



**National Skill Development Corporation**

**301, 3<sup>rd</sup> Floor, West Wing, Worldmark –  
1, Aerocity, New Delhi – 110037**

**T: +011-47451600-10 | F: +91-11-46560417 |**

**Website: [www.nsdcindia.org](http://www.nsdcindia.org)**

**REQUEST FOR EXPRESSIONS OF INTEREST  
(CONSULTING SERVICES – FIRMS SELECTION)**

**INDIA**

Skill India Mission Operation Project

Project No.: P158435

**Assignment Title: SELECTION OF A HUMAN RESOURCE AGENCY FOR HIRING  
AND OTHER RELATED FUNCTIONS UNDER “SKILL INDIA MISSION  
OPERATION”**

**Reference No.:** CS - EOI/HR/2017/0024 dated 20<sup>th</sup> December 2017

1. The National Skill Development Corporation (NSDC), an implementing agency under Skill India Mission Operation (SIMO) Project through Ministry for Skill Development and Entrepreneurship (“MSDE”) has applied for funding from The International Bank for Reconstruction and Development (IBRD/ World Bank) and intends to apply part of the proceeds for consulting services.
2. The National Skill Development Corporation intends to hire an HR Agency for strategically recruiting, placing (with various agencies involved in the project), and managing qualified experienced professionals as per the eligibility criteria/ terms provided for each position in the draft ToR. The selected firm will deploy fulltime and part-time, onsite/offsite resource(s) for the required purpose.
3. **Broad Scope of Services:**

The HR Firm will be responsible for managing all end to end activities related to all the Consultants hired under SIMO Project. The scope of work would cover, however not be limited to the following:

- a. Sourcing and hiring within the defined timelines
- b. Pre-joining formalities like Background verification checks, Medical checkup etc.
- c. Joining onboarding formalities
- d. Performance management
- e. Compensation , reimbursements and benefits management
- f. Staff queries and grievances
- g. Payroll & compliances
- h. Leave management
- i. Exit management including Full & Final Settlement etc.
- j. Monthly and bi-annual reporting

4. The duration of the assignment will be for a period of three (03) years from the date of signing the contract. This duration may further be extended on requirement and performance basis with the mutual consent of NSDC and selected HR Firm. The draft Terms of Reference (ToR) is appended below.
5. The National Skill Development Corporation (NSDC) now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short-listing criteria are:
  - a. The Agency may be Firm/Company and must be registered with the appropriate authority.
  - b. The registration of the Agency must be at least 05 years old.
  - c. The agency should have an average annual turnover of atleast INR 3 Crore from HR recruitment and deployment activities in the last three financial years. (2014 – 2015 , 2015 – 2016, 2016 – 2017)
  - d. The agency should have at least 05 years of experience in strategic recruitment and management of professionals and at least 3 years of experience managing payroll
  - e. The agency should have at least 03 years of experience in similar services to Government Department/Public Sector Undertaking/Autonomous bodies especially with with state/central government schemes esp. focused on education/skilling/livelihood missions.
  - f. The agency must have successfully completed at least three assignments of deploying qualified professionals as desired in this assignment in last 5 years.
  - g. The agency must be registered under income tax, PAN, GST, PF authority or any other statutory authority required for this purpose. The agency will be required to submit an copy of the documents.
  - h. The agency should not have been black listed by any Government Agency/Public Sector Undertaking/autonomous bodies. The agency will be required to submit an Affidavit to this effect.

**List of documents to be submitted along with EoI are:**

- i. Document (s) to demonstrate that the firm is in the business for the last five (5) years;
  - ii. Details of Work Experience and Similar Assignments undertaken to support the short-listing criteria accompanied by copies of contracts, completion or acceptance certificate(s);
  - iii. Certificate from the statutory auditors/ Chartered Accountant certifying the turnover from consultancy business during the last three (03) financial years.
6. The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank’s [Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers](#) (January 2011, revised July 2014)

(“Consultant Guidelines”), setting forth the World Bank’s policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment: conflict between consulting activities and procurement of goods, works or non-consulting services; conflict among consulting assignments; and relationship with Borrower’s staff.

