

SELECTION OF CONSULTANTS REQUEST FOR PROPOSALS



Selection of Consulting Services for:

RFP for Human Resources and Skill Requirement in Domestic Sector at PAN India Level

Client:

Domestic Workers Sector Skill Council

A-15, Okhla Phase II

New Delhi 110020

Phone No: 011-42831823

Website – www.dwsscindia.com

E-Mail – info@dwsscindia.com

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Letter of Invitation

RFP for Skill Gap Study in Human Resources and Skill Requirement

1. Domestic Workers Sector Skill Council (DWSSC) has proposed to bring out a Skill Gap Study Document in Human Resources and Skill Requirements. DWSSC (Client) has planned to develop a Skill Gap Report for providing technical analysis of the demand side, the supply side, skill gaps & aspirational career pathways which helps in improve the efficiency of the rural & unemployed youth of the country.
2. The Client now invites proposals to provide the following consulting services (hereinafter called “Services”): for the Development of the Skill Gap Study Document. More details on the Services are provided in the Terms of Reference.
3. This Expression of Interest is open to all firms that possess the requisite qualifications and experience.
4. A firm will be selected under Best Technical Proposal (should be separate sealed envelope) and Requisite Competencies and along with the financial bid (should be separate sealed envelope) would be required to submit a Full Technical Proposal in a format as described in this Expression of Interest.

The RFP includes

- Section 1 – About DWSSC
- Section 2 – Terms of Reference
- Section 3 – Objective of Study
- Section 4 – Scope of Work & Duration
- Section 5 - Evaluation Criteria
- Section 6 – Consultant Expertise
- Section 7 – General Information

1. About the Organization - DWSSC

Domestic Workers Sector Skill Council (DWSSC) which is catering to the Skill Development of one of the biggest sectors of India that is providing jobs to nearly 20 million workforces earning approximately 20,000 Cr which is 1% of India's GDP while it is also estimated that approximately 10 million domestic workers and caregivers cater to homes in India and abroad. This sector is not just limited to households, in fact it provides sustainable opportunities to our workforce in Small Establishments like Schools, Offices, Care Homes, Budget Hotels, Resorts, Big Households, Short Stay Homes, and Municipal Corporations as Housekeeping Staff, Janitors, Waste Segregator, Sanitation Workers and Caregivers (Child and Elderly), Pet Care Servicers, Professional Cooks etc. In a recent survey conducted by DWSSC with employers of household workers and caregivers to understand their requirements; 86% of the households are more prone to employing live-in workers, especially in the metropolitan/Tier 1 cities and 62.5% prefer trained workers while willing to pay them higher salaries. The survey also shows that 91% of the households look for high hygiene standards in their home caregivers especially for child care and senior care. By 2025, we are expecting a demand of approximately 14.5 million such workers in India. Similarly in line with the NEP and enabling Vocational Education in Schools and Colleges, DWSSC has developed higher level Job Roles like Assistant Home Manager and Elderly Care Companion. We are actively signing MOU's with other State Colleges as not only are these life skills but an important part of developing the Care Infrastructure. DWSSC has been working in 27 states of India and majority of our Training Centers based both in rural and urban areas. Approximately 70% of our skill development programs happen in rural/ semi urban area and 90% of the supply of the workers come from the rural areas. We have trained more than 2 lakh beneficiaries under Recognition of Prior Learning (RPL) and Short Term Training (STT) program across nation.

While our skilled workers get average emoluments at par with or even more than other sectors in the cities. This sector offers a relatively simple transition from unemployment to employment and entrepreneurship. There is an INCREASING DEMAND AGGREGATION and a dearth of Sanitary Workers, Housekeeping Staff, Elderly and Pre and Post Natal caregiver (non- clinical) and Home Care Services. Hence, DWSSC is able to provide an accessible bridge for a potential workforce from school to work, especially for out of school populations, rural migrants and women workers. Thereby also increasing the Women Participation in Labor Force and leaving no one behind. Skill Development and Advocacy, by DWSSC imparts a new dignity and aspiration to this important sector of Home Care and Caregiving. Ultimately making India the Caregiving capital of the world.

2. Terms of Reference

Expression of Interest for the Selection of Agency / Firm for Providing Services for Research, Designing, Developing and Production of Skill Gap Study Document in Domestic Work & Caregiver Sector in India.

3. Objective of the study.

The overall objective of this is to carry out a research by way of interactions with various institutions, stakeholders & workforce working in the focus areas of Domestic Section and produce a credible output containing the skill gaps on the sector with critical analysis and documentation. Wherever possible include some case studies which helped reduce skill gap in India in the sector.

