

## Draft ToR of Hiring of Technical Support Agency (TSA) under DDU-GKY

### 1. Background:

Bihar Rural Livelihoods Promotion Society (BRLPS) is an initiative of Government of Bihar with an objective to provide livelihoods opportunities for rural communities with special focus on poor. BRLPS is implementing **Deen Dayal Upadhyaya Grameen Kaushalya Yojna (DDU-GKY)** central sponsored scheme of MoRD. DDU-GKY aims to provide placement linked skills training to 1,48,500 candidates of Bihar.

Under its Skill Mission, BRLPS has partnered with Project Implementation Agencies (PIAs) BRLPS has been supporting these PIAs in rural youth mobilization, counseling, post placement tracking, monitoring of skills training and placement. Mission is also focusing on quality assurance of PIAs through a dedicated quality cell. **Under the current scope of project BRLPS plans to implement the DDU-GKY guidelines and the allocated budget of the AAP state for skilling in the state.** BRLPS has been mandated to train close to 1,50,000 trainees for the project and has already partnership with more than 100 Project Implementing Agencies (PIAs) and therefore is in the process of engaging a Technical Support Agency (TSA), who has worked as TSA for Skills development Mission / SRLM in different states or has setup PMU for Skill development mission/ SRLM, as per the DDU GKY Guidelines and SoP, to support the execution of the project.

BRLPS lays emphasis on promotion of **“Professionally Competent and Dedicated Implementation Structures”** at the state and regional level for managing and supporting all Skill development and Livelihoods activities with special focus on centrally funded DDUGKY Program. For this BRLPS will hire services of a **Technical Support Agency (TSA)** that will provide thematic support services for ideas incubation, policy framing and formulating implementation strategies for programme implementation on key areas such of Skill Development/ Training (monitoring, quality assurance, jobs placement and market linked skill development; etc.) through TSA.

Besides, the BRLPS will develop program management systems like management framework, technical and financial management, procurement management, monitoring and evaluation, etc. for effective implementation of the DDU-GKY Skill program as per SoP and guidelines. For the purposes of technical assistance for enhancing program implementation capacity, it is envisaged that **Technical Support Agency (TSA)** support required for the program would be conceived by developing the structure which involves the technical support and knowledge management.

Description of services for Technical Support Agency team is given in **Annexure-1**.

### 2. Objective of the assignment

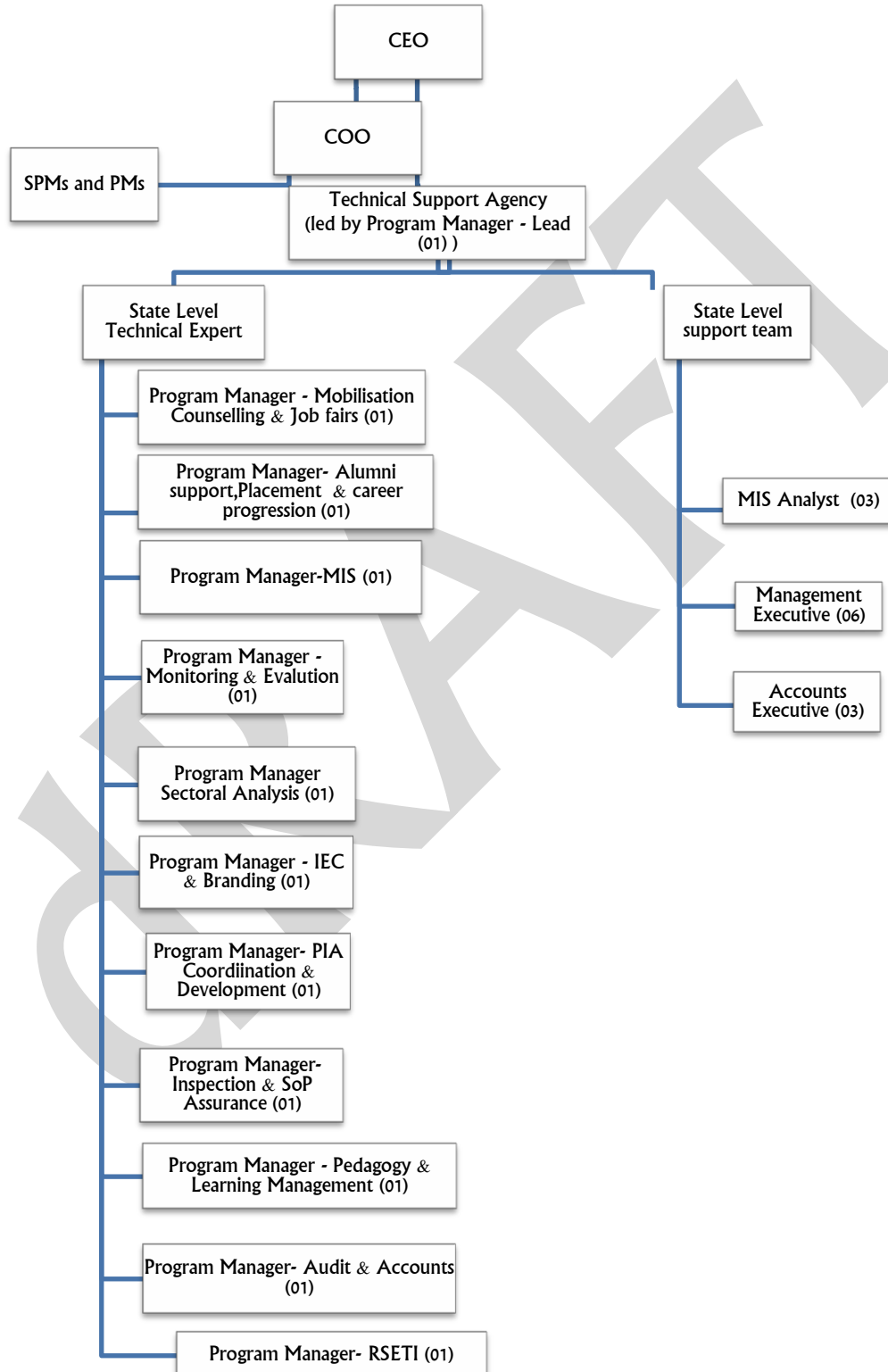
To provide certain defined services to BRLPS in DDUGKY/ job theme by assisting in implementation of the DDU-GKY program in the state of Bihar in an effective manner.