7. Consulting firm may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their technical qualifications. The “Association” may take the form of a joint venture (with joint and several liability) or of a sub-consultancy, and this should be stated clearly in the submission.
8. A Consultant will be selected in accordance with the Quality Cost Based System (QCBS) method set out in the Consultant Guidelines.
9. Further information can be obtained at the address below during office hours 1000 to 1700 hours.
10. Expressions of interest must be delivered as one hard copy and electronic/soft copy either in USB drive or CD to the address below through registered post/speed post/ courier/ by Hand by 4<sup>th</sup> January 2018, **till 1700 hrs.**

Manish Kumar,  
CEO & MD

National Skill Development Corporation  
301, 3<sup>rd</sup> Floor, West Wing, Worldmark – 1  
Aerocity, New Delhi – 110037  
T: +011-47451600-10 | F: +91-11 46560417  
E-mail: [procurement@nsdcindia.org](mailto:procurement@nsdcindia.org)

# Terms of Reference

## SELECTION OF A HUMAN RESOURCE AGENCY FOR HIRING AND OTHER RELATED FUNCTIONS UNDER “SKILL INDIA MISSION OPERATION”

### 1. Background

India is one of the youngest nations in the world with more than 62% of its population in the working age group (15-59 years), and more than 54% of its total population below 25 years of age. It is further estimated that the average age of the population in India by 2020 will be 29 years. To reap benefit from this opportunity, it is imperative to endow the workforce with knowledge and skill sets to facilitate the economic growth of the country. India presently faces challenge of scarcity of highly trained and skilled workforce. The Ministry for Skill Development and Entrepreneurship (“MSDE”) was set up in November 2014 to give fresh impetus to the Skill India agenda and help create an appropriate ecosystem that facilitates imparting employable skills to its growing workforce over the next few decades. The National Policy for Skill Development and Entrepreneurship 2015 (“NPSDE”) launched in July 2015, stresses on the need for *Skilling on a large Scale at Speed with high Standards and to promote a culture of innovation based entrepreneurship to ensure Sustainable livelihoods for all citizens in the country*. In order to meet magnitude of the challenge of Skilling India, one of the critical inputs is finance that needs to be mobilized from various stakeholders including the Government both at Centre and States, the enterprises - public and private, multilateral agencies, national and international financial institutions.

The World Bank Group (“Bank”), through the Skill India Mission Operation (SIMO) project, has extended loan assistance to MSDE. The project will support implementation of the Government’s skills development strategy, as outlined in the National Policy for Skills Development and Entrepreneurship, over six years (2017-2023). SIMO aims at achieving (i) increase in access, equity and quality of skilling programs in the country with special emphasis on improving women and disadvantaged segments (e.g., for persons with disabilities) participation in the skill programs (ii) alignment of employer/industry demand and workforce productivity with trainees’ aspirations through greater engagement with employers for placement (iii) enhance the quality of skills training programs by building a pool of qualified instructors and assessors for skill training programs (iv) leverage existing public infrastructure, industry facilities and resources to scale up skill training quality and capacity (v) create and maintain a national database and aggregator platform for demand-supply matching of the skilled workforce and robust monitoring and evaluation of skill training program. One of the key strategies to achieve the objectives of the program is to enhance the industry participation in the skilling initiatives, through “Skills Fund”, a funding mechanism in which the Corporate Social Responsibility (CSR) funds provided by the private sector will be matched by government funds for joint public-private investment in key skill development priorities.

The project will focus on the overall skilling ecosystem covering both Central MSDE, National Skill Development Corporation (NSDC) and National Skill Development Agency (NSDA) and State agencies, and outcomes will be measured through Results framework and Disbursement Linked Indicators (DLIs) agreed between MSDE and the Bank and verification protocol to measure DLIs on a periodic basis.

## 2. Objective(s) of the Assignment

The National Skill Development Corporation intends to hire an HR Agency for strategically recruiting on its payroll, placing (with various agencies involved in the project), and managing qualified experienced professionals as per the eligibility criteria/ terms provided for each position. The selected firm will deploy fulltime and part-time, onsite/offsite resource(s) for the required purpose. Indicative job profiles have been provided in Annexure 1.

## 3. Period

The duration of the assignment will be for a period of three (03) years basis an annual performance review. This duration may further be extended on requirement and performance basis with the mutual consent of NSDC and selected HR Firm.

## 4. Scope of Services, Tasks (Components) and Expected Deliverables

The HR Firm will be responsible for managing all end to end activities related to all the Consultants hired under SIMO Project. The scope of work would cover, however not be limited to the following:

- a. Sourcing and hiring within the defined timelines
- b. Pre-joining formalities like Background verification checks, Medical checkup etc.
- c. Joining onboarding formalities
- d. Performance management
- e. Compensation , reimbursements and benefits management
- f. Staff queries and grievances
- g. Payroll & compliances
- h. Leave management
- i. Exit management including Full & Final Settlement etc.
- j. Monthly and bi-annual reporting

The roles and responsibilities will be as follows:

- i. The HR Agency will be responsible for strategic recruitment, timely placement and management of qualified, experienced professionals as per the criteria/ terms provided.
- ii. The agency should adopt a transparent and competitive process of recruitment for these purely contractual posts with consolidated consultancy charges and no other benefits or social charges. These posts are not permanent in nature and are

liable to be terminated with the end of agreement or earlier at the decision of the NSDC Management.