Specific activities would include;

Skill & Capacity Building

- Review of Secondary Resources
- Secondary level interactions with key experts in the sector.
- Interactions with key institutions working in the sector
- Interactions with key corporate industries in the sector.

Knowledge Management

- Arranging the data & information for analysis.
- Drawing the inferences with available information.
- Collating the information working to develop a document.

Research related activities

- Primary research to ascertain data information & correctness of the information being collated.
- Analysis of Industry trends in the use of skill certified candidates
- Policy advocacy and research papers.

4. Scope of Work & Duration

The consultant is expected to develop the Skill Gap Study Document in Domestic Sector based on the knowledge base available in the sector and through interactions with various stakeholders in the sector including individuals, institutions and industries.

Following are some of the Key activities

- Review of existing practices in the skill gap studies with future plans and requirements.
- Understand the requirement of skilling and identify challenges & Concept building.
- Define work plan and deliverables.
- Develop a road map for the work plan with timelines
- Deployment of team and initiation of work.
- Identify and suggest institutional linkages (Involvement of organizations that are currently involved in skill development in farm mechanization)
- Development of the Research, Study, and Report
- Identification of key areas that require capacity building and skill development in the Domestic work & caregiver sector.

Tentative Areas- Skill Gap Areas within Domestic Workers Sector

Skill Gap study should cover the following

- Socio-Economic Factors affecting skilling in the sector
- Existing training infrastructure & gaps therein
- Workforce characteristics and employment clusters
- SWOT analysis of sector & its sub sector
- Synchronization of sector wise demand from the state level skill gap data
- Nature of demand in the domestic segment – age, demographic profile, education skill
- Nature of supply- catchment area, cluster, past migration possibilities
- Factors associated with employment
- Job potential in different sub-sectors
- Documentation of good practices
- Recommendations

4. Evaluation Criteria

Domestic Workers Sector Skill Council will evaluate the proposals / Forms on the basis of their experience, projects executed, project experience, Methodology and concept in details.

Technical proposals shall be evaluated on the basis of following pre-identified criteria:

- Firms General Experience in carrying out similar projects, Experience in Skill Gap Study, Complete processes and critical analysis in Skill Gap Analysis.
- Adequacy and quality of the proposed methodology and work plan in responding to the Terms of Reference (ToRs)
- Qualification and Experience of Team, SME (Subject Matter Expert)

Note - The Consultant's work will be monitored and reviewed by Domestic Workers Sector Skill Council, which reserves the right to select any consultant based on the above evaluation criteria given above.

5. Expertise

5.1 Organization/ Consultant's Details & Experience

A brief description of the Consultant's & organization and an outline of the recent experience of the Consultant that is most relevant to the RFP.

For each past assignment, the outline should indicate the names of the Consultant's Key Experts and Sub-consultants who participated, the contract amount, the Consultant's role/involvement and brief description on the assignment.

| Consultant Name | Key Experts | Description of the Assignment | Contract Amount |
|-----------------|-------------|-------------------------------|-----------------|
| | | | |
| | | | |

5.2) Subject Matter Expert Curriculum Vitae (CV)

The nature of assignments demands high specialized inputs and a futuristic view of this complete sector and in order to, achieve the objectives of the assignment, we are seeking expert having at least 10 years of experience in Housekeeping, food production, home science caregiving, nursing and mother caregiver sector (Non- clinical).

Qualifications- (Bachelor / Mater degree) in Social Work, Home Science, Hotel/ hospitality management, nursing, baby care, elderly care, mother care etc.

| | |
|---|--------------------|
| Position Title and No. | |
| Name of Expert: | {Insert full name} |
| Date of Birth: | {day/month/year} |
| Country of Citizenship/Residence | |

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

| Period | Employing organization and your title/position. Contact information for references | Country | Summary of activities performed relevant to the Assignment |
|--------------------------|--|---------|--|
| [e.g., May 2005-present] | [e.g., Ministry of, advisor/consultant to... For references: Tel..... /e-mail.....; Mr. ABC, deputy minister] | | |
| | | | |
| | | | |

Language Proficiency (indicate only languages in which you can work):

Adequacy for the Assignment:

| Detailed Tasks Assigned on Consultant's Team of Experts: | Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks along with location (state, city & District wise) |
|---|--|
| | |

Expert's contact information: (e-mail....., phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Client.