### 3. Scope of the assignment:

- a) Development of a comprehensive framework for monitoring and supporting projects under skilling and placement
  - (i) Facilitate orientation of new partners during the initial phase
  - (ii) Facilitate and support in Skill Development Management System also mentioned as Skill Portal, implementation, training and support DDU-GKY program
  - (iii) Coordinate, collate, prepare and track progress reports of all partners
  - (iv) Physical site inspections of each PIAs (as per desired scientific sampling/ methodology), formation of Q teams and reporting channels
  - (v) Capacity Building of PIA, district and Block level Jobs team.
  - (vi) Monthly progress review (Physical & financial) of PIAs.
- b) Support BRLPS in partnership with of training providers (PIA) as per project guidelines set by BRLPS (in accordance with DDU-GKY guidelines and SOP).
- c) Assist the mission in quality assurance of PIAs as per the project guidelines and SOPs
- d) Facilitate fund disbursement to PIAs through financial and performance analysis
- e) Performing the roles of a knowledge partner- curriculum alignment, representation of BRLPS in various forums at state, national and international forums, capacity building programs for staff and cadres

- f) Support in IEC activities (branding and advertising included) for the promotion and dissemination of the program, also ensuring standard parameters of training delivery
- g) Providing convergence and PPP platforms for integrated skill program execution and industry linkages for placement support facilitation to PIAs and BRLPS, partnerships for direct placement, modernizing employment exchanges etc.
- h) Verification of PIA's financial report on Monthly basis.
- i) Organising Industry meet/CXO meet.
- j) Organising Job fairs and Youth mobilisation for DDUGKY and Job fairs.

The Program Manager of TSA will Report to CEO/ COO or his/her designee. The Structure is as below:



*# Program Manager to be considered in State Level for costing and allocation of work purposes*

#### 4. Key Tasks and Responsibilities:

- a) **Assist the mission in empanelment of training providers as per the approved proposals and apprise the existing PIAs for further engagement:** The TSA team will be responsible for overall coordination in the empanelment of PIAs (as per DDU-GKY guidelines/ SOP/guidelines provided by BRLPS through workshops, road shows etc.) by implementing a system for technical as well as financial assessment of the proposals received from prospective partners and further coordination till partner is on-board.
- (i) Proposal evaluation of the online proposals with due diligence
  - (ii) Release and management of expression of interest (EOIs), request for proposal (RFPs), release of advertisement and tender notices
  - (iii) Support in technical and financial assessment
  - (iv) Background documentation for empanelment of the partner
  - (v) Management of MoU as per DDU-GKY SoP and guidelines
  - (vi) Support BRLPS in legal matter related to penalty, recovery from PIAs, if required
  - (vii) Orientation of PIAs with current policies, expectations and deliverables
  - (viii) Provide quarterly report indicating above outputs
  - (ix) Appraise the existing PIAs performance for further program delivery, allocation of target etc.
- b) **Development of a comprehensive framework for monitoring and supporting projects under skilling and placement mission:** The TSA will assist the DDUGKY team in monitoring of overall skill training program under DDU-GKY implementation thus, enabling effective implementation at district and block level. Following are the detailed activities that TSA will undertake for effective project monitoring:
- (i) **Facilitate orientation of new partners during the initial phase:** The TSA team will coordinate, conduct and lead the kick-off meetings with all the new partners. The following broad level activities are to be undertaken during the process:
    - Review of MoUs between BRLPS and PIA followed by preparation of compendium of KPIs/financials/ geographical commitments, etc. for each partner before the kick-off meetings.
    - Orientation of the PIA on monitoring processes and associated reporting requirements. Primary focus of discussion could be as follows:
      - Use of skill portal for reporting
      - The tools and templates to be used for reporting purpose
      - Appointment of a nodal person for coordination on monitoring and evaluation activities from Partner
      - The partner performance evaluation scorecard, its parameters, associated weightage and the frequency of evaluation
      - The training numbers to be achieved by the partner and the associated timelines as per the agreement
  - (ii) **Facilitate and support in Skill Development Management System implementation, training, support and maintenance:** The TSA would provide technical inputs in the MIS required to be maintained at state level, its implementation support and roll out of online MIS system through the vendor dedicated for MIS development by BRLPS or the PIA, strategies for data preparation and migration, and facilitate in training on MIS of the project staff and PIA representatives. . The functional requirements shall include:
    - As-Is documentation and to-be documents for the dedicated MIS team to develop upon
    - Proposing integrated workflow based system that end to end partner monitoring and performance in terms of targets, funds, attendance, placement percentage, youth perceptions etc.
    - Reporting & Dashboard capability to monitor the performance of the partner organisations against the stated Key Performance Indicators (KPIs)
    - Provide a standardised platform to all stakeholders including BRLPS training partners, state departments and other entities to upload skill and performance details

