.

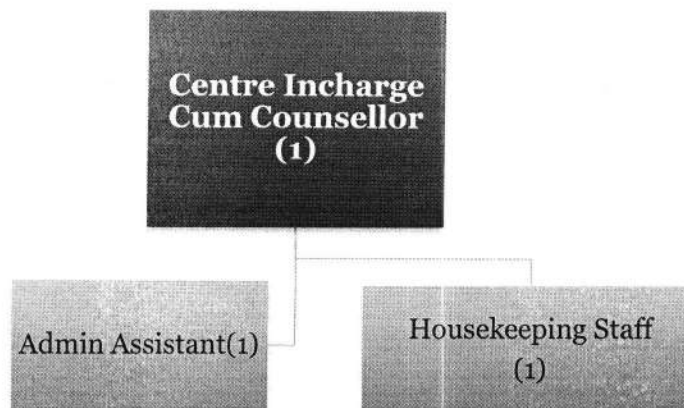
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The specialist services may be available on –call basis. The team should definitely provide for social workers / gender specialists who are women.

The centre coordinator would be in-charge of the coordination of all activities as well as reporting of work. He/ She may be assisted by an associate coordinator, who would look after immediate supervision of field activities, the MIS and documentation at the centre. There could be a team of four community mobilizers in charge of field activities, outreach and service delivery.

For a fully mature centre which is seeking to reach out to new geographies, sub-centres can be added as its extended arms to facilitate greater outreach. A sub-centre may be manned by two community counsellors, to be supervised by an associate and centre coordinator of the main centre.

For the overall strategic guidance to the project the centre team would require inputs from the head and senior management of the implementing organization. The costing of the project should include provision for time of the Executive Director/ Chairman/ Secretary of the respective organizations. Details on proposed team to be placed in provided in the Migration Support Center –Reference Framework – Section 2.4 – Manpower and Role Description.

3.5.1 Team Structure



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3.5.2 Qualifications of Key Resources

The tasks assigned for various positions are as follows:

The following table presents the key roles and responsibilities of the various positions highlighted in the Team Structure, including the qualification criteria for each position holders.

Designation	Key Roles & Responsibilities	Qualification
Centre Incharge cum counselor (1 Position) [Key Professional]	<ul style="list-style-type: none"> • Management, coordination, and operationalization of the Centre's activities • Formulation of plans and targets for the team and their supervision • Liaison with local stakeholders in the Government, local authority, employers, banks, hospitals, etc. • Liaison with external support agencies, other partners and other centres • Periodic (monthly, half-yearly, annually) reporting of Centre's activities to senior management/ external support agencies (if any) • Undertaking candidate listing exercise and surveys, research studies, impact assessment, and report writing • Organizing monthly team meetings and regular reflection workshops • Organizing capacity building activities for different team members, as well as beneficiaries • Engage with external resources and vendors to deliver key services • Review and respond to escalated complaints and grievances • Provide information to linkage to callers/candidates on DDUGKY program benefits. • Provide information to linkage to health & social support schemes. • Track trained but out of job and dropped out candidates and motivate them for employment. • Provide career counselling, support mobilization, Job retention, and information on job openings/potential employment 	<p>Educational Qualifications: Post-Graduate desirable; At least a graduate in Sociology, Social Work, Management, other relevant fields, with 5 Years of relevant work experience in Skill development Sector. Preferably in DDU-GKY ecosystem. Reading and writing Knowledge of Bengali/Hindi/English is compulsory.</p> <p>Technical Skills/Aptitude: Adept at using MS Office, team management, planning, reporting, advocacy and liaising skills and familiarity with research, two-wheeler driving license.</p> <p>Preferably Should have worked in Bangalore and its adjoining for at least 1 year and have knowledge about the local area of Bangalore.</p>

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	<p>opportunities.</p> <ul style="list-style-type: none"> • Capture feedback of candidates experience of DDU-GKY 	
<p>Admin Assistant</p> <p>(1 Position)</p> <p>[Non Key Professional]</p>	<ul style="list-style-type: none"> • Management of all service-related documentation at the centre level • Management of programme MIS and its sharing with senior management/external support agency • Administrative and logistical support to MSC program team • Reception of workers walking into the centre and maintaining required records • Book-keeping of all transactions and settlement of accounts at the centre level • Ensuring necessary documentation, fulfilling of IT statutory requirements and providing Audit support • Assistance in undertaking activities related to Centre's administration 	<p>Educational Qualifications:</p> <p>Graduate (B. Com preferable), with at least 2 years' relevant work experience in the field of Accounting/Finance/MIS in Skill Development Sector.</p> <p>Technical Skills:</p> <p>Conversant with MS Office, Accounts management and Office Administration.</p>
<p>Housekeeping Staff</p> <p>(Outsourced)</p> <p>(1 Position)</p> <p>[Non Key Professional]</p>	<ul style="list-style-type: none"> • Daily Cleaning of MSC Premises including office/hostel/etc. equipment. • Provide Other Housekeeping Services to other staffs of the centre 	<p>Educational Qualifications:</p> <p>preferably 8th pass Able to read and write well, manage basic communication</p>

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3.6 Project location

Bangalore City, Karnataka (Preferably Koramangala, Majestic, Yelahanka, Maruthi Sevanagar, Bommasandra, Yesvantpur Industrial Suburb)

3.7 Payment Terms

The MSC shall be paid on a quarterly basis by the State as per the agreed upon contract.

The payment terms will be as follows:

- I. Payment will be released in four (4) instalments with a ratio of 30:20:20:30 based on the following deliverables mentioned in below.

