

Request for Proposal (RFP)



“Conducting Skill Gap Study to ascertain Human resource projections and skill requirements for Healthcare sector-Viksit Bharat 2047”

**For
Health Sector Skill Council
Reference # HSSC/RFP/2025_01**

Proprietary & Confidential

**Issued by:
Health Sector Skill Council
520-521, 5th Floor, DLF Building
Jasola District Center, New Delhi – 110025**

Table of Contents

| <i>Sl no.</i> | <i>Topic</i> | <i>Page</i> |
|----------------------|---|--------------------|
| 1 | Abbreviations | 4 |
| 2 | Administrative details | 5 |
| | 2.1 Confidentiality | 5 |
| | 2.2 Contact Details | 5 |
| | 2.3 Critical Information | 5 |
| | 2.4 Schedule of events | 5 |
| 3 | Information about the issuing organization | 6 |
| 4 | The proposed RFP | 7 |
| | 4.1 Background and rationale of RFP | 7 |
| | 4.2 Objective of the Project | 7 |
| | 4.3 Request for Proposal | 7 |
| 5 | Scope of work | 8 |
| 6 | Schedule of activities | 11 |
| 7 | Guidelines and instructions for bidders | 11 |
| | 7.1 Required qualifications, technical competencies and Eligibility of the Bidder | 11 |
| | | 12 |
| | 7.2 Completeness of response | 12 |
| | 7.3 Proposal preparation cost | 12 |
| | 7.4 Bidder's inquiries and HSSC response | 12 |
| | 7.5 Submission of response to HSSC | 12 |
| | 7.6 Signing and Proposal submission Format | 13 |
| | 7.7 Venue and deadline for submission | 13 |
| 8 | General instructions for proposal submission | 13 |
| | 8.1 Mandatory Proposal Requirements | 13 |
| | 8.2 Proposal content | 13 |
| | guidelines Technical | |
| | Proposal Manpower | |
| | Details Financial Bid | |
| | 8.3 Proposed Methodology | 14 |
| | 8.4 Language of the proposal | 15 |
| | 8.5 Period of validity of proposals | 15 |
| | 8.6 Format, signing and submission of proposals | 15 |
| 9 | Payment terms and conditions | 15 |
| 10 | Proposal opening and evaluation | 16 |
| | 10.1 Presentation by Bidders & Opening of the Bid | 16 |
| | 10.2 Clarification of proposals | 16 |
| | 10.3 Evaluation and comparison of proposals | 16 |

| | | |
|----|--|----|
| 11 | Rights of HSSC and responsibilities of the successful firm | 19 |
| | 11.1 Amendment or Supplement information to RFP | 19 |
| | 11.2 HSSC rights to terminate the process | 19 |
| | 11.3 HSSC Rights to accept / Reject any or all Proposals | 19 |
| | 11.4 Short listing Criteria | 20 |
| | 11.5 Modification and withdrawal of Proposals | 20 |
| | 11.6 Responsibilities of the successful firm | 20 |
| 12 | Award of contract and settlement of disputes | 20 |
| 13 | Annexures | 22 |
| | Bidder's undertaking letter (to be on bidder's letterhead) | 22 |
| | Letter for Submission of Technical Bid (to be on bidder's letterhead) | 23 |
| | Letter for Submission of Financial Bid (to be on Proposer's letterhead) | 24 |
| | Resource Profiles | 25 |
| | Relevant Project Experience | 26 |

1.0 ABBREVIATIONS:

| | |
|-------|---|
| CII: | Confederation Indian Industry |
| HSSC: | Health Sector Skill Council |
| FY: | Financial Year |
| NOS: | National Occupational Standards |
| NSDC: | National Skills Development Corporation |
| NSQC: | National Skills Qualification Committee |
| NSQF: | National Skills Qualification Framework |
| QP: | Qualification Pack |
| RFP: | Request for Proposal |

2.0 ADMINISTRATIVE DETAILS

2.1. Confidentiality: All information included in this RFP is confidential and only for the use and knowledge of the recipient. No information included in this document or in discussions connected to it, may be disclosed.

