



**Government of India**

**Ministry of Labour & Employment**

**Request for Proposal (RFP) for Selection of Agency for  
Third Party Evaluation of Schemes Implemented by  
Ministry of Labour & Employment**

27<sup>th</sup> August, 2024

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No. Y-14011/01/2024-M&amp;E (E: 154177)

भारत सरकार / Government of India

श्रम एवं रोजगार मंत्रालय / Ministry of Labour & Employment  
(निगरानी एवं मूल्यांकन एकक / Monitoring & Evaluation Unit)

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Shram Shakti Bhawan  
Rafi Marg, New Delhi-110001  
Dated: 27<sup>th</sup> August, 2024**REQUEST FOR PROPOSAL****Subject: Request for Proposal (RFP) for Selection of Agency for Third Party Evaluation of Schemes Implemented by Ministry of Labour & Employment - regarding.**

The Ministry of Labour & Employment (MoLE) invites proposals from qualified Organizations to conduct a comprehensive third party evaluation and impact assessment of key schemes of the Ministry. The primary objective of this evaluation is to assess the effectiveness, efficiency and impact of the schemes, identify gaps and challenges in implementation and provide recommendations for improvements.

2. The salient features of the study, eligibility criteria and instructions on how to bid and other details are available in the RFP document uploaded on Government e-Marketplace (<https://gem.gov.in/>) and MoLE's website (<https://labour.gov.in/tenders>). Important information and tentative dates are given at **Sl. No. 15 of the RFP**.

3. Interested organizations are requested to log into Government e-Marketplace (GeM) and submit their RFP response online, on or before **16.09.2024**. Please note that manual / offline bids shall not be accepted.

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## 1. **Introduction / Background:**

The Ministry of Labour & Employment (MoLE), one of the oldest and important Ministries of the Government of India, is functioning to ensure improving life and dignity of labour force of the country by protecting and safeguarding the interest of workers, promoting their welfare and providing social security to the labour force both in Organized and Unorganized Sector by enactment and implementation of various Labour Laws, which regulate the terms and conditions of service and employment of workers. The State Governments are also competent to enact legislation, as labour is a subject in the Concurrent List under the Constitution of India.

The MoLE is responsible to protect and safeguard the interests of workers, in general, and those who constitute the poor, deprived and disadvantage sections of the society, in particular, with due regard to creating a healthy work environment for higher production and productivity and to develop and coordinate vocational skill training and employment services. Government's attention is also focused on promotion of welfare and providing social security to the labour force both in organized and unorganized sectors, in tandem with the process of liberalization. The MoLE has taken several initiatives, legislative as well as administrative, to provide decent working conditions and improved quality of life for workers and simplification of Labour Laws for ease of doing business. The endeavour of the Ministry is to create a climate of trust that is essential for economic growth and development and for the dignity of the labour force of the country.

## 2. **Genesis of the Study:**

The schemes are approved by competent authority in consultation with Ministry of Finance (MoF) for a specific period, generally five years. For deciding on continuation of such schemes from one period to next, MoF insists on third party / independent evaluation of such schemes for the past period. The Department of Expenditure has issued detailed guidelines regarding appraisal and approval of public funded schemes and projects. The schemes need to be appraised by the Expenditure Finance Committee (EFC) or the Standing Finance Committee (SFC) depending on the level of delegation for their extension from one Finance Commission Cycle to another. The tenure of the current 15<sup>th</sup> Finance Commission is from the year 2021-22 to 2025-26. For continuing scheme, approval of competent authority is required, for which an independent / third party evaluation of implementation of such schemes is a pre-requisite. Hence, there is a need for such a study and strict time frame for completing the same. **The MoLE has decided that third party evaluation may be conducted for 03 (Three) schemes mentioned at Para 7 of the RFP. The Terms of References (ToRs) for third party evaluation of these 03 (Three) schemes are given in Annexure-A.**

## 3. **Objectives of the Study:**

- (i) To study and evaluate / appraise the impact of these schemes on the targeted beneficiaries / sectors / areas.
- (ii) To undertake an output-outcome analysis of these schemes.
- (iii) To undertake process evaluation to (a) study the gaps in implementation; (b) alignment of implementation process with the scheme design; and (c) suggest measures for improvement in future.
- (iv) To give suitable recommendation for continuation of these schemes.
- (v) To give suitable recommendations for extension of scope in terms of sectoral coverage of the schemes.

**4. Scope of the Study / Work:**

- (i) To assess each of the schemes for its **Relevance, Effectiveness, Efficiency, Sustainability, Impact, Coherence and Equity (REESI+C+E)**.
- (ii) Assess the socio-economic impact of projects funded under the schemes implemented by MoLE.
- (iii) Assess the qualitative and quantitative outputs and outcomes in respect of different schemes.
- (iv) To identify and analyse the Most Significant Change (MSC) that schemes have been able to achieve.
- (v) To assess whether scheme's structure, design, features, guidelines and targeted deliverables are appropriate to meet the developmental needs of the Country, aspirations of the people and present market demand.
- (vi) To make an assessment of the current implementation arrangement and the efficiency of the delivery of the schemes and to highlight the deficiencies of the schemes in terms of their design, delivery mechanism, bottlenecks etc. and to suggest schematic changes or procedural modifications.
- (vii) To determine the outreach and access of the schemes and suggest ways and means for improvement.
- (viii) Identify good practices in implementation of the schemes.
- (ix) Identify gaps in the on-going schemes and any other relevant issues and make recommendations accordingly.
- (x) To identify whether there is any overlap with other schemes of Government of India / State Government.
- (xi) To identify synergies with other schemes / programmes of Government of India / State Government.
- (xii) To analyze whether measurable output and outcome have been defined for the schemes and to suggest improvements in the same.
- (xiii) Any additional parameters to be covered which may emerge during discussion / interaction in the course of above work.

**5. Methodology:**

The interested organisations may devise and indicate the methodology they are going to adopt in conducting such study which would be subject to acceptance by MoLE. The assistance needed from MoLE and other Agencies / States may be clearly indicated.

**6. Eligibility for Participation in RFP:**

Broadly, the following types of organization / institution can participate in the RFP:

- (i) Government Agencies / Institutions like IIPA, NIRD, NIPFP, IITs, IIMs, NCAER, IEG, ICRIER, ASCI, State / Central Training Institutes like LBSNAA etc.
- (ii) International agencies / institutions like UNDP, ADB, World Bank etc.
- (iii) Any other Research / Academic Institution / Organization / University (Private / Government / Semi-Government).
- (iv) Consulting Organizations of National / International repute like Deloitte / KPMG / PWC / E&Y etc.

### 7. Coverage of the Study:

Following 03 (Three) schemes implemented by MoLE have to be evaluated:

Sl. No.	Name of the Scheme [All are Central Sector (CS) Scheme]
(i)	e-Shram Portal [National Database of Unorganized Workers (NDUW)]
(ii)	National Career Service (NCS)
(iii)	Coaching and Guidance for SC / ST (NCSC for SC/ST)

**Note: Selected bidder may also be considered for award of work related to evaluation of any other scheme of MoLE.**

### 8. Period for Coverage of the Study:

Projects sanctioned under the aforesaid 03 (Three) schemes since inception till August, 2024, including the projects which have been completed or on-going or yet to start.

### 9. Time Frame for Completion of the Study:

**Three months from the date of Award of Work** with following broad sub-timelines:

Sl. No.	Key Activities	Timelines
(i)	Working out a detailed methodology, study design, analytical framework and activity-wise time frame of the study in consultation with MoLE.	10 days from the date of award of work.
(ii)	Field work, interaction with stakeholders and other activities, as required. (Note: Bidders should keep all the factors in mind while submitting their proposals / bids. Field visits / physical inspection of projects can be undertaken to the extent possible interactions with stakeholders can be in person or over VC or through written questionnaires or combination of these)	1½ month from award of work.
(iii)	Submission of Draft Report to MoLE with 3 hard copies (colour), along with soft copies and raw data / data files / other details collected in connection with study.	2 months from award of work.
(iv)	Presentation before MoLE / seeking comments of MoLE on the Draft Report.	Within 15 days of submission of Draft Report to MoLE.
(v)	Submission of Final Report of 15 (fifteen) hard copies (colour) along with soft copies and all raw data / other details / data files collected in connection with the study.	15 days from receipt of comments from MoLE.

