

National Project Implementation Unit (NPIU)

Director General of Training (DGT)

Ministry of Skill Development and Entrepreneurship, Government of India

Terms of Reference (TOR)

Selection of Professional Agency (ies) for carrying out Inspection and Grading of Government and Private Industrial Training Institutes (ITIs) – Phase-2

In the phase 2 of ITI grading, it is estimated that approximately 10,000 ITIs (government and private) across India will be physically inspected and graded. DGT intends to select two agencies (henceforth referred as agency(ies)) for covering the scope of work.

For the purpose of Phase-2 grading, the country will be geographically divided into four zones. The number of ITIs (government and private) across four zones, as on 8th December 2018 is as given below:

Zone	Count of ITI
North	4445
South	3557
East	2684
West	4336
Grand Total	15022

Details of States in each zone is as below:

Zone	States
North	Chandigarh, Delhi, Haryana, Himachal Pradesh, Jammu and Kashmir, Punjab, Uttar Pradesh, Uttarakhand
South	Andhra Pradesh, Karnataka, Kerala, Lakshadweep, Puducherry, Tamil Nadu, Telangana
East	Andaman & Nicobar Islands, Arunachal Pradesh, Assam, Bihar, Chhattisgarh, Jharkhand, Manipur, Meghalaya, Mizoram, Nagaland, Odisha, Sikkim, Tripura, West Bengal
West	Dadra and Nagar Haveli, Daman and Diu, Goa, Gujarat, Madhya Pradesh, Maharashtra and Rajasthan

It is expected that the selected agency (ies) will undertake the inspection and grading of ITIs (both government and private) as per the following scope:

a. Planning

- i. The agency(ies) will prepare time bound “inspection and grading plan” including but not limited to geographical coverage of ITIs and scheduling of manpower in consultation with DGT.
- ii. The agency(ies) will seek DGT ’s approval on inspection and grading plan before starting work
- iii. The agency(ies) will prepare checklist of information/documents to be verified as per grading framework already prepared by DGT
- iv. The agency(ies) will coordinate with the technology provider selected by DGT and assist in replicating grading related processes such as grading parameter, grading evaluation mechanism and document collection.
- v. The agency(ies) will conduct training of the field personnel on the functionalities and usage of the application/portal provided by DGT for data collection during inspection and grading.

Note:

- The grading methodology document is provided on DGT website¹.The application/portal provided for data collection during inspection and grading of ITI will be provided by DGT
- The process of Phase-2 grading of ITIs may be carried out in a lot-wise manner as deemed suitable by DGT

b. Data verification and desktop assessment

- i. The agency(ies) will coordinate with ITIs to collect data, documents and grading fees (if applicable) from ITIs using secure payment gateway provided by the selected agency(ies)
- ii. The agency(ies) will coordinate with NCVT –MIS team for data validation and verification

¹ Refer Grading Methodology document at <http://dgt.gov.in/sites/default/files/Phase%20II%20Grading%20of%20ITIs%20Framework%20%26%20Methodology.pdf>

- iii. The agency(ies) will conduct desktop assessment of information/documents/photographs submitted by the ITIs as proof of self-grading against grading parameters

c. Inspection and grading of ITIs

- i. Once the desktop assessment and data verification has been completed of the ITIs who have completed self-grading, the agency(ies) will conduct physical inspection and grading of such ITIs. The grading should confirm industry standards related to third party assessment and grading such as ISO 17020.
- ii. The agency(ies) will deploy the qualified manpower (as per inspection and grading plan submitted to DGT in the planning stage) to undertake the inspection and grading exercise across the ITIs in India
- iii. The agency(ies) will use the data collection tool/mobile app as suggested by DGT for the inspection and grading process. The said data collection tool will have features of capturing geo-tagged and geo-fenced time stamped photographs and will also have provision of recording short testimonial videos of trainees, trainers, alumni and the ITI staff.
- iv. The agency(ies) will coordinate with ITIs, district nodal officers and/ or state directorate for scheduling data for physical inspection of the ITI.
- v. At the time of physical inspection, the field personnel will verify the documents submitted earlier by ITI and collect any copies of any additional documentary proof such as documents/photographs required for the process of grading.
- vi. Additionally, the documents/photographs captured during the physical verification will be geo-tagged so as to ensure the authenticity of documents collected. The data will include but not limited to pictures of ITI infrastructure like labs, classrooms and common facilities present at the ITI and testimonial videos supporting the same. The data to be collected has been detailed in grading methodology document.

d. Data analysis

- i. Data collected by the agency(ies) through the app/portal provided by DGT will be shared with the agency(ies) for further analysis. Agency(ies) is expected to clean and standardize data in a format to ensure that the data so collected may be used for further analysis.

