

## **Request for Proposal (RFP)**

# **Development of National Occupational Standards for Job Roles in Handicrafts and Carpets Sector**

**Reference # HCSSC/RFP/NOS/01**

**Issued on: 5<sup>th</sup> September, 2014**

**Proposal Submission Deadline: 27<sup>th</sup> September, 2014 (1730 hrs IST)**

**Issued by:**



**HANDICRAFTS AND CARPET SECTOR SKILL COUNCIL**

**"EPCH HOUSE" Pocket- 6 & 7, Sector-C, Vasant Kunj, New Delhi-110 070**

**Tel:-91-11-26139834 ! Fax:-91-11-26135518**

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## **1. ADMINISTRATIVE DETAILS**

### **Confidentiality**

All information included in this RFP is confidential and only for the knowledge of the recipient. No information included in this document or in discussions connected to it may be disclosed to any other party.

### **Contact Details**

For questions regarding this RFP, please contact:

**Mr. Rajesh Rawat,**

**CEO**

**HANDICRAFTS AND CARPET SECTOR SKILL COUNCIL**

“EPCH HOUSE” Pocket- 6 & 7,

Sector-C, Vasant Kunj,

New Delhi–110 070

Email: [ceo@hcsc.in](mailto:ceo@hcsc.in)

### **Critical Information**

Bidding agencies are advised to study this RFP document carefully before submitting their proposals. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

### **Contents of solicitation documents**

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder’s risk and may affect the evaluation of the Proposal.

**Abbreviations:**

NSDC	National Skills Development Corporation
SSC	Sector Skill Council
HCSSC	Handicrafts and Carpet Skills Council
NOS	National Occupational Standards
RFP	Request for Proposal
PPP	Public-Private Partnership
SLA	Service Level Agreement
NSQF	National Skills Qualifications Framework
QRC	Qualifications Registration Committee

**Definitions**

**SSC:** The Sector Skills Council (SSC) is a National Partnership Organization that brings together academia, industry, labour and the government to address human resource gaps in the Industry. SSCs are responsible to fulfill Industry Sector Talent Needs for Quality and Quantity.

**NOS:** National Occupational Standards (NOS) specify the standard of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Essentially NOS are benchmarks of good practice

**2. SCHEDULE OF EVENTS**

The following table provides a schedule of Events relating to this request.

Event	Target Date
RFP issued to the Vendors /Published on NSDC and HCSSC Website	5 <sup>th</sup> September, 2014
Email/postal confirmation of Vendor Intention or Regret to participate	10 <sup>th</sup> September, 2014
Last date of receipt of Queries on RFP	18 <sup>th</sup> September, 2014
Clarifications by HCSSC	24 <sup>th</sup> September, 2014
Last date of submission of Proposals	27 <sup>th</sup> September, 2014
Post Bid Proposal Presentations	1 <sup>st</sup> October, 2014
Award of Contract by HCSSC	6 <sup>th</sup> October, 2014
Commencement of project	8 <sup>th</sup> October, 2014

**Notes:**

1. The dates furnished above are subject to revision

2. This Document is not transferable

### **3. HANDICRAFTS AND CARPETS SECTOR COUNCIL (HCSSC) – AN INTRODUCTION**

**Handicrafts and Carpets Sector Skills Council (HCSSC)** is a Not-for-Profit Organization, registered under the Societies Registration Act, 1860. The Handicrafts and Carpets Sector Skill Council (HCSSC) is promoted by the **Export Promotion Council for Handicrafts (EPCH)** and is supported by The Carpets Export Promotion Council (CEPC) and inclusive representation of the Government, industry, industry associations, workers organizations and civil society organizations, Training Institutes and NGOs across India, with financial support by National Skill Development Corporation (NSDC). The key objective of the HCSSC is to create a robust and vibrant eco-system for quality education and skill development in the Handicrafts and Carpets Sector in the country.