2.2. Contact Details: For questions regarding this RFP, please contact

1. Mr. Ashish Jain, CEO, HSSC

2. Dr. Megha Aggarwal, AGM, HSSC

2.3. Critical Information: Bidding organizations are advised to study the RFP document carefully before submitting their proposals. Submission of a proposal shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

2.4. 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 HSSC website | 24th June 2025 |
| Pre-bid Meeting | 3 rd July, 2025 |
| Last date of submission of proposals | 10 th July, 2025 |
| Last date for submission of withdrawal request | 12 th July, 2025 |
| Proposal presentation* | 23-24 th July, 2025 |
| Award of contract by HSSC* | 30 th July, 2025 |
| Commencement of implementation of the project* | Post-award of contract |

* Subject to availability of committee

#The dates furnished above are subject to revision by HSSC

#This document is not transferable

3.0 INFORMATION ABOUT THE ISSUING ORGANIZATION

Health Sector Skill Council (HSSC)—

Healthcare Sector Skill Council (HSSC) is a recognized awarding body and implementation body of Skill India Mission under ambit of Ministry of Skill Development and Entrepreneurship constituted by key leading healthcare providers, pharmaceuticals, medical device industry, diagnostics, and associations from both public & private.

HSSC is engaged in the development of a robust and sustainable industry aligned quality skilling eco-system for healthcare sector including AYUSH, medical device sector, social sector and hospital management to bridge the demand and supply gap through skilling, reskilling and upskilling. HSSC aims to be an apex body for high quality skilling aligned to healthcare sector requirements, nationally and internationally.

HSSC closely works with Industry members, Healthcare Service Providers, Healthcare Training Organizations / Institutes, government, and policy makers to collectively facilitate the required change in the educational and training eco-system in the healthcare sector.

The Council is aimed to develop Qualifications, learning Resources, training programs required for Skilling, Reskilling and Upskilling of professionals required in the Healthcare Industry. Identify skill-gaps, Facilitate Industry Academia collaboration, Assessment & Certification Mechanism, Accreditation and Affiliations of Training Facilities, facilitate placement and Apprenticeship opportunities and guide institutes to build & upgrade facilities and Faculties.

4.0 THE PROPOSED RFP

4.1. Background and rationale:

India is poised to become the 3rd largest economy in the world by 2027 according to estimates by the IMF. The vision of "Viksit Bharat 2047" exemplifies this tremendous growth of the Indian Economy by aiming to become a developed nation with an estimated economy of US \$30 trillion by the year 2047.

India's healthcare sector remains pivotal in achieving this ambitious vision, with the initiative aiming to improve the resilience of the healthcare system and infrastructure in the country as well as driving the development of the sector.

India, with its vast and diverse population, requires a comprehensive assessment of its healthcare workforce, spanning systems like Allopathy, AYUSH (Ayurveda, Yoga and Naturopathy, Unani, Siddha, and Homeopathy), Community Health, and paramedical services. Additionally, there is a pressing need to evaluate the workforce need in the medical devices delivery, be it supportive or life-saving devices.

Given the growing global demand for skilled healthcare professionals, India has the potential to position itself as a global skill capital for healthcare, leveraging its diverse talent pool and infrastructure. To achieve this vision, it is essential to assess the current workforce distribution, skill gaps, and workforce requirements across different healthcare settings while understanding the care economy and healthcare value chain.

- 4.2. **Objective of the project:** The aim of this study is to provide an in-depth analysis of the healthcare sector in India, focusing on various areas, workforce dynamics, market players, and future projections, all aligned with the vision of "Viksit Bharat 2047".

This study would identify workforce distribution, assess skill gaps, and propose actionable recommendations to strengthen healthcare workforce globally as well as in India in terms of healthcare settings as well as the medical device industry.

- 4.3. **Request for proposal:** HSSC requests for proposal from reputed consulting firms/ consortium to undertake the task/ job of conducting skill gap study.

HSSC through this Request for Proposal (RFP) seeks to select a competent firm with relevant experience and capabilities in completing the task.

5.0 SCOPE OF WORK:

The scope of this project shall include but not necessarily be limited to conduct an in-depth analysis of the healthcare sector and medical device industry in India and globally through the following key deliverables:

1. Workforce Skill Assessment

- a) **Development of occupational map and skill taxonomy:** To identify the relevant job roles, job families, and occupations in the afore-mentioned areas and further develop a very targeted occupational map/taxonomy for each vertical along with proper definition of each job role/family/occupation-
- **Allied Health and Skilled Health Professionals** across various services and domains of Infection Control and Containment, Emergency Response and Care, Medical Imaging, Radiology and Therapeutic, Medical Laboratory, Behavioral Health, Curative, Eye Care, Dietetics and Nutrition, Physiotherapy, Occupational Therapy and Rehabilitative, Indirect Care Services, Pharmacy, Dentistry, Surgical-Anaesthesia related technology, etc.
 - **Care Economy** including Personal Care Professionals in health services such as Patient Caregiving Services, Special Caregiving Services, Geriatric Caregiving Services, Child Caregiving Services, Disability caregiving Services, chronic illness management, Home-based health services, Care Home-based health services
 - **Healthcare Legal and Regulatory Compliance Management** including Healthcare Regulatory Compliance, Healthcare Laws and Ethics, Healthcare Insurance Management
 - **Healthcare Management & Entrepreneurship** including Medical Transportation Services, Healthcare Administration, Patient Support Services, Healthcare Facility Management & Services, Residential Care Facility Management & Services, Medical Value Travel Occupations, Healthcare Marketing & Promotion, Healthcare Research & Publications, Healthcare Quality Management
 - **Clinical Practice Professionals** including Medical Practitioners including Dentistry & AYUSH practitioners, Medical Specializations, Nursing and Midwifery Professionals, Pharmacy Practitioners, Clinical Psychology Professionals
 - **Ayush practices, services and manufacturing** across Ayurveda, Unani, Yoga, Naturopathy, Homoeopathy, Sidhha, Sowa Rigpa
 - **Traditional & Complementary Healthcare and Wellness Practices and services** such as Aromatherapy, Music Therapy, Movement Therapy, Mud Therapy, Acupressure and Acupuncture, Chiropractic Care, Reflexology, Meditation and Mindfulness, Reiki, Pain Therapy, Speech Therapy, Sujok, Art Therapy, Health & Wellness practices and services
 - **Digital Health & Healthcare Technologies** such as Telehealth services, Telemedicine practices, Healthcare IT Infrastructure, Wearable Technology, Immersive Technology, Simulation, Robotics, 3D Printing, Health Informatics and Information Management, Medical technology (MedTech) services
 - **Healthcare Social Work & Community Health** including Community Health Services, Government healthcare social services, Healthcare counselling & education Services, Environmental Health Services, Occupational Health Services, Healthcare Social Work, Childcare and development services
 - **Medical, Surgical and IVD Device and Equipment Industry** including Research and Development, Designing, manufacturing/assembling, Product cycle management, Regulatory Compliance, Quality Control & Assurance, Validation, Application/Implementation, Business Development and Marketing, Installation, Post sales Maintenance and Repair, Product Training.
- b) **Skills gap analysis:** To identify area-specific skills comprising the following facets:

- **Inventory of current skills and capabilities for each job role:** Assessing existing skills and proficiencies across all verticals to establish a benchmark for current capabilities
 - **Architecting a comprehensive skill matrix:** Developing a structured framework of skills currently possessed by existing workforce and to map required skills against the respective job roles
 - **Identify types of courses provided by industry or providers:** Micro Credentialed/ Credentialed /Non credentialed courses for new hires or existing healthcare workforce for clinical and non-clinical skills.
 - **Emerging skills by job family:** Identifying evolving skills relevant to specific roles and job families.
 - **Future skills requirements:** Forecasting skills that will be required for the workforce to address future demands in the industry driven by
 - Technological advancements
 - Policy shifts
 - Market trends
 - Impacts of AI, automation, and digitization on jobs
 - Post-COVID-19 changes in workforce demand
 - **Identify skill gaps in workforce roles across healthcare settings,** including:
 - Urban and rural healthcare settings and allied services
 - Ayush settings and wellness services.
 - Home care and community healthcare settings.
 - Medical device manufacturing and servicing sectors.
 - **Identify skill requirements for leveraging medical devices across different settings,** including:
 - Hospitals and diagnostic centers.
 - Home healthcare and remote care.
 - **Care Economy matrix:**
 - Assess the scope and growth of the care economy in formal and informal settings.
 - Examine opportunities for upskilling and integrating caregivers into the formal healthcare workforce.
 - **Skill mismatches and Wages:** Wage premiums and deficits
2. **Healthcare Value Chain Analysis:** Analyze the value chain of the healthcare sector to:
- Understand workforce distribution across different stages, from medical education and training to service delivery.
 - Identify gaps in workforce competencies and suggest pathways for filling these gaps.
 - Evaluate how workforce optimization can enhance healthcare delivery and outcomes.
 - Identify international and Indian companies aiming to expand their operations outside India and assess the workforce needs for these expansions.
3. **Demand-supply and Need of the skilled workforce:** to conduct an extensive analysis of the current supply, demand and need for healthcare professionals in India as well as other prominent locations across the world.

