

2020

**DOMESTIC WORKERS SECTOR
SKILL COUNCIL**





DOMESTIC WORKERS SECTOR SKILL COUNCIL (DWSSC)

REQUEST FOR PROPOSAL (RFP) FOR DEVELOPMENT OF LEARNING CONTENT AND QUALIFICATION PACKS/ NATIONAL OCCUPATION STANDARDS AND ALLIED CONTENT/ DOCUMENTS

Domestic Workers Sector Skill Council (DWSSC) invites Organisations/ Consulting Firms for developing Learning content, National Occupational Standards and allied content/ documents/ material for Domestic Workers Sector, with a view to achieve the mission and objectives of the Sector

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 and send hard copy (in sealed cover) along with the covering letter duly signed by an authorized signatory on or before **30 Apr 2020** by 1730 hours¹ to the following address:

Lt Col Pradeep Bajaj (Retd),
Head Research and Publication
Domestic Workers Sector Skill Council
A/19, 2nd Floor, Safdarjung Enclave,
New Delhi 110029

Maj Gen Manik Sabharwal (Retd), SM,
Chief Executive Officer
Domestic Workers Sector Skill Council

¹ DWSSC reserves the right to extend the date of submission.



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² Enter relevant columns and give explanatory notes in remarks column for any difference



PART I – GENERAL TERMS

1. Objective of RFP

- The Objective of this RFP is to develop training content, occupation standards and allied material for the Domestic Workers sector to enhance the quality of learning for the Job Roles offered by DWSSC
- The content shall be developed for Trainees and Trainers for the selected Job Roles by DWSSC 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 DWSSC
- 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 DWSSC

2. Authority Issuing the RFP

- This RFP is issued by DWSSC
- The contact person for this RFP: Lt Col Pradeep Bajaj (Retd), Head Research and Publication, DWSSC

The decision of DWSSC with regard to the short listing of Organisations/ Consulting Firms through this RFP will be final and DWSSC 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)	25 Mar 2020
2	Submission queries by the prospective Organisation/ Consulting Firm	31 Mar 2020
3	Clarifications by DWSSC for the questions raised	12 Apr 2020
4	Last date for submission of RFP	30 Apr 2020
5	Opening of RFPs and finalization of Applicants for Presentation	07 May 2020
7	Presentation to DWSSC by shortlisted Organisations/ Consulting Firms	Date later
8	Selected Organisations/ Consulting Firms to be informed	Date later



4. Availability of RFP Document

Invitation for RFP can be downloaded from the DWSSC website www.dwsscindia.in; or from social networking sites. All prospective Consulting Firms/ Organisations are expected to read carefully all instructions, forms, terms, requirements and other details in the RFP. Failure to furnish the complete information sought for in the RFP documents or submission of a proposal not substantially responsive to the RFP will be at risk of prospective Organisation/ Consulting Firm and may cause rejection.





PART II – BACKGROUND AND SCOPE OF SERVICES

- **About DWSSC:** DWSSC is a non-profit company (Sec. 8) registered under the aegis of 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). DWSSC partners with Training Providers and Assessment bodies for imparting training, certification and constantly upgrading the skilling ecosystem.
- **Aim.** DWSSC intends to partner with Organisations/ Consulting Firms to develop training content to enhance the quality of training delivery in the Domestic Workers Sector through DWSSC affiliated training providers.
- **Outputs.** Organisations/ Consulting Firms will be required to prepare the products as under: -
 - ✓ **Learning Content.** This includes Participant Handbook (PHB) and Facilitator Guide (Including the TDP) and Presentations, all based on the PHB. The Participant Handbook shall be based on the MC and QP, and NOS' (PCs/ KUs) therein. The designing is as per the NSDC Guidelines.
 - ✓ **Qualification packs (QPs)/ Occupational Standards.** These shall be based on the approved Occupational Maps. The QPs shall be accompanied with the supporting documents as required by the approval process through QRC and NSQC. The supporting documents include Q File, FA, NSQC/ QRC Summary, Model curriculum, QRC presentations, Labour Market Survey report (Job analysis), Stakeholder engagement and approval, and support for QRC and NSQC. The designing is as per the NSDC Guidelines.
 - ✓ **Occupation Maps is attached as annexure**
 - ✓ Assessment Guide and Question and Answers Bank
 - ✓ Digital/ Video and Animation Training content.
 - ✓ App based content and any eContent
 - ✓ Exercises/ Activity papers for trainees and trainers.
 - ✓ Translation to Hindi or regional languages.
 - ✓ Designing as per NSDC guidelines, when content is provided by the sector.
- **Quotations may be submitted in accordance with the Annexure 2 attached, based on your assessment of the average cost of Job Roles between Level 4 and 7**



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.
- DWSSC reserves the right to withdraw this RFP and change or modify any part thereof at any stage if DWSSC feels that such action is in the best interest of the DWSSC.
- Timing and sequence of events resulting from this RFP shall be determined by DWSSC.
- 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 DWSSC.