- Suggest an easy to use and Intuitive User interface
  - Work flows for ability to search & retrieve documents, apply versions and archive documents
- (iii) **Coordinate, collate, prepare and track progress reports of all partners:** The TSA will undertake following activities to monitoring of PIAs:
- Coordinate with partners to ensure timely submission of monthly reports.
  - Educate the partners on the reporting formats, templates and any other specific information requirements as per MIS tool used/ over mail/ DDU-GKY site
  - Review the reports for any information gaps and highlight the same to the respective partner through discussion on call/ formal mailers/ meetings
  - Provide Preparation of the summary dashboard to give a snapshot of the monthly performance by partners
  - Analysis of the overall performance of all BRLP partners and highlighting any major trends noticed during the process and also highlight specific challenges being faced by partners.
  - periodic guidance notes to identify and notify non-compliance to partners
- (iv) **Physical site inspections of each PIAs:** The TSA will undertake following activities under physical inspections:
- Bi-monthly inspection of each training centre. During these inspections the information provided by the PIA on the online MIS system will be verified including the inspection notes and compliance of the quality team. Specific formats of inspection and matrix to assess the quality of the centers to be devised. Scientific representation of the centers in terms of grading or ranking to be done as well periodically.
  - Once in three months, inspect number of randomly chosen training centres chosen using 'lot quality assurance sampling'(LQAS) standards approved by NIRD (Project management unit to get the training accordingly)
  - Share report on the finding and status of compliance notes from such inspections for improving the quality of the programme.
- (v) **Monitoring the progress through monthly conference calls/ using MIS based reports/ financial tracking/ field inspections etc.:** Track the progress of the PIAs centre wise and discuss overall reporting and performance related issues and concerns.
- These shall throw open an effective channel where BRLP and PIAs can jointly discuss the project performance, assistance required from BRLP, issues and concerns and arrive at mutually agreeable solutions.
  - These calls will be documented so as to keep a track of the discussed issues and the associated action items, which can be reviewed in the subsequent call.
- (vi) **Monthly and quarterly progress review of PIAs:** The TSA will analyse the monthly and quarterly performance with respect to training, placement and retention targets by each PIA and share the report for discussion with BRLPS. Corrections in target, capacity building measures and action plan for the PIAs would be provided quarterly basis based on the monthly reports.
- c) **Assist the mission in quality assurance of PIAs as per the project guidelines:** The PMU will assist the skills/ Jobs team of BRLPS in maintaining the overall quality of the DDU GKY by conducting quality audits on training centre infrastructure, trainer and training quality, course curriculum & learning material, certification etc. Specific quality circles could be created with set responsibilities by BRLPS for better delivery of the project.
- d) **Facilitate fund disbursement to PIAs through financial and physical performance analysis:** Assist BRLPS Skills/Jobs Theme in disbursement of fund by preparing reports on partners' performance and compliances.
- (i) **Monitoring the parameters that need to be met before 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> instalment on fortnightly basis**

- (ii) Highlight deviations to the BRLPS team for further discussion points with the PIAs
  - (iii) Review of documents received from PIAs and verify all required documents have been received and are complete in all aspects
  - (iv) In case of any discrepancies, the TSA will highlight the same to the BRLP
  - (v) In case there are any major issues or discrepancies observed in the performance of the PIA, the PMU team will conduct meetings and discussions with the PIAs representatives to gain an insight into the challenges
  - (vi) Support BRLPS Skills Theme in auditing, prediction of fund required and analysis of UCs
- e) **Performing the roles of a Knowledge Partner:** The TSA will also bring substantial knowledge in skill development and would play the roles of a Knowledge Partner with following responsibilities of knowledge management:
- (i) Facilitate in designing the model training centers strategy
  - (ii) Support in mapping of jobs in industries and converging with these departments
  - (iii) Knowledge partner will help in benchmarking the proposed curricula and duration of each level of the training in various sectors.
  - (iv) Establish strategies and processes for regular review and up-gradation of courses so that they always remain contemporary.
  - (v) Knowledge Partner will help the Skills Theme to focus on new emerging occupations/employment avenues.
  - (vi) Periodic Impact assessment studies on key initiatives, PIAs and their performance, tracking market change and key learning by engaging credible firms/ consultants.
  - (vii) Will suggest Innovative pilots for the state.
  - (viii) Will bring in best practices of other projects across the country.

## 5. Review and Monitoring of the Assignment

The performance of the TSA will be judged on the basis of work done against the agreed work plans of the Management agency. The TSA will prepare activities as per BRLPS Skills Theme plan. A joint quarterly review mechanism will be put in place and represented by core members of BRLPS and the TSA. The review of the progress and plan for future action will be decided therein. In case, BRLPS has any objections related to assignment deliverables, it will inform the agency in writing. The agency will comply with the recommendation made by BRLPS and accordingly complete the assignment at no additional cost.

## 6. Reporting

For all purposes the Technical Support Agency will be reporting to the CEO - BRLPS, or his/her designee. It will generate Quarterly Progress Reports highlighting the accomplishment against the agreed operational plan.

## 7. Duration of the assignment

The duration of assignment will be **three (03)** years, and it should begin in March 2019 (after the awarding of contract formalities is completed). Depending on annual performance review of the selected agency, and available budget, the contract can be extended further on yearly basis for upto 2 years, up to maximum of total 5 years with mutual agreement.

### Description of Services for Supporting Implementation of Skill Development Program of BRLPS

BRLPS' partner PIAs (project implementing Agencies) are likely to train youths of working age group and may setup their centres across various districts of the state during this period. BRLPS intends to engage TSA for Skill Development Program which would act as the extended arm of BRLPS to facilitate the scaling up of the skilling initiatives in entire state. It shall provide technical support by experienced staff at grass root level youth mobilization & Counselling, Training & capacity building, project management & monitoring, financial management, MIS, Procurement and other logistic management, Placement and post placement tracking etc. The Agency shall set up the monitoring methodologies and systems to replicate in entire state/district, and support mechanism.