Note (i): Time is the 'essence' for completion of task, hence, only those organisations who have the requisite manpower and other facilities and are willing / confident of completing such study in a set time frame need to apply / submit the proposal.

Note (ii): The evaluation report should be prepared and finalized strictly as per the Terms of References (ToRs) prescribed by the Ministry of Finance and as decided by MoLE.

**10. Cost of the Study / Work (Financial Bid):**

- (i) In the financial bid (**Annexure-IV**), the bidders should quote a lump-sum amount towards cost of the study along with **detailed bifurcations towards each scheme** (covering all the schemes as stated in previous paras, in particular paras 2, 7 and 8).
- (ii) Total cost of study quoted should be “all inclusive” lump sum cost for complete study of all the schemes covered under the scope of this study, as described in the RFP, including all expenses, by whatever name called, like Personnel Costs [Remuneration for Key Personnel and Other Professional Personnel (inclusive of all personal allowances)], Local Costs [Office Rent, Office Consumables like Stationery, Communication etc., Office Furniture and Equipment (Rental), Secretarial Expenses, Reports and Document Printing, Translation, Surveys and Investigations, Travelling Expenses, Out of Pocket Expenses, Miscellaneous Expenses etc.] and Overhead Expenses etc.
- (iii) **The financial bid should be inclusive of all taxes, duties, levies except GST.**
- (iv) The financial bid should, apart from the lump-sum figure, also have **a schedule for the breakup of costs for each manpower and their proportional deployment proposed for each scheme**. This will enable MoLE to award evaluation of any other comparable schemes that may need to be evaluated in future at the price discovered.

**11. Payment Schedule:**

- (i) 10% of total cost of study / work, as per work order, as interest free mobilisation advance.
- (ii) 30% of cost of study / work, as per work order, on submission of Draft Report (soft copy + hard copies) along with requisite data files.
- (iii) 40% of total cost of study / work, as per work order, less penalties / deductions, if any, on submission of Final Report (soft copy + hard copies) along with requisite data files.
- (iv) Balance 20%, or amount calculated based on total amount payable as per work order and agreed terms and conditions minus amount already paid, on acceptance of final report / documents by MoLE in full compliance of obligations on the part of bidder under the work order / agreed terms and conditions. MoLE may also ask the selected bidder to make a presentation before MoLE before acceptance of final report. These steps would generally be completed within one month of submission of final report.

**12. Pre-Bid Conference:**

If the prospective bidders have any doubts or suggestions about this RFP, they may send an email to Shri K.M. Krishnan, Under Secretary at ([km.krishnan@nic.in](mailto:km.krishnan@nic.in)) and Shri Ajay Kumar Singh, Deputy Secretary at ([akumar.singh14@nic.in](mailto:akumar.singh14@nic.in)) latest by **02.09.2024**. Wherever required, MoLE will suitably clarify the doubts. Further, a pre-bid conference (physically as well as virtually) will be held on **05.09.2024 at 11:00 AM at MoLE's Office**. Intending bidders, who wish to participate in this pre-bid conference, may send a request to MoLE over above emails. Requisite link for joining the said conference will be sent to these interested intending bidders to clarify various doubts of intending bidders. A maximum of two representatives of each Organization shall be allowed to participate on production of an authority letter.

**13. Minimum Eligibility Criteria:**

- (i) Proposals received from well-established and recognized organizations having the requisite experience and manpower and ability to complete the work in the set time frame only will be eligible for participation in RFP. Proposals received from individuals will not be eligible.
- (ii) The organization should have conducted and completed:

- (a) At least 5 studies in the last 5 years [2019-20 to 2023-24 (1<sup>st</sup> April, 2019 to 31<sup>st</sup> March, 2024)] **in the field of social sector, labour welfare and employment generation especially Social Security / Pension etc.;**
- (b) Out of these, at least one should be for a Government Department / Agency (Central or State or PSU);
- (c) Out of these, at least one should be having awarded / completed cost of Rs. 10 Lakh and above; and
- (d) Out of these, at least one should pertaining to third party / external evaluation of schemes / programmes / projects implemented by Central Government Ministries / Departments / Organisations and / or State Governments / State Government Organisations.
- (iii) Proposals not fulfilling above stated conditions will not be taken up for detailed Technical Evaluation.
- (iv) Any entity which has been barred by the Central Government, any State Government, a Statutory Authority or a Public Sector Undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.

#### 14. **Personnel:**

- (i) The organization shall form a multi-disciplinary team (the “Consultancy Team”) for undertaking this assignment. The Consultancy Team shall consist of the following minimum personnel (“Key Personnel” and “Other Professional Personnel”) who shall discharge their respective responsibilities as specified below:

Sl. No.	Personnel	Responsibilities
<b>Key Personnel</b>		
(i)	Team Leader	<p>S/he will lead, co-ordinate and supervise the multidisciplinary team for preparation of the Evaluation Study and act as a focal point to the Authority throughout the duration of the Consultancy. S/He will be responsible for:</p> <ul style="list-style-type: none"> <li>• Overall execution of the consultancy assignment.</li> <li>• Accountable leadership providing guidance, problem solving support and leading discussions with senior stakeholders.</li> <li>• Ensure all deliverables and milestones are satisfactorily delivered.</li> <li>• Ensure high quality of data, analysis and report writing.</li> <li>• Drive discussions with Senior Officials in the Government at Centre and State levels.</li> <li>• Provide insights from experience in social sector schemes / projects.</li> <li>• Understand the implementation status of MoLE schemes across different Legislative Assemblies / Councils.</li> <li>• Assess the extent of goal achievements as mentioned in the guidelines of MoLE schemes.</li> </ul>
(ii)	Evaluation Expert	<p>S/he will be responsible for:</p> <ul style="list-style-type: none"> <li>• Providing research / economic perspectives on all aspects of the</li> </ul>



Sl. No.	Personnel	Responsibilities
		<p>schemes / projects.</p> <ul style="list-style-type: none"> <li>• Designing a meta-analysis plan based on the secondary data.</li> <li>• Finalizing primary data collection tools like discussion guides for focus group discussions, agenda for in depth interviews and survey questionnaires and prepare a data analysis plan.</li> <li>• Ensuring data quality of the primary data collected and the use of latest analytical tools for qualitative and quantitative data analysis.</li> <li>• Conduct econometric / statistical analysis of data.</li> <li>• Evaluate the process of implementation of schemes and assess the concerns / issues with States lagging in progress of schemes.</li> </ul>
<b>Other Professional Personnel</b>		
(iii)	Junior Researcher	<p>S/he will be responsible for:</p> <ul style="list-style-type: none"> <li>• Conducting meta-analysis and secondary research from different sources for the study.</li> <li>• Assisting in data cleaning, storage, analysis and management.</li> <li>• Assisting other team members in research and analysis.</li> </ul>
(iv)	Content Editor	<p>S/he will be responsible for ensuring:</p> <ul style="list-style-type: none"> <li>• Quality of content and presentation of the reports.</li> <li>• Editing of reports to make them free from grammatical, language and spelling errors.</li> <li>• The content of the report should not be repetitive in nature.</li> <li>• Proper referencing in the report in American Psychological Association (Please refer to <a href="https://apastyle.apa.org/style-grammar-guidelines/references/examples">https://apastyle.apa.org/style-grammar-guidelines/references/examples</a>).</li> </ul>

Each of the Personnel must fulfil the Conditions of Eligibility specified below:

Sl. No.	Personnel	Minimum Educational Qualifications	Cumulative Professional Experience	Minimum Length of Relevant Experience
<b>Key Personnel</b>				
(i)	Team Leader	Master's Degree (or equivalent)	10 years	At least 5 years of experience in handling Government and Public Administration projects (with at least one position at senior management level).
(ii)	Evaluation Expert	Master's Degree (or equivalent) in Economics / Statistics or related subject(s)	5 years	At least 3 years of experience in public policy, monitoring, evaluation and research.
<b>Other Professional Personnel</b>				
(iii)	Junior Researcher	Master's Degree (or equivalent)	2 year	At least 1 year of relevant experience.