Sl. No.	Services/Activities	1 st Quarter 30%	2 nd Quarter 20%	3 rd Quarter 20%	4 th Quarter 30%
1	Enrolment of Migrants (one time registration for all the candidates)	Registration of Migrants candidates			
2	Counselling of Migrants- Monthly One	Counselling of Migrants candidates			
3	Accommodation/ Lodging Guidance	Accommodation/ Lodging facility for migrants availing the Migration Support Centre			
4	Financial inclusion/ Social Security inclusion drive- Monthly One	3	3	3	3
5	Financial Literacy Program- Monthly One	3	3	3	3
6	Health Camps- Monthly One	3	3	3	3
7	Legal & Health Literacy Drive- Monthly One	3	3	3	3
8	Alumni meet/Job Fair/Youth Interaction- Quarterly One	1	1	1	1
9	Tracking of Candidates	100	100	100	100
10	Post Placement Support Access to Placement Services (Urban labour markets)	Access to Placement Services of Migrants candidates			
11	Post Placement Support Access to further higher educational opportunities	Access to further higher educational opportunities of Migrants candidates			
12	CXO meet/Industry Meet	1 CXO meet per year with prominent employers of that locality			

Above mentioned activities are only indicative however on mutual discussion agency may carry out others additional activities as and when required.

N.B.,

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- ❖ 1st instalment shall be paid after execution of this MoU and submission of 3% performance bank guarantee for locking period of minimum 30 months of the total Contract value and issue of work order.
 - ❖ 2nd instalment shall be paid on completion of deliverables of 1st & 2nd Quarter.
 - ❖ 3rd instalment shall be paid on completion of deliverables of 3rd Quarter.
 - ❖ 4th instalment shall be paid on completion of deliverables of 4th Quarter.
- II. 30% of the Initial payment shall be paid by TRLM upfront on execution of this MoU and submission of 3% performance bank guarantee for locking period of minimum 30 months of the total Contract value and issue of work order.
- III. The subsequent 2nd, 3rd, and 4th instalments of 20%, 20% & 30% will be released quarterly basis.

4 GENERAL CONDITIONS OF CONTRACT

4.1 Definitions

In this Contract, the following terms shall be interpreted as indicated:

- (a) "**The Contract**" means the agreement entered into between the Chief Executive Officer and the Service Provider, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- (b) "**The Contract Price**" means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;
- (c) "**Services**" means all the technical, functional and operational activities of the technical support staff, and any other obligations of the Service provider covered under the Contract;
- (d) "**GCC**" means the General Conditions of Contract contained in this section.
- (e) "**SCC**" means the Special Conditions of Contract.
- (f) "**The Service provider**" means the firm delivery of Services under this Contract.
- (g) "**The Government**" means the Government of Karnataka State.
- (h) "**The State**" means the Karnataka State
- (i) "**Day**" means calendar day.
- (j) "**TRLM**" means Tripura Rural Livelihood Mission.

5.2 Application

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

5.3 Performance Security

- a) Within 7 days of receiving of LOI, the Service Provider shall furnish Performance Security in the

DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura form of Bank Guarantee in favour of CEO, TRLM to an extent of 3% of the Contract Value, valid for a period of **30 months**.

- b) The proceeds of the performance security shall be payable to the Chief Executive Officer as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.
- c) The Performance Security shall be denominated in Indian Rupees (INR) and shall be in one of the following forms:
- d) Bank guarantee, issued by a nationalized/scheduled bank in the form provided in the tender documents or another acceptable to the CEO, TRLM; or
- e) A Banker's cheque, or Demand Draft or pay order drawn in favour of Chief Executive Officer or shall remain valid as specified
- f) The Performance Security will be discharged by the CEO, TRLM and returned to the Service Provider not later than 120 days following the date of completion of the Service Provider's performance obligations, under the Contract.
- g) In the event of any contract amendment, the Service Provider shall, within 20 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract as amended for 120 days after the completion of performance obligations.

5.4 Delays or discrepancies in the Service Provider's Performance

- a. Service shall be rendered by the Service Provider in accordance with the Delivery Timelines.
- b. If at any time during performance of the Contract, the Service Provider should encounter conditions impeding timely service delivery, the Service Provider shall promptly notify the CEO, TRLM in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the CEO, TRLM shall evaluate the situation and may, at its discretion, extend the Service Provider's time for performance with or without liquidated damages.

5.5 Termination for Default

The CEO, TRLM may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, terminate the Contract in whole or part and shall be black listed from participating in any other tenders published by the Chief Executive Officer

- i. if the Service Provider fails to deliver service within the period(s) specified in the Contract, or within any extension thereof granted by the Chief Executive Officer
- ii. If the Service Provider fails to perform any other obligation(s) under the Contract.
- iii. If the Service Provider, in the judgment of the Chief Executive Officer has engaged in corrupt or fraudulent practices or Obstructive practices in competing for or in executing the Contract.
- iv. In the event the Chief Executive Officer terminates the Contract in whole or in part, the Chief Executive Officer may procure, upon such terms and in such manner as it deems appropriate, for the service undelivered, the Service Provider shall be liable to the Chief Executive Officer for any excess costs for such similar service. However, the Service Provider shall continue the performance of the Contract to the extent not terminated.

5.6 Applicable Law

- a. The Contract shall be interpreted in accordance with the laws of the Union of India.

5.7 Notices

- a. Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by cable or facsimile and confirmed in writing to the other party's address specified.

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

5.8 Disqualification

TRLM may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the agency:

- a. Submitted the proposal after the response deadline;
- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- e. Failed to provide clarifications related thereto, when sought;
- f. Submitted more than one proposal;
- g. Has been blacklisted by any Central / State Government (incl. its department/agency) or was declared ineligible by the Government of Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding Companies or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding agency of confidential information related to the process may result in rejection of its proposal.