- iii. The human resources deployed by the agency will be dedicated full time for the Project assignment unless otherwise as mentioned by client explicitly. To ensure timely placement and quality of human resources, the agency shall develop a time bound recruitment plan and exclusive HR Policy.
- iv. The selected agency will ensure deployment of suitable result oriented human resources, who have potential to lead and work in project mode to ensure timely compliance. In case a person leaves, then the replacement should be provided within 30 days from the day of leaving or the notice of leaving, whichever earlier.
- v. The HR Agency will ensure making payment to the consultants/professionals on monthly basis and raising monthly invoices for claiming reimbursement of payment made to the individual consultants/professionals together with agreed percentage of service charges of HR Agency.
- vi. The HR Firm shall provide timely reports to NSDC on the progress of Project as per the mutually agreed timelines.

## **5. Consultancy Charges payable to contracted Consultants/Professionals**

- a. The consultancy charges fixed by NSDC will be paid to the contracted consultants/professionals on monthly basis.
- b. The amount so paid to the individual consultants deployed by agency on monthly basis will be reimbursed to HR Agency against invoice raised on monthly basis.
- c. Where one-time or annual costs are involved (like Pre-employment medical checkup, background verification cost, insurance etc.), the amount will be reimbursed against appropriate invoicing.

## **6. Terms of Engagement**

- i. **Location:** The selected HR agency team will be based out of their own office, however an identified senior representative will have to be present for monthly review and other meetings as per NSDC requirements.
- ii. **Reporting:** For the purpose of this assignment, the Agency will be reporting to the Managing Director & Chief Executive Officer, NSDC. For day-to-day reporting, the Agency will liaise with Senior Head, SIMO.
- iii. **Payment Schedule:** The agency will be reimbursed the monthly amount paid to the consultants/professionals along with service charges percentage of HR Agency as agreed under the agreement on monthly basis.
- iv. **Service/Overhead Charges etc.:** The amount to be charged by the HR Agency for the assignment will be expressed in lump sum percentage as service charges or overhead charges on the quantity of consultants/professionals deployed by the agency on monthly basis. -The service provider will charge a lumpsum

percentage of the services provided by them along with the additional charges for processing anything over and above.

## **7. Key Staff Requirement of the HR Agency**

HR Agency should have adequate number of professionals and support staff for carrying out the assignment. However, CVs of following key professionals will be evaluated:

- a) Team Leader – Should be at least a Post Graduate with minimum 5 years' experience in HR.
- b) HR Manager – Should be at least an M.B.A. from a reputed institute with minimum 10 years' experience in HR.
- c) Finance Manager – Should be at least Post Graduate in Commerce/C.A./MBA with minimum 10 years' experience in Finance.

**Annexure 1**  
**Indicative List of Positions\***

Sl.	Description of Consultancy	Numbers Required	Experience Range	Minimum Qualifications
1	<b>Program Management Head</b>	01	10 yrs & above	Masters or Advanced Degree
2	<b>Financial Management Specialist</b>	01	10yrs & above	Masters or Advanced Degree
3	<b>M&amp;E Specialist</b>	01	10yrs & above	Masters or Advanced Degree
4	<b>Procurement Specialist</b>	01	10yrs & above	Masters or Advanced Degree
5	<b>Learning Management Specialist</b>	01	10yrs & above	Masters or Advanced Degree
6	<b>IT Specialist</b>	01	10yrs & above	Masters or Advanced Degree
7	<b>Communications Specialist</b>	01	10yrs & above	Post Graduate/Masters
8	<b>Diversity and Inclusion Specialist</b>	01	10yrs & above	Masters or Advanced Degree
9	<b>Additional resources across agencies</b>	08	5 yrs & above	Graduate/ Post-Graduate
10	<b>Subject Matter Experts (International)</b>	01	15yrs & above	Masters, Advanced Degree preferred
11	<b>Subject Matter Experts (National)</b>	01	15yrs & above	Masters, Advanced Degree preferred
12	<b>Technical Support Resources - State level</b>	17	2yrs to 10yrs	Graduate/ Post-Graduate
	<b>Total</b>	<b>35</b>		

\*Note: NSDC may at its discretion increase or decrease the number of experts required during the tenure of the contract.