Sl. No.	Personnel	Minimum Educational Qualifications	Cumulative Professional Experience	Minimum Length of Relevant Experience
(iv)	Content Editor	Master's Degree in English, Journalism and Mass Communication	5 years	At least 2 years of relevant experience in content editing.

- (ii) Bidders need to submit self-attested copies of relevant certificates of minimum educational qualifications and proof of relevant experiences, given in the CVs in the proposal, of Key and other Professional Personnel for verification. The photocopies of such self-certified documents shall be verified and kept in the records as part of the contract agreement. If the Bidder fails to provide such originals or in case of substantive discrepancies in such documents, the proposal will be considered as non-responsive and rejected.
- (iii) CVs shall contain an undertaking from the respective Personnel about his / her availability for the duration specified in the RFP.

#### 15. Procedure for Submission of Proposal:

- (i) The RFP document can be downloaded from the Official Website of the MoLE (<https://labour.gov.in/tenders>) and Government e-Marketplace (<https://gem.gov.in/>). The Organization shall submit its bid in the electronic form on or before the date and time as mentioned below:

Sl. No.	Event Description	Date
(i)	Floating of RFP on GeM	<b>27.08.2024 (Tuesday)</b>
(ii)	Last date for receiving queries / clarifications	<b>02.09.2024 (Monday)</b>
(iii)	Pre-Bid Conference	<b>05.09.2024 (Thursday)</b>
(iv)	MoLE response to queries	<b>10.09.2024 (Tuesday)</b>
(v)	Proposal Due Date (PDD) i.e. Last date for Submission of Proposal	<b>16.09.2024 (Monday)</b>
(vi)	Opening of Proposals	<b>17.09.2024 (Tuesday)</b>
(vii)	Approval of Bidder	<b>24.09.2024 (Tuesday)</b>
(viii)	Letter of Award (LOA)	<b>30.09.2024 (Monday)</b>
(ix)	Signing of Agreement	<b>07.10.2024 (Monday)</b>
(x)	Validity of Applications	<b>90 days from Proposal Due Date (PDD) i.e. 24.11.2024</b>

- (ii) Interested applicants are requested to log into Government e-Marketplace (GeM) and submit their RFP response online, on or before **16.09.2024**. Please note manual / offline bids shall not be accepted.
- (iii) The Organization shall provide all the information sought under this RFP. The MoLE would evaluate only those proposals that are received in the specified forms and complete in all respects. Bids along with all the scanned copies of the documents should be submitted in the electronic form only through GeM e-tendering system. Before the bid documents are uploaded, all attached documents should be signed using scanned / digital signatures of the authorised representative. The Organization shall provide all the information sought under this RFP. The MoLE would evaluate only those proposals that are received in the specified forms and complete in all respects.
- (iv) Late bid, i.e. bids received after the specified date and time of receipt will not be considered for evaluation.

16. **Technical Bid Evaluation Criteria:**

(i) The following technical bid evaluation criteria would be followed:

<b>Sl. No.</b>	<b>Criteria</b>	<b>Maximum Marks</b>
<b>1</b>	<b>Past Experience</b>	<b>30</b>
(i)	Conduct and completion of studies in last 5 years (2019-20 to 2023-24) in the field of social sector, labour welfare and employment generation especially Social Security / Pension etc. [upto 5 studies = 1 mark, 1 mark for each additional study beyond first five, subject to a maximum of 10 marks]	10
(ii)	Out of 1(i) above, studies done for Government Departments / Organisations (Central / State / PSU) [one study = 1 marks, 1 mark for each additional study subject to a maximum of 5 marks]	5
(iii)	Out of 1(i) above, number of studies having worth Rs. 10 lakh and above (awarded / completed cost) [one study = 1 mark, 1 mark for each additional study subject to a maximum of 5 marks]	5
(iv)	Out of 1(i) above, number of studies pertaining to third party / external evaluation of schemes / programmes / projects implemented by Central Government Ministries / Departments / Organisations and / or State Governments / State Government Organisations [one study = 1 mark, 1 mark for each such study subject to maximum of 5 marks]	5
(v)	Number of studies awarded / started / being conducted but not completed yet in the last 5 years (2019-20 to 2023-24) [upto 5 studies = 1 mark, 0.5 mark for each of the additional study subject to a maximum of 5 marks]	5
Note	<b>Only the studies included in the list under paras 9.1 to 9.6 of Technical Bid, accompanied by requisite reasonable proof and relevant details shall be taken into account. Further, the cut off of years i.e. from 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2024 shall be strictly observed.</b>	
<b>2</b>	<b>Financial Strength of the Organization / Department etc.</b>	<b>10</b>
	Annual Turnover / Revenue Receipts from consultancy / research studies for each of last three years (2021-22 to 2023-24)*  0 to Rs.24.99 lakh turnover = 0 mark Rs.25 lakh to Rs. 49.99 lakh = 2 marks Rs.50 lakh to Rs.74.99 lakh = 3 marks Rs.75 lakh to Rs.100 lakh = 6 marks Rs.100 lakh & above = 10 marks	10
<b>3</b>	<b>Experience of Personnel</b>	<b>30</b>
	Marks shall be awarded for the relevant experience based on the years of experience which is given below:	

Sl. No.	Criteria	Maximum Marks
(i)	<b>Team Leader (Maximum 12 marks)</b> Within 5 years to 7 years: 10 marks Within 7 years to 9 years: 11 marks Above 9 years: 12 marks	12
(ii)	<b>Evaluation Expert (Maximum 8 marks)</b> Within 3 years to 4 years: 7 marks More than 4 years: 8 marks	8
(iii)	<b>Junior Researcher (Maximum 5 marks)</b> Upto one year: 4 marks More than 1 year: 5 marks	5
(iv)	<b>Content Editor (Maximum 5 marks)</b> Within 2 years to 4 years: 4 marks More than 4 years: 5 marks	5
<b>4</b>	<b>Approach and Methodology – Presentation by the bidders before and evaluation by a Committee appointed by the Competent Authority of MoLE</b>	<b>30</b>
	Understanding of Approach and Methodology and other relevant aspects including presentation before Committee demonstrating its strength, capacity, experience, ability to complete as per time lines of RFP etc.#	30
	<b>Total</b>	<b>100</b>

\*If any bidder certifies that their accounts for 2023-24 have not been audited as on date of submission of bid, MoLE may either consider that unaudited statements signed by CEO / Head of the Organisation or Accounts for previous three years.

#The bids received within the due date and time, would be evaluated as per the minimum eligibility criteria as per Para 13 of RFP. Those who qualify based on the minimum eligibility criteria, would be intimated a date for presentation, which would be held at MoLE's Office. **The presentation should be given by the Team Leader proposed to be engaged.**

- (ii) The highest evaluated absolute technical score (Tmax) will be given the maximum technical score (Tn) of 100 points. The technical scores (Tn) of other bidders will be computed as per the formula for determining the technical scores as given below:

$$\text{Normalized Technical Score of a Bidder (Tn)} = 100 \times (T1 / \text{Tmax})$$

T1 = Absolute Technical Score for the bidder under consideration.

Tmax = Maximum Absolute Technical Score obtained by any bidder.

Tn = Normalized Technical Score for the bidder under consideration.