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 (Annexure 3): -

- 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. Annexure 4.
- 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. The brief of the process and process flow of Learning Content/ QP NOS and allied material development may be filled in annexure 5.

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 evaluation and shortlisting of the organisations/ Consulting Firms. See Annexure 6 for weightage
- (b) **Phase 2** Presentation/ discussion with the shortlisted applicants as per the schedule prepared by the DWSSC. 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) The bidders will be shortlisted based on their technical score. The quotes given by the bidders as per Annexure 2 will be used for issue of PO
- (e) **Phase 4** Issue of PO as and when required

6. Check List for RFP Submission

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

- (a) Firm Qualification Questionnaire. Annexure 1
- (b) Annexures 2 to 7 along with the covering letter on Company/ Organization's letter Head addressing the matters required to be addressed in the RFP
- (c) Copy of the Registration Document of the Organisation/ Consulting Firm
- (d) Copy of PAN/ TAN
- (e) Copy of Audited Balance Sheet for the last 3 years, highlighting the performance under Content Development Head



PART IV – ANNEXURES/ FORMATS

Annexure 1

DOMESTIC WORKERS SECTOR SKILL COUNCIL

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 DWSSC’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, DWSSC defines the terms set forth as per this foot note ³ 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 DWSSC policy on the subject during selection and execution process.	Confirm: Yes_____/No_____
7. Officials not to benefit: Confirm that no Official of the DWSSC 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 DWSSC.	Confirm: Yes_____/No_____
10. Confirm that your consulting firm/organization and your Sub consultants understand that DWSSC privileges and immunities, including immunity from taxes, are specifically applicable to the DWSSC and do not apply to your consulting firm/organization and your sub consultants.	Confirm: Yes_____/No_____
11. Confirm that, your consulting firm/ organization has the financial capacity to	Confirm:

³ “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;



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 DWSSC Contracts. Documents in support of your firm's financial condition are not required to be attached, and may be requested, as necessary.	Yes ____/No ____
12. Confirm that your consulting firm/organization possesses all the eligibility requirements as stated in the RFP as issued by the DWSSC.	Confirm: Yes ____/No ____
13. Confirm that you have read and accepted the General Terms and Conditions included in this RFP. DWSSC 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)



FORMAT FOR PROVISION OF THE QUOTES⁴

Ser No	Component ⁵	Rate (INR)	Tentative Timeline ⁶			Remarks
			Outline plan	First Draft	Designed Product on approval	
1	Participant Handbook Development with Facilitator Guide inclusive of TDP and Presentation					
2	Participant Handbook Only					
3	Facilitator Guide with TDP Only					
4	Presentations based on Participant Handbook and Facilitator Guide					
5	QP Development with supporting Docs, Qualification File, Functional Analysis, Model Curriculum (MC), QRC presentation, QRC Summary sheet, with industry validation and Stakeholder interaction)					With support during QRC and NSQC meeting. To be prepared in MS Word and uploaded in QP Builder
6	QP Development with supporting Docs as above (without industry validation and Stakeholder Interaction)					
7	QP Rationalisation and Review (with industry validation of five to seven industry partners/ experts)					
8	QP Rationalisation and Review (No industry validation)					
9	MC (Stand Alone) based on QP					
10	TDP (Stand alone, based on Participant Handbook and Facilitator Guide)					
11	Participant Handbook / Facilitator Guide Designing as per NSDC format (where content to be shared by DWSSC)					Per page

⁴ Enter relevant columns and give explanatory notes in remarks column for any difference

⁵ Average cost of development of the product from Level 4 to Level 7

⁶ To be given in No of days after approval



12	Embedded Apprenticeship Curriculum					
13	Translation Charges From English to Hindi, and English to regional languages					
14	No. of languages for translation ⁷					
15	Animation content					Unit of multiple of 5 minutes
16	Video content					
17	App designing					
18	App based online content					
19	Assessors Handbook including QA Bank					
20	LMIS/ Market demand of the Job Role,					As relevant