Financial sustainability of the Programs funded by BRLPS is important for the success of overall strategy for large scale skill development in the state. To achieve sustainability, it is essential that the vocational training programs funded by BRLPS are developed, marketed, delivered and assessed in accordance with current national/international best practices. For monitoring the organizational objectives of BRLPS, the following objective needs to be fulfilled:

- Tracking performance of projects/ programs through regular and close consultations with Partners and independent research studies.
- Identifying and resolving problems at an early stage
- Discussing monitoring and evaluation results and preventive measures with BRLPS and Partners to find / recommend the best solutions.

The manpower to be provided by the "Agency" would be expected to provide the following services for supporting implementation of DDU GKY in Bihar.

#### A. State Level Experts to BRLPS (12 Twelve):

- Program Manager - Lead
- Program Manager - Mobilisation Counselling & Job Fairs
- Program Manager - Pedagogy & Learning Management
- Program Manager - IEC & Branding
- Program Manager - Alumni, Placement, Retention Tracking & Career Progression
- Program Manager - Management Information System (MIS)
- Program Manager - Monitoring & Evaluation (M&E)
- Program Manager - PIA Coordination and Development
- Program Manager - Audit & Accounts
- Program Manager - Sectoral Analysis
- Program Manager - Inspection & Sop Assurance
- Program Manager - RSETI

These personnel will work with the Programme Management and Thematic support team of the BRLPS and reporting to the BRLPS directly. The specialists would largely be responsible for ideas incubation, policy framing and formulating, implementation strategies for core programme implementation at state level.

**B. State Level Support Team (12 Twelve):** The Program Management unit would look after the operational dimensions of the Skill Development Cell at BRLPS such as effective planning and management, project administration, state funding appraisal process including holistic financial management, Monitoring, Evaluation and database management and Capacity Building of project staff / PIAs etc. The support services to the program and the technical assistance team shall be provided by the team members in terms of Financial Management support, Quality Assurance and MIS Management Support.

#### C. Snapshot of the roles (not limited) to be performed are as follows:

##### 1. Program Manager-Mobilization, Counseling & Job fairs

- Support the continual design and development of the overall Mobilisation & Placement strategy for DDU-GKY in Bihar

- Rationalization and harmonization of policies, guidelines and procedures for DDU-GKY Program in context trainee selection.
- Ensure synchronization with the Placement Partners for conducting of Job fairs
- Design the mobilization strategies for the program as per DDU GKY mandate
- Undertake training programs for implementing an effective manpower planning, recruitment and management strategy.
- In this role the requirement is for the expert to assess the target to be trained and how best can they be placed in jobs. This function would need to provide strategic insights on recruitment issues of the industry so that the skill training can be aligned to meet the recruitment priorities of the industry.
- Build interface with recruiters and bring them into job fairs, and develop a robust system to map manpower requirements
- Build network relationships along with PIAs to ensure that manpower requirements from industry are fulfilled through training programs
- Explore industry specific corporate training programs which could be executed under DDU-GKY
- Build, create & nurture trainee support structure through migration support centers
- Continuously interact with MSCs and analyze issues faced by trainees post placement and building that feedback into program design and student support activities
- Build an active alumni network and strengthen it through peer networks and networking
- Leveraging alumni network for industry manpower assessment and trainee mobilization

## **2. Program Manager-M&E**

- Design and implement an effective trainer development strategy to impact on the quality of training delivery
- Identify gaps and develop strategies to ensure effective assessment - internal and external in collaboration with assessment bodies.
- Continuously scan the market and identify effective training technologies as well as strategies to assimilate within the DDU-GKY program
- Prepare Project appraisal & Project monitoring tools, templates etc. Draft Risk management strategy-risk register, risk analysis & management policy.
- Gap finding as per the performance reviews and capacity building of the stakeholders involved
- Develop comprehensive M&E Framework for the program:
  - System for effective periodic M&E
  - Formats and reporting designs for M&E
  - Customized dashboards with indices for monitoring and evaluation
  - Grading norms for internal units, PIAs and states
  - Standards for assessing quality of training delivery
  - Defining SLAs for project appraisal, fund releases and other critical operational parameters that affect timely and effective delivery of the program
- In developing the M&E framework the following needs to be kept in mind:
  - Aligning performance reports of Central Technical Support Agency
  - Tracking of performance of project appraisal agencies (if any)
  - Tracking of performance of training partners with reference to SOP, grading norms and other standards for quality assurance
  - Tracking of internal performance norms as per established SLAs
- Implementation of M&E:
  - Prepare and analyze monitoring reports as per defined norms
  - Conduct reviews, prepare all M&E reports, provide feedback to functional units and states
  - Provide feedback on internal performance to management
  - Rate internal units, PIAs and districts

