

Terms of reference (ToRs) for the procurement of services below the EU threshold

E-content development and e-training in the field of COVID-19 response for SME and ITI Representatives in the states of Maharashtra, Karnataka, Telangana, Rajasthan and West Bengal

**Project number/
cost centre:**

PN: 95.3511.3-103.00

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1. Context

GIZ is a service provider in the field of international cooperation for sustainable development and international education work, dedicated to shaping a future worth living around the world. GIZ has over 50 years of experience in a wide variety of areas, including economic development and employment promotion, energy and the environment, and peace and security. GIZ's main commissioning party is the German Federal Ministry for Economic Cooperation and Development (BMZ). As a federal enterprise, GIZ supports the German Government in achieving its objectives in the field of international cooperation for sustainable development in more than 120 countries worldwide.

With more than 250 million young people expected to join the Indian labour market in the next 15 years, sustainable economic development and job creation become the top of the political agenda. India's ambition to become a globally leading manufacturing hub requires sufficient qualified workers. To produce a workforce of adequate quality and quantity the Indian Government therefore promotes the active involvement of private enterprises for establishing a demand-driven, workplace-based vocational education and training (VET) system. Acknowledging the advantages of the German VET model in this regard, the Indian Government has expressed interest to incorporate elements of the German system into the Indian VET context.

In line with this policy objective, the Ministry of Skill Development and Entrepreneurship (MSDE) has signed an implementation agreement with the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), GmbH, to jointly implement the Indo-German Programme for Vocational Education and Training (IGVET). IGVET works closely together with ITIs as well as industry clusters in the states of Maharashtra, Telangana, Karnataka, Rajasthan and West Bengal. The programme facilitates local cooperation between ITIs and industry clusters to design and implement industry-relevant trainings and apprenticeship opportunities for India's youth.

Since March 2020 the Government of India has taken incisive action to slow the spread of COVID-19. This includes measures such as a temporary, nation-wide lockdown (March – May 2020), and the subsequent zone-wise relaxation and/or regional reinstatement of the same.

While these measures are important in the face of rising numbers of COVID-19 cases all over India, they also represent a burden on India's industries. Employees whose workplaces are located in the government indicated red or yellow zones have been unable to return to their jobs ever since the beginning of the lockdown. In many cases, flexible work arrangements such as home office are close to impossible for these employees due to a lack of infrastructure and the dependence on work-shop-based equipment and machinery. As a result, MSMEs in particular are struggling to keep their businesses afloat and many are forced to let go of their employees.

At the same time, both ITI courses and workplace-based training have come to a standstill over the past 4 months. This is despite the fact that ITIs and businesses located in the government indicated green zones have officially been allowed to reopen since May 2020. ITI teachers and managers as well as employers are oftentimes unaware of mandatory hygiene

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and safety standards and fail to take appropriate measures to reduce the risk of infection in their institutions and workplaces. In consequence, many ITI students, apprentices and employees are either wary of returning to their institutes and workplaces or resume their jobs while putting themselves and others at risk.

The assignment aims to strengthen the capacities of MSME employees as well as ITI instructors, teachers and coordinators for minimising the risk of COVID-19 infections at their respective place of work.

Objectives of the assignment

The assignment seeks to design and implement a 3-day online training course on infection prevention strategies and classroom/laboratory/workplace safety in times of COVID-19. The training offer is directed at

- coordinators, teachers and instructors of selected Industrial Training Institutes (ITIs), and
- leading employees (preferably floor or facility managers) from micro-, small- and medium-sized enterprises (MSMEs)

in the Indian states of Maharashtra, Telangana, Karnataka, Rajasthan and West Bengal.

For this purpose, the main activities of this assignment are the following:

- a. Design an online training on strategies for COVID-19 prevention and response specifically targeting the coordinators, teachers and instructors of selected Industrial Training Institutes (ITIs), and leading employees (preferably floor or facility managers) from micro-, small- and medium-sized enterprises (MSMEs)
- b. Implement online training and assessment of 450 MSME employees across 5 states
- c. Implement online training and assessment of 250 ITI instructors across 5 states
- d. Supervise the development of 700 action plans for minimising the risk of infection for the individual workplaces by each of the trained participant
- e. Procure assessment and certification of all the trained participants through the Healthcare Sector Skill Council

The e-learning modules shall use easy to understand language and format that speaks to the above defined target audience.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

a. Preparatory and Establishment Phase

- i. Discuss and develop a detailed plan of action for execution of the project with the IGVET team
- ii. Generate awareness campaign about the initiative amongst MSMEs in the states of Maharashtra, Telangana, Karnataka, Rajasthan and West Bengal; GIZ project team

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will support in facilitating conversations with partner industry associations in the states of Karnataka, Maharashtra, Telangana, Rajasthan and West Bengal; In addition to the GIZ identified industry associations, the contractor shall directly take lead in identification and mobilization of MSME representatives across all the 5 identified states

