INDICATIVE TERMS OF REFERENCE

**Hiring of Consultant Firm as Program Management Service Provider for Web Based Portals
www.ncvtmis.gov.in & www.apprenticeship.gov.in**

1.1. Background

M/o Skill Development & Entrepreneurship (MSDE), GoI is the apex organization for development and coordination at National level for the programs relating to vocational training. The Government of India (GoI) introduced its National Policy for Skill Development and Entrepreneurship in 2015. A policy implementation framework is provided by the National Skill Development Mission (NSDM). The mission reflects the Government's commitment to skilling opportunities for economically disadvantaged/underserved communities and developing a globally competitive workforce. The mission also seeks to shift toward outcome-focused training provision and establishes and enforces cross-sectoral, nationally and internationally acceptable standards for skill training by creating a sound quality assurance framework. The national Skills Strengthening for Industrial Value Enhancement (STRIVE) program has been developed by the GoI with World Bank assistance to incentivize the critical institutional reforms required in the institutional training systems—defined as the Industrial Training Institute (ITI) and apprenticeship—to meet the GoI's commitment to providing skilling opportunities for economically disadvantaged/underserved communities and developing a globally competitive workforce. The key objective of STRIVE is to improve the quality and market relevance of vocational training provided through ITIs and apprenticeship.

MSDE oversees the following training schemes at national level in the country:
   a) Craftsmen Training Scheme (CTS)
   b) Apprenticeship Training Scheme(ATS)
   c) Craft Instructors' Training Scheme(CITS)
   d) Advanced Vocational Training Scheme(AVTS)
   e) Supervisory/Foremen Training Scheme
   f) Staff Training and Research Program
   g) Instructional Media Development Program
   h) Women's Training Scheme
   i) Hi-Tech Training Scheme

While Industrial Training Institutes (ITIs) are under the administrative and financial control of respective State Governments or Union Territory Administrations, MSDE is responsible for:
   a) Policy and Procedures. Standards, duration etc. for Craftsmen Training and Craft Instructors Training consultation with the NCVT
   b) Policy, procedure, notification of industries, designation of trades, syllabi, standards etc. for Apprenticeship Training in consultation with the Central Apprenticeship Council.

c) Implementation and administration of the programs in CTI / ATIs.
d) Conduct final trade tests for Craftsmen and Craft Instructors on behalf of NCVT
e) Assist, co-ordinate and regulate programs in Central public sector industries.

Erstwhile DGE&T, under World Bank assistance, initiated Vocational Training Improvement Project (VTIP) with an aim of improving quality and relevance of training given by selecting 400 Government ITIs. As part of the VTIP, Erstwhile DGE&T entered into a contract with Wipro Ltd. for development of MIS Application Software and implementing the same across the Government & Private ITIs to streamline the functioning of ITIs, Central Funded Institutes (CFIs), State Directorates, and the National Project Implementation Unit (NPIU).

MIS Application Software has been hosted on NIC's Data Centre located at Shastri Park, New Delhi and is now live across all Govt. & Pvt. ITIs in the country under the domain name of www.ncvtmis.gov.in and www.apprenticeship.gov.in. Migration to NIC Cloud is in progress. Further enhancement activity has been undertaken by DGT and M/s Wipro Ltd. has been hired as a Consultant for Transition, Operation & Maintenance of Portals. DGT has plan to move to cloud technology

About NCVTMIS Portal

NCVT MIS portal project conceived by erstwhile Directorate General of Employment & Training in 2009, is now under Directorate General of Training, Ministry of Skills Development & Entrepreneurship, GOI. The project envisaged providing MIS functionality for the NCVT eco-system of vocational training, with the primary component being that of Craftsmanship Training Scheme (CTS) which forms the backbone and operations across all Industrial Training Institutes (ITI's). The other major components/modules are that of Crafts Instructor Training Scheme (CITS), Centre of Excellence (CoE) schemes & Apprenticeship training and various sub-modules like Instructor database, placement facilitation, infrastructure status at institutes for supporting analysis and decision making. Three level controls & functionality with Institutes at the base, States (SPIU – State Project Implementation Unit) at the middle and DGT (NPIU – National Project Implementation Unit) at the top-level was adopted considering the functional aspects.