- Design and implement studies for deeper understanding of gaps and good practices
  - **Process Analysis:**
    - Create periodic analytical reviews on a periodic basis by defining the sample/ area of functionality and disseminate the results along with suggestive action plans bearing the responsibilities of various stakeholders
    - Implementation of business intelligence tools & analytics (reports/scorecards etc.)
- 3. External Partner Engagement Support - Program Manager**
- Design and implement stakeholder engagement strategy.
  - Designing models for Public –Private- Community Partnerships.
  - Establish linkages with the potential funding/ donor agencies and CSRs for value added support in the programme.
  - National bench marking for strategic alliance and partner engagement process
  - Establish partnership with state and national of strategic importance.
  - Conducting robust review of the Skill Gap Studies
  - Sector/ Cluster development using the skill gap reports through various agencies/ institutions etc.
- 4. Financial Management support with project appraisal support - Accounts Executive**
- Documentation and support for empanelment of the respective agencies
  - Management of MoU as per prescribed guidelines/ statement or work
  - Preparation of periodic financial planning and budgeting reports.
  - Timely disbursements of funds to PIAs and other vendors
  - Design and develop e-FMS for periodic monitoring and timely transfer of funds.
  - Overall documentation of the reports, procurement and financial documents
  - Support in all transactions as required for the program
- Project Appraisal System (Selection of PIAs, Categorization, Due Diligence etc.)**
- Work in close coordination with financial team for project appraisals and sanctioning.
  - Prepare documents for approval by the Empowered Committee and other screening committees
- 5. Knowledge Management and IEC Support - Program Manager - IEC and Branding**
- Knowledge Management**
- Development of knowledge repository with interactive user interface
  - Capturing the data mining requirements and determining the periodic reports/journals
  - Design and undertake pilots and innovative projects
  - Design and develop effective Learning and Development tools
  - Documentation of best practices and resource materials from different sources
  - Organizing knowledge sharing sessions with various stakeholders
- IEC and Media Campaign Support**
- Designing overall IEC strategy for the scheme.
  - Conduct various events, workshops, seminars and conference sessions from time to time
  - Design and release periodic brochures, newsletters, promotional videos, advertisements, road shows etc.
  - Facilitate design and development of tools and techniques that ensure seamless transfer of knowledge between various stakeholders.
  - Design awareness generation and social marketing strategy for the scheme
  - Developing content for promotion and awareness generation materials.



**Annexure 2:**

<b>Position</b>	<b>Key Qualification</b>	<b>Experience</b>	<b>Key Responsibilities</b>
Program Manager- Lead (01)	Post Graduate/ Master's Degree/ MBA/PGDBM	<ul style="list-style-type: none"> <li>▪ Minimum seven (07) years of Post qualification experience in Project Management, Client relationship management, strategy building with demonstrated experience in handling similar assignments in large scale projects</li> <li>▪ Experience of working with SRLM or State Skill development Mission will be given preference</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Project guidance &amp; direction for implementation of the program;</li> <li>▪ Alignment on expectations; Conflict/issue resolution;</li> <li>▪ Regular reviews &amp; updates to the client; Quality Control &amp; Assurance</li> <li>▪ Project Tracking and Issue Resolution</li> <li>▪ Coordination with State Skill Mission and other State Skilling initiatives to build integrated approach for the state</li> <li>▪ Any other activities which facilitates integration within skills theme.</li> </ul>
Program Manager - Sectoral Analysis (01)	Post Graduate/ Master's Degree/ MBA/PGDBM	<ul style="list-style-type: none"> <li>▪ Minimum four (04) year post qualification experience in analysis of sectors/ implementation aspects related to different sectors.</li> <li>▪ Preference would be given to the candidates who have work experience in large development Projects like SRLM/ State Skill Mission or organization with similar size and nature, at state/district level.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Study of requirement of clusters of cottage/small industry</li> <li>▪ Training need analysis</li> <li>▪ Analysis related to jobs market and finding opportunities to scale up the skill segment.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
Program Manager - Mobilization, Counseling & Job fairs (01)	Post Graduate - MSW/Management/ Social Sciences/ Sociology/ Rural & Urban Development	<ul style="list-style-type: none"> <li>▪ Minimum four (04) year post qualification experience in tracking, follow-up, root cause analysis, assessments, in a multi stakeholder eco-system;</li> <li>▪ Preference would be given to the candidates who have work experience in large development Projects like SRLM/ State Skill Mission or organization with similar size and nature at state/district level.</li> <li>▪ The person should have proven track record of working with state/central government programme of similar nature and size.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable.</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Design; develop the framework for tracking candidates across the DDU-GKY eco-systems from mobilization to post-placement through study of various national and state level frameworks and systems.</li> <li>▪ Conduct statistical based study to assess the overall quality and quantity of placement and retention.</li> <li>▪ Identify areas/ stakeholder for deeper and intensive assessments including audits, financial and placements and post-placement assessments.</li> <li>▪ Review and establishment of migration support center, define activities and services, assessment, services and</li> </ul>

Position	Key Qualification	Experience	Key Responsibilities
			<p>quality</p> <ul style="list-style-type: none"> <li>▪ Undertake key activities to facilitate candidates placement through organizing industry partnerships, build a robust alumni network &amp; organizing Alumni meet.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
Program Manager- Pedagogy & Learning (01)	Post-Graduate/ MSW/ Development/ Research Management/ Learning Management	<ul style="list-style-type: none"> <li>▪ Minimum four (04) year post qualification experience in developing curriculum standards for skill/vocational training, Experience in development of NOS/curriculum development/ L&amp;D in skill would be given preference.</li> <li>▪ Experience in assessing training quality and trainer quality.</li> <li>▪ Knowledge and in depth understanding of skill assessment frameworks in national &amp; international context.</li> <li>▪ Preference would be given to the candidates who have work experience in SRLM/ State Skill Mission or organization with similar size and nature state/district level etc.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Assess learning and training quality, methodology, curriculum of PIAs as per the standards and skill assessment frameworks.</li> <li>▪ Assess and review learning management systems, trainer quality and training related processes</li> <li>▪ Review NOS, curriculums, assessments both formative and final based on various methodology (e.g. random samples etc.)</li> <li>▪ Assesses learning pedagogy and provide inputs on the improvements Support the State team in terms of standards, curriculum for trades, assessments &amp; certifications of Trainees and trainers.</li> </ul>
Program Manager - IEC & Branding (01)	Post Graduate Degree/MBA/ Bachelor or Master's degree in Communications or Public Relations	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years of post qualification experience in managing/handling industrial partners, the individual should possess excellent communication skills, presentation skills.</li> <li>▪ He / she should be creative, a self-starter, and have the ability to work independently in a dynamic environment.</li> <li>▪ Excellent written and verbal skills Excellent understanding of public relations, employer branding, and social media Ability to work with a diverse group of global stakeholders</li> <li>▪ Preference would be given to the candidates who have work experience in SRLM/ State Skill Mission or organization with similar size and nature at state/district level etc.</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Executing a holistic communications strategy for both external and internal audiences;</li> <li>▪ Develop annual communication plans that include measurable milestones and activities plan</li> <li>▪ Develop executive communication, including speeches, organizational updates, client-facing decks, etc.</li> <li>▪ Create content for internal communication channels, including newsletters, blogs, internal communities, etc.</li> <li>▪ Collaborate with multiple stakeholders to ensure communication is accurate, on time</li> <li>▪ Work with teams and leaders across the organization to communicate key messages</li> <li>▪ Leverage industry bodies to spread awareness of the</li> </ul>