The mandate for the HCSSC is to:

- Carry out a Functional and Occupational Mapping and develop a Catalogue of Industry Occupations / Job Roles in Handicrafts and Carpets sector
- Develop & Set National Occupational Standards for Job Roles in the sector
- Develop & put in place an Assessment & Certification mechanism for Accreditation of Training Institutes / Trainees and Trainers
- Put in place an effective Labour Market Intelligence System

#### **REQUEST FOR PROPOSAL**

- HCSSC seeks RFP from reputed consulting firms which can undertake the job of development of “National Occupational Standards” as per the scope given in this RFP document.
- HCSSC, through this Request for Proposal (RFP), seeks to select a competent consulting firm with relevant experience and capabilities to develop National Occupational Standards (NOS) for select job-roles in Handicrafts and Carpets sector in India.

#### 4. PROJECT BRIEF

##### Current Scenario & Objective of the Project

India is one of the important suppliers of Handicrafts and Carpets to the world market. *Handicrafts are products or services provided by artisans, working primarily with their hands. The artisan very often uses traditional knowledge and her/his direct manual contribution forms a substantial or distinctive part of the end product or service. Usually there are minimal or limited inputs from machines.* The Handicrafts and Carpets Industry is a highly labour intensive and de-centralized industry spread all over the country in rural and urban areas employing millions of artisans, who are the backbone of the industry, comprising a variety of crafts such as metal ware, wood carvings, Carpets weaving, ivory carving and so on.

Handicrafts industry comprises diversified products portfolio and there is large variety available in market. The Handicrafts Articles can be of everyday use or Decorative items. The craftsmen use different media to express their originality. The diversity of the Handicrafts is expressed on textiles, metals – precious and semi-precious, wood, precious and semi-precious stones, ceramic and glass and many more base materials.

Handicrafts products can be distinguished into following segments:

1. Art Metalware
2. Woodware
3. Hand-printed Textile & Scarves
4. Hand Embroidered and Crocheted Goods
5. Shawls as Artware
6. Zari and Zari Goods
7. Imitation Jewellery and Accessories
8. Furniture
9. Other miscellaneous Handicrafts : Decoratives in Paper Mache, Bone and Horn Decoratives, Photo Frames, Bamboo products, Paintings, Pottery, Ceramics, Earthenware, Jute products, Leather Products, Glassware, Stoneware, Lacquerware, Basketware, Natural Fibre Goods, Incense and Agarbathi

Carpets can be distinguished into following segments:

1. Carpets Handmade/ Hand knotted carpets
2. Rugs floor coverings and other allied products

Handicraft and Carpets sector in India presents unique opportunities and challenges. Currently the Handicrafts and Carpets Industry is facing a major challenge in getting skilled and employable manpower which to meet the domestic demand and as also produce output of international standards to boost the exports. While there is a huge need and demand for skilled workforce, there are neither national occupational standards nor any mechanism to streamline and standardise education / skill development in the Handicrafts and Carpets Sector in the country. Shortage of skilled manpower has been identified as a critical constraint that the sector is confronted with.

The objective of this Project is to develop National Occupational Standards (NOS), in consultation with all concerned, particularly those actively involved in Handicrafts and Carpets sector, to be used as standards of performance, together with knowledge, skills and understanding expected from Handicrafts and Carpets Sector professionals at different functional levels. These standards will be used to provide a foundation for standardised education & training, assessment & certification of professionals, accreditation and quality assurance of training institutions, laying down career paths, providing placement support through LMIS; with an overall clear objective of ensuring availability of competent and skilled manpower to the sector.