5.9 Disclaimer

Proposals received late will not be considered and will be returned unopened to the respondents. TRLM reserves the right to (a) reject any / all proposals without assigning any reasons thereof, b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of TRLM and the objective of the scheme without assigning any reasons thereof and c) include any other item in the scope of work at any time after consultation in the pre-proposal meeting or otherwise.

5.10. Other Terms and Conditions

- i. The selected MSCP will be fully and completely responsible to the TRLM for all the deliverables.
- ii. The interested bidders shall furnish an affirmative statement as to the existence of, absence of, actual or potential for conflict of interest on the part of the bidder or proposed contracts, engagements, or affiliations with the TRLM or its PIAs. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.
- iii. TRLM requires that the agencies should provide professional, objective, and impartial advice and at all times hold the interests of the TRLM paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.
- iv. TRLM reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder (s) or any obligation to inform the affected bidder(s) the grounds for such decision. TRLM also reserves the right to negotiate with the successful bidder if necessary.

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- v. The TRLM will manage the project and the proposed resources shall report to the designated Officer. Other teams /
- vi. s / stakeholders will work in close proximity with the selected firms to oversee the deliverables of the project.
- vii. In case any of the proposed resources are found to be not performing or not meeting the expectations of the TRLM, the firms shall find a replacement for the resource. The TRLM will evaluate the replacement profile and indicate the acceptance / rejection of the profile.
- viii. The TRLM reserves the right to terminate the contract by giving a notice of one month if the performance of the agency is not found satisfactory. The agency shall be given a period of fifteen days to cure the breach or fulfill the contractual obligations, failing which the TRLM 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
- ix. The agency to be selected through this bid process will provide deliverables as indicated in this document. The agency should note that as a part of requirement for this assignment the agency will share with TRLM all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used by the agency should be deemed as proprietary and non-shareable with TRLM by the agency.
- x. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of TRLM except to the extent required for submitting bid. The information contained in this document is only disclosed for the purposes of enabling you to submit a proposal for TRLM–Empanelment of MSCP. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the TRLM, such information may not be published, disclosed, or used for any other purpose. You acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of TRLM. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with TRLM. Bidders must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
- xi. If at any stage of the tendering process or during the currency of the agreement, any suppression / misrepresentation of such information is brought to the knowledge of TRLM , then the Department will have right to reject the bid or terminate the agreement, as the case may be, without any compensation to the bidder.
- xii. The bidder shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the information available in the bid.

5.11 Conditions of empanelment contract

The operating clauses would emerge from the technical and financial processes finalized with the Empaneled Training Agencies selected for the project. In addition, the empanelment contract will inter-alia includes the following terms:

a) Definitions

In the Empanelment Contract, the following terms shall be interpreted as indicated:

DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura
 "DDU-GKY" means the **DEEN DAYAL UPADHYAYA GRAMEEN KAUSHALYA YOJANA (DDU-GKY)**, Ministry of Rural Development, Government of India; or any other authorized representative of the TRLM.

The "Contract" means the empanelment agreement entered into between the TRLM and the EMPANELLED agency as recorded in the Contract Form signed by the TRLM and the EMPANELLED agency, including all attachments and annexure thereto and all documents incorporated by reference therein.

- b) Payment Terms and Schedule:** The payment terms are paid on a quarterly basis by the State as per the agreed upon contract.

5.12 Commercial Terms

TRLMs will release the payment within 60 days of submission after due verification as per the guidelines of invoice subject to invoice and all supporting documents being in order. The supporting documents should also mandatorily entail acceptance of the stipulated deliverable within the accepted timelines.

A) Indemnification:

The agency shall indemnify TRLM against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark/ copy right arising from the use of the supplied services or any part thereof. Either party will accept liability without limit (1) for death or personal injury caused to the order party by its negligence or the negligence of its employees acting in the course of their employment; (2) any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would otherwise have at law.

- a) The Work Order does not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the agency to TRLM /State government or any other organizations
- b) Not with standing anything to the contrary contained in the Work Order, in no event will the agency be liable to TRLM, whether a claim be in tort, contract or otherwise; (a) for any amount in excess of 100% of the total professional fees payable for the respective Project
- c) No action regardless of form, arising out of this Contract, may be brought by either party; more than one year after the cause of action has accrued.

B) Progress of the Project

Monthly submission of progress and operational reports are to be submitted to the TRLM.

C) Confidentiality

- a) Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a

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reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties

These restrictions will not apply to any information which:

- (i) is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
 - (ii) is acquired from a third party who owes no obligation of confidentiality in respect of the information ; or
- b) Not with standing Clause (a) mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose, provided that in the case of sub- Clause(ii) (and without branching any legal or regulatory requirement) where reasonably practicable not less than 5 business days' notice in writing is first given to the other party.
 - c) Without prejudice to the foregoing provision of this Clause above agency may cite the performance of the services to clients and projective clients as an indication of its experience
 - d) The agency shall not, without TRLM prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the agency in the performance of the work order
 - e) The clause on Confidentiality shall be valid for a further period of two year from the date of expiry or termination of the assignment, whichever is earlier.

D) Liquidated Damages

Due to negligence of act of the agency, if TRLM suffers losses, damages the quantification of which may be difficult, and hence the amount not exceed performance bank guarantee and any OPEs / payables, shall be construed as reasonable estimate of the damages and agency agrees to pay such liquidated damages, as defined hereunder as per the provisions of this agreement.

E) Limitation of Liability

The entire and collective liability of the selected agency arising out of or relating to this empanelment, including without limitation on account of performance or nonperformance of obligations, regardless of the form of the cause of action, whether in contract, tort (including negligence), statute, or otherwise, shall in no event exceed the total performance bank guarantee and any OPEs/ payables.

