



Request for Proposal

Uberization of Plumbing Workforce Using a Technology Platform

For Indian Plumbing Skills Council

**Proprietary & Confidential Issued by:
Indian Plumbing Skills Council**

1. ADMINISTRATIVE DETAILS

1.1. Confidentiality

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

1.2. RFP procedure

1.2.1. Contact Details

For questions regarding this RFP, please contact

Maj Gen (Retd.) TK Chadha

Chief Operating Officer,

Indian Plumbing Skills Council

Email: tk.chadha@ipssc.in, varun.tandon@ipssc.in

Website: www.ipssc.in

For any kind of clarification / query, please mention the mail subject as “Reference #IPSC/RFP/2020/02”

1.2.2. Critical Information

This Request for Proposal (RFP) contains the details pertaining to the scope, evaluation methodology, project timelines, terms & conditions and other relevant details. Interested organizations are advised to study the RFP document carefully before submitting their proposals. Submission of a proposal shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

1.2.3. Contents of solicitation documents

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

1.3 Schedule of Events

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

Event	Target Date
RFP issued to the Vendors / Published on the IPSC website	June 28, 2021
Last date of receipt of Queries and Clarifications on RFP	July 5, 2021
Last date of Submission of proposal	July 17, 2021
Award and Signing of SLA	August 17, 2021

2. INTRODUCTION

2.1 Introduction about Issuer

Indian Plumbing Skills Council (IPSC) is the apex Sector Skill Council for the Plumbing Industry, operating under the aegis of National Skills Development Corporation (NSDC), an initiative of the Government of India (Ministry of Skill Development and Entrepreneurship-MSDE) to transform India as a hub for skilled manpower. IPSC is a Non-Profit Organization, incorporated under Section 25 of the Indian Companies Act 1956.

Vision:

Developing Excellence in Plumbing Skills

Objectives:

- Identification of skill development needs in the Plumbing Industry including preparing a catalogue of types of skills, range and depth of skills to facilitate individuals to choose from them.
- Ideation of a Sector Skill Development plan and maintain skill inventory.
- Determining skills/competency standards and qualifications.
- Standardization of affiliation and accreditation process.
- Participation in affiliation, accreditation, examination and certification.
- Plan and execute training of trainers.
- Promotion of academies of excellence.
- Creation of models to bridge gap between demand and supply of workforce.
- Creation of models to enable more employment and entrepreneurial opportunities for the workforce.

Purpose: The purpose of establishing the Indian Plumbing Skills Council (IPSC) is to ensure that skilled & certified manpower in adequate numbers is provided across industries and to raise plumbing standards in India to global levels. It will maintain a dynamic LMIS (Labour Management Information System) to keep track of the Labour Market Skill Gaps, Frame Occupational Standards, Facilitate Development of Practical and High-Quality Training Content, Ensure Adequate Availability of Faculty through Training of Trainer initiatives, Build Accreditation and Certification Mechanisms and Encourage Capacity Building through Private Sector Participation

2.2 Background and Rationale for RFP

The need for plumbing services arises for maintenance of public health and environmental requirements emanating from the water industry and the need for proper sanitation. Of the many key activities carried out in the construction sector, Plumbing is one of the main constituents which also has a direct linkage with other ancillary industries manufacturing plumbing related products viz. Water treatment, Sewage and Drainage, fire safety, supply of gas, heating and cooling systems, industrial waste management, and air-conditioning etc. The sector in India presents unique opportunities and challenges with deficit of skilled manpower. Given the changing circumstances due to the recent pandemic, there is a greater need of the eco-system to support the industry, the workforce and the citizens of the country in connecting the demand to the supply.

The deliverable of this project would be utilized by IPSC in creating and advocating a single platform where plumbing and ancillary workforce would be available on call and thereby bringing all stakeholders (plumbing workforce, industry, consumers) under one single platform for the effective utilization of the services.

IPSC, through this Request for Proposal (RFP), would select an Implementation Partner (referred as Bidder/Proposer in the rest of the document) with relevant experience and capacity to work on the scope of RFP and maintain information thereof.

3. SCOPE OF WORK

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

3.1 Objective:

The main objective is to partner with an organization that specialises in development, operations and management of a technology platform which can lead to the effective Uberization of Plumbing Workforce. IPSC intends to establish this platform as a manpower solutions and plumbing service provider to maximise the earning potential for the workforce and bring stakeholders of the plumbing industry together under one platform in order to create more work opportunities.

3.2 Features:

The platform will have a vertical specifically catering to the plumbing sector for the said objective. The organisation will need to create a separate team that can manage the plumbing platform.