## 5. SCOPE OF WORK

The scope of this project shall include but not necessarily be limited to the following tasks:

- A. Validation of the skills gap identified in the Handicraft and carpet sectors through in-depth analysis
- B. Occupational Mapping
- C. Functional Analysis
- D. Development of Qualification Packs and National Occupational Standards and their maintenance

The details of the tasks are mentioned below,

### A. Validation of the skills gap identified in Handicraft and carpet sectors through in-depth analysis

- Profiling of the Handicraft and carpet sectors and geographical location of such industry, (state-wise & city-wise) and workforce required at various levels.
- Jobs available in these sectors and verticals and emerging demand including anticipated changes in employment patterns and future requirements over next 5 years. This would also include growth charts in each sector.
- Identify the existing supply sources (formal & non-formal education, training institutes, public and private) – How is the existing demand being met?
- Age profile of the of the workforce at various levels(Entry Level, Junior Management, Middle Management and Senior Management)
- Geographical locations of the availability of workforce with aspiration, motivation and interests to work in Handicraft and carpet sector at various levels (State-wise & City Wise) and Training Providers therein.
- Learning opportunities which can enhance qualifications of the workers

### B. Occupational Mapping

Identify all the Occupations & Job Roles across Handicrafts and Carpets sector (as defined in section 4 above)

- Profiling of Job Roles, including expected out come and competencies required to achieve the expected outcome
- Career paths / Opportunity for progression, commencing from entry level to senior positions
- Identification and Elucidation of skill deficiencies / gaps- soft, generic and domain specific
- Employment opportunities for undergraduate level (job roles which could be offloaded to 10th / 12th standard students)



### **C. Functional Analysis**

- Functional analysis is the main tool used to develop National Occupational Standards.
- It involves analysing areas of work and identifying the outcomes that people should achieve
- Functions mean the activities a person is expected to do as part of their job. They must have a clear purpose and outcome that are valuable to the employer
- The function analysis should follow the stages given below
  - Key purpose
  - Identification of Functions (Tasks) : “What needs to happen to achieve the key purpose”
  - Identification of Possible NOS title : “What needs to happen to achieve each function”
  - For each NOS, identify Performance, Skill and Knowledge criteria :
    - Performance: What are the activities in each NOS which are to be performed and the outcome of each of those?
    - Skills: What are the underpinning skills which are to be acquired to perform each of the above activities
    - Knowledge : What are the underpinning knowledge attributes which are to be understood to perform each of the above activities

### **D. Develop Qualification Packs and NOS for various job roles as indicated by HCSSC. Around 100 job roles/skill sets to be covered.**

For developing the QP/NOS Undertake end-to-end process/due-diligence compliance, which includes following:-

- I. Identify key industry players (employers) for each of the job role
- II. Active engagement with the identified players for inputs on job description, qualifications, knowledge, skills, performance criteria's etc.
- III. Capture progression chart and Horizontal/Vertical mobility for each job role/set of job roles
- IV. Record all interactions (e-mails & Minutes of Meetings)
- V. Capture & draft Functional Analysis and jointly review with HCSSC and industry
- VI. Draft QPs and NOS and share with industry for feedback
- VII. Include the Assessment Criteria as the last entity in every QP
- VIII. NSQF, NCO alignment, NIC code alignment of the QPs
- IX. Seek industry validation from 30 employers (10 each large, medium and small) for each job role. Geographical spread of the employers to be ensured for validation of standards.

- X. Participate in the process of presenting QPs & NOS to the QRC at NSDC/Appointed Agency
- XI. Undertake amendment to QPs & NOS based on inputs received post QRC and public viewing and submit final QPs & NOS for promulgation as National Standards

**Occupational Standards should also have:**

- **Unique Reference Number** : A combination of 3 letter and 4 numbers code that identifies the standards has been set up by Handicrafts and Carpets Sector Skill Development Council
- **Qualification Packs** to define the set of NOS which are aligned to one Job Role.
- **Criteria for Assessment** to be included in the Qualification pack as Appendix *(Please refer to the “NOS Protocol”, prepared by NSDC available at the NSDC site and also on request to us)*

**NOTE: -**

- a. Correspondence & communication with the industry at each step is to be recorded and maintained. This is to form part of deliverables and as proof of due-diligence.
- b. Firm will have to comply with any changes/amendments /modification to the process above as and when communicated by NSDC/any higher body.

