

## Retailers Association's Skill Council of India (RASCI)

### Expression of Interest (EOI) for Empanelment of Assessment Agency (AA) as per NCVET Guidelines with Retailers Association's Skill Council of India (RASCI)

EOI Release date: 5<sup>th</sup> September 2024

Last date for any Questions by AA to RASCI	9 <sup>th</sup> September 2024
Last date for submission of Application	12 <sup>th</sup> September 2024
Presentation by Shortlisted AA to Panel for Final selection*	16 <sup>th</sup> September 2024
Result declaration	To be finalized post Presentation
Agreement Signing**	Subject to Selection
Processing Fee (Non-refundable) – NEFT Bank details at Page 18	Rs. 10,000.
<b>**Empanelment will be subject to NCEVT/RASCI Guidelines. EOI applicable for all existing and new AAs</b>	

Email address for sending application: [amol.kulkarni@rasci.in](mailto:amol.kulkarni@rasci.in)

Details of the Person for clarification of queries: Mr. Amol Kulkarni – 9820498108.

## General Instructions

1. The duly filled Pre-screening application form must be furnished by the interested Assessment Agencies through email. An Assessment Agency can send the filled-in form complete in all respects to the following email address: [amol.kulkarni@rasci.in](mailto:amol.kulkarni@rasci.in).
2. Application Form is provided in the annexure. Any modification made to the form would result in rejection of the application. Filled-in Forms, complete in all respects, in the provided format and mailed at IDs as above with the indicated subject and send the hard copy to the ASCI office will only be accepted.
3. Copy of Application Form could be downloaded from the website of RASCI. RASCI reserves the right to effect revision/s in the form. Changes, if any, will be notified on its website ([www.rasci.in](http://www.rasci.in)).
4. All the columns should be filled in. If any column is not considered relevant, then kindly write NOT APPLICABLE.
5. RASCI reserves the right to withdraw/ modify this process, and/ or cancel any application at any stage.
6. Kindly note that RASCI reserves the right to periodically audit the overall assessment process, documentation, and any other work that the assessment agency has been assigned by RASCI.
7. Assessment of trainees under various skilling programs and their certification is one of the key responsibilities of RASCI.
8. A strong and stringent assessment framework will help establish credibility of the organization. Hence it is important to design the protocol and a framework within which all Assessments need to be and will be done.
9. The Assessments will be based on the relevant and approved Qualifications. Qualifications will be continuously added to the list and older versions will be periodically revised to match the changes required by the industry.
10. This Protocol is the revised version for Assessments in accordance with the NCVET criteria for Empanelment of AA.
11. All the necessary information, mandated by NCVET need to be submitted (thoroughly updated) as on 31<sup>st</sup> March 2024 (End of fiscal 2023-2024).
12. Duration: Empanelment/ Selection of Assessment Agencies will be for a period of 1 year from the date of issuance of letter of Selection. However, the duration can be reduced or extended based on performance of agencies. More agencies can be added in the empaneled list provided they meet the conditions set out under this EOI.
13. During the Empanelment/ Selection period, Assessment Agencies must inform RASCI when agencies undergo any material changes (internal or external) that can impact their obligation towards RASCI as per the SoW.

## Terms of Reference

### **1. Essential Requirements for Assessment Agency (AA)**

- I. AA must be Affiliated/Empaneled with NCVET (Please submit copy of LOI received from NCVET) for the Retail sector.
- II. AA shall have financial resources which shall be capable of sustaining a continuous assessment process for RASCI consistent with its stated mission and objectives for long term stability.
- III. AA shall identify and comply with the applicable statutory and regulatory requirements pertaining to the services provided.
- IV. Affiliation/empanel procedure for AAs must be transparent, demonstrative (with evidence) and in line with best practices.
- V. RASCI Specific Requirements:
  - Question bank and Test rubrics creations capacity
  - Subject Matter expert – Retail and Allied sector.
  - Assessor identification/retention/retirement process.
  - Availability of certified assessors on approved QPs, the numbers will be defined by RASCI time to time.
  - Proctors' management process.
  - On ground implementation ability & overall co-ordination of the assessment activity.
  - Non-Government Funded Business Development.
  - Evidence based monitoring of Assessments.
  - Applicants that can demonstrate the ability to conduct 10,000 assessments per year from the Retail and allied sectors including CSR funded projects will be preferred.
- VI. AAs must have capabilities to conduct online/ offline/ blended/ proctored assessments and availability of ICT tools for delivering assessments and monitoring.
- VII. RASCI will select AAs from the pool of AAs empaneled with NCVET.