#### 17. **Scrutiny of Proposal and Method for Selection of Bidder:**

- (i) Quality and Cost Based Selection (QCBS) method of evaluation will be adopted for selecting the bidder. The **technical proposals** will be allotted weightage of **70%**, while the **financial proposals** will be allotted weightage of **30%**. **The score calculations will be as per GFR / GeM.**

- (ii) The scrutiny / evaluation of the proposals shall be carried out in two stages. At the first stage fulfilment of minimum eligibility conditions prescribed in para 13 will be checked. Proposals fulfilling these conditions will be taken up for detailed technical evaluation as per para 16. Evaluators of technical proposals shall not have access to the financial proposals until the technical evaluation is concluded. The financial proposals are not opened till the technical evaluation is complete. The financial proposal of only such bidders will be opened which obtain minimum qualifying marks prescribed for the technical proposal as detailed under para 16. *The list of all eligible / technically qualified bidders would be published on the Ministry's website within 3 to 5 working days from date of evaluation of technical bids.* A "Technical Evaluation Committee (TEC)" / Sub-Committee will be notified by the competent authority of MoLE for checking the minimum eligibility criteria and detailed technical evaluation on various parameters included under Para 16.
- (iii) Further, the technically qualified bidders would be intimated a future date when the financial proposals shall be opened publicly in presence of the representatives of the qualified bidders who choose to attend. The name of the bidder and the total cost of study quoted by him / her in the financial bid shall be read aloud and recorded when the financial proposals are opened. The proceedings of the public opening will be minuted. This process will also be undertaken by the TEC. Decision of TEC will be final. Any bidder aggrieved by the report of TEC regarding technical evaluation, may within 3 days of posting of the report on the website of MoLE, represent to Secretary (MoLE), with specific grounds / facts for such grievance. Decision of Secretary (MoLE) shall be final on such representations. No representation shall be entertained, on any ground, whatsoever, after the opening of the financial bids.

#### 18. **Substitution of Key Personnel:**

- (i) The MoLE will not normally consider any request of the selected Organization for substitution of Key Personnel as the ranking of the organization is based on the evaluation of Key Personnel and any change therein may upset the ranking. Substitution will, however, be permitted if the Key Personnel is not available for reasons of resignation, illness, accident, inadequate performance or personality conflict, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the MoLE.
- (ii) The MoLE expects all the Key Personnel to be available during implementation of the Agreement. The MoLE will not consider substitution of Key Personnel except for reasons of resignation, illness, accident, inadequate performance or personality conflict. Such substitution shall ordinarily be limited to one Key Personnel subject to equally or better qualified and experienced personnel being provided to the satisfaction of the MoLE. As a condition to such substitution, a sum equal to 10% (ten per cent) of the remuneration specified for the original Key Personnel shall be deducted from the payments due to the Organization. In case of a second substitution hereunder, such deduction shall be 20% (twenty per cent) of the remuneration specified for the original Key Personnel. Any further substitution may lead to disqualification of the Organization or termination of the Agreement.
- (iii) Substitution of the Team Leader will not normally be considered and may lead to disqualification of the Organization or termination of the Agreement.
- (iv) In case the MoLE is not satisfied with the performance of any Key Personnel, the MoLE may initiate a request for substitution of such Key Personnel. This substitution will also be subject to payment deductions as described in Para 18(ii).
- (v) The MoLE, may in its discretion, for unforeseen and valid reasons to be recorded, waive off the deduction from the payment.

**19. Meetings:**

The MoLE may review with the selected Organization, any or all of the documents and advice forming part of the evaluation, in meetings and conferences which will be held at the MoLE's Office. **No travel time shall be payable.** At least 04 (Four) meetings will be held between MoLE and Organization. The Organization will make a presentation on the Inception Report, Mid-term Report and Draft Evaluation Report for discussion with the MoLE in these meetings. The organization is required to prepare and submit a weekly update that includes and describes, inter alia, general progress to date, data and reports obtained and reviewed, conclusions to date, if any, concerns about availability of, or access to, data, analyses, reports, questions regarding the ToR or any other matters regarding work scope and related issues and so on. The Organization's work on the ToR tasks should continue while the report is under consideration and is being discussed.

**20. Confidentiality:**

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Organization shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the MoLE in relation to matters arising out of, or concerning the Selection Process. The MoLE shall treat all information, submitted as part of the Proposal, in confidence and shall require all those who have access to such material to treat the same in confidence. The MoLE may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and / or the Authority or as may be required by law or in connection with any legal process.

**21. Proprietary Data:**

Subject to the provisions of Para "20" above, all documents and other information provided by the MoLE or submitted by Organization to the MoLE shall remain or become the property of the MoLE. Organizations are to treat all information as strictly confidential. The MoLE will not return any Proposal or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Organization to the MoLE in relation the evaluation study shall be the property of the MoLE. The Organization shall make suitable arrangements for the preservation of data collected during the study, such as filled in schedules, tabulation or working sheets, reports, photographs etc., relating to the Project in electronic form and this shall be shared with the MoLE at the time of submission of Final Report. The ownership of all such data shall remain with the MoLE. All raw data compiled during the consultancy assignment shall be transferred to the MoLE. No data collected in context of the study may be destroyed or otherwise disposed of or given to any other organization / individual, unless so approved by the MoLE.

**22. Non-Disclosure:**

The Bidding documents, including this RFP and all attached documents provided by the MoLE, are and shall remain or become the property of the MoLE. These are transmitted to the Bidders solely for the purpose of preparation and the submission of a proposal in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their proposal. The provisions of this Para shall also apply mutatis mutandis to Bids and all other documents submitted by the Bidders, and the MoLE will not return to the Bidders any proposal, document or any information provided along therewith (except unopened Commercial Bid and EMD, as relevant).

**23. Bid Security:**

The Bidder shall furnish as part of its Proposal, a bid security of Rs. 1,00,000/- (Rs. One Lakh only) in the form of an Account Payee Demand Draft from any of the Scheduled Commercial Bank in India in favour of PAO, Ministry of Labour & Employment payable at New Delhi (the Bid Security), returnable not later than 30 (Thirty) days from Proposal Due Date (PDD).

**24. Performance Security:**

To ensure due performance of contract, the successful bidder needs to submit a Performance Security of 3% of total Bid Amount. Performance Security may be furnished in the form of an Account Payee Demand Draft or Bank Guarantee from any of the Scheduled Commercial Bank in India in favour of PAO, Ministry of Labour & Employment payable at New Delhi (the Performance Security). The Performance Security would be finally released 90 days after completion of all contractual obligations. However, institutions / organisations under the administrative control of Government are exempted from furnishing the Performance Security.

**25. Penalty:**

- (i) Any delay in completing the study and submitting the Reports (hard copies and soft copy) along with other data files etc. as per the timelines given in the work order (3 months) may entail imposition of penalties as decided by competent authority of MoLE.
- (ii) Delay in Submission of Final Report along with all data files beyond time limit given in the work order (3 months from the date of work order) would entail penalty at the rate of 5% of the total cost of the contract for each month of delay or part thereof (excluding the grace period granted by competent authority, if any). However, the competent authority, may in its discretion, for valid reasons to be recorded, grant a grace period, for submission of all reports / documents / files etc. beyond 3 months from date of work order without imposition of any penalty. In this situation, the penalties clause will start from the end of the grace period so granted.
- (iii) The MoLE, may in its discretion, for unforeseen and valid reasons to be recorded, waive off the penalty.

**26. Miscellaneous:**

If any minor inadvertent mistakes are noticed in the proposal submitted and / or some minor details / information / documents is found lacking / missing, it would be permissible for MoLE to seek such minor / additional details / documents from the bidder or allow him to correct minor inadvertent mistakes which have no bearing on the quoted total cost of study in the financial bid or other crucial information in the technical bid. The bidder shall submit such clarifications or additional details / documents etc. within the prescribed time limit, failing which he will be disqualified and his bid will not be taken up for detailed technical evaluation.