**6. DELIVERABLES & TIMELINES**

S. No.	Activity	Timeline
1	<b>Presentation of the detailed Plan of Action with schedule &amp; Signing of Contract /Commencement of implementation of Project</b>	8 <sup>th</sup> October, 2014
2	Interim Report of Occupational Analysis & development of occupational maps	10 <sup>th</sup> November, 2014
3	Presentation of: Revised draft of Occupational Mapping & Interim report of Functional Analysis	21 <sup>st</sup> November, 2014
4	Presentation of : Final Report Occupational Maps and Functional Analysis. Presentation of first cut of NOS	10 <sup>th</sup> December, 2014
5	Validate final draft with key stakeholders	29 <sup>th</sup> December, 2014
6	Final NOS after study, findings & validation alongwith Sustainability plan to maintain the relevancy of the new NOS to be submitted along with the final NOS.	4 <sup>th</sup> February, 2015

Notes:

1. Review Meeting will be held within 2 Weeks of Start of the Project and every two weeks in the following weeks/as and when required.
2. Final Report will be validated by the team of experts and stakeholders.

HCSSC

## **7. PROPOSAL OPENING AND EVALUATION CRITERIA**

HCSSC has constituted a Proposal Evaluation Committee for NOS to open and evaluate the responses of the bidders to the RFP.

### **Presentation by Bidders & Opening of the Bid**

Each bidder could be required to make a presentation to the Proposal Evaluation Committee for NOS.

### **Evaluation Process**

1. The Proposal Evaluation Committee for NOS constituted by the HCSSC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence shall be rejected.
2. The decision of the Proposal Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
3. Each of the bidders need to comply with the short listing / pre-qualification criteria as defined in the RFP to qualify for subsequent submission of proposal to the RFP for selection of the Bidding Agency.
4. Each of the responses shall be evaluated to validate compliance of the bidders according to the following criteria as per format and supporting documents mentioned against each clause.

### **Clarification of proposals**

- To assist in the examination, evaluation and comparison of Proposals, HCSSC may at its discretion, ask the Bidder for clarification of its Proposal.
- HCSSC will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.
- Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of errors, its Proposal will be rejected.
- Prior to the detailed evaluation, HCSSC will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. HCSSC's determination of a

Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

- A Proposal determined as not substantially responsive will be rejected by HCSSC and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

## Evaluation and comparison of proposals

### Evaluation of Bid

- A two-stage procedure will be used in evaluating the bids, with evaluation of the Technical proposal being completed prior to any commercial bid being opened and compared. The commercial bid of the Proposers will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposal. The Technical proposal will be evaluated on the basis of its meeting the Evaluation parameters in the Table given below in "**Evaluation Criteria for Technical Proposal**"
- In the Second Stage, the commercial bid of all contractors, who have attained 70 % of the Technical Proposal evaluation criteria will be opened and compared.
- The contract will be awarded to the Proposer who scores highest marks aggregated for technical and financial bid (60% weightage to Technical proposal and 40% to financial bid).

### Evaluation Criteria for the Technical Proposal:

S. No.	Evaluation Criteria	Definition	Point Score
1.	<b>Capability and Technical ability</b>	Understanding of the project and knowledge of issues relating to the creation of National Occupational Standards and ability to meet the project objectives.	<b>15</b>
2.	<b>Regional/Field Presence</b>	Span of spread of Operations, of the Organisation across States/ Regions	<b>5</b>
3.	<b>Methodology of Execution</b>	Description of the project management methodology work plan describing processes, key activities, approach to the research, consultation, and development process, detailed work breakdown structure, understanding of	<b>15</b>

		major deliverables and control systems to be used to efficiently manage the project	
4	<b>Timelines for Execution</b>	Capacity to achieve milestones and complete the project timelines as defined in the RFP	<b>15</b>
5	<b>Prior Experience of having developed NOS for SSC</b>	Prior experience of developing NOS or being associated with NOS projects in any other capacity	<b>25</b>
6.	<b>Prior Experience of having Worked in the Handicrafts &amp; Carpets Sector</b>	Been associated with any project related to Handicrafts and Carpets Sector	<b>10</b>
7.	<b>Profile of the Consultants/ Senior people managing the project at the Regional or Zonal level</b>	Minimum 5 senior level person including the Head of Department of which minimum one person should have handicrafts and carpets sector experience	<b>15</b>
	<b>TOTAL POINTS</b>		<b>100</b>

