

Food Industry Capacity & Skill Initiative (FICSI)

Expression of Interest (EOI) for Empanelment of Inspection/Monitoring Agency (IA) with Sector Skill Council for Food Processing (FICSI)

EOI Release date 03 Sep 2024

Last date for any Questions by IA to FICSI	08 Sep 2024
Last date for submission of Application	10 Sep 2024
Presentation by Shortlisted IA to Panel for Final selection*	To be announced
Result declaration on FICSI Website	To be announced
Agreement signing**	To be announced if selected
<i>*Date as per availability of all members in the panel</i>	
<i>**Empanelment will be subject to experience and expertise in Training Center Inspection and Skill Project/training Monitoring activities.</i>	

Email id for sending application: parveen@ficsi.in

Details of the Person for clarification of queries: Mr. Parveen Kumar.

Email Id: parveen@ficsi.in

Contact No. - +91-9671788687

General Instructions

1. The duly filled Pre-screening application form must be furnished by the interested Inspection Agencies through email. An Inspection Agency can send the filled-in form complete in all respects to the following email id: parveen@ficsi.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 hard copy will be required if selected for further stage.
3. IAs need to fill up all annexures in the EOI documents.
4. Copy of Application Form could be downloaded from the website of FICSI. FICSI reserves the right to effect revision/s in the form. Changes, if any, will be notified on its website (www.ficsi.in).
5. All the columns should be filled in. If any column is not considered relevant, then kindly write NOT APPLICABLE.
6. FICSI reserves the right to withdraw/ modify this process, and/ or cancel any application at any stage.
7. Kindly note that FICSI reserves the right to periodically audit overall inspection process, documentation, and any other work that the inspection agency has been assigned by FICSI.

Introduction

1. Training Centre Inspection is one of the most critical activities of the skills value chain. The National Skills Policy 2009 mandates to set up Sector Skills Councils with Affiliation, accreditation, training center inspection, monitoring, examination, and certification as one of the key functions amongst other responsibilities.
2. The Union Government of India has mandated Sector Skill Councils (SSCs) besides other charter, "Participation in Affiliation, Training Centre Accreditation, Examination and Certification."
3. FICSI being the services sector, quality is of the highest concern for this sector.
4. Training Centre Inspection and Training Monitoring under various skilling programs is therefore one of the key responsibilities of FICSI.
5. A strong and stringent training centre inspection framework will help establish credibility of the organization. Hence it is important to design the protocol and a framework within which all training center inspections and training monitoring need to be and will be done.
6. The training center inspection and training monitoring will be based on the real time evidences including geo tagged photos and videos as per the job role opted by the Training Provider at the Training Centre or as per scheme guidelines if any.

Terms of Reference

1. Essential Requirements for Inspection Agency (IA)

- I. IA shall have financial resources which shall be capable of sustaining a continuous inspection and training monitoring process for FICSI consistent with its stated mission and objectives for long term stability.
- II. IA shall identify and comply with the applicable statutory and regulatory requirements pertaining to the services provided.
- III. Affiliation procedure for IAs must be transparent, demonstrative (with evidence) and in line with best practices.
- IV. FICSI Specific Requirements:
 - (i) Skill Project monitoring process development capacity
 - (ii) Subject Matter expert – (Food Processing Sector)
 - (iii) Proctor/Resource person identification mechanism
 - (iv) Proctors
 - (v) On ground implementation ability
 - (vi) Overall co-ordination of the inspection activity; and
 - (vii) Evidence based monitoring of skill training projects
 - (viii) Preference will be given to Non-Assessment agencies as core inspection agency is required.**
- V. IAs must have capabilities to **conduct AI Based online / digital inspections and monitoring.**
- VI. This process will apply to all IAs.