⁷ Include list as note or separate page



CRITERIA/ DATA/ PROCESS FLOW FOR DEVELOPMENT OF REQUISITE PRODUCTS/ QUALITY/ EXPERIENCE

1	Name of Agency	
2	Name of Director	
3	Agency Profile in brief including year established	
4	Organisation/ consultant Firm's total experience	
5	Total Years of experience in Content Development	
6	Years of experience in development of content in Vocational training/ Job Roles	
7	Years of Experience of working in the Domestic Workers Sector	
8	Number of SSCs worked with for NOS/ Content development	
9	Number of Participant Handbooks created and approved by the QRC/ Under Process	
10	Number of QP NOS created and approved by the NSQC/ QRC/ Under Process	
11	Digital Content/ AV, Animated content Videos mapped to Participant Handbooks approved by NSDC	
12	Details of Key Personnel with experience and profile. As per annexure 6	
13	Average Turnover in the last three years	
14	Turnover from Content Development Or Projects from Content Development and allied activities in Last three years	
15	Net Profit from Content Development Or Projects from Content Development and allied activities in Last three years	



PROCESS FLOW CHART

Process Flow Chart⁸ of QP NOS Development: -

Process Flow Chart of Content Development: -



⁸ To include the organisational hierarchy involved in development of the QP/ NOS and Learning Content. Brief para explaining the process shall also be useful. It is suggested that the flow chart should be realistic and not a reproduction of the guidelines from NSDC



WEIGHTAGE FOR SHORLISTING/ SELECTION OF THE ORGANISATIONS/ CONSULTING FIRS FOR CONTENT DEVELOPMENT

Sr. No.	Criteria	Weightage (%)
1	Experience of the Organisation/ Consulting firm (25%)	
(a)	Total/ Overall experience	5
(b)	Experience in similar field (Vocational Training Content Development)	6
(c)	Experience of Development of Participant Handbooks and allied content	5
(d)	Experience in development of QP/ NOS and allied documents	5
(e)	Experience in developing digital content for vocational training	4
2	Methodology/ Management process and work plan (20%)	
(a)	Method and Flow Chart	15
(b)	ISO-9000 certified	5
3	Suitability of the Key personnel for the assignment (40%)	
(a)	Qualification	15
(b)	Relevant Experience	25
4	Financial Strength (15%)	
(a)	Average Turnover in the last three years	5
(b)	Turnover from Content Development Or Projects from Content Development and allied activities in Last three years	5
(c)	Net profit in Content Development Or Projects from Content Development and allied activities in Last three years	5



TEAM COMPOSITION, ROLES, AND TASK ASSIGNMENTS

Key Personnel

Name of Staff & Firm associated with ⁹	Area of Expertise (QP/ Content/ Digital etc)	Responsibility/ designation for Content development for this Assignment ¹⁰	Qualification ¹¹	Experience in the Assigned Job

⁹ Indicate if the proposed staff is an employee or agent of your consulting firm/organization or a sub consultant.

¹⁰ Title or position such as Content developer/ instructional/ Designer (ID), Subject Matter Expert (SME) Copy editor, proof reader, designer as per process

¹¹ Resources¹¹ required should be :-

Content Developer/ Instructional Designer (CD/ ID): Graduate or above in any discipline with minimum 3 years in service industry and 3 years in Content Developer.

Subject Matter Expert (SME): Graduate or above with 5 years relevant experience in the sector concerned.

SUB-SECTOR	HOUSEHOLD SERVICES/ HOUSEKEEPING AND SERVICES					CAREGIVING (NON CLINICAL)				
Occupation	Housekeeping	Cleaning	Cooking	Laundry	Future Job Roles	Child Care (Non - Clinical)	Caregiver - Persons with Disabilities (Non Clinical)	Elderly Care (Non - Clinical)	Future/ Generic Job Roles	
Occupation # (01-99)	01	16	17	18	19-25	02	03	08	04-07, 09-15/ 91-99	
NSQF Level										
Level 7	<i>Estate Manager</i>						Private Tutor/ Governess			
Level 6		Deep Cleaning Service Provider	Tiffin Service Provider	Laundry Service Provider		<i>Manager - Day care/ Old Age Home/ Persons with Disabilities Care Home</i>				
Level 5	<i>Household Supervisor</i>						<i>Supervisor - Day care/ Old Age Home/ Persons with Disabilities Care Home</i>			
Level 4	Household Multipurpose Executive	Deep Cleaning Executive	Home Cook	Laundry Executive			Caregiver - Persons with Disabilities (Non Clinical)	Elderly Companion		
	Handy Person					Baby Caregiver (Non Clinical)				
						Caregiver - Mother and Newborn (Non Clinical)				
Level 3	General Housekeeper/ General House Caretaker	Deep Cleaning Assistant				Child Caretaker (Non Clinical)		Elderly Caretaker (Non Clinical)		
	Housekeeper cum Cook/ House Caretaker cum Cook									
Level 2		Utensil Cleaner	Kitchen Aide	Ironing Aide						
		House Cleaner		Clothes Washing Aide						
	Job Roles added in Aug 2019				QPs Under Preparation			Job Roles/ QPs aligned with NSQF (NSQC approved)		