**27. Other General / Standard Conditions to be observed:**

- (i) The Bidders are expected to examine all instructions, forms, terms and conditions, and specifications in the RFP and furnish all information as stipulated therein. This RFP together with all its attachments thereto, shall be considered as read, understood and accepted by the Bidders. Failure to furnish all Information required by the RFP or submission of a Proposal not substantially responsive to the RFP in every respect will be

at Bidder's risk and may result in the rejection of his Proposal. Bidders must submit all documents listed in the RFP.

- (ii) It may be noted that the costs of preparing the proposal are not reimbursable and MoLE is not bound to accept any of the proposals submitted.
- (iii) The bidders are required to provide professional, objective and impartial service and at all times will hold the Ministry's interests paramount, without any consideration for future work and strictly avoid conflicts with other assignments.
- (iv) Bidders must observe the highest standards of ethics during the selection process and execution of the contract. MoLE may reject a proposal at any stage if it is found that the bidder recommended for award has indulged in corrupt or fraudulent activities in competing for or in executing the contract in question, and may also declare the bidder ineligible or blacklist the firm, either indefinitely or for a stated period of time.
- (v) Prices should not be indicated in the proposal section addressing "Technical" and should only be indicated in the "Financial" proposal. MoLE will select successful bidder, in accordance with the method of selection specified in RFP.
- (vi) The Bidders shall bear all costs associated with the preparation and submission of the Proposal, including cost of presentation and site visits for the purposes of clarification of the bids, if so desired by MoLE, and Ministry will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**28. Termination:**

MoLE may terminate the Contract / Agreement executed with successful bidder in case of the occurrence of any of the events specified below:

- (i) If the successful bidder becomes insolvent or goes into compulsory liquidation.
- (ii) If the successful bidder, in the judgment of MoLE, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
- (iii) If the successful bidder submits to MoLE false statement which has a material effect on the rights, obligations or interests of MoLE.
- (iv) If the successful bidder places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to MoLE.
- (v) If the successful bidder fails to provide the quality services as envisaged under this Contract. Reasons for the same would be recorded in writing.
- (vi) In such an occurrence, MoLE shall give a written advance notice of 07 (Seven) days before terminating the Contract of the successful bidder.

**29. Jurisdiction:** The court at New Delhi shall alone have exclusive jurisdiction.

**30. Canvassing / Contracting:**

Any effort by a Bidder to influence MoLE in its decisions on offer evaluation, offer comparison or Award of Contract may result in the rejection of the Bidder's Offer. No Bidder shall contact MoLE on any matter relating to its offer, from the time of opening of Technical bid to the time the Contract is awarded.



**31. Intellectual Property Rights of the Study / Data:**

The Draft / Final reports and the contents thereof would be the intellectual property of MoLE and would not be published by the awarded agency without prior approval of MoLE. The raw data / processed data / findings should not be disclosed by the agency to any third party without prior approval of MoLE.

**32. Withdrawal of RFP:**

The Ministry of Labour & Employment, on its sole discretion, may at any stage of the bidding process, cancel the same, without assigning any reasons thereof.

\*\*\*\*\*

**Annexure-I****“Technical Bid”****(On Letter Head of the Organization / its Department)**

To,

Shri K.M. Krishnan  
Under Secretary  
Ministry of Labour & Employment  
Shram Shakti Bhawan  
Rafi Marg, New Delhi-110001

**Subject: Technical Bid for Third Party Evaluation of Schemes Implemented by Ministry of Labour & Employment (MoLE).**

Reference: RFP dated \_\_\_\_\_ issued by Ministry of Labour & Employment (MoLE).

Sir,

With reference to RFP dated \_\_\_\_\_ issued by MoLE, we hereby submit our “Technical Bid” for the said RFP.

2. We have gone through the contents of RFP and fully understood various aspects and terms and conditions, and undertake to fully abide by the same.

3. We hereby declare that to the best of our understanding, we are eligible to participate in the said RFP. We further declare that we have not been blacklisted by any Government Department or agency in the past three years. We also understand that furnishing of any wrong information or declaration by us will lead to our disqualification from participation in RFP / Conduct of study at any stage of the process.

4. We hereby declare that we have the requisite manpower and other facilities and are willing / confident of completing such study in a set time frame as per the scope given in the RFP.

**Technical Bid**

1	Name of the Organisation / Institution / Agency / University etc. (hereinafter referred to as the Organisation) submitting the RFP.	Please attach copy of relevant by laws / rules / MoA etc.).
2	Nature of the Organization (e.g. company registered under Companies Act or a Society registered under Societies Act, etc.).	--do--
3	Name of the Department / Vertical etc. of the organization (if any) submitting the RFP.	--do--
4	Complete postal address of the organization along with telephone numbers, email etc.	--do--
5	Name and complete designation of the main Authorized Person / Team Leader (hereinafter referred to as Team Leader), authorised to submit the RFP by the organization.	Please attach Power of Attorney / Authorisation Letter or certified copy of Board Resolution.

6	Complete postal address of the Team Leader along with mobile and telephone number, office telephone number and email address.	--do--
7	Name, designation, complete postal address, mobile number, office telephone number, email etc. of the Assistant / Deputy Team Leader, if any.	--do--
8	Nature of Activities in which the Organization / its Department / Vertical submitting the RFP is engaged.	--do--
9	<b>Past experience in conduct of studies:</b>	Please attach CVs of Key and other Professional Personnel along with relevant certificates of minimum educational qualifications and proof of relevant experiences.
9.1	Number of studies / research studies (hereinafter referred to as Studies) conducted and completed in last 5 years (2019-20 to 2023-24) in the field of social sector, labour welfare and employment generation especially Social Security / Pension etc. (Time limits will be strictly observed)	Please attach details of assignments along with copy of Work Orders / Agreement / Contract and certificate of project completion or one year of successful operation issues by the Client.
9.2	Out of 9.1 above, studies done for Government Departments / Organisations (Central / State / PSU).	--do--
9.3	Out of 9.1 above, number of studies having worth Rs. 10 lakh and above (awarded / completed cost).	--do--
9.4	Out of 9.1 above, number of studies pertaining to third party / external evaluation of schemes / programmes / projects implemented by Central Government Ministries / Departments / Organisations and / or State Governments / State Government Organisations.	--do--
9.5	Out of 9.1 above, list of studies conducted / being conducted / allocated to the Team Leader proposed for the present RFP, along with requisite details, including his role / capacity in which associated (whether as team member or as team leader etc.) cost of study, etc.	--do--
9.6	Number of studies underway (i.e. started but not completed yet) in the last 5 years (2019-20 to 2023-24).	--do--
Note	<p>(i) Requisite list of all such studies (separate lists for studies under 9.1, 9.2, 9.3, 9.4 and 9.5) along with name of client for whom done, awarded cost of study / completed cost of study, name of Team Leader, Assistant / Deputy Team Leader (by whatever name called) and such other relevant details along with reasonable proof should be submitted. Such studies must be enclosed along with Technical Bid, failing which will lead to non-consideration / rejection of the technical bid. Requisite marks in technical evaluation will be based on verification of relevant proof / documents.</p> <p>(ii) Please note that only such studies be included in the list which have been awarded in the name of Organization / its Department / Vertical submitting the RFP. Only such studies will be taken into account for technical evaluation.</p> <p>(iii) If any of the studies included in the list have been awarded by any Government Department / Ministry (Central or State) or any Government Agency / PSU etc.</p>	