Modules

The NCVTMIS public portal is subdivided into 4 sub-portals namely:
- ITI portal
- Apprenticeship portal
- CFI portal
- Placement portal

Various modules under NCVTMIS portal are as follows:
- CTS module
- Apprenticeship module
- CFI module
- Placement module
- Budgeting and Procurement module
- SPIU & NPIU module

1.2. Objective

The objective of this ToR is to identify a team of consultants who'll assisting DGT in overseeing and supervising the operations of NCVT MIS successfully. Strong Program Management support for proper planning and monitoring the project can help during project execution for long term sustenance of this initiative.

1.3. Scope of Service

Overview of scope of work

The successful implementation of e-Governance projects of large complexity and scope such as NCVT require detailed planning along with structured and timely execution of various activities such as:

i. End-to-end program management including identification of sequential and parallel activities and interdependencies, monitor the work of the implementation agencies / Consultants and monitor conformance with implementation milestones and timelines as stated in the respective RFPs.

ii. Coordination with all stakeholders such as – NPIU, SPIU, ITIs and Internal department staff etc.

iii. Coordination with internal Staff of the Department to ensure the new system is adopted and their roles and responsibilities are well defined and communicated.

iv. Coordination with existing consultant (Wipro) during the entire course of project to ensure that the key design principles are incorporated into the solution design such that all stakeholders can effectively use the System.

v. Coordination with the provider of Data Centre/Disaster Recovery Center Services (NICSI) at the time of setting up of the data center and during operations & maintenance.

vi. Consultant shall be responsible for Acceptance Testing

vii. Coordination in selection of Cloud provider and smooth migration to cloud as per requirement of DGT.

viii. Evaluate and recommend any significant enhancements or mid-course corrections to the project requirements keeping in view the overall objectives of the project and implementation risks.

ix. Assist DGT for any procurement of services or Products or Tools that may be needed for NCVTMIS Portal like Performance Audit, Security Audits.

x. Review of all the deliverables of the Implementation Agencies / consultant(s) and advice DGT on any non-compliance.

xi. Review and certifying the completion of implementation at each phase as required under the Scope of Work.

xii. Transition from engagement of existing consultant to incoming.

Methodology

The Consultant should come up with detailed strategy based on the following:

a) A team of 4 qualified persons will be deployed and based in DGT office.
b) Understand the contract, proposals, RFP documents and study existing status deliverables to enable identify the gaps/ issues
c) Build task plan, work breakdown with expected timelines, for a periodic reviews with stake holders
d) Bring in best practices of the industry for Project Monitoring.
e) Foster rich project experience of the team from earlier similar size/ complex projects in eGovernance.

Activity Plan

After award of contract, the firm shall get familiar with the MIS project on a holistic manner and develop a clear understanding regarding the history, present status of the MIS Application, issues of the portal, future expansion etc. The firm shall interact with the existing Software Development firm & IT Consultants (if available); go through the documentation, emails, files etc. as provided by the client.

Thereafter, the firm will prepare a detailed work plan for each quarter / six months / year (as deem fit) in consultation with the NPIU and submit it to the NPIU for approval. The report should preferably detail out a plan, outlining priority tasks for the first quarter / six months in areas where the MIS Portals will need specific support. On the basis of this plan, it should list out the priority actions / activities to be completed. These activities shall be closely monitored.

The Team will prepare quarterly progress report on activities and progress made with reference to the project objectives. The quarterly report will include: a) progress against each component/objective with brief description of activities; b) a summary of any issues and concerns that need to be discussed; and c) a section outlining action plans for the next quarter. The reports will form the basis for a review and discussion on the project Status.