Position	Key Qualification	Experience	Key Responsibilities
		<ul style="list-style-type: none"> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>Program Plan and conduct internal and external events, including employee town halls, leadership webcasts, and industry meets Manage vendors and event agencies as required.</p> <ul style="list-style-type: none"> <li>▪ Media and Public relations Plan and execute a Public Relation strategy.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
Program Manager - M&E (01)	Post Graduate/ PGDRDM/MBA	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years of post qualification experience of working with large organization of similar size and nature.</li> <li>▪ The person should have understanding and capabilities in designing and implementing frameworks for quality assurance and process documentation.</li> <li>▪ S/he should be able to synthesize innovative concepts and to communicate them effectively;</li> <li>▪ Preference would be given to the candidates who have work experience in SRLM/ State Skill Mission or organization with similar size and nature at state/district level etc.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Developing the overall framework for project M&amp;E, for example, annual project reviews, participatory impact assessments, process monitoring, operations monitoring and lessons-learned workshops.</li> <li>▪ Guide the process for identifying and designing the key indicators for each component, to record and report physical progress against the target. Also steer the process for designing the format of such progress reports.</li> <li>▪ Clarify the core information needs of central project management, funding agencies and the cooperating institution.</li> <li>▪ With the implementing partners, review their existing approaches and management information systems and agree on any required changes, support and resources.</li> <li>▪ Undertake regular visits to the field to support implementation of M&amp;E and to identify where adaptations might be needed.</li> <li>▪ Development and implementation of frameworks for quality assurance in infrastructure, trainers, curriculum etc. working towards standardization of internal processes as per DDU-GKY guidelines &amp; SOP.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
Program Manager - Alumni,	Post Graduate/ /PGDRDM/MBA	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years of post qualification experience</li> </ul>	<p>The incumbent would be responsible for:</p>

Position	Key Qualification	Experience	Key Responsibilities
Placement, Retention Tracking & Career Progression (01)		<p>in tracking, follow-up, root cause analysis, assessments.</p> <ul style="list-style-type: none"> <li>▪ Experience in SRLM / State Skill Mission or organization with similar size and nature at state &amp; district level is desirable.</li> <li>▪ The person should have experience of placement and should have been engaged in Placement in organized sector for large skilling project.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Design; develop the framework for tracking candidates across the DDU-GKY eco-systems from mobilization to post-placement through study of various national and state level frameworks and systems.</li> <li>▪ Conduct statistical based study to assess the overall quality and quantity of placement and retention, should maintain database of Alumni and organize Alumni meet at regular interval.</li> <li>▪ Identify areas/ stakeholder for deeper and intensive assessments including audits, financial and placements and post-placement assessments make efficient use of MIS and other candidate data, other systems (e.g. BPO), CTSA reviews for tracking Establishment of migration support center.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
Program Manager - MIS (01)	BE/B.Tech (IT)/ MCA/MBA (IT)	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years of post qualification experience in design &amp; development of system.</li> <li>▪ Experience in design, project management of medium scale IT system is required.</li> <li>▪ Experience in working on reporting tools shall be preferred</li> <li>▪ Preference would be given to the candidates who have work experience in large skill development Projects like SRLM / State Skill Mission or organization with similar size and nature at state/district level.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Data management, Design of MIS templates for monitoring &amp; evolution, MIS application management.</li> <li>▪ Manage, monitor, plan and organize meetings/ knowledge sharing activities, learning outcomes</li> <li>▪ Rolling out MIS and structuring IT and Networking</li> <li>▪ Biometric with GIS.</li> <li>▪ Develop a system for biometric reporting of trainees</li> <li>▪ Conduct periodic review and monitoring of identified performance outcomes.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
Program Manager - RSETI (01)	Post graduate PGDRDM/MBA	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years of Post qualification experience in working with employment program.</li> <li>▪ Preference would be given to the candidates who have work experience in large skill development Projects like SRLM / State Skill Mission or organization with similar size</li> </ul>	<ul style="list-style-type: none"> <li>▪ To coordinate with the State Coordinators and Director of all RSETIS in the state for effective implementation of the program.</li> <li>▪ To Monitor the RSETIs based on identified parameters, and updating of MIS at regular intervals.</li> </ul>