## 2. Detail of AA to be shared with RASCI:

S. No.	Parameter	Details to be provided	Remarks
1	<b>Details of Affiliation/empanelment with RASCI</b>		
1.1	Total assessment conducted		Supporting documents to be attached.
1.2	Total No. of certified Assessors		
1.3	Nos. of Retail and allied Subject Matter Experts.		
1.4	Nos. of state where RASCI certified local Assessors are available & their State / QP availability.		

S. No.	Parameter	Year Wise				Remarks
		2023-24	2022-23	2021-22	2020-21	
2	<b>Details of Affiliation with Domain SSC</b>					
	AA is affiliated with SSCs & their names					Supporting documents to be attached
2.2	Total assessment conducted- SSC wise					
2.3	Total nos. of Assessors					
2.4	No. of Job roles with other SSCs where certified assessors are available.					
2.5	Nos. of state where ToA certified local Assessors are available. Please share name of state.					

	Other Parameters	AA's response			
3.1	Mode of Assessment	Platform Digital and Online	Online in Centre based	Offline on tablets-centre based	Supporting documents to be attached
3.2	Monitoring Mechanism Platform forongoing Assessment	Real time Video- Audio Monitoring& Recording	Standalone Video- Audio Records	Visits by Proctors	
3.3	Ability to carry out assessment in Vernacular (Regional Language)				
3.4	No of Team members & Details of their designations				
3.5	Any other USP				

### 3. Prerequisites for Selection of AA

**3.1.1 Guidelines:** As per NCVET guidelines.

**3.1.2 Empanelment with NCVET** as AA is mandatory to apply for this EOI.

**3.1.3 Conflict of Interest:** It should declare its linkages with other stakeholders in skill ecosystem to ensure independence and to avoid any conflict of interest

#### 3.2 Organization Structure

3.2.1 AA should have a structured mechanism for Governance including a well-defined process for affiliation of assessors either on its payroll or contracts.

3.2.2. AA should have an assessment coordination team on its payroll with the required capacity and experience mentoring, supervising, plan the assessment strategy and to guide the team of assessors.

**3.3 Assessment Design:** AA should have the capability of designing assessments (as per RASCI-SOP <https://rasci.in/downloads/StandardOperatingProcedureAssessments.pdf>) and creating items. AA should have at least one assessment designer on the payroll.

**3.4 Data Security:** AA should provide a declaration to clearly indicate the adherence to data governance policies and encryption guidelines for maintaining information security and data privacy as defined under global standards like ISO27001 (data security, privacy, and audit requirements) and ISO9001 (quality data managements systems). RASCI should validate the data retention, security, and privacy practices by carefully examining documentary proofs at empaneled AAs in the following key areas:

**3.5 Database Management:** Security and robustness of the database used by an organization as a method of storing, managing, and retrieving information, automatized and with minimal

manual intervention.

**3.5.1 Data Access controls:** Details of access and authentication with the following classifications:

Restricted: to be shared with pre-defined stakeholders only.

Confidential: can be shared with stakeholders but not for circulation.

Internal: to be shared with stakeholders within the skill ecosystem.

Public: can be made available in the public domain.

**3.5.2 Database Credential Management:** Control overflow of data including approval, monitoring and access.

**3.5.3 Data Encryption:** A robust mechanism to ensure enhanced security of sensitive data through encryption mechanisms.

**3.5.4 Threat Detection:** Procedure for raising flags, categorization of threat level and determining mitigate techniques.

**3.5.5 Database Backup & Recovery:** Protocols for ensuring data back-up and recovery in case of data loss.

**3.5.6 Data Portability:** Mobility of data between different application programs, computing environments or cloud services.

**3.5.7 AAs IT Assets Policy:** IT management and security policies on IT equipment provided to employees, such as misplaced devices, limits on access, etc.