2. Detail of IA to be shared with FICSI

S. No.	Parameter	Details to be Provided	Remarks
1	Details of Affiliation with FICSI		
1.1	Total inspections conducted (No. of Training Centres)		Supporting documents to be attached
1.2	Total No. of Proctors/Resource Person		
1.3	Nos. of Food Processing Subject Matter Expert (SME)		
1.4	Nos. of state where Proctor/ /Resource person are available		
1.5	Nos. of districts where Local Proctors/Resource person are available		

3	Other Parameter				IA's response
3.1	Mode of Inspection Platform-Digital & Offline	Remote Online	Online in Centre based	Offline	Supporting documents to be attached
3.2	Monitoring Mechanism Platform for ongoing Training/Assessments	Real time Video-Audio Monitoring & Recording	Standalone Video-Audio Records	Visits by Proctors	
3.4	Nos. of Team members				

3.2 Organization Structures

3.2.1 IA should have a structured mechanism for Governance including a well-defined process for affiliation of Proctors/Resource person either on its payroll or contracts.

3.2.2 IA should have an inspection coordination team on its payroll with required capacity and experience to mentor, supervise, plan the inspection strategy and to guide the team of Proctors/Resource person.

3.3 Inspection Design: IA should have the capability of designing inspection plan and creating items. IA should have at least one Inspection designer on the payroll.

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

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

3.5.3 Confidential: can be shared with designated stakeholders but not for circulation

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

3.5.5 Public: can be made available in the public domain

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

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

3.5.8 Threat Detection: Procedure for raising flags, categorization of threat level and determining mitigative techniques.

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

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

- 3.5.11 IAs IT Assets Policy:** IT management and security policies on IT equipment provided to employees, such as misplaced devices, limits on access, etc.
- 3.5.12 Audit Process:** Protocols on quality and utility audit of inspection data for Quality Assurance.
- 3.5.13 Digitization of data:** Collection, storage, and retention in soft formats.

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

3. Prerequisites for Selection of Proctors/Assessors

4.1 Qualifications & Experience:

- 4.1.1** Proctors/Resource person should possess relevant academic, occupational qualifications and work experience as defined in the QP by FICSI
- 4.1.2** Knowledge of inspection process and tools with ability to capture the inspection observations correctly on the prescribed electronic or paper forms.
- 4.1.3** Understanding of the Occupational Standards for the relevant QP is a must. Proctor/Resource person 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 inspection 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** Ability to use technology viz, computers, tablets, spreadsheets, video communication tools.
- 4.1.7** Awareness of the Food Processing sector.

4. Affiliation Process for IAs

- 5.1** Prospective IA will submit the application in prescribed format along with all annexures.
- 5.2** FICSI during the evaluation of the application of respective IA may invite them for deliberation and clarity, if necessary.
- 5.3** FICSI reserves the right to select/reject the IA on merit. However, in case of rejection, it will be communicated to the applicant through mail.
- 5.4** FICSI will invite requisite nos. of IA based on their evaluation for the FY 2023-24. Decision of FICSI in this regard would be final.

APPLICATION FORM AND ANNEXURES

COVER LETTER ON THE ORGANIZATION LETTER HEAD

Date:

From

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

To,

CEO

Food Industry Capacity & Skill INitiative (FICSI)

Shriram Bharatiya Kala Kendra, 3rd floor,

1, Copernicus Marg, Mandi House,

New Delhi, Delhi 110001

Subject: Empanelment of Inspection Agency with Sector Skill Council for Food Processing (FICSI)

We are an Inspection Agency with necessary experience and expertise in Training Centre Inspections and/or monitoring of training projects in the skilling ecosystem and experts from Food Processing sector and hereby apply for Accreditation with FICSI.

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

It is on the FICSI discretion that they accredit us or put our application on hold.

.....

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

Designation

Phone no/ email id

Annexure-1

Application Form

1. Name of the Inspection Agency:
2. Address (Registered Office):
.....
3. Address (complete Communication address with pin no.):.....
.....
4. Year of Incorporation..... Registration ID:.....
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 Id 1. 2.....
7. Website.....
8. Head of the Organization.....
9. Please provide the Organization structure of the Inspection Body showing roles and responsibilities of different persons/groups/committee/associates having significant contribution towards inspections of the concerned trades/skills (Please attach organogram and other details).
10. PAN of the company.....
11. GST Number of Company.....
12. No of branches/offices and locations.....
13. Total number of employees on its rolls permanent as well as contractual.....
14. Capacity to design and develop the Inspection Blueprint
 - Yes
 - No