	(Central or State), it should be specifically mentioned. (iv) If any study pertaining to external / third party evaluation of schemes / programmes / projects of Government (Central / State) or its Organizations (Central / State / PSUs), it should be specifically mentioned. (v) If any of the studies included in the list have been done by the present Team Leaders as Assistant / Deputy Team Leader of present RFP, whether as a member of team or as team leader or Assistant / Deputy Team Leader (by whatever name called). it should be specifically mentioned.		
10	Annual turnover / Revenue Receipt for consultancy / research study work for last 3 years (Rs. in Lakh) (Please attach a certificate duly certified by the Statutory Auditor / Chartered Auditor of the bidder mentioning the average annual audited turnover for the last 3 financial years)	2021-22	
		2022-23	
		2023-24*	
Note	Government Institutes / Departments or Universities / Verticals of big institution participating in the RFP may furnish revenue receipts from consultancy / research studies, duly certified by the competent authorized officer of the organization, instead of balance sheet.		
11	Details of manpower availability in continuity in the preceding one year from the date of bid submission.		
Note	Attach relevant documentary proof for the same by way of pay roll / salary slip / such other acceptable proof; along with proof of their consultancy / research experience. Requisite marks in technical evaluation will be based on verification of relevant proof / documents. In absence of pay roll, statement of employment period and current designation by authorized signatory of the organization may be attached.		
a	Permanent Number of Persons		
b	Temporary / Ad-hoc / Outsourced Number of Persons		
Note	Attach list in the following format:		

Sl. No.	Name of Person	Sex (M/F)	Age	Designation	Qualification	Total Experience (in Years)	Since when working with the Organization / its Department / Vertical	Additional Information, if any

12	Brief note / write up about understanding of approach and proposed methodology (About 2 pages for each scheme – Total 6 Pages) - (may be attached as Annexure)	
----	--	--

13		
14		
15	I hereby declare that I am authorized to submit the Technical and Financial bid on behalf of the Organization / its Department / Vertical (relevant authorization attached).	

\*Note = If any bidder certifies that their accounts for 2023-24 have not been audited as on date of submission of bid, MoLE may either consider that unaudited statements signed by CEO / Head of the Organization or Account for previous three years.

Thanking you,

Yours sincerely,

Date:

( )  
(Full Name, Designation, Address,  
Mobile Number, Office Telephone Number & E-mail of  
the Competent Authorized Person submitting the RFP)

**Annexure-II**

**Bid Security Declaration Form**

**(On Letter Head of the Organization / its Department)**

To

.....  
Ministry of Labour & Employment  
Shram Shakti Bhawan  
New Delhi-110001

**Subject: Bid Security Declaration for Third Party Evaluation of Schemes Implemented by Ministry of Labour & Employment (MoLE)**

Dear Sir/Madam,

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, proposals must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification, if I am / We are in a breach of any obligation under the bid conditions, because I/We

- (a) have withdrawn / modified / amended, impairs or derogates from the tender, my/our proposal during the period of proposal validity specified in the RFP;
- (b) having been notified of the acceptance of our proposal by the Authority during the period of proposal validity (i) fail or refuse to execute the Agreement, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to the Applicants.

I/We understand that this Bid Security Declaration will become invalid if I am / We are not the successful Bidder, either upon the earlier of (i) receiving your notification of the successful Bidder's name or (ii) thirty days after the expiration of the validity of my/our Proposal.

Yours faithfully,

.....  
(Signature, name and designation of the authorised signatory)

.....  
(Name and seal of the Applicant/Lead Member)

**Annexure-III**

**Bank Guarantee for Performance Security**

To

.....  
Ministry of Labour & Employment  
Shram Shakti Bhawan  
New Delhi-110001

WHEREAS \_\_\_\_\_ (Name and address of bidder) has undertaken, Agreement No. \_\_\_\_\_ Dated \_\_\_\_\_ 2024 \_\_\_\_\_ (Description of Services) hereinafter called "the Agreement".

AND WHEREAS it has been stipulated by you in the said Agreement that the agency / firm / company selected shall furnish you with a bank Guarantee by a nationalized bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency / firm / company a guarantee:

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "the Second Party" up to a total of \_\_\_\_\_ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of \_\_\_\_\_ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_.

This bank Guarantee shall be irrevocable, unconditional and shall incorporate in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

Signature and Seal of Guarantors Dated:  
Address of the Guarantors:

**Annexure-IV****“FINANCIAL BID”****(On Letter Head of the Organization / its Department)**

From: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

To,  
 Shri K.M. Krishnan  
 Under Secretary  
 Ministry of Labour & Employment  
 Shram Shakti Bhawan  
 Rafi Marg, New Delhi-110001

**Subject: Financial Bid for Third Party Evaluation of Schemes Implemented by Ministry of Labour & Employment (MoLE).**

Reference: (i) RFP dated \_\_\_\_\_ issued by Ministry of Labour & Employment  
 (ii) Technical Bid submitted by us for the said RFP.

Sir,

With reference to the RFP dated \_\_\_\_\_ issued by MoLE and the Technical Bid submitted by us for the said RFP, we hereby submit our Financial Bid for the said RFP.

<b>Total cost of study (Lump sum amount for all the schemes covered under the scope of this study)</b>	<b>Rs. _____ (in figures)</b>	<b>Signature of authorized Officer signing this letter</b>
	<b>Rupees _____ (in words)</b>	

**Detailed bifurcations towards each scheme:**

<b>Name of the Scheme</b>	<b>Estimated Cost (In Rs.)</b>	<b>Manpower to be Engaged</b>
Scheme-1		
Scheme-2		
Scheme-3		
<b>Total</b>		

Note:

- (i) Total cost of study quoted should be “all inclusive” lump sum cost for complete study of all the schemes covered under the scope of this study, as described in the RFP, including all expenses, by whatever name called, like Personnel Costs [Remuneration for Key Personnel and Other Professional Personnel (inclusive of all personal allowances)], Local



Costs [Office Rent, Office Consumables like Stationery, Communication etc., Office Furniture and Equipment (Rental), Secretarial Expenses, Reports and Document Printing, Translation, Surveys and Investigations, Travelling Expenses, Out of Pocket Expenses, Miscellaneous Expenses etc.] and Overhead Expenses etc.

- (ii) **The financial bid should be inclusive of all taxes, duties, levies except GST.**
- (iii) No cuttings / corrections should be done to the amount given in the box above; any such action will make the financial bid liable for rejection.
- (iv) The quoted total cost of study should remain valid for a minimum of three months from the last date of submission of bids.
- (v) In case of any deviation / difference in the amount quoted in the table above in figures and words, the amount quoted in words will be taken as the final.

2. We have gone through the contents of RFP and fully understood various aspects and terms and conditions and undertake to fully abide by the same.

3. We hereby declare that to the best of our understanding, we are eligible to participate in the said RFP. We further declare that we have not been blacklisted by any Government Department or agency in the past three years. We also understand that furnishing of any wrong information or declaration by us will lead to our disqualification from participation in RFP / Conduct of study at any stage of the process.

4. I hereby declare that I am authorized to submit the Technical & Financial bid on behalf of the Organization / its Department / Vertical (relevant authorization attached).

Thanking you,

Yours sincerely,

Date:

( )  
(Full Name, Designation, Address,  
Mobile Number, Office Telephone Number & E-mail of  
the Competent Authorized Person submitting the RFP)

**Annexure-V****Pre-Bid Query Format**

Sl. No.	RFP Document Reference (s) [Section, Clause , Para, Page Number]	Content of RFP requiring Clarification(s)	Points of Clarification
1			
2			
...			
...			