Responsibilities of Consultant

The Project Management Unit (PMU) would work as the extended arm of Department to implement & operate the project. It would be primarily responsible for supporting the Department in the following areas:

1. Overall Project Monitoring and Progress Tracking
2. Coordination with Stakeholders.
3. Coordination with the provider of Data Centre/Disaster Recovery Center Services (NICSI)
4. Coordination with internal Staff of the Department
5. Coordination with Implementing Agency / consultant(s)

Indicative responsibilities of the PMU in the above areas are given below:

- Assist Department in ensuring the all stake holders are part of NCVT MIS system through status tracking and reporting
- Assisting Department in Project Tracking and Monitoring
- Assist Department in planning key stakeholder workshops in coordination with the IA to ensure that the project objectives, requirements and timelines are communicated to the stakeholders
- Assist Department in ensuring all important communication are sent to stakeholders and awareness is created on implementation of project
- Interact and participate with all internal department users in effective participation in the system.
- Provide inputs to Department on processes, business rule formulations etc., during the application development phase.
- Monitoring effectiveness of training delivered to Department and key stakeholders
- Assist Department in ensuring that all activities required for project Go-Live have been completed by IA and all Stakeholders
- Monitoring operations and service delivery, analysis of service delivery data and IT infrastructure performance
- Tracking of all issues from opening to closure; maintenance of logs/ documentation related to all issues; reporting unresolved/ open issues to the Department
- Assist department in Payment release process for agencies involved in the project
- Assist Department in defining the scope of work for the 3rd party agency for conducting quality audits of the system e.g. STQC
- Assist Department in conducting quality audits of proposed system and review of audit reports in enabling Department to provide sign-off to IA
- Assessing changes required in applications and subsequent change initiation
- Assist Department in procurement of infrastructure / software / licenses etc., if any
- Coordination with Implementing Agency
- Vetting quality and suitability of all deliverables of application development submitted by IA, supporting Department in sign-off on various deliverables
- Advising Department on IT and business architecture, developed by the IA, its suitability to meet the needs/requirements
- Monitoring and reviewing exit management plans provided by vendor, assessing impact of exit procedures suggested by IA on key stakeholders of proposed system
- Review and benchmark operations against set standards as decided from time to time.

- Coordinate with IA and department for user acceptance testing

Coordination with Stakeholders

- Assist Department in communicating the project objectives, requirements to all Stakeholders.
- Ensure stakeholders are able to use the NCVT MIS portal.
- Ensure that adequate training and handholding is provided by IA to stakeholders
- Analysis of reports and highlight the exceptions
- Ensure Issues raised by stakeholders are addressed by IA
- Assist Communicating guidelines/instructions to all stakeholders during the entire course of the project

Coordination with NICSI

- Assist IA / Consultant in setting up the Services agreement with Department, Implementing Agency and NICSI for setting up of Data Centre and DR Data Centre. If required, assist the department in migrating to cloud environment.
- Assist monitoring security implementation as provided by NIC / NICSI
- Assist Consultant (Wipro) in carrying out the tests for synchronization/ updates/ retrieval/ restoration etc. between Data center, Disaster Recovery center
- Assist Consultant (Wipro) in development of operational guidelines/ procedures
- Preparation of Risk Management Plan for the project

1.4. Resource Deployment for PMU and Team profile

The Project Management Unit will consist of a Core team with consultants working full time for the Project. Core team will be based at the project site, for the entire duration of the project. The Department will provide space for the team who will work with the current DGT team and Project Consultant (Wipro) on a day-to-day basis for program management support. DGT is currently seeking **four resources** for the PMU as per details given in the table below. In addition to these resources, department may require technical inputs in specific project components (e.g., validation of software design, Development and Testing, Data Center, Infrastructure etc.), and same shall be made available to team for related discussions, document reviews, and meetings.

The following table provides indicative profile of the resources to be deployed for the PMU.

Job Profile	PMU Head
Job Description	This position needs project management skills and technical skills to understand architecture design. It needs thorough knowledge of ITSM processes and best practices. Project Manager would need to be an independent, self-driven professional with good coordination skills. Project Manager should be able to manage technical aspects of Production Server(s) & Applications running in production environment.

Has to ensure that the Servers and Applications run smoothly, perform within agreed targets. It is expected that the Project Manager would have significant experience in a range of technologies (.NET framework, ASP.NET, C#, SQL Server, IIS etc.) that are used in any modern application environment. Also, should be able to review security / control requirements.