#### Financial Bid

The Bidder shall indicate the prices of services it proposes to supply under the contract.

<b>Particulars</b>	<b>Cost : be quoted for development each QP (INR)</b>
Creation of NOS and QPs, for 100 Job Roles in the Handicrafts and Carpets sector	

#### Notes:

The Bidder shall indicate the prices of services it proposes to supply under the contract. All costs shall be inclusive of all taxes, duties, charges and levies of State or Central Governments, as applicable, at the date of signing the Agreement and subject to deduction of all statutory deductions applicable, if any. In case of upward revision to duties and taxes the Bidder will be responsible to incur the additional cost. The Bidder has to include all costs like Travel, Lodging &

Boarding, Local Travel expenses, etc incurred during the implementation and HCSSC will not bear any additional costs on these.

Terms of payment indicated in the RFP shall be final and binding on the Bidder and no alternate terms and conditions proposed in the Proposal shall be considered. The Bidder must also furnish separately in the financial bid the recurring / revenue expenditure, if any.

### **Key Points: Award of Contract**

- The contract will be awarded to the Vendor based on the assessment of the Proposal Evaluation Committee for NOS of the HCSSC.
- The decisions of the Evaluation Committee in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.
- The contract will be awarded to the organisation which qualifies the minimum score of technical bid and gets the highest score in overall evaluation based on weightage average method.
- For the purpose of evaluation, the weightage given to technical bid score and financial bid score is 60%:40% respectively.
- The scores will be calculated up to one decimal place
- In case of a tie between two bidding organizations for overall evaluation score, the L1 organization in financial bid will be awarded the contract.

## **8. PROPOSAL CONTENT GUIDELINES**

In order to facilitate the evaluation by the HCSSC and to ensure each proposal receives full consideration, proposals should be accompanied by the documents as listed below:

- i. **Proposal Submission Letter along with Table of Contents, Executive Summary, Vendors Profile**
- ii. **Technical Proposal along with**
  - **A Descriptive Note on the Project & deliverables as per your understanding.**
  - **Approach Paper with details on methodology:** This section should demonstrate the Bidder's responsiveness to meet or exceed the specifications, given by HCSSC. The description below briefly describes the proposed methodology. The selected vendor may suggest changes/ additions/ modification for more effective achievement of the objective by:
    - Referring to the research studies which have already been conducted so as to have an overall understanding of the Human Resource structure in the sector

- Industry Survey to determine the emerging demands for various Occupations / Job Roles in the sector
- Discussions with Industry stakeholders to carry out Occupational Analysis and develop Occupational Maps
- Carry out functional analysis to identify all purposeful activities required to perform the function
- Identification of existing NOS, if any available, and refer to the same for carrying out functional mapping and developing NOS for the Handicrafts and Carpets sector
- Development of NOS with the following characteristics:
  - i. Clear, concise and readable, in unambiguous language
  - ii. Flexible to accommodate changes in future
  - iii. Self-sufficient with minimum cross references
- Matching the NOS required as per current skills and projected Skills and incorporating potential education and training need in the future to fill in the gap
- The Format of NOS and Qualification Pack would be exactly as laid down in **NSDC NOS Protocol (Refer: NSDC Website - [www.nsdcindia.org](http://www.nsdcindia.org))**
- **Prior Experience with regard to Preparation of NOS** – Details to be attached
- **Profile of Consultants Executing the Project** - Details to be attached
- **Time-lines for Execution of the Project** – Your estimates / preference