- iii. The contractor shall broker partnerships and provide service contracts where-ever required to the identified industry associations to support in mobilization of participants from the MSMEs and periodic audits on adherence to safety practices in work environments

Note: An MSME with more than 30 employees can have more than 1 participant for the training

- iv. The agency shall identify & liaise with most appropriate state government departments (state Skill Dept/Mission, National Skill Development Corporation (NSDC), Directorate of Vocational Education and Training (DVET), MSDE, Regional Directorate of Skill Development and Entrepreneurship (RDSDE) and any other relevant government institutions etc.) for successful implementation at the ITI level; GIZ project team will support in facilitating conversations with the state departments responsible for managing ITIs in the states of Karnataka, Maharashtra, Telangana, Rajasthan and West Bengal
- v. The contractor shall further establish and identify regular communication channels to keep MSME associations representatives, ITIs and relevant state departments apprised about the activity of the initiative undertaken
- vi. Identify and broker partnership with identified vendor to distribute training kits including health tool kits and safety kits to support the COVID trained participants while they return to work for safe operations at their individual workplaces
- vii. Partner with the Healthcare Sector Skill Council to support in assessment and certification of the trained participants

b. Develop a curriculum/pedagogy module for a 3-day training of health resource persons. This includes:

- i. Review the existing curriculum developed under IGVET project to train health resource persons. In addition, review the current curriculum/ course by the health authorities of India, Integrated Government Online training' (iGOT) on DIKSHA platform of Ministry of Human Resource Development (MHRD), Ministry of Health and Family Welfare (MoHFW), WHO, Healthcare Sector Skill Council among others
- ii. Specify the goals of the training course
- iii. Develop a curriculum for a 3-day training of MSMEs representatives and ITI instructors that is focused on combatting COVID -19 at the workplace setting

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- The short-term skill upgradation course should cover hygiene and cleaning requirements for classrooms, laboratories, shop floors and production sites, the proper handling and disinfection of machinery and (training) equipment, strategies for complying with regulations for social distancing during training sessions and at the workplace as well as early detection and management of new COVID-19 cases and other information necessary for creating and maintaining a workplace safe from COVID-19.
 - iv. Design the detailed content that can be developed into interactive e-learning modules with assignments for assessment; Propose assessment criteria and ways to recognise trained health resource persons who have successfully completed the training.
 - v. Develop the interactive e-learning modules for the complete training program in consultation with GIZ project team.
 - vi. Design a standard format to support development of action plans detailing measures for minimising the risk of infection for the individual workplaces of the trained health resource person.
- c. Conduct the training for 450 MSME representatives and 250 ITI instructors across 5 states and support in certification through healthcare sector skill council**
- i. Implement the developed curriculum in a participant-oriented way.
 - ii. Provide training to 700 candidates in batch size of maximum 50 participants each as per the curriculum
 - The online training programs shall be conducted on an appropriate LMS platform and if needed, improvements shall be made in the e-learning modules based on experience from the training
 - Training methodology shall include e-modules, interactive lectures, narratives, demonstrations, videos, PPT slides, and informal discussions with participants
 - iii. Conduct assessment of the participants at the end of the training to acknowledge trained health resource persons who have successfully completed the training.
 - iv. Support each participant to develop an action plan for minimising the risk of infection for the individual workplaces.
 - v. Support all the training participants to be assessed and certified by the Healthcare Sector Skill Council.
 - vi. Provide training kits including health tool kits and safety kits to all the COVID trained health workers who have successfully completed the training, assessment and certification.

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d. Derive and document key learnings and recommendations for further improving the training in the selected field. This includes:

- i. Contractor will maintain a list of participants/ trainees in a prescribed format and collect feedback from the course participants.
- ii. Contractor will submit reports of all individual events on a regular basis to GIZ, recommending improvements based on the feedback and the experience from conducting the training and will re-orient the programme implementation accordingly to achieve the overall outcomes.
- iii. Document the process, outcome, feedback, learnings and achieved results of the training course in a final report.

Certain milestones, as laid out in the table below, are to be achieved by certain dates during the contract term, and at particular locations:

Milestone	Deadline/place
Kick-off session	10.09.2020
Partnership contracts with identified Industry Associations	25.09.2020
Partnership with agency to provide training kit (health and safety kit)	25.09.2020
Curriculum for 3-day online training	10.09.2020
E-learning content development along with assessment	01.10.2020
Action plan format developed	01.10.2020
Training of 400 participants in the 5 states completed	15.11.2020
400 action plans developed	15.11.2020
Certification through Healthcare sector skill council completed	25.11.2020
Training of remaining 300 participants in the 5 states completed	10.12.2020
Remaining 300 action plans developed	10.12.2020
Certification through Healthcare sector skill council completed	20.12.2020
Final report outlining the process, outcome, feedback,	25.12.2020

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learnings and achieved results of the training course		
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The project's design identity as well as GIZ corporate design guidelines have to be followed. In line with GIZ regulations, written declaration of consent of all people photographed or filmed will have to be collected.