Skills: Project Management, Release Management, Risk Management, Team Management, Stakeholder Management, Project Reviews, Team performance reviews, Vendor Management etc.

Responsibilities

1. Prepare, Update and maintain project documents/plans

2. Application Server maintenance

3. Provide appropriate status to internal and external recipients

4. Establish strong control and process oriented environment

5. Highly responsive technical support

6. Proactive communication with internal/external stakeholders

7. Ensure problems/issues are systematically tracked, escalated accordingly and followed-up

9. Lead 3 to 4 members team for Application & Database Support

10. Status reporting to the concerned stakeholders at multiple levels

Qualification	Graduate/ Post Graduate with minimum 10-12 years of experience in WEB Portals E-Governance & IT- Projects.

Job Profile	Sr. Consultant Technical - Operations
Job Description	The PM Infrastructure & Operations will be responsible for operational Management Activities in project to assist department to take the decisions. This will include IT operations with related to the Hardware & IT Infrastructure, Networks, Data Centre, DRC, Clouds Platforms, IT Services matters. This position requires excellent communication, technical and project management skills.
Qualification	Graduate/ Post Graduate with 6-8 years of experience in E-Governance & IT- Projects.

Job Profile	Sr. Consultant Technical
Job Description	1. The Database Administrator must be able to work independently with minimal oversight and work well within a team.
	2. Maintain existing database instances, including standalone, virtualized, clustered and cloud environments.
	3. Report any exceptions to the management in a timely manner.
	4. Monitoring database performance to minimize any unplanned outages.

	5. Establish policies and procedures for database management
	6. Identify and implement methods for increasing system efficiency, reliability, up-time, and automation of manual tasks.
	7. Must have proven experience in enterprise-wide database environments.
	8. Strong customer service orientation with the ability to work positively with stakeholders at each level.
	9. Extreme diligence to information security and discretion regarding sharing of any confidential information is essential.
	10. Interface with other areas sharing technical knowledge and expertise and resolving issues as necessary
	11. The SQL Developer will be responsible for maintaining applications and integrations using the Microsoft SQL Server platform.. This position requires excellent communication, technical and project management skills.
Qualification	Graduate/ Post Graduate with 6-8 years of experience in WEB Portals E-Governance & IT- Projects.

Job Profile	Consultant Technical
Job Description	1. Must be confident in Asp .Net, API, Web Development, Java Script 2. Must be proficient in writing SQL queries/TSQL 3. Should be able to understand logical architecture, application and physical architectures 4. Should have the knowledge of different types of environments (development, staging, testing and production etc.) and usage of those environments in the various stages of application development lifecycle. 5. Should also have knowledge of version control systems like svn or CVs and application build/deploy process. 6. Ability to work in a team 7. Positive and Solution oriented action driven attitude The Technical Consultant will be responsible for detailed Technical Knowledge of the activities Project Management, SDLC
Qualification	Graduate/ Post Graduate with 5 years of experience in WEB Portals E-Governance & IT- Projects

1.5. Timelines

Following table broadly captures the timelines for the major activities

Activities	Time (Weeks)
Issuance of LOI by DGT	T
Signing of Agreement	T+1
Commencement of Services i.e. selection process	T+2
Deployment of manpower at DGT	T+4

1.6. Period of Engagement

The contract will be for one year. The further extension of contract for one year beyond two years shall be reviewed at the end of two years.

1.7. Schedule of Payments

Payment for the work shall be paid on quarterly basis. The invoice shall be raised by the firm after end of every six month period for the preceding six months.

1.8. Client's Input and Counterpart Personnel including Data and Facilities to be provided by the Client

a) Services, facilities and property to be made available to the Consultant by the Client:
b) Give access to all the required documents, correspondence, and any other information associated with the project and as deemed necessary.

1.9. Composition of review committee to monitor consultants work

DGT will place defined project Governance structure

1.10.   Reporting

The consultant will work closely with DGT task team on STRIVE.

1.11.   Copyright

All Reports/ materials and data prepared by team will be the sole property of the DGT.

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