



REQUEST FOR PROPOSAL

For

Development of Digital Content

Date: 02nd December 2024

Home Management & Care Givers Sector Skill
Council

A-15, Upper Ground Floor, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi-110020

PART I – GENERAL TERMS

1. Objective

- The Objective of this RFP is to develop training content in digital/multimedia format for the Domestic Workers sector to enhance the delivery & quality of learning for the Job Roles offered by HMCG SSC.
- Domestic Workers Sector Skill Council (HMCG SSC) invites Organizations/ Consulting Firms for developing E-Learning content and LMS for the NSQC Approved Job Roles developed by HMCG SSC.
- The content shall be developed for Trainees and Trainers for the selected Job Roles by HMCG SSC as per the demand in the Domestic Workers Sector.
- The selected Organisations/ Consulting Firms would be responsible for development of the required training material as per the Terms and Conditions laid down by HMCG SSC.
- This invitation of RFP intends to define the scope, criteria and details of work entailed as part of this proposed partnership between the Organisations/ Consulting Firms and HMCG SSC.
- Prospective Organisations/ Consulting Firms who meet the pre-qualification criteria may furnish their Request for Proposal (RFP) with all the necessary documents in through mail on info@HMCGSSCindia.in and send hard copy (in sealed cover) along with the covering letter duly signed by an authorized signatory on or before **10 Jul 2021** by 1730 hours¹ to the following address:

2. Authority Issuing the RFP

- This RFP is issued by HMCG SSC

The decision of HMCG SSC with regard to the shortlisting of Organizations/ Consulting Firms through this RFP will be final and HMCG SSC reserves the right to reject any or all the RFPs received without assigning any reason.

3. Tentative Calendar of Events

The following table indicates important milestones and timelines for completion of bidding activities:

S. No.	Milestone	Date
1	Release of Invitation of Request for Proposal (RFP)	02 Dec 2024
2	Submission queries by the prospective Organization/ Consulting Firm	05 Dec 2024
3	Clarifications by HMCSSC for the questions raised	09 Dec 2024
4	Last date for submission of RFP (Hard Copy)	12 Dec 2024

PART II – BACKGROUND AND SCOPE OF SERVICES

1. About HMCSSC:

HMCSSC (HMCSSC) is a non-profit company (Sec. 8) registered under the aegis of the National Skill Development Corporation (NSDC) and the Ministry of Skill Development and Entrepreneurship, Govt. of India, (MSD&E) with the purpose to define and operate this key Sector wherein the domestic workers can find decent employment through proper skilling, work, and safe and smooth migration, minimum wages and other aspects of social security. The sub-sectors covered are Housekeeping/ household Services and Caregiving (Non-Clinical). HMCSSC partners with Training Providers and Assessment bodies for imparting training, and certification and constantly upgrading the skilling eco-system.

2. Aim:

HMCSSC intends to partner with Organisations/ Consulting Firms to develop E-Learning training content to enhance the quality of training delivery in the Domestic Workers Sector through HMCSSC affiliated training providers.

3. Outputs

Organisations/ Consulting Firms will be required to prepare the products as under: -

- ✓ **Learning Content.** This includes PPT based videos, animated videos, actor based videos, Interactive videos all based on Qualification Pack (QP), Model Curriculum (MC), Participant Handbook, Facilitator Guide developed by HMCSSC.
- ✓ HMCSSC seeks proposal for the following Job Roles:
 - **Housekeeper cum Cook (Household & Small Establishment)**
 - **General Housekeeper (Household & Small Establishment)**
 - **Child Caretaker (Non Clinical)**
 - **Elderly Caretaker (Non Clinical)**

- ✓ The QP and MC for the above job roles can be downloaded from the belowlink:

<http://HMCG SSCindia.com/HMCG SSC-job-roles/>

PART III – BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

1. Conditions of the Issue of RFP

- RFP is not an offer and does not carry any commitment to engage with the Organisations/ Consulting Firms who submit the same or any other commitment related thereto.
- HMCG SSC reserves the right to withdraw this RFP and change or modify any part thereof at any stage if HMCG SSC feels that such action is in the best interest of HMCG SSC.
- Timing and sequence of events resulting from this RFP shall be determined by HMCG SSC.
- Each applicant shall submit only one RFP.