a) Domestic Demand and Need Assessment

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

- Provide state-wise and district-wise data on healthcare workforce needs and potential settings for workforce utilization across verticals and healthcare settings such as:
 - Small, medium, and large healthcare setting and allied services.
 - Home care settings and community health services.
 - Medical device manufacturing hubs.
- Sectoral Missions Alignment: Capture workforce demands stemming from key government initiatives
- Assess India's potential to meet global healthcare demands and position itself as a global healthcare workforce leader.
- Assess data on hiring trends of healthcare professionals via online job portals, etc
- Inclusive and focused coverage on:
 - Aspirational districts.
 - Left-Wing Extremism (LWE) regions.
 - Geographically challenging areas.

b) Global Workforce Assessment

- The high-level overview of the supply and demand of healthcare professionals in other prominent countries such as the US, United Kingdom, Canada, etc.
- Assess the scope and strategies for India to bridge the global demand for skilled healthcare professionals and medical devices.
- Develop an actionable plan to position India as a key player in meeting the global demand for skilled health professionals and medical devices.
- Identify workforce requirements and strategies for supporting international healthcare markets.

c) Future projections:

- Define demand in terms such as per population/per professional/per bed/per facility, etc.
- Define need in terms such as job trends and investment/no. of beds.
- The current supply, demand and need trends will be utilized along with other factors such as educational ecosystem, healthcare infrastructure, demographic trends, etc. to forecast the trends as follows:
 - Yearly
 - 5 yearly
 - 10 yearly
 - In the year 2047 (Viksit Bharat Initiative, 22 years from 2025)

4. SWOT Analysis

a) Barriers to Skill Development: Identify challenges such as:

- Structural barriers (e.g., infrastructure or policy limitations).
- Financial barriers (e.g., cost of training).
- Institutional challenges (e.g., lack of training institutions).

b) Employment Barriers: Address issues like:

- Low participation rates.
- High attrition rates.
- Lack of attractiveness to certain sectors.

c) Mapping Training Institutions:

- Identify key training institutions across industries for better alignment with workforce demands.

d) Mapping of State wise industry clusters

- Identify key industries per cluster.

e) Strategy for developing a future ready workforce

Note: The existing studies of various organizations or events (like ILO, G20, etc.) to be referred during conduction of the study.

6.0 SCHEDULE OF ACTIVITIES

The schedule of project activities will be as under:

| Event |
|---|
| Presentation of detailed work plan with details of workforce/ resource persons associated with the project |
| Inception report by the Execution Team on structure of the plan |
| Preparing mid- term report |
| Preparing draft final report |
| Getting validation from relevant authorities |
| Closure meeting for sharing overall work products closures. |
| Completion of Project: Submission and acceptance of final report, submission of survey data in SPSS/STATA files for structured analysis |

*Priority of workflow to be decided during the meeting to be held immediately after the award of the contract.

*The work may be divided in phases during meetings of proposal evaluation and inception meetings.

*If the work is not satisfactory or submitted in time, the council can scrap the contract by giving 15 days' notice.

*Sustainability plan to maintain the relevancy of the report to be submitted along-with the study resources, evidences and recordings.

*Standard definitions of various terms and standards should be followed on the subject.

7.0 GUIDELINES AND INSTRUCTIONS FOR BIDDERS:

7.1 Required Qualifications, Technical Competencies and Eligibility of the Bidder:

- Any legal entity duly incorporated in India or abroad can participate in the bidding process.
- The bidder should have appropriate credentials and experience of at least five years in providing services (in relevant area) to Central Government/State Government/Research or Academic Institution/ Public sector Companies/Undertaking/Autonomous Bodies/ Multinational Companies/Private Institutions and must have successful audit report for the aforesaid period.
- The bidder should have valid PAN/TAN/ Service Tax Registration/ VAT Registration as applicable and should submit a copy of each of the documents at the time of proposal submission.
- The bidder has to submit copies of their IT Returns for the last 3 years at the time of proposal submission.
- Bidders with experience of working in healthcare sector in similar projects will have

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

added advantage.

- The bidder should have demonstrated project management capacity with team members who possess relevant qualifications and experience in conducting similar project.
- The bidder should have understanding and exposure to SSCs in India.
- HSSC reserves the right to carry out the capability assessment of the bidder and the decision of the HSSC shall be final in this regard.
- The bid would be cancelled at any point of time, if the information furnished by the bidder is found to be incorrect. The amount paid till that date should be returned within 15 days of the cancellation of the project contract.
- The agency who qualifies this Technical Competency and Eligibility Criteria only will be eligible for attending the Technical Presentation.

7.2 Completeness of response:

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal.

7.3 Proposal preparation cost:

- 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 HSSC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. HSSC 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 HSSC 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 HSSC and may be returned completely at its sole discretion.