Position	Key Qualification	Experience	Key Responsibilities
		<p>and nature at state/district level.</p> <ul style="list-style-type: none"> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable.</li> </ul>	<ul style="list-style-type: none"> <li>▪ To identify various new and innovative Self Employment training programmes matching the aspirations of the youth and ensuring settlement after the training.</li> <li>▪ To liaison with Accounts and Finance Department and ensure timely payment of funds to RSETIs.</li> <li>▪ To coordinate with the various thematic verticals of SRLM and help RSETIs to mobilize appropriate candidates for training and settlement.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
<p>Program Manager - PIA Coordination &amp; Development (01)</p>	<p>Post Graduate/ PGDRDM/MBA</p>	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years of post qualification work experience in partnership management and development.</li> <li>▪ Preference would be given to the candidates who work experience in large development projects like SRLM/ State Skill Mission or organization with similar size and nature at state/district level etc.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Identify and classify new PIA for engagement with training and direct placement</li> <li>▪ Engaging with PIA for capacity building and resolving PIA's issues</li> <li>▪ Organizing CXO meet for engagement of PIAs.</li> <li>▪ Review and grading of PIAs</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
<p>Program Manager - Inspection &amp; SoP Assurance (01)</p>	<p>Post Graduate/ MBA/PGDRDM</p>	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years work experience in working on quality assurance in skills vertical of large organization of similar nature &amp; size.</li> <li>▪ Preference would be given to the candidates who work experience in large development Projects like SRLM / State Skill Mission or organization with similar size and nature at state/district level etc.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Preparing performance and reporting management plan; Identifying data requirements and the data sources for monitoring; periodic inspection of the training centre, Conducting due diligence, compliance Management.</li> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
<p>Program Manager - Audit &amp; Accounts (01)</p>	<p>M. Com/CA/CS/ MBA Finance</p>	<ul style="list-style-type: none"> <li>▪ Minimum four (04) years work experience in auditing government project for compliance as per government regulations and risk management</li> <li>▪ Preference would be given to candidates who have worked with Finance department GoB/Accountants</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ To develop internal control process and procedure to ensure government processes are adhered to, to examine, evaluate, report non-compliance as per government statutory/norm.</li> </ul>

Position	Key Qualification	Experience	Key Responsibilities
		<p>General Office/ Office of Comptroller &amp; Auditors General of India.</p> <ul style="list-style-type: none"> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<ul style="list-style-type: none"> <li>▪ Any other activities which facilitates integration within skills theme</li> </ul>
Management Executive (06)	Post Graduate/ Masters Degree/ MBA/B.Tech/BE	<ul style="list-style-type: none"> <li>▪ At least two (02) years of experience in programme administration including administration, logistic support.</li> <li>▪ Good written and spoken skill in English &amp; Hindi language is desirable</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Providing administrative support and analytical support (designing relevant matrices, etc.) to the PMU and Expert team in coordinating and implementing key tasks.</li> </ul>
Accounts Executives (03)	B.Com/M.Com	<ul style="list-style-type: none"> <li>▪ B.Com with at least two (02) years of post qualification experience of relevant field and M.Com with one (01) of post qualification experience in relevant field.</li> <li>▪ The candidate should have working knowledge of Tally.</li> <li>▪ Preference would be given to the candidates who work experience in large development Projects like SRLM/ State Skill Mission or organization with similar size and nature at state/district level etc.</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Verification of all the financial documents/SF as per SoP of DDU-GKY.</li> <li>▪ Updating of books of accounts on monthly basis.</li> <li>▪ Preparation of financial reports Training of stake holders on financial SoP and PFMS.</li> <li>▪ Updating of PFMS.</li> <li>▪ Preparation of UCs and fund forecasting.</li> </ul>
MIS Analyst (03)	B. Tech in any Branch/ MCA/MSc./ MBA	<ul style="list-style-type: none"> <li>▪ At least two (02) years of experience of working on functional MIS platform.</li> <li>▪ The person should have proven track record of experience in MIS design, development and implementation in large scale programs, data analysis by using statistical software, ability to synthesize concepts and to communicate them effectively, network management, software maintenance and security, research software and new technologies know-how, reporting structures, etc.</li> </ul>	<p>The incumbent would be responsible for:</p> <ul style="list-style-type: none"> <li>▪ Support MIS Design and Implementation for Skill Theme; Data Management;</li> <li>▪ Designing MIS templates for monitoring and evaluation;</li> <li>▪ MIS Application Management; Conduct Periodic Review and monitoring of identified performance outcomes; Partner management related to MIS; Training the stakeholders on MIS handling and reporting; Smooth operation of MIS Application; Stakeholder Management, creation of dashboards, Analysis of data and reporting</li> </ul>

The payment schedules are as follows:

<b>Deliverables</b>	<b>Period from the date of contract</b>	<b>Payment Schedule</b>
<p><b><u>1<sup>st</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Submission of Inception report</li> <li>▪ Deployment of Key resources</li> <li>▪ Conduct training on SOP &amp; policies</li> <li>▪ Completion of Administrative Arrangements</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any Specific task assigned by BRLPS</li> </ul>	I <sup>st</sup> Quarter	8.33% of the total contract value plus Applicable GST.
<p><b><u>II<sup>nd</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Support in technical and financial assessment</li> <li>▪ Background documentation for empanelment of the partner</li> <li>▪ Management of MoU as per BRLPS Skill guidelines</li> <li>▪ Orientation of new partners with current policies, expectations and deliverables</li> <li>▪ Facilitate for IEC &amp; Advocacy activity</li> <li>▪ Organizing CXO/ Industry meet</li> <li>▪ Physical inspection of PIA (20% centers to be visited)</li> <li>▪ Empanelment of direct placement partners (PIA)</li> <li>▪ Job fairs to be organized as per AAP.</li> <li>▪ Grading of PIA</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Closure of Project</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Any Specific task assigned by BRLPS</li> </ul>	II <sup>nd</sup> Quarter	8.33% of the total contract value plus Applicable GST.
<p><b><u>III<sup>rd</sup> Instalment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate mobilization of candidates</li> <li>▪ Facilitate in MIS Integration</li> <li>▪ Facilitate Fund disbursement process</li> <li>▪ Grading of PIA</li> <li>▪ Facilitate in designing model training centers (create minimum 5 model training centers to be set up).</li> <li>▪ Facilitate in mapping job industries (MoU signing with minimum 10 industries)</li> <li>▪ Assist the mission in quality assurance of PIAs as per the project guidelines.</li> <li>▪ Support for setup Migration Support Center</li> <li>▪ Physical Verification of PIA (20% centers to be visited).</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Job fairs to be organized as per AAP.</li> <li>▪ Organizing CXO/ Industry meet</li> <li>▪ Closure of Project</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any Specific task assigned by BRLPS</li> </ul>	III <sup>rd</sup> Quarter	8.33% of the total contract value plus Applicable GST.
<p><b><u>IV<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification process.</li> </ul>	IV <sup>th</sup> Quarter	8.33% of the total