**Annexure-A****Terms of References (ToR) for Third Party Evaluation of 03 (Three) Schemes of Ministry of Labour & Employment****I. Details of the Schemes:**

The Budget Allocation and Actual Expenditure (Rs. in Crores) under the above 03 (Three) schemes during last three years are as under:

Name of Scheme	FY 2021-22		FY 2022-23		FY 2023-24		FY 2024-25
	Budget Allocation	Actual Expenditure	Budget Allocation	Actual Expenditure	Budget Allocation	Actual Expenditure	Budget Allocation
e-Shram	150.00	255.24	500.00	123.99	300.00	28.96	176.84
NCS	57.00	24.31	52.00	43.99	52.00	46.90	58.00
NCSC SC/ST	19.90	14.50	23.00	22.06	25.00	23.89	20.60

**A. e-Shram Portal - Central Sector (CS)**

The Ministry of Labour & Employment (MoLE) launched e-Shram portal for creation of a comprehensive “National Database of Unorganised Workers (NDUW)” seeded with Aadhaar for various types of unorganised workers such as construction workers, agricultural workers, domestic workers, street vendors etc. The portal envisages to register estimated unorganised workers across the country and issue a Universal Account Number (UAN) to registrants of e-Shram. The e-Shram portal was launched on 26<sup>th</sup> August, 2021 by Hon’ble Union Minister (L&E). As on 09.08.2024, over 29.89 crore unorganised workers have registered on e-Shram Portal, on a self-declaration basis. E-Shram portal has been developed by the MoLE in technical cooperation with National Informatics Centre (NIC). The objective of the e-Shram portal is to support the unorganised workers by providing them an identification and recognition, which they were lacking till now. The key objectives of the portal are as under:

- (i) Creation of a first ever comprehensive ‘National Database of Unorganised Workers’ seeded with Aadhaar.
- (ii) Integration of Social Security and Welfare schemes meant for unorganised workers.
- (iii) Sharing of data with Ministries / Departments / Boards / Agencies / Organizations of the Central & State Governments through the portal for delivery of various social security and welfare schemes.
- (iv) Ascertaining the status of migrant workers and their movement.
- (v) Portability of the social security and welfare benefits to the migrant and construction workers on the lines of One Nation One Ration Card (ONORC).
- (vi) Use of the database by Central and State Governments during any National Crises like COVID-19 in future.

Any Unorganised Worker in the age group of 16 to 59 years is eligible to register on the e-Shram portal provided he / she is not a member of Government Service / PSU or EPFO or ESIC or an Income tax payee.

**Features:** The features developed on NDUW / e-Shram portal and the benefits extended to enhance the well-being of the unorganised workers through e-Shram portal are as under:

- (i) The registration on the portal is fully Aadhaar verified and Aadhaar seeded. Any unorganised worker can register himself or herself on the portal on a self-declaration basis.
- (ii) Provision has been added in e-Shram to capture family details of migrant workers.
- (iii) Provision has been added in e-Shram to share construction workers' data with States / UTs to facilitate their registration in respective Building and other Construction Workers (BoCW) boards.
- (iv) e-Shram has been integrated with National Career Service (NCS) Portal. An unorganised worker can register on NCS using his / her Universal Account Number (UAN) and search for suitable better job opportunities. An option/ link has been provided to registrant on eShram portal to seamlessly register on NCS.
- (v) e-Shram is also integrated with Pradhan Mantri Shram Yogi Maan-dhan (PM-SYM). PM-SYM is a pension scheme for unorganised workers who are aged between 18-40 years. Using UAN (e-Shram) number, any unorganised worker can easily register on Maandhan portal.
- (vi) To provide skill enhancement and apprenticeship opportunities to unorganised worker, e-Shram has been integrated with Skill India Digital portal of Ministry of Skill Development and Entrepreneurship.
- (vii) Further, e-Shram is integrated with myScheme portal. myScheme is a National Platform that aims to offer one-stop search and discovery of the Government schemes. It provides an innovative, technology based solution to discover scheme information based upon the eligibility of the citizen. The platform helps the citizen to find the right Government schemes for them. It also guides on how to apply for different Government schemes. Through this integration, all the e-Shram registrants can check the schemes for which they are eligible.

## **B. National Career Service (NCS) – Central Sector (CS)**

The Ministry of Labour & Employment (MoLE) is implementing the National Career Service (NCS) project for transformation of the National Employment Service to provide a variety of employment related services like job search & matching, career counselling, vocational guidance, information on skill development courses, internships etc. through a digital platform ([www.ncs.gov.in](http://www.ncs.gov.in)). The portal was launched by the Hon'ble Prime Minister in July, 2015. It acts as a one stop solution for career related services including jobs from private and government sector, information on online and offline job fairs, skill / training programmes etc. The main objectives of NCS project are as follows:

- Enhancing career and employment opportunities.
- Counselling and guidance for career development.
- Enhancing quality of workforce
- Focusing on inclusive growth initiatives.
- Empowering youth through digital skills.

The various stakeholders on the NCS platform include jobseekers, employers, employment exchanges (career centres), counsellors, training providers, educational institutions and placement organizations. Following are the main features of NCS:

- Network of 1000+ Employment Exchanges (EEx) & Model Career Centres (MCCs).
- 1160+ approved counsellors providing career guidance.
- 3600+ job roles with a knowledge repository of career content on these job roles.
- Toll Free Call Centre in 7 different languages.
- Linkage with Government recruitment bodies – UPSC, SSC, ASRB etc.

- Integration with EPFO, ESIC & Digi Locker, Skill India portal.

Some of the major activities /initiatives of NCS are outlined details below:

- (i) **International Jobs on NCS:** The international jobs module facilitates MEA registered agents to post international job opportunities in the NCS portal and also, the jobseekers would be able to search and apply for these international job opportunities. As on date, more than **500 verified** Recruiting agents (RA) are registered on NCS portal, and more than **14 thousand** international vacancies have been mobilized on NCS portal.
- (ii) **Employability Enhancement Training:** In collaboration with the private portals in the industry, NCS provides various training programme to augment the employability skills, cognitive as well as non-cognitive, of the jobseekers in its portal.
- (iii) **Employability Assessment Test** is an AI proctored free evaluation tool is a test that includes evaluation of psychometric, communication skills, verbal ability, logical reasoning, domain knowledge & computer skills.
- (iv) **Integration with Government and Private Portals:** NCS has been integrated with various government portals like eShram, Udyam, Skill India Portal (SIP) etc. NCS has API integration with States for sharing of jobseeker's data. As on 31st July 2024 a total of **28 states/UTs** are integrated with NCS portal including **7 states** that directly register their jobseekers over NCS portal.
- (v) The Ministry of Labour and Employment signed Memorandum of Understanding (MoU) with leading private job portals, companies/employers, and skill providers like Qess Corp Ltd, Teamlease, VSS Tech, Freshersworld, Quikr India Private Limited, Foundit (Formerly monster.com), TCS iON etc to integrate with National Career Service (NCS) portal.
- (vi) The NCS Project involves the establishment of Model Career Centers (MCCs). These MCCs organize job fairs, engage employers, provide career counselling, and offer employability training at the local level, both online and offline. As on date, **407 MCCs** have been approved by the Ministry of Labour and Employment (MoLE), including 7 non-funded MCCs.

**Way Forward:** The NCS 2.0 Platform will be a cloud-based application which will incorporate AI / ML & Block Chain to a large extent. The solution will be following a Mobile first approach. It also envisages to provide the capability of creating Microsites for the State Governments to host their employment portal on the NCS platform. Data Analytics and dashboards will be a major focus for assisting in planning and monitoring the employment in the country.

### C. Coaching and Guidance for SC / ST [National Career Service Centre (NCSC) for SC/STs] – Central Sector (CS)

The Ministry of Labour & Employment (MoLE) is implementing the scheme “Welfare of SC/ST jobseekers” through the network of 25 NCSC for SC/STs across the country. These Centres are located at Aizawl, Bengaluru, Bhubaneswar, Chennai, Delhi Kolkata, Guwahati, Hisar, Hyderabad, Imphal, Jaipur, Jammu, Jabalpur, Jalandhar, Jowai, Kanpur, Kohima, Nagpur, Naharlagun (Arunachal Pradesh), Puducherry, Ranchi, Surat, Thiruvananthapuram, Una & Vishakhapatnam. The objective of the scheme is to enhance the employability of SC/ST jobseekers through vocational guidance, career counselling, computer training, pre-recruitment training etc. These Centres conduct outreach programmes like career information, career talk and group guidance activities in various educational institutes for channelizing the job seekers in appropriate vocations. Market driven O-level software, Computer Hardware Maintenance, Office Automation Accounting and Publishing Assistant, Computer Application Business Accounting

Associate and Cyber Secured Web Development Associate training are imparted to job seekers through NIELIT with a view to prepare them to meet the demands of the labour market.