2. IPR of the Content Developed as part of this RFP

- The IPR of the Content Developed as part of this RFP shall be solely owned by HMCG SSC.

3. Language of RFP: English

4. Pre-Qualification Criteria

The invitation for bids is open to all entities in India who fulfill pre-qualification criteria as specified below-

- a) **Legal Constitution.** Organisations/ Consulting Firms registered under Companies Act or Societies Registration Act or registered as a Trust, as LLP or Under Shops and Establishment Act (in case of professionals) and is active and operational continuously anywhere in the country for the last three years on the date of application.
- b) In the Process of development and sales, the prospective Organisations/ Consulting Firms should have earned profit in the last three financial years.
- c) The prospective Organisations/ Consulting Firms should preferably have content development related partnership with Sector Skill Councils, or any other Central or state Govt organisations for similar work.
- d) Experience of the prospective Organisations/ Consulting Firms for similar work for the Domestic Workers Sector shall add value.
- e) The prospective Organisations/ Consulting Firms should have more than two years' experience of developing Learning content mapped to the National Occupational Standards and development of the QP/ NOS.
- f) The prospective Organisations/ Consulting Firms should preferably have developed

Digital/ AV/ Animation Content/ Videos mapped to Learning Content

- g) Prospective Organisations/ Consulting Firms should have a valid PAN/ TAN.
- h) Prospective Organisations/ Consulting Firms should have a management process of the development of content in terms of planning, SME, developing, monitoring, editing, proof reading and designing as required.

5. **Evaluation of RFP and Selection of Organisation/ Consulting Firms** Evaluation of RFP shall be done on the Quality and Cost Basis as per the following process: -

- (a) **Phase 1** Desk and technical evaluation and shortlisting of the organisations/ Consulting Firms.
- (b) **Phase 2** Presentation/ discussion with the shortlisted applicants as per the schedule prepared by the HMCG SSC. The presentation shall be inclusive of the plans and processes in terms of outline planning, SME, Instructional Designing, monitoring and editing, proof reading and designing showing timelines.
- (c) **Phase 3** Selection of the Organisations/ Consulting Firms based on results of previous phases, and Quotes vis a vis evaluated quality of delivery. Finally selected Organisations/ Consulting Firms shall be registered as part of the Partnership.
- (d) **Phase 4** Issue of PO as and when required.

WEIGHTAGE FOR SHORTLISTING / SELECTION OF THE ORGANISATIONS/CONSULTING FIRMS FOR CONTENT DEVELOPMENT

Sr. No.	Criteria	Weightage (%)
1	Experience of the Organization/ Consulting firm in Digital Content (E-Content / AR / VR / Videos)	20
2	Proposing and incorporating innovative ideas, product technologies, and methods to improve the effectiveness of the content. (share the list with links of Innovative products)	15
3	Methodology/ Management process and work plan	15
3	Suitability of the Key personnel for the assignment	15
4	Financial Strength – Balance Sheet	15
(a)	Average Turnover in the last three years	7.5
(b)	Turnover from Content Development Or Projects from Digital Content (E-Content / AR / VR / Videos) Content Development and allied activities in Last threeyears	7.5
(c)	Net profit in Content Development Or Projects from Content Development and allied activities in Last three years	5

6. Check List for RFP Submission

Applicants should ensure that the following documents are submitted with documentary evidences, while submitting the completed RFP: -

- (a) Cover Letter. (Annexure-1)
- (b) Certificate of Eligibility and Authority to Sign Proposal. (Annexure-2)
- (c) Consultant's Organization. (Annexure-3)
- (d) Consultant's Experience. (Annexure-4)
- (e) Comments and/or Suggestions on the Terms of Reference. (Annexure-5)
- (f) Description of Approach, Methodology and Work Plan. (Annexure-6)
- (g) Team Composition, Task Assignments & Level of Effort (LOE). (Annexure-7)
- (h) Financial Proposal. (Annexure-8)
- (i) Copy of the Registration Document of the Organisation/ Consulting Firm.

- (j) Copy of PAN/ TAN
- (k) Copy of Audited Balance Sheet for the last 3 years, highlighting the performance under Content Development Head.