**3.5.8 Audit Process:** Protocols on quality and utility audit of assessment data for Quality assurance.

**3.5.9 Digitization of data:** Collection, storage, and retention in soft formats.

**3.6 Training of Proctors:** AA must be able and willing to hold training programs for proctors (both on role and contractual) who are going for on-field assessments or are proctoring remote assessments. Proctors must be made of the key processes and compliance before conducting an assessment. They should also be familiarized with the platform functionalities to oversee the assessment and be aware of possible areas of malpractice and steps to be taken in case of observing any malpractice happening during the assessment.

## 4. Prerequisites for Selection of Assessors

### 4.1 Qualifications & Experience:

**4.1.1** Assessor should possess relevant academic, occupational qualifications and work experience as defined in the QP by RASCI

**4.1.2** Knowledge of assessment process and tools with ability to capture the assessment observations correctly on the prescribed electronic or paper forms.

**4.1.3** Understanding of the Occupational Standards for the relevant QP is a must. Assessor must have the ability to plan each task and allocate necessary resources.

**4.1.4** Understanding of competencies required in the job role for which assessment is

being done with a high level of integrity, reliability, and fairness.

- 4.1.5 Good observation skills with ability to communicate in writing and orally in the local language in addition to English.
- 4.1.6 Awareness of the Retail and allied sector and vast educational and professional experience in the sector.

**4.2 Certified Assessor:** Assessor must undergo necessary certification under the TOA program of RASCI and be ToA certified.

**4.3 Assessors in Multiple Sector:** Assessors undertaking multiple sector assessments must meet the qualifications for the relevant job roles and would need to furnish a self-declaration duly acknowledged by the AA.

Ability to use technology viz, computers, tablets, spreadsheets, video communication tools.

## 5. Affiliation Process for AAs

5.1 Prospective AA will submit the application in prescribed format along with all annexures.

5.2 RASCI during the evaluation of the application of respective AA may invite them for deliberation and clarity, if necessary.

5.3 RASCI reserves the right to select/reject the AA on merit. However, in case of rejection, it will be communicated to the applicant through mail.

RASCI will invite requisite no of AA based on their evaluation for FY 2024-25. Decision of RASCI in this regard would be final.

## APPLICATION FORM & ANNEXURES

### COVER LETTER ON THE ORGANIZATION LETTERHEAD

**Date:**

**From**

.....  
.....  
.....

To,  
Executive Head  
Retailers Association's Skill Council of India (RASCI)  
703-704, Sagar Tech Plaza - A, Andheri-Kurla Road,  
Sakinaka Junction, Sakinaka, Andheri (E), Mumbai – 400 072.

**Subject: Empanelment of Assessment Agency with Retailers Association's Skill Council of India (RASCI).**

We are an Assessment Agency with necessary experience and expertise in implementing assessment & certification in the skilling ecosystem and experts from Retail sector and hereby apply for Accreditation with RASCI.

Enclosed find the filled application form with all required details and annexure for your kind consideration.

"I, ....., hereby affirm that I understand and acknowledge that Retailers Association's Skill Council of India (RASCI) reserves the full right to select or reject any application submitted in response to this Expression of Interest (EOI) without providing any reason or justification. I agree that this decision-making process is at the sole discretion of Retailers Association's Skill Council of India (RASCI), and I waive any right to challenge or contest such decisions. I further affirm that my submission of this application constitutes my acceptance of these terms and conditions. RASCI has due right to cancel this empanelment process at any of the stage.

.....

Signature of Head/Authorized Person of the Organization with organization stamp

Designation

Phone no/ Email address



## Application Form

### Annexure-1

1. Name of the Assessment Agency: .....
2. Address (Registered Office): .....  
.....
3. Address (complete Communication address with pin code):.....  
.....
4. Year of Incorporation..... Registration ID (MCA Registration No.):.....
5. Legal Status of Organization (please tick only one)
  - Public/Private/Government
  - Company/Partnership/Proprietorship/Registered Society
  - Research/Academic Institute/Industry Association
  - Others (please specify) .....
6. Email Address 1. .... 2.....
7. Website.....
8. Head of the Organization.....
9. Please provide the Organization structure of the Assessment Body showing roles and responsibilities of different persons/groups/committee/associates having significant contribution towards assessment of the concerned trades/skills (Please attach organogram and other details).
10. PAN of the company.....
11. TAN of the company .....
12. GST Number of Company.....
13. MSME Registration number (if any) .....
14. No of branches/offices and locations.....
15. Total number of employees on its rolls permanent as well as contractual.....
16. Capacity to design and develop the Assessment Blueprint
  - Yes
  - No