## **9. PROPOSAL PREPARATION COSTS**

- The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by HCSSC to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. HCSSC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process
- This RFP does not commit HCSSC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid
- All materials submitted by the bidder become the property of HCSSC and may be returned completely at its sole discretion

## **10. BIDDERS' QUERIES AND HCSSC'S RESPONSES**

All enquiries / clarifications from the bidders related to this RFP, must be directed in writing exclusively to **Mr. Rajesh Rawat, CEO, Handicrafts and Carpets Sector Skills Council** at his email ID **ceo@hcssc.in**

## **11. VENUE AND DEADLINE FOR SUBMISSION**

**Proposals must be received at the address specified below by 1730 hours on 27<sup>th</sup> September, 2014**, by the authorized representative mentioned in the document.

**Mr. Rajesh Rawat, CEO  
HANDICRAFTS AND CARPET SECTOR SKILL COUNCIL  
"EPCH HOUSE" Pocket- 6 & 7,  
Sector-C, Vasant Kunj,  
New Delhi-110 070**

- Any proposal received by the HCSSC after the above deadline shall be rejected and returned unopened to the Bidder
- The bids submitted by fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter
- HCSSC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained
- HCSSC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments

## 12. GENERAL INSTRUCTIONS

1. Consulting Firms / firms forming Consortia, submitting the proposal must be legal entities duly incorporated under the law
2. Must have a Permanent Account Number (PAN) from Income Tax authorities.
3. All the communication to HCSSC including the proposal and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.
4. The bidders should submit a printed copy of the proposal containing both the Technical and Financial Bid alongwith all annexures and forms/letters.
5. The Bid should be submitted in two separate envelopes;
  - I. **Technical Proposal** (Also in non-rewritable CD as a single file in PDF format)
  - II. **Financial Bid**
6. All pages of the proposal must be sequentially numbered and shall be initialled by the Authorized Representative of the bidder
7. The technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the Financial Bid
8. Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly
9. All prices shall be quoted in Indian Rupees (INR)
10. Proposals shall remain valid for One Hundred and Twenty (120) days after the date of Proposal submission prescribed by the HCSSC. A Bidder granting the request will not be required nor permitted to modify its Proposal
11. The Bidder shall seal the Proposal in one outer and two inner envelopes, as detailed below
12. The outer envelope shall be addressed to –

**Mr. Rajesh Rawat, CEO**  
**HANDICRAFTS AND CARPET SECTOR SKILL COUNCIL**  
**"EPCH HOUSE" Pocket- 6 & 7,**  
**Sector-C, Vasant Kunj,**  
**New Delhi-110 070**

Marked Clearly **Proposal for – "Development of National Occupational Standards (NOS) for Job Roles in Handicrafts and Carpets Sector"**

- a. All inner envelopes shall indicate the name and address of the Bidder
- b. The first inner envelope shall contain the technical proposal duly marked as "Technical Bid"
- c. The second inner envelope shall include the Financial Bid duly marked "Financial Bid"
- d. A third sealed envelope shall contain the non-rewritable CD with the soft copy of the proposal in pdf format.

- e. The hardcopies of the Technical proposal and Financial Bid should be in separate sealed envelopes, clearly marked as "Response to RFP for Development of NOS for Job Roles in Handicrafts and Carpets Sector" (Technical proposal or Financial Bid – as the case maybe)
- f. The outer envelope shall indicate the name and address of the bidder to enable the proposal to be returned unopened in case it is declared "late." All inner and outer envelopes shall be addressed to HCSSC at the address specified above

The Bidder may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the HCSSC prior to the deadline prescribed for submission of Proposal.