7.4 Bidder's inquiries and HSSC response:

- All enquiries / clarifications from the bidders related to this RFP must be directed in writing exclusively to the contact person notified in this RFP document.
- The preferred mode of delivering written questions to the aforementioned contact person would be through email/letter. Telephone calls will not be accepted.

7.5 Submission of response to HSSC:

- The bidders should submit responses as per details given in RFP in 3 duly signed (each page) copies over an email as a single file in PDF format in a separate sealed envelope.
- All pages of the proposal must be sequentially numbered and shall be signed by the authorized representative of the bidder.
- The bids should be in two parts- Technical Proposal and Financial Bid
- The technical part of the proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

contained in the Financial Bid.

- All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexure to the Proposal.
- 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.

7.6 Signing and Proposal submission Format:

- The entire proposal shall be strictly as per the format specified as per Para 8 (General instructions for proposal submission) of this RFP and any deviation from the formats shall be rejected.
- All the communication to HSSC including the proposal and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter/power of attorney should be attached with the bid.

7.7 Venue and deadline for submission:

- Proposals must be received at the Email addresses specified below by 1730 hours on 10th July, 2025 by the authorized representative mentioned in the document.
- Contact details for Submission of bids:

Email: ceo@healthcare-ssc.in, megha.aggarwal@healthcare-ssc.in

- Any proposal received by the HSSC post deadline mentioned above shall be rejected and returned unopened to the Bidder.
- The bids submitted by telex/fax etc. shall not be considered. No correspondence will be entertained on this matter.
- HSSC 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.
- HSSC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

8.0 GENERAL INSTRUCTIONS FOR PROPOSAL SUBMISSION:

The following are basic instructions for preparation and submission of project proposal:

8.1 Mandatory Proposal Requirements:

All proposals submitted must meet the following mandatory requirements in order to be considered and suitable for further evaluation

- Duly Signed and Completed Forms as attached(Ref. Annexure)
- Permanent Account Number (PAN) of bidder/each consortium member from Income Tax authorities in India
- The bidder's legal name and any other name under which it carries on business as well as its business number, and whether the bidder is an individual or incorporated entity
- Bidders Profile including date of establishment
- Turnover and Audited account statement of last three years. Details of each consortium partner for the project should necessarily be included, if applicable.
- The bidder's contact information including name of the contact person, address, telephone and fax numbers, and email address
- In case of joint submission, copy of contract and other details should be clearly elaborated.

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

- Details of consortium partner/s should clearly defined with roles, strengths and other relevant details.

8.2 Proposal content guidelines:

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

- Proposal Submission Letter along with
 - Bidders Profile including date of establishment
 - Undertaking to the said effect as per the attached format
 - Turnover and Audited account statement of last three years
- Technical Proposal: Technical Proposal should be prepared keeping in view but not limited to the details mentioned under clause 10.3
 - Descriptive note on the project
 - Detailed approach paper on methodology to accomplish objectives
 - Plan and process for accomplishing the task including verification, validation and checkpoints supported by the verifiable documents/evidences.
 - Interim and Final Deliverable (ref. clause 5.0 and 6.0)
 - Prior Experience with regard to conducting similar project in India or abroad
 - Activity wise man-hours proposed
- Manpower Details:
 - Curriculum Vitae of the team should be enclosed.
 - Profile of the senior people managing the project and details and experience of the team working on the project (include the consortium partner's team detail, if applicable).
 - Details of the Technical Person/s with direct involvement in the project
- Financial Bid:
 - 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. The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by Bidder to HSSC. 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. HSSC will not bear any additional costs.
 - All/selected bidder would be called for presentation and consultation of the Financial Bids. The bidders would have to share their presentation with the HSSC.
 - 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.
 - All prices shall be quoted in Indian Rupees (INR)

8.3 Proposed Methodology:

This section should demonstrate the Bidder's responsiveness to following specifications:

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

- Understanding of major deliverables and control systems to be used to efficiently manage the project and the requirements
- Detailed work breakdown structure
- Approach to research, consultation, and development process
- Identification of similar studies conducted in India or globally, and refer to the same
- Development of report with the following characteristics:
 - Clear, concise and readable, in unambiguous language
 - Well aligned with the Skill India Mission
 - Flexibility to accommodate changes in future
 - Self-sufficient with minimum cross references

8.4 Language of the proposal:

The Proposals prepared by the bidder as well as all correspondence and documents relating to the proposal exchanged by the Bidder shall be written in English.

8.5 Period of validity of proposals:

Proposals shall remain valid for 120 days after the date of Proposal submission prescribed by the HSSC, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the HSSC on the grounds that it is non-responsive. In exceptional circumstances, HSSC may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder granting the request will not be required nor permitted to modify its Proposal.