3.3 General Requirements:

- Customisable, simple and effective user interface.
- Easy onboarding of various users.
- Multilingual.
- General uberization concept features.
- Different kinds of users with different levels of access, permissions and restrictions.
- Platform should perform varied activities such as manpower sourcing and plumbing repair, maintenance, installation services etc. The same may be increased phase-wise.
- Match making based on profile of workforce and requirements being registered.
- Tracking of work with defined turn around times and flags.
- Extensive reporting and analytics.
- B2C and B2B engagement models.

3.5 Technical Requirements:

- Responsive platform/application accessible on computers, mobile phones and tablets.
- Platform/application must support all major browsers (and its updated versions as applicable), i.e., Internet Explorer, Firefox, Safari, and Google Chrome.
- Tools and/or API for integration and data import and export.
- Auditing capabilities including logs, status errors, and warnings.
- Backup procedures for the application and database.
- Payment gateway integration (to be managed by partnering organization themselves)
- Integration with WhatsApp for user communication and convenience.

- System automations.
- Feedback Mechanism.

3.6 Others and Support from IPSC:

- IPSC will be extending technical support pertaining to plumbing related knowledge, where ever required.
- IPSC will be extending immense support in establishing connect with plumbing industry.
- IPSC will be extending immense support in establishing connect with plumbing workforce that would be willing to join the platform.
- IPSC will be branding and promoting the partnership/platform with the highest level in the Ministry of Skill Development & Entrepreneurship, Ministry of Jal Shakti and Ministry of Housing and Urban Affairs.
- Organisations that have already created a self-sustaining model in this domain would be preferred.
- IPR of the entity/brand jointly created, will be owned by IPSC.
- Preferred Partnership Model:
 - Organization must be to expand into Plumbing manpower solutions and service sector.
 - Organization invests financially towards expansion into the said vertical by means of building technological capabilities and recruitment of operational manpower.
 - IPSC supports organization with industry connect, plumbing knowledge and supply of manpower/plumbing workforce etc.
 - From the joint revenue sources identified and implemented (IPSC will help in creating), IPSC is provided with 5% revenue generated by the partnering organization.
 - A refundable EMD (Earnest Money Deposit) may be deposited, as a token of interest. the amount shall be fixed after mutual discussion. The same may be adjusted against IPSC's share.
 - Partnership tenure to be ideally 5 Years.

4. SELECTION CRITERIA

IPSC will review all submitted proposals for adherence to this requests' requirements and capabilities to identify the proposal providing the best value based on the following criteria:

- Experience with similar project.
- Qualifications of project personnel.
- Project understanding and responsiveness.
- Financial proposal, rates, fees, etc.
- Bidder shall never be blacklisted by any government / PPP agency in last 5 years of their work.

5. SELECTION PROCESS

- IPSC will form a selection panel that will review the responses received to this RFP.
- IPSC will make a selection based on the submittals or, at their discretion, may ask a short list of proposers to interview or provide a demo prior to finalizing the selection.
- Proposers will be notified of the selection decision by email within three weeks of the receipt of proposals.

- Selection decisions taken by IPSC Selection Committee would be treated as final. There will be no process for appeal or re-evaluation.
- IPSC retains the right to request scope adjustments and substitutions of individual team members and engineering disciplines during negotiations and thereafter as well.

6. SUBMISSION REQUIREMENTS:

Proposers should submit an electronic copy (.pdf format) of the proposal no later than 2:00 p.m. July 17, 2021, to: tk.chadha@ipssc.in & varun.tandon@ipssc.in having subject as "Reference #IPSC/RFP/2020/02"

Questions/ Queries must be submitted in writing by email no later than 2:00 p.m. July 5, 2021, to tk.chadha@ipssc.in & varun.tandon@ipssc.in having subject as "Reference #IPSC/RFP/2020/02". Answers will be emailed to all prospective queries by the proposer by two working days.

The proposal period may be extended at the discretion of IPSC based on the quantity and/or complexity of questions/ Queries. Any notices of extension of time to respond will be distributed to all prospective proposers by IPSC.