(If yes, please attach the Inspection Blueprint)

15. Details of the geographical regions where you can conduct inspections from following list

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

16. Whether affiliated with any Sector Skill Council (please tick one) other than FICSI

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)	Inspections		
			2023-24	2022-23	2021-2022
1					
2					
3					
4					
5					
6					

Note: Kindly insert additional row to indicate the affiliation with more than 6 SSCs

17. Do you have process to select and empanel the proctors?

Yes

No

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

18. Do you have entity of inspection monitoring and report sharing process in place?

Yes

No

(If yes, please enclose supporting document)

19. Does IA have a Grievance redressal mechanism?

Yes

No

(If yes, please enclose supporting document)

List of Enclosures:

(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 IA to be shared with FICSI) 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. Inspection Matrix of IA
9. Inspection Blueprint Design
10. Copy of affiliation documents with Sector Skill Council
11. Details of total inspection carried out for Sector Skill Councils (SSCs)
12. Proof of design and develop the inspection tools for Food Processing Sector
13. Process documents for selection and empaneling of Proctors/Resource person
14. Sample inspection monitoring report
15. Audited Balance Sheet of Last Three Years
16. Sample of Contract with the Proctors/Resource person
17. Valid ISO Certification, if any

Annexure-2

Self-Declaration by the head of the Inspections Agency

S.N.	Current Business Status	Commitment (delete not applicable)	If yes, please furnish full details	Remarks (A separate sheet may be attached, if required)
1	Are you a Training Partner in the Skill Eco System?	YES / NO		
2	Are you an Assessment Agency in the Skill Eco System?	YES / NO		
3	Are you an Income Tax Payee?	YES / NO		
4	Have your IA ever been rejected for affiliation by any SSC?	YES / NO		
5	Do you have any linkages with any other Organization in the inspection domain?	YES / NO		
6	Have you ever been engaged in inspection operations in past or present with a different entity?	YES / NO		
7	Do you have necessary financial resources for the operation of skills inspections including associated liabilities?	YES / NO		
8	Do you have a Web Site of your own?	YES / NO		
9	Do you have domain/sector specific Proctors/Resource person affiliated with your IA? (share Proctor/Auditor wise domain/sector wise details of inspections done for the current and last 2 FY)	YES / NO	On payroll _____ On Long Term Contract _____	Please give total numbers
10	How many of your Proctors/Resource person are undertaking multiple sector inspections?	YES / NO	On payroll _____ On Long Term Contract _____	Please give total numbers
11	If granted affiliation, do you have the capability to undertake On-line inspections with immediate effect?	YES / NO		If yes, please give the details of the availability of software and hardware to undertake the assignment.

14	Are you affiliated with any other SSCs/ other recognized Agencies having capacity to carry out inspections for the job roles applicable to the SSC?	YES / NO		
15	Have you ever been subject to legal action in the case (s) of malpractices and unfair conduct?	YES / NO		
16	Have you ever been banned / Suspended for the services offered by you?	YES / NO		

I,.....(name), s/o

r/o

Mobile No..... , do hereby declare that I have furnished the above details to the best of my ability and knowledge and I fully understand that any incorrect information will render my agency disqualified for affiliation. If granted affiliation, I do also agree to meet the other operational conditions as laid down by FICSI for the conduct of Training Centre Inspections/monitoring.

Date:

Place:

Authorized signatory signed and name

Annexure-3

Financial Standing – Annual Turnover

Certificate from the Chartered Accountant/Audit Firm regarding Annual Turnover from skill programs in India of the applicant in the immediately preceding 3 financial years.

Financial Year-Ending 31 st March	Turnover From skill development activities (Rs. Lakh)
2022-23	
2021-22	
2020-21	

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:

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 Inspection Agency), our qualifications and our experience. We understand that any willful misstatement described herein may lead to the cancellation of our qualification as an Inspection Agency, if engaged.

Signature

Authorized Signatory of Inspection Agency

Name & Designation

Date:

References: 1.

References: 2.