- ii. The standardized data will then be analyzed by agency(ies) using advanced data analytic to provide relevant insights about quality of ITI across various categories and parameters as detailed in ITI grading framework.

e. Grading recommendations and reporting

- i. The agency(ies) will provide recommendation on overall grading for each ITI. The agency(ies) will also assist in coordinating with ITIs (if required) and preparing data for various Committees set up for the purpose of Phase-2 grading such as Grievance Committee, Appellate Committee and Core Grading Committee as detailed in grading methodology document.
- ii. The agency(ies) will submit timely draft reports to DGT on grading of each ITI as agreed in inspection and grading plan submitted to DGT in the planning stage. The report would be ITI specific (one per each ITI) and should contain detailed analysis of ITI grading data. The report should also provide data which benchmarks ITI against national best practices across categories and parameters. It should also highlight the areas of improvement of the ITI and best practices in the ITI which may be emulated by others.
- iii. The agency(ies) will also submit a consolidated report (covering all ITIs covered by the agency(ies)) to DGT consisting of recommendations on grading and insights from data analysis. The report should also emphasize the challenges faced by the agency(ies) in different stages of the inspection and grading process and respective actions taken. The agency(ies) should suggest necessary recommendations for improving the process and thus future grading process.
- iv. Agency(ies) will provide their detailed analysis of the grading parameters and recommendations to eliminate redundancies, if any and their key insights on revision of parameters for better and relevant grading
- v. Agency(ies) will submit final report (individual ITIs and consolidated report) after incorporating comments from DGT

f. Additional Quality and Compliance Checks

- i. It is expected that the selected agency(ies) will share the details (name, phone number, company id proof) of the field personnel going for physical inspection well in advance (at least 2 days before the date of inspection) with the respective ITI, district nodal officer, state engagement officer and DGT.

- ii. The data collection application provided by DGT will have provision of collecting geo-tagged and time stamped data and images. The agency(ies) will ensure that field personnel spend sufficient amount of time in each ITI while conducting physical inspection. It is expected that field personnel will spend minimum specified time in each ITI as detailed below:

Yearly enrolments in NCVT trades in ITI	Minimum time to be spent per ITI
Enrolment above 600	4 hours
Enrolment between 200 and up to 600	3 hours
Enrolment up to 200	2 hours

- iii. All the field personnel are expected to have an android device with following minimum configuration: Android OS, v5.0 (Lollipop), 2 Mega Pixel rear camera and a front camera with GPS and internet connectivity. This will help the field personnel to collect geo-tagged and time stamped document, images videos etc. as per the requirements of the aforementioned scope.

- iv. Agency(ies) is expected to ensure public availability of all the data collected during the grading process. This data includes but not limited to documents, photographs, videos etc. collected during the grading process.

- v. The data collected will be made available for public display (through a cloud storage) immediately once the inspection of the ITI gets over. The said data and related analysis should be displayed in searchable real-time online dashboards. All the reports prepared by agency(ies) and the data collected by agency(ies) such as documents, images, videos etc. should also be available in a searchable dashboard format on cloud storage for up to 1 year from date of declaration of phase-2 grading results.

Note: The selected agency(ies) is responsible for hosting collected data on a cloud. The data hosting should preferably confirm standard industry practices related to data security and availability such as ISO 27001.

- vi. Separate login ID and password will be provided to agency(ies) to access the MIS portal. Additionally, agency(ies) will also be provided access to the data collection application to be used for inspection and grading of ITI.

Timeline of the deliverables

S. No.	Deliverable	Completion date
1	Inspection and grading plan, checklist of information/documents to be verified	T ₀ + 15 days
2	Submission of ITI specific reports and online upload of complete data of ITI	Within 15 days of completion of field visit of each ITI
3	Submission of grading recommendations to core grading committee for 30% of the ITIs allocated to the agency	T ₀ + 1.5 months
4	Submission of grading recommendations to core grading committee for 60% of the ITIs allocated to the agency	T ₀ + 2.5 months
5	Submission of grading recommendations to core grading committee for all the remaining ITIs allocated to the agency And Submission of draft final report	T ₀ + 3.5 months
6	Ensuring availability of all the information /documents/images or other data collected on a cloud storage And Submission of final report	T ₀ + 4 months
T ₀ : Date of award of the contract		