5.13 Miscellaneous terms & Conditions

- a) The end product of the work assignment carried out by the agency, in any form, will be the sole property of TRLM
- b) The agency shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional training standard recognized by national / international professional bodies and shall observe sound management practice. It shall employ appropriate and safe and effective methods. The agency shall always act, in respect of any matter relating to this Contract, as

DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura faithful advisors to TRLM and shall at all times, support and safeguard TRLM /State's legitimate interests.

- c) The agency agrees with TRLM for honoring all aspects of fair trade practices in executing the work orders placed by SRLM.
- d) In the event the agency or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with TRLM, should be passed on the compliance by the new company new Division in the negotiation for their transfer .

A) Force Majeure

- a) Force majeure clause shall mean and be limited to the following in the execution of the contract placed by TRLM :
 - War / hostilities
 - Riot or Civil commotion
 - Earth quake , flood , tempest , lightning or other natural physical disaster
 - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agency, which prevent or delay the executive of the order by the agency
- b) The agency shall advice TRLM in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, TRLM reserve the right to cancel the contract without any obligation to compensate the agency in any manner for what so ever reason, subject to the provision of clause mentioned.

All bidders are required to commit to maintain the number and the professional level of resources deployed as indicated in response in Form 4 of the technical evaluation criteria.

5.14 Resolution of disputes

- a. In case of Dispute or difference arising between the CEO, TRLM and a Migration Support Center Service Provider relating to any matter arising out of a or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act,1996, by a Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Council of Arbitration / President of the Institution of Engineers (India) / The International Centre for Alternative Dispute Resolution (India). A certified copy of the appointment Order shall be supplied to each of the parties.
- b. Arbitration proceedings shall be held at Agartala, Tripura, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- c. The decision of the arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitrator. However, the expenses incurred by each party in connection with the 'preparation, presentation etc. of its proceedings shall be borne by each party itself.
- d. Any legal disputes arising out of this contract shall be settled out of these within the Jurisdiction of High Court of Tripura, Agartala City only.

5.15 Blacklisting

- a. Any deviation in the delivery timelines will lead to blacklisting and/ or debarring of the Service Provider

DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura whatever it may be for a period of 3 years from future partnerships with TRLM.

5.16 The deliverables of TRLM (Review and Monitoring of the assignment):

a. The performance of the Consultant/staffs of MSC will be reviewed on the basis of work done and deliverables mentioned in the contract. Consultants' performance to run the MSC properly will be reviewed quarterly for which a review mechanism will be put in place. Consultants have to deliver the services on monthly, quarterly and yearly basis. During review if any shortfalls are seen then action will be taken for non-performance and the contract will be revoked as per the termination provision.

b. The work of the consultants and the final output / deliverables submitted by the consultant would be reviewed by the following committee and efforts would be made to communicate to the consultants regarding the observations / comments / appraisal within 7 days of submission of the deliverables. The consultant shall comply with the observations and comments given by review committee as per given time line.

c. The following committee will deal with any illegal activities like sexual harassment, caste harassment, financial misappropriation or any other unwanted activities as per provision/Act. /Guideline.

A) The Review committee will include: -

- 1) CEO (TRLM)-Chairman
- 2) Addl. CEO (TRLM) - Vice Chairman
- 3) COO (Skill & Placement), TRLM - Member
- 4) State Mission Manager-(M&P) – Convenor and Member
- 5) State Mission Manager/APD-(M&P) - Member
- 6) State Mission Manager (Finance & Proposal), DDU-GKY, TRLM
- 7) Any other State Mission Manager or TSA of DDU-GKY, TRLM as and when designated by CEO-TRLM.

The acceptance of the reports submitted by the consultants/staffs will be subject to the approval of CEO, TRLM.

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6 Evaluation of the bids

Overall evaluation of the bids will be done in two stages namely Technical and Final evaluation. At the end of every stage short listed bidders may be informed of the result to have a fair and healthy competition.

6.1 Technical Evaluation

The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria table:

Sl. No.	Technical Evaluation Criteria	Supporting Document required	Maximum Score
1	The bidder must be a registered legal entity in Tripura/Karnataka/India, and should have been in operation for a period of at least 5 years in labour/ employment/ candidate related/ migration related services as of 31-3-2023 (it should have previous experience in as MSCP with other SRLM Program).	Certificate of incorporation / Registration Certificate	10
2	Average annual turnover from labour/ employment/ candidate related/ migration/Skill related services in last 3 years (Turnover in Rs ICR)	Audited Financial Statements accompanied by a Certificate from External Auditors (CA's Certificate)	20
3	Number of Migration Support Centers with housing capability of at least 20 personal setup/run in last 3 years (i.e. 2019-20, 2020-21 and 2021-22)	Setup details and Photography	10
4	Full-time professional staff engaged in labour/ employment/ candidate related/ migration related services/Skill related (it should have previous experience in as MSCP with other SRLM Program).	Certificate from Authorized Signatory CVs of personnel	10
5	Experience of providing labour/ employment/ candidate related/Skill related/ migration related services in last 3 financial years (i.e., 2019-20, 2020-21 and 2021-22): (it should have previous experience in as MSCP with other SRLM Program).	Copies of Work Order/Contract/Requisite Proof of Provision Services	20
6	Adequacy of the proposed methodology and work plan of setup, operation and service provisioning of MSC and Proposed Project Plan including timelines for setup, service operations, how to the services shall be provided, amenities	Documentation Signed by Authorized Signatory	15
7	The bidder shall not be blacklisted by any Central / State Government (Central/State Government and Public	A self-certified letter by the authorized	15

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	Sector)) or under a declaration of ineligibility for corrupt or fraudulent practices.	signatory	
	Total Points		100

7 Process of selection

7.1 After the notification, The Chief Executive Officer (TRLM) will conduct a pre-bid meeting to give clarification regarding the project requirements and to guide the interested agencies on proposal preparation and appraisal process.

