

**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/19, 2nd Floor, Safdarjung Enclave,

New Delhi 110029

Phone No: 011-42831823

Website – [www.dwssc.com](http://www.dwssc.com)

**Issued on: 20.08.2022**

## **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 for all firms that possess the requisite qualifications and experience.
4. A firm will be selected under Best Technical Proposal and Requisite Competencies and alongwith the financial bid 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

Yours sincerely,

Priyanka Pandey  
Assistant Manager – Standards & Content  
Domestic Workers Sector Skill Council  
New Delhi

## **1. About the Organization - DWSSC**

In India's unorganized sector, which constitutes nearly 93% of the economy, the domestic workers & caregivers segment constitutes one of the largest sectors, broadly estimated at over a 20 million, albeit among the poorest, disorganized/informal and often exploited. These millions of domestic help can be found in the Indian families from lower middle-class households in the villages to the most affluent ones in the metropolitan cities. Most of these domestic workers function as 'lifelines' to the households, and render multiple types of service full-time such as part-time, live-in and live-out the domestic work segment has not yet acquired the status of a formal profession or a trade.

The purpose of DWSSC is to define key sectors wherein domestic workers can find employment and to identify critical roles and associated skill gaps. The organization is being led and managed by a highly competent team of professionals, led by multi-sectorial, Government and Non-Government representatives, Board and Governing Council. This sector is significant not only from the point of view of skilling, empowering and organizing this sector, but it is also directly connected to the issues relating to migration and human trafficking, livelihood and dignified living and working conditions besides the need to services while safeguarding women and children, the rural poor and urban deprived.

## **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 time lines
- Deployment of team and initiation of work.
- Identify and suggest institutional linkages (Involvement of organizations which 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 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.

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

**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...<br><br>For references: Tel...../e-mail.....; Mr. ABC, deputy minister] |         |  |
|                          |   |         |  |
|                          |   |         |  |

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

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**Adequacy for the Assignment:**

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

**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.

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Name of Expert

Signature

Date

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Name of authorized

Signature

Date Representative of the Consultant

(The same who signs the Proposal)

| <b>General Instructions</b> |   |
|-----------------------------|---|
| <b>1.</b>                   | <p><b>Name of the Client:</b> Domestic Workers Sector Skill Council</p> <p><b>Method of selection:</b> Best Technical Proposal &amp; Requisite Competencies followed by Financial Bid. The Technical and Financial proposals must sent in a sealed envelope separately)</p>   |
| <b>2.</b>                   | <p><b>The name of the assignment is:</b> RFP for Skill Gap Study in Domestic Sector</p>   |
| <b>3.</b>                   | <p><b>A pre-proposal conference will be held:</b></p> <p><b>Date:</b> <span style="float: right;"><b>29.08.2022</b></span></p> <p><b>Time:</b> 12:00 pm</p> <p>Contact person:<br/>Ms. Priyanka Pandey</p>  |
| <b>4.</b>                   | <p><b>The Client will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals:</b></p> <p>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</p>  |
| <b>5.</b>                   | <p><b>Validity of Proposal</b> - 90 calendar days after the proposal submission deadline.</p>   |
| <b>6.</b>                   | <p><b>Consultants may associate with other Consultants (JV): No</b></p>   |
| <b>7.</b>                   | <p><b>Consultants Eligibility</b></p> <p>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></p> <p style="text-align: center;">&amp;</p> <p>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></p> <p style="text-align: center;">Or</p> <p>7.2 SMEs/Individual Consultant's Having a minimum 10 years of experience</p> <p>7.3 Consortium allowed</p> <p>7.4 EMD- Not Applicable</p> <p>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.</p> |
| <b>8.</b>                   | <p><b>Tentative Calendar of Events</b></p> <p>The following table indicates important milestones and timelines for the completion of bidding activities:</p>  |



| <i>S. No.</i>  | <i>Milestone</i>  | <i>Date</i>                                    |
|--|---|--|
| 1  | Release of Invitation of Request for Proposal (RFP)                         | 20 <sup>th</sup> August 22                     |
| 2  | A pre-Proposal conference will be held                                      | 29 <sup>th</sup> August 22                     |
| 3  | Last date for submission of Quotation through email                         | 09 <sup>th</sup> September 22                  |
| 4  | Evaluation of RFPs and finalization of Applicants for Presentation to DWSSC | 13 <sup>th</sup> September 22 (Tentative)      |
| 5  | Finalize Applicants Presentation at DWSSC                                   | 16 <sup>th</sup> & 17 September 22 (Tentative) |
| 6  | Declaration of shortlisted Developer  | 19 <sup>th</sup> September 22 (Tentative)      |
| <p><b>Address:</b><br/> Domestic Workers Sector Skill Council, (DWSSC)<br/> A/19, 2nd Floor, Safdarjung Enclave,<br/> New Delhi 110029<br/> E-Mail: <a href="mailto:content@dwsscindia.com">content@dwsscindia.com</a></p> <p>Tell: 011-42831823</p> <p><b>Contact person:</b><br/> Priyanka Pandey<br/> Assistant Manager – Standards &amp; Content</p> |   |  |