Name of Expert

Signature

Date

Name of authorized

Signature

Date Representative of the Consultant

(The same who signs the Proposal)

| General Instructions | |
|----------------------|---|
| 1. | Name of the Client: Domestic Workers Sector Skill Council Method of selection: Best Technical Proposal & Requisite Competencies (must be sent in a sealed envelope) followed by Financial Bid (must be sent in a separate sealed envelope) |
| 2. | Method of Submission: No online application will be considered, only hard copy applications will be entertained till 12 Jul 2023 till 5:30 PM. |
| 2. | The name of the assignment is: RFP for Skill Gap Study in Domestic Sector |
| 3. | The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals: Existing Skill Gap studies in the domestic sector, Identification of Training agencies, Cost analysis, Future of Domestic sector, Identification of core skilling areas in the domestic sector in India |
| 5. | Submission Deadline - 15 calendar days i.e. 12 th July 2023. |
| 6. | Consultants may associate with other Consultants (JV): No |
| 7. | Consultants Eligibility 7.1 Be a registered company (under the Indian Companies Act) operating in India for at least the past 5 years. <i>Please attach a copy of the Registration Certificate.</i> & Have a Positive Net Worth for the past three audited accounting years (2019-20, 2020-21 and 2021-2022). <i>Please attach a certificate from the Chartered Accountant.</i> <i>Or</i> 7.2 SMEs/Individual Consultant's Having a minimum 10 years of experience 7.3 Consortium allowed 7.4 EMD- Not Applicable Applying firms are required to provide documentary evidence of meeting all the above requirements. Self-certifications for the above are acceptable (except S.No.5). Eligible firm proposals will only be considered for technical and financial evaluation. |

Documents and Details to be furnished as per the attached Annexures;

- Format – Financial Capability Statement – Annexure I
- Affidavit for not being blacklisted – Annexure II
- Company Details - – Annexure III

***All the details should be furnished along with the supporting proof of documents.**

Annexure – I

Format – Financial Capability Statement

(Duly signed by the Authorized Representative and certified by a Chartered Accountant)

On the basis of audited financial statements, I/ We hereby submit that(Name of Bidder), having registered office at, has annual turnover, net profit / loss, net worth and annual turnover from skill development activities, in past three consecutive financial years (2020-21, 2021-22, 2022-23), as follows:

| S. No. | Financial Year | Annual Turnover (Rs. Lakhs) | Net Annual Profit / Loss(Rs. Lakhs) | Net worth (Rs. Lakhs) | Annual Turnover from skill development activities/ programs (Rs. Lakhs) |
|---------|----------------|-----------------------------|-------------------------------------|-----------------------|---|
| 1. | 2020-21 | | | | |
| 2. | 2021-22 | | | | |
| 3 | 2022-23 | | | | |
| TOTAL | | | | | |
| AVERAGE | | | | | |

For and on behalf of:

Signature: Name: Designation: Date:

(Company Seal)(Authorized Representative and Signatory)

Annexure – II

Affidavit for not being blacklisted

(Affidavit on non-judicial stamp paper by Company Secretary/ Authorized Representative and Signatory of the Bidder with his/her dated signature and company seal)

Affidavit

I/ We, on behalf of (Name of Bidder), with its registered office at.....do hereby declare that the above-mentioned Bidder has not been blacklisted/ debarred by any State/Central Government authority / Donor Agency and Government of India.

For and on behalf of: Signature: Name:

Designation:

Date:

(Company Seal)

(Authorized Representative and Signatory)

Annexure – III

1.1 Applicant Details

| | |
|---|--|
| Name of Organization | |
| Address | |
| Email | |
| Contact Person | |
| Contact Mobile/ Landline | |
| Website | |
| Company Registration Type and Registration Number | |
| Total Number of Employees | |
| Year of Incorporation | |
| Total Experience in Skilling | |

1.2 Project Details (Details of Projects executed in the last three years)

| <i>S. No.</i> | <i>Name of Client</i> | <i>Details, if Any</i> |
|---------------|-----------------------|------------------------|
| | | |
| | | |

1.3 List of Sector Skill Councils with whom the applicant has partnership MOU

| <i>S.No.</i> | <i>Name of Sector Skill Council</i> | <i>Nature of work done</i> |
|--------------|-------------------------------------|----------------------------|
| | | |
| | | |
| | | |
| | | |

| | |
|--|--|
| <i>Total no of Experience and nature of work</i> | |
|--|--|

Experience working in the Domestic Workers Sector