8.6 Format, signing and submission of proposals

- The Bidder shall prepare the proposal as defined under various clauses of the RFP. Each page of proposal must be signed by the person authorized to sign the document and the proposal must be submitted strictly as per the timeline defined in clause 6.0.
- Sealing and marking of proposals
- The bidder shall prepare the proposal as per clause 7.6 clearly marking "**RFP for Conducting Skill Gap Study for HSSC|Name of Organization**" on subject of Email.
- The Technical proposal and Financial Bid should be separated with covering letter given in Annexure, clearly marked Technical proposal or Financial Bid – as the case maybe.
- The proposal shall be addressed to –

Mr. Ashish Jain CEO, HSSC

520-521, 5th Floor, DLF Building, Jasola District Center, New Delhi 110 025

T: +91

- Both outer and inner covering letters should clearly indicate the name and address of the Bidder.

9.0 PAYMENT TERMS AND CONDITIONS:

The following will be the terms and conditions for payment:

- The contract(s) signed with the successful firm(s) will be fixed price contract(s). Any expenses by the successful firm must be included within this contract limit and not separated out for budgeting or invoicing.
- 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. No increase in the total price would be considered unless it is resulting from any design changes,

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

modifications or interpretations of the specifications at the behest of written request by Authorized Person of HSSC.

- Payments shall be made within 30 working days by HSSC after submission of invoice as per payment terms. HSSC representative or its nominated committee shall certify corresponding milestones agreed and achieved.
- Payments shall be made in Indian Rupees/ INR.
- Amount payable to the Service Provider as stated in the Contract shall remain non-negotiable and fixed during the tenure of the Contract.
- It is proposed to enter into a deliverables-based payment with the successful firm, details of which are as under:

| SI no. | Payment terms | % of Total Amount |
|--------|---|-------------------|
| 1 | Signing of the contract between HSSC & Proposer and Submission and Acceptance of Inception report | 10 |
| 2 | Submission of draft final report | 35 |
| 3 | Completion of Project: Submission and acceptance of final report, submission of survey data in SPSS/STATA files for structured analysis | 50 |

10.0 PROPOSAL OPENING AND EVALUATION:

The following will be the procedure for proposal evaluation:

10.1 Presentation by Bidders & Opening of the Bid

- All or selected bidders would be asked to make presentation/s of their Technical Bids to the HSSC Evaluating Committee.
- The shortlisted bidder from the technical bids would be requested to make the presentation of their financial bids and rationale for it.

10.2 Clarification of proposals

- To assist in the examination, evaluation and comparison of proposals, HSSC may at its discretion, ask the bidder for clarification of its Proposal.
- HSSC 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 in order.
- Prior to the detailed evaluation, HSSC 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. HSSC'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 HSSC and may not subsequently be made responsive by the bidder by correction of the non-conformity.

10.3 Evaluation and comparison of proposals

- HSSC would evaluate the response to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence shall be rejected.
- HSSC decision on the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the process of

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

negotiation/discussion with the Committee.

- 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.
- HSSC would constitute an evaluation committee consisting of experts for the purpose of evaluating the proposals received. The committee may also participate in the pre bid meetings, undertake interviews and process monitoring.
- A two-stage procedure will be used in evaluating the bids:

- **Stage 1: Prequalification/Technical Bid**

- a) Evaluation of the technical proposal being completed prior to any financial bid being opened and compared.
- b) 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".
- c) The bid submission would be followed by presentation by the bidder.

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

Table: Evaluation Criteria for Technical Proposal

| Sl no | Evaluation Criteria | Definition | Individual score |
|-------------------|---|--|------------------|
| 1 | Profile of the Project | Minimum 4-5 Senior level person on the project. Preferably, including the Head of Department CVs of the team involved and working on the project with percentage allocation of working hours to the project (As per the format attached in Annex) | 10 |
| 2 | Profile of the Project Execution | | 10 |
| 3 | Details of the Technical Person/s | | 10 |
| 4 | Capability and Technical ability | Understanding of the project and knowledge of issues and ability to meet the project objectives. | 10 |
| 5 | Field presence | Span of spread of Operations, of the Organization at the clusters/target locations | 3 |
| 6 | Methodology of execution | 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 major deliverables and control systems to be used to efficiently manage the project | 12 |
| 7 | Timeline for execution | Capacity to achieve milestones and complete the project timelines as defined in the RFP | 5 |
| 8 | Experience on similar work in India or abroad | Prior experience of similar work in India or abroad | 10 |
| Total Points (70) | | | |

*The selected bidders will be required to make a detailed presentation. The weightage of the written proposal and the presentation will be equal i.e. 50:50.