7.2 After the deadline for submission of the proposals, the mission will conduct the assessment of technical/eligibility criteria of the TSAs based on documents submitted and will publish the list of eligible TSAs. Mere submission of an application will not entitle the TSA to get shortlisted. Credentials of the TSAs for their basic eligibility will be verified before shortlisting.

7.3 Chief Executive Officer (TRLM) reserves the right select/accept or reject all or any proposal without assigning reasons thereof.

7.4 The TSAs receiving 70 marks and above in the technical shall be shortlisted for financial assessment. The financial proposals of only those TSAs who are declared qualified will be opened.

7.5 Financial Evaluation will be carried out based on the Financial Proposal of the TSAs.

7.6 The proposal with the lowest cost will be treated as L1. The proposals will be ranked in terms of total cost of the proposal like L1, L2 and L3. The proposal with the lowest cost will be considered for award of contract. If there are more than one L1 quotes, they will be called for negotiations, if required.

7.7 Considering the merit of the proposal, The Chief Executive Officer (TRLM) will enter into MoU/Agreement with TSAs for conduct of the programme as per requirement.

7.8 Selection may be made on the QCBS method i.e., 70:30 ratio

Proposals will finally be ranked according to their combined technical (Tb) and financial (Fb) scores as follows:

$$Bb = (0.7) * Tb + (0.3) x (Cmin / Fb) * 100$$

Were,

Bb = overall combined score of bidders under consideration (calculated up to two decimal points)

Tb = Technical score of the bidder under consideration

Fb = Financial bid value of the bidder under consideration

Cmin = Lowest financial bid value among the financial proposals under consideration

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8. DOCUMENTS

8.1. Contents of the RFP

8.1.2 This RFP comprises the disclaimer set forth herein above, the contents as listed below and will additionally include any Addendum / Amendment issued in accordance.

Request for Proposal:

1. Introduction
2. Instructions to Bidders
3. Criteria for Evaluation
4. Fraud and corrupt practices
5. 5 Miscellaneous

Schedules:

1 Terms of Reference

2 Appendices:

Appendix – I: Technical Proposal

Form 01: Details of responding agency

Form 02: **Financial Turnover of the TSA**

Form 03: Team Composition and Task Assignments

Form 04: Curriculum Vitae (CV) for Proposed Professional Staff – Template

Form 05: Detailed Tasks Assigned (Relevant to the assignment)

Form 06: Overall and Relevant Experience

Form 07: Work Schedule template

Appendix – II: Financial Proposal:

Fin Form 1: Financial Proposal Submission Form

Fin Form 2: Summary of Costs

Fin Form 3: Financial Proposal only on BOQ format.

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9. PREPARATION AND SUBMISSION OF PROPOSAL:

9.1. Language:

The Proposal with all accompanying documents (the “Documents”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these documents is in another language, it must be accompanied by an accurate translation of all the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

9.2 Format and signing of Proposal:

9.2.1 The interested companies / Firms shall provide all the information sought under this RFP. The Authority would evaluate only those proposals that are received in the specified forms and complete in all respects.

9.2.2 The interested companies / Firms should upload all necessary documents on the e-tendering portal, non-submission of requisite RFP bid documents shall leads to be considered as a non-responsive bid.

9.2.3 The Proposal must be properly signed by the authorized representative (the “**Authorized Representative**”) as detailed below:

- (a) By the proprietor, in case of a **proprietary Firm**; or
- (b) By a partner, in case of a **partnership Firm** and / or a limited liability partnership; or
- (c) By a duly **authorized person** holding the **Power of Attorney**, in case of a Limited Company or a Corporation; or

A copy of the **Power of Attorney** certified by a **Notary public** in the Form shall accompany the Proposal (if required).

9.2.4 Bidders should note the PDD, as specified in Clause 1.8, for submission of Proposals. Except as specifically provided in this RFP, no supplementary material will be entertained by the DDU-GKY, TRLM, and that evaluation will be carried out only on the basis of Documents received by

DDU-GKY: RFP - Engagement of Migration Service Center Providers for DDU-GKY in Tripura the closing time of PDD as specified in Clause 2.17.1. Bidders will ordinarily not be asked to provide additional material information or documents subsequent to the date of submission, and unsolicited material if submitted will be summarily rejected.

9.3 Technical Proposal

9.3.1 Interested companies / Firms submit the technical proposal in the Formats at Appendix-I (the “Technical Proposal”).

9.3.2 While submitting the Technical Proposal, the Bidder shall, in particular, ensure that:

- (a) All Forms are submitted in the prescribed formats and signed by the prescribed signatories;
- (b) Power of attorney, if applicable, is executed as per Applicable Laws;
- (c) CVs of all Key Personnel have been included;
- (d) The Bidder should submit Registration Certificate of the Firm/License of the Firm / Registration of the company.
- (e) GST No of the Firm.
- (f) Pan No of the Firm.
- (g) Bidder should submit declaration on Affidavit that the documents submitted with RFP documents are true and correct and if any document is found to be false/ factious, Tripura Rural Livelihood Mission may cancel the assigned job, keep withheld the work done claim and can also forfeit the (EMDs) / Bank Guarantee pledged in favour of the Tripura Rural Livelihood Mission, RD Department.
- (h) A certificate from the Chartered Accountant that the interested companies / Firms have a positive net worth and company is in profit in the preceding 3 years i.e. 2019-20, 2020-21 & 2021-22.
- (i) And other supporting documents as per RFP.