(If yes, please attach the Assessment Blueprint)

16. Details of the geographical regions where you can conduct assessments from following list

S. No.	Geographical Regions(Tick the Regions)	States under the Region (Write the names of the states)
1	<u>Pan India</u>	All India
2	<u>North India</u>	
3	<u>Western India</u>	
4	<u>South India</u>	
5	<u>Central India</u>	
6	<u>Eastern India</u>	
7	<u>North-East India</u>	

17. Whether affiliated with any Sector Skill Council (please tick one) other than RASCI

- Yes
- No

If yes, please provide the details in the table below.

S. No.	Name of the Sector Skill Council	Valid Affiliation till (Month and Year)	Assessments											
			2023-24			2022-23			2021-22			2020-21		
			PMKVY	NON PMKVY	SCHOOL	PMKVY	NON PMKVY	SCHOOL	PMKVY	NON PMKVY	SCHOOL	PMKVY	NON PMKVY	SCHOOL
1														
2														
3														
4														
5														

**Wrong declaration of any kind would lead to termination of contract at any point of time.** Note: Kindly insert additional row to indicate the affiliation with more than 5 SSCs

18. Capacity to design and develop the assessment tools for Retail and allied sectors

- Yes
- No

(If yes, please attach a sample question Paper and a checked sheet to assess Performance Criteria for any one of the QPs)

19. Do you have a process to select and empanel the Assessors?

- Yes
- No

(If yes, please elaborate in a separate document and enclose evidence including the sample contract with Assessors)

20. Do you have an entity of assessment monitoring and report sharing process in place?

- Yes
- No

(If yes, please enclose supporting document)

21. Facility to safely store the records as per GOI-MSDE- NCVET guidelines?

- Yes
- No

22. Does AA have a Grievance redressal mechanism?

- Yes
- No

(If yes, please enclose supporting document)

23. Does AA have a minimum work allocation/ engagement policy for certified assessors?

- Yes
- No

(If yes, please enclose supporting document)

24. Does AA have certified assessors' Blacklist/ retention/retirement process?

- Yes
- No

(If yes, please enclose supporting document)

25. Does AA have evidence storage, retention and retrieve process?

- Yes
- No

(If yes, please enclose supporting document & methodology of the same)

**List of Enclosures/Checklist:**

(All the documents should be signed and stamped by Authorized signatory)

1. Supporting documents of all the item mentioned in point no.2 (Detail of AA to be shared with RASCI) of this EOI documents.
2. Registration Certificate of organization
3. Proof of registered address and communication address
4. Organizational Manual and organogram and staff details with CV
5. Attach photocopy of the PAN /TAN card and GST Letter
6. Data management system and process as per point 3.5 of this EOI documents.
7. No of branches/offices and locations
8. Assessment Matrix of AA
9. Assessment Blueprint Design
10. Copy of affiliation documents with Sector Skill Council
11. Details of total assessment carried out for domain SSCs
12. Proof of design and develop the assessment tools for Retail and allied sector
13. Process documents for selection, empaneling, engagement, blacklisting, retention and retire of Assessors.
14. Sample assessment monitoring report
15. Audited Balance Sheet of Last four Years
16. Sample of Contract with the Assessors
17. Valid ISO Certification, if any
18. Declaration letter that AA has not been blacklisted in last past three years by centrally or State Ministries/PSUs

**Annexure-2**

**Self-Declaration by the head of the Assessment Agency**

S.N.	Current Business Status	Commitment	If yes, please furnish full details	Remarks (A separate sheet may be attached, if required)
1 (a)	Are you a Training Partner in the Skill Ecosystem?	YES / NO		
1 (b)	Is any of your sister organization is a Training Partner in Skill Ecosystem?	YES / NO		
1 (c)	Are the promoter of your/this organization having stake/share/Director in any Training Partner?	YES / NO		
2	Are you an Income Tax Payee?			
3	Have your AA ever been rejected for affiliation by any SSC?	YES / NO		
4	Do you have any linkages with any other Organization in the assessment domain?	YES / NO		
5	Have you ever been engaged in assessment operations in past or present with a different entity?	YES / NO		
6	Do you have necessary financial resources for the operation of skills assessment including associated liabilities?	YES / NO		
7	Do you have a website of your own?	YES / NO		
8	Do you have RASCI certified Assessors affiliated to your AA? (share Assessor wise RASCI QPs wise details of assessments done for the current and last 3 FY)	YES / NO	On payroll_ _____ On Long Term Contract_ _____	Please give total numbers
9	How many of your Assessors are Undertaking multiple sector assessments?	YES / NO	On payroll_ _____ On Long Term Contract_ _____	Please give total numbers