- **Stage 2: Financial bid**

- a) The Bidder shall indicate the prices of services it proposes to supply under the contract.
 - b) A Score of 30 has been allocated to the financial bid.
 - c) The financial bid of the Proposers will be opened only for submissions that passed the minimum technical score of 70% in the evaluation of the technical proposal.
 - d) The selected bidders post technical evaluation would be required to make a detailed presentation of the quoted amount and the rationale.
- The contract will be awarded to the firm which qualifies both the technical and financial bids.
 - The decisions of the HSSC Evaluation Committee shall be final.

11.0 RIGHTS OF HSSC AND RESPONSIBILITIES OF THE SUCCESSFUL FIRM:

The following will be the rights of the issuer and the responsibilities of the successful firm:

11.1 Amendment or Supplement information to RFP

- At any time prior to the last date for receipt of bids, HSSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP Document by an amendment.
- If HSSC 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. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.
- The amendment will be intimated to all proposers who confirm their intention to participate, by email.
- In order to offer prospective Bidders reasonable time to take the amendment into account in preparing their bids, HSSC may, at its discretion, extend the last date for the receipt of Bids.
- HSSC may, in exceptional circumstances and 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.
- The bidders are allowed to resubmit their bid- if required, after such amendments.

11.2 HSSC rights to terminate the process

- HSSC may terminate the RFP process at any time and without assigning any reason. HSSC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by HSSC. The bidder's participation in this process may result in HSSC short listing the bidder and awarding the contract.

11.3 HSSC Rights to accept / Reject any or all Proposals

- In case of tie between the two or more organizations, decision of HSSC should be considered final and acceptable to the bidders.
- The HSSC 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

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for HSSC action

11.4 Short listing Criteria

- The Evaluation Committee of HSSC consisting of experts would evaluate and select the successful bidder.
- Any attempt by a Bidder to influence its bid evaluation process may result in the rejection of the Bidder's Bid.

11.5 Modification and withdrawal of Proposals

- The Bidder may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the HSSC prior to the deadline prescribed for submission of Proposals.
- The bidder's withdrawal request may be sent by mail, but followed by a signed confirmation copy to HSSC as per deadlines.
- No Proposal may be modified subsequent to the deadline for submission of proposals.
- No Proposal may be withdrawn in the Interval between the deadline for submission of withdrawal request and the expiration of the period of proposal validity specified by the Bidder on the Proposal Submission Form.

11.6 Responsibilities of the successful firm

- Carrying out the activities as indicated in this document and submission of all project deliverables to HSSC, within the stipulated time frame.
- Adhere to the timelines mentioned/agreed as per the terms of this RFP.
- Ensure that the quality of deliverables meet the expectations of HSSC and are as per NSDC requirement.
- For any workshop / group discussion / presentation to be made during the project duration, the successful firm will conduct the workshop, prepare presentations and resource material (to be approved by HSSC) and document the proceedings of the workshop. The firm will be expected to submit the presentation before the workshop /group discussion /presentation.
- The successful firm will share with HSSC all intermediate documents, drafts, reports, already existing content and any other item related to this assignment. No work products, methodology or any other methods used by the firm should be deemed as proprietary and non-shareable with HSSC by the firm.
- The successful firm will work in close coordination with HSSC team for this project.
- The successful firm will be fully and completely responsible to HSSC for all the deliverables
- The successful firm would be responsible to provide HSSC, a professional, objective and impartial advice and at all times hold HSSC's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

12.0 AWARD OF CONTRACT AND SETTLEMENT OF DISPUTES:

The following will be the process for award of contract and settlement of disputes:

- HSSC reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or any obligation to inform the affected

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

bidder(s) of the grounds for the HSSC's action prior to expiration of the period of proposal validity.