9.3.3 Failure to comply with the requirements spelt out in this Clause 9.13 shall make the proposal liable to be rejected.

9.3.4 The proposal should be as per the information sought by this RFP document.

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9.3.5 The proposed team shall include experts and specialists (the “**Professional Personnel**”) in their respective areas of expertise and support staff (the “**Support Personnel**”) such that the Consulting Agency should be able to complete the Consultancy within the specified time schedule. The Key Personnel specified in Clause 3.5.2 shall be included in the proposed team of Professional Personnel. The team shall comprise other competent and experienced professional personnel in the relevant areas of expertise (wherever applicable) as required for successful completion of this Consultancy. The CV of each such professional personnel, if any, should also be submitted in the format at Form-4 of Appendix-I.

9.3.6 Bidder may, from time to time, if it considers necessary, propose suitable Sub-Consultants in specific areas of expertise and qualification (where applicable). A Sub-Consultant, however, shall not be a substitute for any Key Personnel.

9.3.7 The TRLM reserves the right to verify all Statements, information and documents, submitted by the Bidder in response to the RFP. Any such verification or the lack of such verification by the TRLM to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the TRLM there under.

9.3.8 In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the bidder or the bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Consulting Agency either by issue of the LOA or entering into of the Agreement, and if the Selected bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the TRLM without the TRLM being liable in any manner whatsoever to the Selected Bidder, as the case may be.

9.4 Financial Proposal

9.4.1 Bidders shall submit the financial proposal in the formats as per BOQ and upload the same on the e-tendering portal.

10.1.2 While submitting the Financial Proposal, the Bidder shall ensure the following:

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- (i) All the costs associated with the assignment shall be included in the Financial Proposal. **These shall be in two parts, one for remuneration & personal effects for all the personnel and other one is for service charges, operating cost and all administrative expenses, e.g. Travel cost, necessary office equipment, computers, printers, copier and stationery.**
- (ii) The total amount indicated in the Financial Proposal 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 Proposal, it shall be considered non-responsive and liable to be rejected.
- (iii) The Financial Proposal shall be inclusive of all expenses including all applicable taxes. For the avoidance of doubt, it is clarified that applicable taxes including GST should necessarily be part of the financial proposal. Further, all payments shall be subject to deduction of taxes at source as per Applicable Laws.

9.5 Submission of Proposal

9.5.1 The interested companies / Firms need to submit the proposal online. In case the proposal is submitted on the document down loaded from Official Website, the Bidder shall be responsible for its accuracy and correctness as per the version uploaded by the TRLM and shall ensure that there are no changes caused in the content of the downloaded document. In case of any discrepancy between the downloaded or photocopied version of the RFP and the original RFP issued by the TRLM, the latter shall prevail. The document available on (<https://tripuratenders.gov.in/nicgep/app>) is final.

9.5.2 The Proposal should be submitted online which will clearly indicate the RFP Notice number, Consultancy name as indicated at Clause 1.9 and the name and address of the Bidder.

9.5.3 The RFP is a two-bid cover system i.e. **“Technical Proposal”** in the prescribed format (**Form 1 to 7 of Appendix-I**) along with and **“Financial Proposal” Fin Forms 1, Fin Forms 2 & Fin Forms 3 of Appendix- II** and supporting documents.

9.5.4 All pages of the Technical Proposal must be numbered and Signed by the Authorized Representative or persons signing the Proposal.

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9.5.5 The completed Proposal must be delivered on or before the specified time on PDD. Proposals submitted by fax, telex, telegram or e-mail shall not be entertained.

9.5.6 The Proposal shall be made in the Forms specified in this RFP. Any attachment to such Forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents. No separate documents like printed annual Statements, firm profiles, copy of contracts etc. will be entertained.

9.5.7 The rates quoted shall be final throughout the period of performance of the assignment up to and including discharge of all obligations of the Consulting Agency under the Agreement.

9.6 Proposal Due Date

9.6.1 Proposal should be submitted by or before the PDD specified at Clause 1 on the e-tendering portal.

9.6.2 The Authority may, in its sole discretion, extend the PDD by issuing an Addendum/ extension notice in accordance with uniformly for all Bidders.

9.7 Late Proposals

9.7.1 The proposal should be submitted by or before the PDD through web portal (<https://tripuratenders.gov.in>). Proposal Submitted after the due date will not be accepted by the tender portal and hence will automatically reject. The authority will in no case be responsible if the bid is not submitted online within the specified timelines.

9.8 Modification/ substitution/ withdrawal of Proposals

9.8.1 No Proposal shall be modified, substituted, or withdrawn by the Bidder after its submission.

EVALUATION PROCESS

9.9 Evaluation of Proposals

9.9.1 The DDU-GKY, TRLM shall open the Proposals on the Proposal Due Date, and in the presence of the Bidders who choose to attend. The envelopes marked "Technical Proposal" shall be

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9.9.2 Proposals received online shall only be opened.

9.9.3 Prior to evaluation of Proposals, the designated committee will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:

- (a) The Technical Proposal is received in the form specified at Appendix-I;
- (c) The requisite documents uploaded on the e-tendering portal for scrutiny of the same for the evaluation committee.
- (d) The original copy of the Power of Attorney is uploaded on the e-tendering portal along with bid
- (e) It contains all the information (complete in all respects) as requested in the RFP;
- (f) It does not contain any condition or qualification; and
- (g) It is not non-responsive in terms hereof.

9.9.4 The DDU-GKY, TRLM reserves the right to reject any Proposal, on the recommendation of the designated committee, which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the department in respect of such Proposals.

9.9.5 The designated committee of DDU-GKY, TRLM shall subsequently examine and evaluate proposals in accordance with the Selection Process as mentioned in the RFP.