10	If granted affiliation, do you have the capability to undertake Online assessment with immediate effect?	YES / NO		If yes, please give the details of the available software & hardware to undertake the assignment.
11	Do you have the capability to develop question bank for On-line assessment?	YES / NO		If yes, please give the details of available subject experts with the agency.
12	Are you affiliated with DGET & State sponsored schemes?	YES / NO		
13	Are you affiliated with any other SSCs/ other recognized Agencies having capacity to carry out assessments for the job roles applicable to the SSC?	YES / NO		
14	Have you ever been subject to legal action in the case (s) of malpractices and unfair conduct?	YES / NO		
15	Have you ever been banned / Suspended for the services offered by you?	YES / NO		

**Annexure-3**

**Financial Standing – Annual Turnover**

**Certificate from the Chartered Accountant/Audit Firm regarding Annual Turnover from assessment programs in India of the applicant in the immediately preceding 4 financial years.**

Financial Year-Ending 31 <sup>st</sup> March	Turnover from Assessment activities (Rs. Crores)
2020-21	
2021-22	
2022-23	
2023-24	

**Name of the audit firm/Chartered Accountant:**

**Seal of the audit firm:**

**(Signature, name and designation and registration Number of the Chartered accountant/ audit firm)**

**Date**

### Annexure-4

#### Financial viability:

The organization must submit the following documents:

Name of document	Nature of document	Submitted (Yes/No)
Annual Report and Audited financial statements of the entity, duly certified by the Chartered Accountant and filed with the Income Tax Authorities for preceding 3 financial years from the date of application along with audit report		
Income tax returns for preceding 3 financial years of the entity preceding 3 financial years from the date of Application		
Minimum account balance certificate from the public/private sector bank	Optional	
<b>ISO certificate / Rating report</b>	Optional	

#### Senior Management Details (Includes Board members and Head of the organization)

Name	Title/ Designation	Phone and Email Id	Address

- Copy of Organogram Engagement letter of Head of the Organization delineating roles & responsibilities, tenure.
- Copy of electricity/ telephone bill mentioning residential address of the Head of the Organization



## CERTIFICATION

I, the undersigned, certify that to the best of my knowledge and belief, the details provided in the form have correctly described us (as an Assessment Agency), our qualifications and our experience. We understand that any willful misstatement described herein may lead to the cancellation of our qualification as an Assessment Agency, if engaged.

I hereby confirm having read the EOI embodying general instructions and fully understood the term of reference, selection process, NCVET guidelines and other terms and conditions and agree to same in letter and spirit. If granted affiliation, I do also agree to meet the other operational conditions as laid down by RASCI for the conduct of assessment.

**Signature**

**Authorized Signatory of Assessment**

**AgencyName & Designation**

**Date:**

**References: 1.**

**References: 2.**

The application processing payment will be made to the following Bank Account and the transaction details will be shared along application form.

**Bank Details:**

Name of the Account: Retailers Associations Skill Council of India

Account No.: 1514544028

MICR Code: 400485055

Bank Name: Kotak Mahindra Bank

Branch Name: Andheri East, Mumbai – 400059

IFSC Code: KKBK0000681.

**Letterhead of the Firm**

**Declaration**

**Date: ...**

**To whomsoever it may concern**

**I/We hereby solemnly take oath that I/We am/are authorized signatory and hereby declare that I / Our firm/ Agency/ Institute/Company/Organization do not face any sanction or any pending disciplinary action from any authority against our myself/ firm / Company /Organization or partners/ Directors."**

**Further, it is also certified that our organization has not been blacklisted by any government or any other organization.**

**In case of any further changes which affect this declaration at a later date; we would inform RASCI accordingly.**

**Authorized signatory(with seal)**