- HSSC will award the contract to the qualified Bidder whose Proposal after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.
- HSSC reserves the right at the time of award of contract to vary the quantity of services specified in the RFP without any change in price or other terms and conditions.
- HSSC 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 selected bidder would be notified in writing by HSSC. As noted earlier in this document, this date is subject to change at the sole discretion of HSSC. The signing of the agreement between HSSC and the bidder is subject to the approval of HSSC Funding Partners.
- The contract to be entered into between the selected bidder and HSSC will be finalized and would contain HSSC standard terms and conditions. If, in the opinion of HSSC, it appears that a contract will not be finalized with the selected vendor, negotiations with other vendors submitting responsive proposals may be undertaken.
- HSSC may assign an employee to interface with the project management team to monitor and seek information to document details of:
 - Project Management
 - Fund Utilization
 - Process of impact study
 - Recording and Maintenance of Evidences
 - Ad-hoc querying

13.0 Annexures

FORM – I

BIDDER’S UNDERTAKING LETTER (to be on bidder’s letterhead)

Date

To

Mr. Ashish Jain
520-521, 5th Floor, Jasola District
Center
New Delhi -110025

Dear Sir,

Sub: RFP for Conducting Skill Gap Study for HSSC”

We, the undersigned, as a bidder, having examined the complete RFP document (along with its annexure, forms etc.), do hereby offer to conduct impact study for HSSC, in full conformity of your requirements as elaborated in 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,

(Authorized Signatory)

In the capacity of _____

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

FORM –II

Letter for Submission of Technical Bid (to be on bidder's letterhead)

Date

To

Mr. Ashish Jain
520-521, 5th Floor, Jasola District
Center
New Delhi -110025

Dear Sir,

Sub: RFP for Conducting Skill Gap Study for HSSC"

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

- Bidders Profile including date of establishment
- Turnover and Audited account statement of last three years
- Undertaking to the said effect as per the attached format
- Profile of the Team Management and Consultants executing the project
- Descriptive note, detailed approach paper and methodology of the project
- Financial Bid as per form III.

We certify that all statements stated in the proposal and 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 HSSC 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 HSSC may consider appropriate.

We understand that HSSC is not bound to accept the offer and that HSSC has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

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

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

FORM III

Letter for Submission of Financial Bid (to be on bidder's letterhead)

Date

To

Mr. Ashish Jain
520-521, 5th Floor, Jasola District
Center
New Delhi -110025

Dear Sir,

Sub: RFP for Conducting Skill Gap Study for HSSC

Having examined the proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to take up the job, as mentioned in the RFP for conducting Skill Gap study for HSSC, in conformity with the said proposal documents for the sum of(Rs.)

We undertake, if our proposal is accepted, to deliver in accordance with the delivery schedule specified in the RFP. Until a formal contract is prepared and executed, this proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any proposal you may receive.

Dated this..... Day of.....2025

(Signature)

(Name) (In the capacity of) Duly authorized to sign proposal for and on behalf of the bidder)
Schedule of prices (Financial Bid) (Format at discretion of bidder)

RFP for conducting Human Resource Projections and Skill Gap Study for HSSC

Form-IV: Resource Profiles

Using the format given below, please provide summary information on the team you propose for the project.

Part 1: Resource Summary

| S. No | Proposed Role | Number of Resources | Area of Expertise | Key Responsibilities | Experience |
|-------|---------------|---------------------|-------------------|----------------------|------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |

Part 2: Format for the Curriculum Vitae (Please add more rows if required. Should not exceed 3 pages)

| S. No | Item | Description |
|-------|---|-------------|
| 1 | Name | |
| 2 | Designation | |
| 3 | Role proposed for | |
| 4 | Current responsibilities in the responding firm | |
| 5 | Total years of relevant experience | |
| 6 | Years of experience with the responding firm | |
| 7 | Educational qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Professional certifications (if any) | |
| 8 | Professional Experience details (project-wise): <ul style="list-style-type: none"> • Project name • Client • Key project features in brief • Location of the project • Designation • Role • Responsibilities and activities • Duration of the project | |
| 9 | Summary of the individual's experience which has direct relevance to the project | |

Form V: Relevant Project Experience

Part 1: Project Experience Summary

| S No | Name of the Project/Engageme | Client Name | Duration(Period) | Value |
|------|------------------------------|-------------|------------------|-------|
| | | | | |
| | | | | |
| | | | | |

(Please add more row if required) Part 2: Project Profile Template

For each of the projects cited above, provide a brief project profile using the format given below. The profile for each project must be provided in less than 1 page.

| S. No | Item | Details |
|-------|---|---------|
| 1 | Project title | |
| 2 | Name of the Client | |
| 3 | Name of the contact person from the client organization who can act as a reference with contact details <ul style="list-style-type: none"> ▪ Name ▪ Designation ▪ Address ▪ Phone Number ▪ Mobile Number ▪ Email ID | |
| 4 | Duration (Start Date and End Date) | |
| 5 | Current Status | |
| 6 | Number of personnel deployed (Peak team size) | |
| 7 | Value of the engagement | |
| 8 | Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this RFP is floated. | |
| 9 | Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated. | |
| 10 | Description of the key areas where significant contributions are made for the success of the project. | |