A coaching programme is also run through local training institutions to prepare SC/ST jobseekers for the competitive examinations. In order to build confidence among SC/STs jobseekers, confidence building programmes and pre-recruitments training are organized for facilitating SC/ST job seekers entry into the world of work. Job fairs are being regularly organized online or on campus by NCSC for SC/STs through NCS portal.

Efforts are also being taken by the Centres to mobilize the employers / placement organizations and jobseekers to actively participate in the job fairs. Further the Centres maintain close liaison with the Employment Exchange /Model Career Centres and provide linkage with their Institutions as catalyst.

## **II. PREPARATION OF EVALUATION MATRIX FOR SCHEME ANALYSIS**

- (a) This would be provided by the concerned Scheme Coordinators of MoLE at the beginning of the evaluation study.
- (b) Any other issue brought out by the Scheme Division of MoLE for the third-party evaluation would also be carried out by the Organization.

## **III. FIELD STUDY (INDICATIVE):** The field study would also include the following:

- (a) Designing of the discussion guides for focus group discussions, interview guides for in-depth interviews and structured questionnaires / schedules for household surveys.
- (b) Preparation of the analysis plan.
- (c) Pre-testing and finalizing the required tools in partnership with MoLE.
- (d) Establishment of a managerial structure for field operations
- (e) Recruitment of investigators and training / capacity building of the field investigators.
- (f) Putting in place appropriate IT hardware and application software for data collection and management.
- (g) Collecting and compiling the quality data from selected areas.
- (h) High-quality data management and adherence to quality assurance mechanisms as per agreed protocols, plans and schedules.
- (i) Collation and data cleaning.
- (j) Running data analysis and submitting cross-tabulations / summarizations.
- (k) Preparation of draft evaluation report and conducting stakeholder consultations.
- (l) Submission of the final report and dissemination of the key finding.
- (m) Incorporating concurrent feedback into the workflow.

During meta-analysis and field study, inputs from the concerned Ministry / Department may be incorporated for fine-tuning the methodology, preparation of analysis plan, listing of secondary data sources, investigator training and tool / questionnaire design.

## **IV. PRIMARY DATA COLLECTION METHODOLOGY:**

5.1 A quantitative and qualitative study backed with extensive meta-analysis will be conducted to provide a sectoral assessment. The study will consist of following components:

5.1.1 **Key Informant Interviews and Focus Group Discussions:** Herein, it is proposed that key informant interviews be held with officials from Central Ministries / Departments, State-

level implementing bodies and district and block level administration. Other stakeholders supporting implementation or indirectly involved in enabling the scheme's success, as well as opinion makers at the village level should also be interviewed. National level key informants should also include experts from recognized national level think tanks, institutions and prominent non-profit organizations. Additionally, focus group discussions will be conducted, mostly at block and village level with diverse groups involving implementing stakeholders, opinion makers as well as selected beneficiaries.

5.1.2 Survey of beneficiaries: A selected sample of household surveys shall be conducted to assess the beneficiary-level perspective of the programmes. Since, various CS schemes have different target groups, it is to be ensured that the sample and geography selection for Key Informant Interviews / Household Surveys factors in representation from each of the respective target groups/geographies.

5.2 A mixed approach of Quantitative and Qualitative Analysis may be adopted. Quantitative Analysis may include secondary data analysis. Also, the analysis and findings from secondary data should be triangulated with household-level data.

5.3 Additionally, the discussion guides / questionnaires for key informant interviews and household surveys should include the relevant data points pertaining to the evaluation of the schemes and the sector.

**V. LISTING OF STAKEHOLDERS TO BE CONSULTED:** A detailed list of stakeholders to be interacted with during the key informant interviews, FGDs and household surveys to be formulated by the organization in consultation with MoLE.

#### **VI. DELIVERABLES & TIMELINES:**

- (a) The total duration of the evaluation study is 3 months wherein the inception report has to be submitted by the organization within 30 days from the signing of the contract.
- (b) In the inception report, the organization has is required to submit weekly chart of all the activities and sub-activities. The organization shall propose the time for the payment linked deliverables which are (a) Mid-Terms Report, (b) Draft Evaluation Report; and (c) Final Evaluation Report.
- (c) The payment linked deliverable shall adhere to the requirement given in table in the ToR.
- (d) The project monitoring will be done by the Competent Authority based on the timelines submitted by the organization in the inception report for the payment linked deliverables.
- (e) In case of any delay in the submission of payment linked deliverables namely, inception report, mid-term report, draft evaluation report and final evaluation report, the organization will be penalized as per the extant provision of the RFP.

**VII. PAYMENT SCHEDULE:** The payment terms will be linked to the key deliverables as mentioned below:

Description of Deliverable	Payment
Interest free mobilization advance, as per work order	10%
On submission of Mid-Term / Draft Report	30%
On submission of Final Report ( less penalties / deductions)	40%
On acceptance of Final Report by competent authority	20%
<b>Total</b>	<b>100%</b>

**VIII. INDICATIVE REPORT STRUCTURE:** The Final Evaluation Report should be crisp and should cover the following aspects:

- (a) Preface.
- (b) Executive Summary.
- (c) Sector and Schemes Overview.
- (d) Study Objectives.
- (e) Study Approach and Methodology.
- (f) Findings from (secondary data analysis and primary data analysis).
- (g) Recommendations.
- (h) Conclusions.
- (i) Reference and Appendices.

The organization is required to elaborate on the indicative report structure given above and submit a detailed report structure in the inception report for approval of MoLE.

**IX. REPORTING:**

- (a) The organization will closely work with the MoLE. A designated officer of the MoLE will be responsible for the overall coordination and project development. S/He will play a coordinating role in dissemination of the Organization's outputs, facilitating discussion and ensuring required reactions and responses to the organization.
- (b) The organization will make a presentation on the Inception Report, Mid-term Report and Draft Evaluation Report for discussion with the MoLE at a meeting. This will be a working document. The organization is required to prepare and submit a weekly update that includes and describes, inter-alia, general progress to date, data and reports obtained and reviewed, conclusions to date, if any, concerns about availability of, or access to data, analyses, report, questions regarding the ToR or any other matters regarding work scope and related issues, and so on. The work on the ToR tasks should continue while the report is under consideration and is being discussed.
- (c) Regular communication with the designated Officer and the concerned Authority is required in addition to all key communications. This may take the form of telephone, e-mails and occasional physical meetings.
- (d) All the reports are required to be submitted in hard copy (5 copies) and in soft copy.
- (e) The organization shall maintain high-quality in the report content including proper referencing. The flow of findings and recommendations shall be clearly indicated in the report. In case of any compromise in the quality, the suitable penalty would be imposed on the organization as per the provisions given in the RFP.

**X. Meetings:** The MoLE may review with the Organization, any or all the documents and advice forming part of the consultancy, in meetings and conferences which will be held at the MoLE's Office. No travel allowances shall be payable for attending such meetings.

**XI. MISCELLANEOUS:**

- (a) The authorized officials of the MoLE may visit the Organization's Project Office or field locations any time during office hours for inspection and interaction with the Organization's Personnel.
- (b) The time sheets / attendance of Professional Personnel and Support Personnel, taken with the concurrence of the Authority, shall be made available to the MoLE as and when asked for and a copy of such record shall be submitted to the MoLE at the end of each calendar month.



- (c) All the study outputs including primary data shall be compiled, classified and submitted by the Organization to the MoLE in soft form apart from the reports indicated in the deliverables. The study outputs shall remain the property of the MoLE and shall not be used for any purposes other than that intended under the ToR without the permission of the MoLE. The consultancy shall stand completed on acceptance by the MoLE of all the Deliverables of the Organization and execution of the Agreement. The MoLE shall issue a certificate to that effect. The Consultancy shall in any case be deemed to be completed by mutual consent of the MoLE and the Organization.

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