### **13. RIGHTS OF HCSSC**

1. At any time, HCSSC may, for any reason, modify the RFP Document by an amendment.
2. The amendment will be intimated to all proposers who confirm their intention to participate, by email
3. In order to accord prospective Bidders reasonable time to take the amendment into account in preparing their bids, HCSSC may, at its discretion, extend the last date for the receipt of Bids
4. The bidders are allowed to resubmit their bid, if required, after such amendments
5. If HCSSC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP
6. HCSSC may, at its discretion, extend the deadline for submission of proposals by issuing a corrigendum through email to all confirmed proposers, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended
7. HCSSC may terminate the RFP process at any time without assigning any reason. HCSSC makes no commitments, express or implied, that this process will result in a business transaction with anyone
8. HCSSC reserves the right to accept or reject any proposal, and to annul the short listing process and reject all responses at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for HCSSC's action

### **14. PAYMENT TERMS AND CONDITIONS**

1. The contract(s) signed with the successful consultant(s) will be a fixed price contract
2. In consideration of the contractor satisfactorily completing all of its obligations under this contract, the contractor shall be paid a firm price based on deliverables

3. Payments shall be made within 15 days by HCSSC after submission of the invoice or claim by the Service Provider and upon verification and certification by the concerned official. HCSSC National Committee on NOS shall certify corresponding milestones agreed and achieved
4. Payments shall be made in Indian Rupees/ INR
5. Amount payable to the Service Provider as stated in the Contract shall remain non-negotiable and fixed during the tenure of the Contract
6. It is proposed to enter into a deliverables based payment with the Bidding Agency selected to conduct this exercise, details of which are as under:

<b>S. No.</b>	<b>Details</b>	<b>%age payment</b>
1	<b>Presentation of the detailed Plan of Action with schedule &amp; Signing of Contract</b>	20%
2	<b>Presentation of final Occupational Mapping report incorporating feedback from HCSSC and industry</b>	15%
3	<b>Presentation of final Functional Analysis report for 100 job roles incorporating feedback from HCSSC and industry</b>	15%
4	<b>Presentation of draft NOS for 100 job roles to HCSSC</b>	25%
5	<b>Presentation of final report on NOS after incorporating feedback of HCSSC and stakeholders to ensure their validation + QPs along with Sustainability plan to maintain the relevancy of the NOS for 100 job roles.</b>	25%

## AWARD OF CONTRACT

- To assist in the examination, evaluation and comparison of Proposals, HCSSC may at its discretion, ask the Bidder for clarification / seek information on the Proposal
- Arithmetical errors in the proposal will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of errors, its Proposal will be rejected
- Review Meeting with HCSSC will be held within 2 Weeks of Start of the Project and every two weeks in the following weeks or as and when required
- The decision of the HCSSC NOS Evaluation Committee in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee
- HCSSC reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.
- The Contract would clearly mention the Service Levels Agreement for all milestones with defined tasks and timelines
- The Bidders performance to Service Levels will be assessed as per agreed Service Level Agreements (SLAs). Default will occur if Bidder fails to meet the target service levels, as measured on a monthly basis, for a particular Service Level
- All delays, failures to adhere to the SLAs will attract a financial penalty. This will be mutually decided by the selected bidder and HCSSC while signing the contract
- Within 3 days of receipt of the contract the successful Bidder shall sign and date the contract and return it to the Purchaser
- The HCSSC reserves the right to:
  - Reject any or all proposals received
  - Enter into negotiations with one or more applicant on any aspects of the proposal
  - Accept any proposal in whole or in part
  - Award or negotiate one or more consultancy agreements
  - Verify any or all information provided in the proposal
- The contract to be entered into will be finalised mutually between selected vendor and HCSSC, and will contain standard terms and conditions. If, in the opinion of the HCSSC, it appears that a contract will not be finalized with the selected vendor within three (3) days, negotiations with other vendors submitting responsive proposals may be undertaken
- Final Report will be validated by the HCSSC Proposal Evaluation Committee for NOS & Governing Body of HCSSC

**Proposal Submission Letter**

**(RFP for Developing National Occupational Standards for Select Job Roles in the Handicrafts and Carpets sector)**

(to be on Proposer's letterhead)

To:

**Mr. Rajesh Rawat, CEO,  
HANDICRAFTS AND CARPET SECTOR SKILL COUNCIL  
"EPCH HOUSE" Pocket- 6 & 7,  
Sector-C, Vasant Kunj,  
New Delhi-110 070**

**Sub :** Proposal submission

Dear Sir/Madam,

We, \_\_\_\_\_ in partnership with \_\_\_\_\_ do hereby submit the Technical and Financial Bids in response to the RFP for developing National Occupational Standards for selected Job Roles in the Handicrafts and Carpets sector for HCSSC – Ref no. \_\_\_\_\_.

Please find enclosed all details in full conformity of your requirements as elaborated in your above mentioned RFP.

Yours faithfully,  
(Authorised Signatory)

In the capacity of \_\_\_\_\_

Duly authorized to sign the proposal for and on behalf of Principal Proposer.

(Name & Designation, seal of the firm)

**Letter for Submission of Technical Bid**

(to be on Proposer's letterhead)

To:

**Mr. Rajesh Rawat, CEO,  
HANDICRAFTS AND CARPET SECTOR SKILL COUNCIL  
"EPCH HOUSE" Pocket- 6 & 7,  
Sector-C, Vasant Kunj,  
New Delhi-110 070**

Dear Sir,

Sub: **Your RFP for "Developing National Occupational Standards for Select Job Roles in the Handicrafts and Carpets sector"**

With reference to the above RFP, having examined and understood the instructions, terms and conditions, we hereby enclose our offer. We also hereunder submit the required information:

- **A Descriptive Note on the Project & Deliverables**
- **Approach Paper with details on methodology**
- **Details of Prior Experience with regard to Preparation of NOS**
- **Profile of Consultants Executing the Project**
- **Company Profile, including date of establishment**
- **Nature of Business**
- **Turnover and Profits of last 3 years**

We certify that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that the HCSSC reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive or in other action which the HCSSC may consider appropriate. We understand that HCSSC is not bound to accept the offer and that HCSSC has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

Authorised Signatory of Proposer  
(Name & Designation, seal of the firm)

**Letter for Submission of Financial Bid**

(to be on Proposer's letterhead)

Date

**Mr. Rajesh Rawat, CEO,  
HANDICRAFTS AND CARPET SECTOR SKILL COUNCIL  
"EPCH HOUSE" Pocket- 6 & 7,  
Sector-C, Vasant Kunj,  
New Delhi-110 070**

Dear Sir/Madam,

**Sub: Your RFP for "Developing National Occupational Standards for Select Job Roles in the Handicrafts and Carpets sector"**

We, the undersigned, as Proposer, having examined and understood the complete RFP document (along with its annexure, forms etc.) do hereby offer to develop **National Occupational Standards for selected Job Roles in the Handicrafts and Carpets sector for use by HCSSC** in conformity of your requirements as elaborated in the above said RFP for the amounts mentioned by us in the Financial Bid or such other sums as may be agreed between us.

We hereby agree to all the terms and conditions stipulated in the RFP and submit herewith our proposal for the said project.

Yours faithfully

(Signature)

(Name) (in the capacity of), seal of firm Duly authorized to sign proposal for and on behalf of the Proposer.



**Disclaimer:**

The information provided herein belongs solely to **Handicrafts and Carpet Sector Skill Council (HCSSC)**. National Skill Development Corporation (NSDC) is no way related to this RFP and/or corrigendum (if any) and has agreed to make this available on its website only for easy retrieval by the stakeholders as a goodwill gesture, on the insistence of the Handicrafts and Carpet Sector Skill Council. NSDC in no manner is responsible for any errors or omissions, or for the results obtained from the use of this information. All information in this RFP and/or corrigendum (if any) is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose. In no event will NSDC or its directors, employees or agents, be liable for any decision made or action taken in reliance on the information in this RFP and/or corrigendum (if any) or for any consequential, special or similar damages.

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HCSSC