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

Proposal Contents:

Brevity is encouraged in the responses to this RFP. Proposals must contain the following:

- **Cover Letter:** Include contact information, including an email address, for the team's designated contact person who can receive and distribute RFP information on behalf of the team.
- **Bidder Details:**
 - Bidders Profile including date of establishment.
 - Bidder's legal name and any other name under which it carries on business as well as its business number, and whether the bidder is an individual or incorporated entity.
 - Permanent Account Number (PAN) of proposer/each consortium member from Income Tax authorities in India.
 - Details of each consortium partner for the project should necessarily be included, if applicable.
 - The bidder's contact information including name of the contact person, address, telephone and fax numbers, and email address.
 - Last 3 years' balance sheets.
 - Details of consortium partner/s should clearly be defined with roles, strengths and other relevant details.
 - In case of a joint submission a copy of the letter of association highlighting the name of lead partner and the Sub-contracting partner/copy of the contract and other details should be attached and clearly elaborated.
- **Firm Qualifications:** Bidder to provide firm descriptions and evidence of qualifications to address the scope described in this document. Provide three examples of projects

performed that demonstrate the qualifications and competence for each of the disciplines/requested areas of expertise. Provide client references.

- **Individual Qualifications / Project Team chart:** Bidder to provide resumes for all key project staff for each discipline. Biographies should include: Experience with similar relevant projects.
- **Project Understanding and Approach / Project Plan:** Bidder to provide a brief description on the understanding and approach to the project with milestones.
- **Quality Assurance:** Bidder to provide a copy of all quality control and assurance programs. Describe your testing and support plan.
- **Exceptions:** Describe any exceptions to General Provisions and Terms and Conditions. Disclose any existing relationships and previous work with IPSC.
- **Financial Proposal, Rates, Fee, etc.:** Provide a financial proposal, rates, fees etc. for desired partnership meeting all required deliverables. List hourly billing rates for participating staff. The cost proposal must include all design, production, testing and software necessary for the development of the platform. The proposal must include costs pertaining to operationalization and management of platform. Break out costs based on the scope of the project, including itemized one-time set up costs, implementation costs, seat licenses and ongoing fees, and integration costs. If the execution of work to be performed requires the hiring of subcontractors, you must clearly state this in your proposal.

6.1 IPSC's rights to terminate the process

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

7. AWARD OF CONTRACT AND SETTLEMENT OF DISPUTES

- In case of tie between the two or more organizations, decision of IPSC should be considered final and acceptable to the bidders.
- IPSC reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder(s) of the grounds for the IPSC's action prior to expiration of the period of proposal validity.
- IPSC will award the contract to the qualified Bidder whose Proposal after being evaluated is Considered to be the most responsive to the needs of the organization and activity concerned. IPSC reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.
- IPSC reserves the right to:
 - Reject any or all proposals received
 - Enter into negotiations with one or more applicant on any aspects of the proposal
 - Accept any proposal in whole or in part
 - Award or negotiate one or more consultancy agreements
 - Verify any or all information provided in the proposal

- The selected bidder would be notified in writing by IPSC. As noted earlier in this document, this date is subject to change at the sole discretion of IPSC. The signing of the agreement between IPSC and the bidder is subject to the approval of the IPSC Management team.
- The contract to be entered into, between the selected bidder and IPSC will be finalized and would contain IPSC standard terms and conditions. If, in the opinion of IPSC, it appears that a contract will not be finalized with the selected vendor, negotiations with other vendors submitting responsive proposals may be undertaken.
- IPSC may assign an employee to interface with the project management team (SPOC) to monitor and seek information to document details of:
 - Project Management
 - Fund Utilization
 - Process of new learning resource development
 - Recording and Maintenance of Evidences
 - Ad-hoc querying

8. PENALTY CLAUSE:

All delays, failures to adhere to the SLAs will attract a financial penalty. This will be mutually decided by the selected bidder and IPSC while signing the contract

ANNEXURE

PROPOSER'S UNDERTAKING LETTER (To be on Proposer's letterhead)

To,

Maj Gen (Retd.) TK Chadha
COO
Indian Plumbing Skills Council
Unit-606 & 609, Tower-C, DLF Prime Tower,
Okhla Industrial Area Phase-1, New Delhi - 110020

Date: _____

Dear Sir,

Sub: "RFP for Uberization of Plumbing Workforce Using a Technology Platform for IPSC" - Reference #IPSC/RFP/2021/02

We, the undersigned, as Proposer, having examined the complete RFP document (along with its annexure, forms etc.), do hereby offer for Partnering for Uberization of Plumbing Workforce Using a Technology Platform for IPSC in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Financial bid or such other sums as may be agreed between us.

We hereby agree to all the terms and conditions stipulated in the RFP and submit herewith our proposal for the said Project. The proposal submitted by us will be valid for 120 days from the last date for submission of proposals at IPSC.

Yours faithfully,

(Authorized Signatory)
In the capacity of

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