9.9.6 After the fresh technical evaluation, the designated committee shall prepare a list of pre-qualified Bidders for opening of their Financial Proposals. A date, time and venue will be notified to all Bidders for announcing the result of evaluation and opening of Financial Proposals. Before opening of the Financial Proposals, the list of pre-qualified Bidders along with their Technical Scores will be read out. The opening of Financial Proposals shall be done in presence of respective representatives of Bidders who choose to be present. The DDU-GKY, TRLM will not entertain any query or clarification from Bidders who fail to qualify at any stage of the Selection Process. The financial evaluation and final ranking of the Proposals shall be carried out in terms of Clauses 7

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9.9.7 Bidders are advised that selection shall be entirely at the discretion of the DDU-GKY, TRLM. Bidders shall be deemed to have understood and agreed that the DDU-GKY, TRLM shall not be required to provide any explanation or justification in respect of any aspect of the Selection Process or Selection.

9.9.8 Any information contained in the proposal shall not in any way be construed as binding on the DDU-GKY, TRLM, its agents, successors or assigns, but shall be binding against the Bidder if the Consultancy is subsequently awarded to it.

9.10. Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the DDU-GKY, TRLM in relation to matters arising out of, or concerning the Selection Process. The DDU-GKY, TRLM shall treat all information, submitted as part of the Proposal, in confidence and shall require all those who have access to such material to treat the same in confidence. The DDU-GKY, TRLM may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or the DDU-GKY, TRLM

9.11. Clarification

9.11.1 To facilitate evaluation of Proposals, the DDU-GKY, TRLM may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the DDU-GKY, TRLM for this purpose. Any request for clarification(s) and all clarification(s) in response there to shall be in writing.

9.12.2 If a bidder does not provide clarifications sought under Clause above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the DDU-GKY, TRLM may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the DDU-GKY, TRLM.

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Form 1 - Details of responding agency

Sl. No.	Particulars	Details to be furnished	
1	Details of responding agency		
Name			
Address			
Telephone		Fax	
E-mail	-	Website	
2	Information about responding agency		
Status of agency (<i>Public Ltd. / Pvt. Ltd / Partnership etc.</i>)			
Details of Registration (<i>Ref e.g. ROC Ref #</i>)		Date	
		Ref #	
Details of Service Tax Registration		Date	
		Ref #	

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FORM- 2**Financial Turnover of the TSA**

Sl. No.	YEAR	TURN OVER IN INR
1	2020-21	
2	2021-22	
3	2022-23	
4	Average annual turnover For the last 3years (INR)	

Chartered Accountant :

Name :

Signature :

Registration Number :

Contact No :

Seal :

Date :

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Form 3—Team Composition and Task Assignments

Professional Staff				
Name of Staff	Agency	Area of Expertise	Position Assigned	Task Assigned

This information should be provided for 5 positions who would interact with DDU-GKY on a continuous basis. The CV's of these personnel are also required to be given in the format provided under this section

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Form 4 - Curriculum Vitae (CV) for Proposed Professional Staff – Template

1. **Proposed Position** [only one candidate shall be nominated for each position]:

2. **Name of agency** [Insert name of agency proposing the staff]: _____

3. **Name of Staff** [Insert full name]: _____

4. **Date of Birth:** _____ **Nationality:** _____

5. **Education**[Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]: _____

6. **Membership of Professional Associations:** _____

7. **Other Training** [Indicate significant training since degrees under “5 – Education” were obtained]: _____

8. **Countries of Work Experience:** [List countries where staff has worked in the last ten years]: _____

9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: _____

10. **Employment Record**[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

From [Year]: To [Year]:

Employer:

Positions held: _____

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Form 5 - Detailed Tasks Assigned (Relevant to the assignment)

Detailed Tasks Assigned (Relevant to the assignment)	Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
[List all tasks to be performed under this assignment]	<p>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the project]</p> <p>Name of assignment or project:</p> <p>Year:</p> <p>Location:</p> <p>Client:</p> <p>Main project features:</p> <p>Positions held:</p> <p>Activities performed:</p>

I. Staff is resident / native of:**II. Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized representative of the staff]

Day/Month/Year

Full name of authorized representative:

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Form: 6 Overall and Relevant Experience

Experience in Relevant fields				
Sl. No.	Description	Name of project (include assignments during last 3 years, if no. of assignments are more than 3)	Order Value of each assignment in Lakhs (Enclose copy of each order)	Mention the name of Client/ Organization (Enclose Work order/ completion certificates)
1	Experience of setting up and operating labour/ employment/ candidate related/ Skill Related migration related centers in the last 3 financial (i.e., 2019-20, 2020-21 and 2021-22): (it should have previous experience in as MSCP with other SRLM Program).			
2	Experience of providing labour/ employment/ candidate related/Skill related/ migration related services in last 3 financial years (i.e., 2019-20, 2020-21 and 2021-22): (it should have previous experience in as MSCP with other SRLM Program).			
Authorized Signature (In full and initials) Name of TSA : _____ Address: _____ (Company / Organization Seal) Stamp & Date				

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Form 7 – Work Schedule template

Work Plan: In this section the responding agency should propose the main activities of the MCSPs Process, their content and duration, phasing and interrelations including resource planning to be deployed and delivery dates. The proposed work plan should be consistent with the approach and methodology, showing understanding of the scope of services, deliverables as given in scope of work and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule.

The responding form is to describe the work schedule for different tasks which the responding agency plans to start and accomplish as part of the project, using the following format:

N ^o	Activity	Weeks (per MCSPsProgram)												
		1	2	3	4	5	6	7	8	9	10	11	12	N
1														
2														
3														
n														

The work schedule should reflect how and by when the responding agency is expected to complete the assignment for each MCSPsprogram, as per the major deliverable in the scope of work of the agency and the timelines of achieving the same as mentioned in the RFP.