PART IV – All Annexures

Annexure-1 COVER LETTER

[Location, Date]

To
CEO
Domestic Workers Sector Skill Council

Dear:

We, the undersigned, offer to provide the consulting services for [Title of consulting services] in accordance with your Request for Proposal dated [Date]. We are hereby submitting our Financial Proposal, in a separate file.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal of 90 days.

Form-8 includes the substance of our Financial Proposal, and is inclusive of GST and any other applicable taxes.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

[Authorized signature(s)]
Name and Title of Signatory
Name of Firm
Address

- (a) Cover Letter. (Annexure-1)
- (b) Certificate of Eligibility and Authority to Sign Proposal. (Annexure-2)
- (c) Consultant's Organization. (Annexure-3)
- (d) Consultant's Experience. (Annexure-4)
- (e) Comments and/or Suggestions on the Terms of Reference.(Annexure-5)
- (f) Description of Approach, Methodology and Work Plan. (Annexure-6)
- (g) Team Composition, Task Assignments & Level of Effort (LOE). (Annexure-7)
- (h) Financial Proposal. (Annexure-8)
- (i) Copy of the Registration Document of the Organisation/ Consulting Firm.
- (j) Copy of PAN/ TAN
- (k) Copy of Audited Balance Sheet for the last 3 years, highlighting the performance under content development head



Annexure-2 CERTIFICATE OF ELIGIBILITY AND AUTHORITY TO SIGN PROPOSAL

Name of Organisation/ Consulting Firm: _____

Eligibility Confirmation and Information	Response
1. What year was your consulting firm/organization established?	
2. In what province/state/country is your consulting firm/organization established?	
3. Has your consulting firm/organization or any of your sub consultants been terminated by NSDC or any SSC for non-performance on a contract in the last 3 years? If YES, please describe in detail in a separate sheet, as necessary.	Yes _____/No _____
4. Has your consulting firm/ organization or any of your sub consultants been suspended or debarred by NSDC or any SSC or other organization? If YES, provide details, including date of reinstatement, if applicable. Attach additional sheets, as necessary.	Yes _____/No _____
5. Confirm that your Organisation/ Consulting Firm or any of your sub consultants has not been suspended/ debarred/ blacklisted by any State Government / Central Government or its agencies, Client or financial agency.	Confirm: Yes _____/No _____
6. It is the HMCSSC's policy to require that the Organisations/ Consulting Firms and their Sub consultants observe the highest standard of ethics during the selection and execution of contracts. In pursuance of this policy, HMCSSC defines the terms set forth as per this foot note ² Confirm that Organisation/ Consulting Firm and its Sub consultants will not engage in any corrupt, fraudulent, collusive, or coercive practices in competing for this RFP and observe the highest standards of ethics as per HMCSSC policy on the subject during selection and execution process.	Confirm: Yes _____/No _____ _____
7. Officials not to benefit: Confirm that no Official of the HMCSSC has received or will be offered by your consulting firm/organization or your sub consultants, any direct or indirect benefit arising from this solicitation or any resulting contracts.	Confirm: Yes _____/No _____ _____
8. Confirm that your consulting firm/organization, your proposed key personnel and your Sub consultants are not engaged in any activity that would put your consulting firm/organization, if selected for this assignment; your proposed key personnel; and your Sub consultants in a conflict of interest with any member of the HMCSSC.	Confirm: Yes _____/No _____ _____
10. Confirm that your consulting firm/organization and your Sub consultants understand that HMCSSC privileges and immunities, including immunity from taxes, are specifically applicable to the HMCSSC and do not apply to your	Confirm: Yes _____/No _____ _____

² "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party; "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation; "collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party; "coercive practices" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;



consulting firm/organization and your sub consultants.	
11. Confirm that, your consulting firm/ organization has the financial capacity to complete this assignment; it has more than one business client, and not more than 20% of its total revenue in the last reporting period was derived from HMCG SSC Contracts. Documents in support of your firm's financial condition are not required to be attached, and may be requested, as necessary.	Confirm: Yes _____/No _____
12. Confirm that your consulting firm/organization possesses all the eligibility requirements as stated in the RFP as issued by the HMCG SSC.	Confirm: Yes _____/No _____
13. Confirm that you have read and accepted the General Terms and Conditions included in this RFP. HMCG SSC consulting contracts are issued under these Terms and Conditions generally without modification.	Confirm: Yes _____/No _____

I, _____ (Name), _____ (Designation)
certify that I am authorized official to sign the proposal on behalf of
_____ (Organisation/ Consulting Firm).