Deliverables	Period from the date of contract	Payment Schedule
<ul style="list-style-type: none"> <li>▪ Integration of all components through web based technology.</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Organizing Alumni meet &amp; Job fairs</li> <li>▪ Development of IEC Material</li> <li>▪ Grading of PIAs</li> <li>▪ Closure of Project</li> <li>▪ Preparation of report of the activities completed in year one of engagement</li> <li>▪ Organizing CXO/ Industry meet</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any Specific task assigned by BRLPS</li> </ul>		<p><b>contract value plus Applicable GST.</b></p>
<p><b><u>V<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification &amp; tracking Process</li> <li>▪ Quarterly update of achievement on web site</li> <li>▪ Integration of all components through web based technology.</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners.</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Quarterly update of achievement on web site.</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Closure of Project</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Organizing CXO/ Industry meet</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any Specific task assigned by BRLPS</li> </ul>	<p>V<sup>th</sup> Quarter</p>	<p><b>8.33% of the total contract value plus Applicable GST.</b></p>
<p><b><u>VI<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification &amp; tracking Process</li> <li>▪ Quarterly update of achievement on web site</li> <li>▪ Integration of all components through web based technology</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners.</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Organizing CXO/ Industry meet</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Closure of Project</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any Specific task assigned by BRLPS</li> </ul>	<p>VI<sup>th</sup> Quarter</p>	<p><b>8.33% of the total contract value plus Applicable GST.</b></p>
<p><b><u>VII<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification &amp; tracking Process</li> </ul>	<p>VII<sup>th</sup> Quarter</p>	<p><b>8.33% of the total</b></p>



Deliverables	Period from the date of contract	Payment Schedule
<ul style="list-style-type: none"> <li>▪ Quarterly update of achievement on web site</li> <li>▪ Integration of all components through web based technology</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Quarterly update of achievement on web site.</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Closure of Project</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any specific task assigned by BRLPS</li> </ul>		<p><b>contract value plus Applicable GST.</b></p>
<p><b><u>VIII<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification &amp; tracking Process</li> <li>▪ Quarterly update of achievement on web site</li> <li>▪ Integration of all components through web based technology</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Quarterly update of achievement on web site.</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Closure of Project</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any specific task assigned by BRLPS</li> </ul>	<p>VII<sup>th</sup> Quarter</p>	<p><b>8.33% of the total contract value plus Applicable GST.</b></p>
<p><b><u>IX<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification &amp; tracking Process</li> <li>▪ Quarterly update of achievement on web site</li> <li>▪ Integration of all components through web based technology</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Quarterly update of achievement on web site.</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Closure of Project</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any specific task assigned by BRLPS</li> </ul>	<p>IX<sup>th</sup> Quarter</p>	<p><b>8.33% of the total contract value plus Applicable GST.</b></p>
<p><b><u>X<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification &amp; tracking Process</li> <li>▪ Quarterly update of achievement on web site</li> </ul>	<p>X<sup>th</sup> Quarter</p>	<p><b>8.33% of the total contract value plus</b></p>

Deliverables	Period from the date of contract	Payment Schedule
<ul style="list-style-type: none"> <li>▪ Integration of all components through web based technology</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Quarterly update of achievement on web site.</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Closure of Project</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any specific task assigned by BRLPS</li> </ul>		Applicable GST.
<p><b><u>XI<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the certification &amp; tracking Process</li> <li>▪ Quarterly update of achievement on web site</li> <li>▪ Integration of all components through web based technology</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Quarterly update of achievement on web site.</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Payment reimbursement of RSETI</li> <li>▪ Closure of Project</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Any specific task assigned by BRLPS</li> </ul>	XI <sup>th</sup> Quarter	8.33% of the total contract value plus Applicable GST.
<p><b><u>XII<sup>th</sup> Installment</u></b></p> <ul style="list-style-type: none"> <li>▪ Facilitate the tracking of candidates</li> <li>▪ Quarterly update of achievement on web site</li> <li>▪ Integration of all components through web based technology</li> <li>▪ Setting up MRC</li> <li>▪ Coordinate, collate, prepare and track progress reports of all partners</li> <li>▪ Physical Verification of PIA (20% centers to be visited)</li> <li>▪ Organizing Job fair &amp; Alumni meet</li> <li>▪ Branding and IEC Campaign</li> <li>▪ Grading of the PIA</li> <li>▪ Closure of Project</li> <li>▪ Preparation of UCs and auditing</li> <li>▪ Submission of report of the activities completed in three years of engagement.</li> <li>▪ Any Other tasks as agreed by BRLPS and the agency</li> </ul>	XII <sup>th</sup> Quarter	8.33% of the total contract value plus Applicable GST.