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Form FIN- 1: Financial Proposal Submission Form

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

[Location, Date]

To,

The Chief Executive Officer,
Tripura Rural Livelihoods Mission Society (TRLM)
Office of the SMMU,
SRLM, PT. Nehru Complex,
Gurkhabasti, Agartala 799006

Ref: RFP Notification no <*****> dated <***dd/mm/yy>

Subject: **Submission of proposal in response to “RFP for Hiring a Technical Support Agency to Establish and Operate a Migration Support Centre (MSC) at Bangalore under TRLM (Deen Dayal Upadhyaya Grameen Kaushalya Yojana) by Tripura Rural Livelihoods Mission (TRLM)”.**

Dear Sir:

We, the undersigned, offer to provide the MCSPs services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures] for each Train-the-Trainer program completed as per this RFP.

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.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of agency:

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Form FIN- 2: Summary of Costs**Migration Support Center Costs (TABLE 1)**

Item	Value in INR
(A) Total Fee as per the Financial Proposal (Price to be charged by <Name of your agency> for each Migration Support Center (Setup/Operations and provision of Migration support services as per this RFP) for a period of 2 year program completed as per this RFP for exclusive of National Certification cost.	
(B) Total Taxes comprising of a) b) c)	
(C) Total (A + B) This total shall be used for the purpose of financial evaluation	

Cost of Personnel - TABLE 2 - (The cost of personnel is include in cost quoted in Table 1 – The following costing parameter shall be used for engaging additional personnel if required)

S. No.	Designation	Cost per month per person in Rupees
1.	Centre In charge cum counselor	
2.	Admin Assistant	
3.	Housekeeping Staff	

We agree that upon empanelment, TRLM allow the SRLM to select an empaneled agency as their MCSPs. In such a scenario, we agree to work as MSCP in the State.

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of agency:

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Form FIN- 2: Financial Proposal only on BOQ format.

BUDGET FOR MSC UNDER DDU-GKY					
Sl. No.	Items to be procured	Specification	Nos.	Tentative Unit Price	Total
1	2 Bunk Beds	6ft height, 3 ft width, 6ft length, Material Iron	30		
2	Mattress	3 ft width, 6ft length, single size, Material latex, natural fibers, or foam	60		
3	bed-sheets	3 ft width, 6ft length, single size, Material cotton, linen, polyester	60		
4	Pillow with covers	Normal Size	60		
5	Mosquito net	3 ft width, 6ft length, single size	60		
6	Desktop Computer system	A desktop setup with standard configuration of minimum I3 processor , 8gb RAM, 1TB SSD	1		
7	Laptop Computer	A laptop setup with standard configuration of minimum I3 processor , 8GB RAM, 1TB SSD	1		
8	Printer+ Scanner	All in One Deskjet Printer (Black)	1		
9	Small box with 2x1.5 ft. (Metal sheet & with locks)	Tin Sheet boxes for keeping trainees belongings	60		
10	Steel Almirah (4 shelves)	6ft 6 inch / 7ft	1		
11	Steel Book shelf (5 shelves)	5ft height	1		
12	Table (5x2 ft.)	Office table for staffs Material: Wooden & Steel	3		
13	Power Backup (Inverter)	150 AH , Maximum bulb 756 watt, Capacity: 900 VA/ 12V;	1		
14	RO Water filter	2 RO for drinking water	2		
15	TV (32")	32 Inch TV for entertainment purpose	1		

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16	D2H Connection	D2H connection from major like Airtel DTH/ TATA Sky, 1 year subscription	1		
17	CCTV Camera IP enabled	5MP HD CAMERA+HDD+21" Display	6		
18	Biometric Attendance	Aadhaar Based	1		
19	Ceiling Fans	50 watt normal ceiling fans with good copper motor	15		
20	Stand Fans	400 mm 3 blades	15		
21	Tube lights with stands	40 WATT Tube lights with stand (LED)	18		
22	Mosquito repellent	Repellent machines, creams, sprays	5		
23	Arm Chairs	Steel chairs with soft pillow attached	3		
24	Plastic Chairs Dinning-35 Office-10	normal Size flat plastic chairs	45		
25	White Board	3FT * 2FT	1		
26	Notice Board	1FT * 2FT	1		
27	Coir Door Mats	36"x18"	5		
28	Buckets	15 ltr.	5		
29	Mugs	1 Ltr.	9		
30	Water Glass	Steel glasses for drinking	60		
31	Tea Cup & Plate Set	Nominal setup steel or ceramic	2		
32	Curtains for door and windows (covering all)	7ft curtains for doors and 3ft for windows Material: Cotton, linen, polyester, silk, wool, rayon	15		
33	Indoor Games	Carom Board, Ludo, Chinese Checker, Board games etc. (1 each)	5		
34	First Aid Box	First Aid box with basic medicines as per DDU-GKY SOP	3		
35	Telephone (Land line)	Landline phone with receiver	1		
36	Rent of the Premises	Monthly	12		
37	Electricity Bill	Monthly	12		
38	Internet Bill	Monthly	12		
39	Water Bill (if)	Monthly	12		
40	Staff Salary (Centre In charge)	Monthly	12		

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41	Staff Salary (Admin Assistant)	Monthly	12		
42	Staff Salary (Housekeeping Staff)	Monthly	12		
43	Food Expenses (Breakfast/Lunch/Dinner) N.B., 1Veg item & 1Non-Veg item, Dal with Rice & Chapatti (Rs. 200/per day/per candidate)	Monthly	12		
Total					