By signing the Proposal on behalf of _____ (Organisation/ Consulting Firm), I also certify that all information stated here and in the Proposal is accurate and true and that signing the Proposal is within the scope of my powers as _____.

(Signature)

(Seal/ Stamp)

(Printed Name and Designation)

(Date)

Annexure-3 Consultant's Organization

[Briefly describe the background and organization of your consulting firm/organization and the sub consultant/s that your consulting firm/organization proposes to engage for this assignment.]



Annexure-4 Consultant's Experience

[Using the format below, provide information on at least 3 previous consulting assignments similar to the assignment subject of this solicitation for which your consulting firm/organization and the sub consultants for this assignment were engaged either individually as distinct corporate entities or jointly as members of an association or consortium of corporate entities. Please use one box for each assignment and use extra sheets, as necessary.]

Assignment name:	Approx. value of the contract (in current US\$):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No. of staff-months of the assignment:
Contact Person, Title/Designation, No./Address:	Tel.
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by your consulting firm/organization or your sub consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your consulting firm/organization involved and designation and/or functions performed (e.g. Project Director/Coordinator, Team Leader):
Description of Project:	
Description of actual services provided by your staff within the assignment:	

Financial Head	Amount
Average Turnover in the last three years	
Turnover from Content Development Or Projects from Content Development and allied activities in Last three years	
Net profit in Content Development Or Projects from Content Development and allied activities in Last three years	



Annexure-5 Comments and/or Suggestions on the Terms of Reference

[Present and justify here any modifications to the Terms of Reference your consulting firm/organization would like to propose, if there are any, to perform the assignment better and more effectively (e.g. deleting some activity that you find unnecessary, adding others or proposing a different phrasing of the activities). Such suggestions should be concise and incorporated in your Proposal.]

Note: Terms of reference can be different for different job roles.



Annexure-6 Description of Approach, Methodology and Work Plan

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested that the Technical Proposal be divided into the following three subsections:

- a) Technical Approach and Methodology,
- b) Work Plan, and
- c) Organization and Staffing,

a) Technical Approach and Methodology. In this sub section you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this sub section you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Terms of Reference

c) Organization and Staffing. In this sub section you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

Work Schedule

N°	Activity ¹	1	2	3	4	5	6	n
1								
2								
3								
4								
5								
n								

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals, etc.. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.

Note: Approach, Methodology and Work Plan can be different for different job roles.

Annexure-7 Team Composition, Task Assignments & Level of Effort (LOE)

Key Personnel

Name of Staff & Firm associated with ³	Area of Expertise Relevant to the Assignment	Designation for this Assignment ⁴	Assigned Tasks or Deliverables	Location ⁵	Number of Days

³ Indicate if the proposed staff is an employee or agent of your consulting firm/organization or a sub consultant.

⁴ Title or position as described in the TOR or otherwise named in your proposed Organization and Staffing under Section D, sub section (c).

⁵ Relative to the assignment subject of the Contract, indicate if the staff/consultant local or international.

Annexure-8 Financial

Provide a **Summary of Costs** per the following format:

Kindly add table in case of you are submitting proposal for multiple job roles.

Job Role Name: <Job Role1>

S.No.	Particular	Expected Duration	Cost per unit	Amount
1.	PPT based Video			
2	Animated Video			
3	Actor based video			
4	Interactive Video			
5	Other			
	Total			

* THE TOTAL COSTS ARE INCLUSIVE OF TAXES, DUTIES, FEES AND OTHER IMPOSITIONS.

10% - on Consultants' signing of the Contract and commencement of the Services

x% - on Consultants' submission and the Client's acceptance of *Deliverable 1 provided in the TOR in Appendix "A"

x% - on Consultants' submission and the Client's acceptance of *Deliverable 1 provided in Appendix "A"

*Deliverable may be interim or draft report, data collection as applicable to the service described in the TOR.

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 15 Jul 2023 till 5:30 PM. |
| 3. | The name of the assignment is: RFP for E Learning Content |