The contractor is required to guarantee the overall quality and accuracy of work processes and outputs. The contractor is expected to conduct all necessary rounds of review with the project (and in some cases its implementing partners) and to integrate the feedback accordingly in order to meet quality expectations. The contractor may be required to submit more than one rough cut of e-modules if quality standards are not met.

All deliverables of this assignment remain the sole property of GIZ and should not be used further. GIZ holds an unlimited copyright to all produced material and assets. The contractor shall ensure that GIZ's copyrights are respected at all times. The contractor shall be responsible for obtaining necessary permissions/license/royalties for any material used (for e.g. music etc.) unless provided by the project.

Period of assignment: From 10.09.2020 until 30.12.2020

3. Concept

In the bid, the bidder is required to show how the objectives defined in Chapter 1 are to be achieved, if applicable under consideration of further specific method-related requirements (technical-methodological concept). In addition, the bidder must describe the project management system for service provision.

Technical-methodological concept

Strategy: The bidder is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 0). Following this, the bidder presents and justifies the strategy with which he or she intends to provide the services for which he or she is responsible (see Chapter **Error! Reference source not found.**).

The bidder is required to describe the key **processes** for the services for which he or she is responsible and create a schedule that describes how the services according to Chapter **Error! Reference source not found.** are to be provided. In particular, the bidder is required to describe the necessary work steps and, if applicable, take account of the milestones and contributions of other actors in accordance with Chapter **Error! Reference source not found.**

The bidder is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the bid; the plan includes information on assignment dates (duration and expert days) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

4. Personnel concept

a. Eligibility of the Firm

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I. Commercial assessment:

- i. Average annual turnover for the last three financial year (last but four financial can be included in case of invitation to tender held within six months of end of last financial year) – EUR 120,000
- ii. Number of employees as on 31.12 of previous year – 10 persons

II. Technical Assessment:

- i. The technical assessment is based on reference projects with a minimum commission value of – EUR 25,000
- ii. Minimum requirements – At least 2 reference projects in the technical field of content development and training in healthcare sector and 1 reference project in the online training in the last three years

III. Weighted Criteria – weightage in %

Technical

- i. At least 4 projects in the training in the healthcare sector – 25%
- ii. At least 1 project experience in the COVID 19 content development and/or training – 25%
- iii. Strong partnerships and a good network with pan-Indian MSME associations – 20%

Regional

- iv. Pan India presence specifically in Karnataka, Maharashtra, Telangana, Rajasthan, West Bengal – 30%

Please provide documentary evidence for each of the above-mentioned eligibility criteria

b. Eligibility of personnel

The bidder is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points. The numbers given in brackets refer to the respective lines in the document “Grid for the technical assessment of bids”.

Team leader

Tasks of the team leader

- Overall responsibility for the assignment, particularly in terms of quality assurance and fulfilment of deadlines
- Overall responsibility for the content and script development of e-modules
- Coordinating and ensuring communication with the project and implementing partners
- Personnel management, in particular identifying, planning and steering the pool of experts needed to carry out the different tasks

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Qualifications of the team leader

- Master's degree in the field of Healthcare, Education and/or Pedagogy or related fields (2.1.1)
- Proficiency in English language (2.1.2)
- At least ten (10) years of relevant professional experience and knowledge in the field of vocational education in healthcare (2.1.3)
- Demonstrated experience in the conception of curricula, teaching and learning materials for the training of students, teachers or in-company trainers, ideally in the healthcare sector with subject expertise on COVID-19 (2.1.4)
- Proven management/leadership experience as project team leader of multi and local stakeholder assignments (2.1.5)
- Record of successful e-content and e-training assignments for other clients in the development cooperation sector in India (2.1.7)

Mid-Level Expert 1 and 2

The project visualizes 2 Mid-Level Experts with the following tasks and qualifications:

Tasks of the Mid-Level Expert

- Implementation of all pre-production, production, post-production and editing processes for digital content on COVID training
- Creative concept and script development

Qualifications of the Mid-Level Expert

- Degree in instructional design, digital content development, media and communication or related fields (2.2.1)
- Good knowledge of English language (2.2.2)
- 3 years of professional experience in pre-production, production, post-production and editing processes for digital/ e-learning modules (2.2.3)
- Record of successful e-learning assignments for at least 3 years for other clients in India (2.2.4)

Mid-Level Expert 3 and 4

The project visualizes 2 Mid-level Expert with the following tasks and qualifications:

Tasks of the Mid-Level Expert

- Identification and mobilization of project partners across geographies and ensuring communication with the project and implementing partners
- Brokering partnerships and partnership management

Qualifications of the Mid-Level Expert

- Technical Expertise (e.g. Master's degree) in the field of Business Economics or other related fields (2.6.1)
- Good knowledge of English language (2.6.2)
- At least five (5) years of demonstrated practical experience of working on stakeholder identification, brokering partnerships, partnership management and collaboration (2.6.3)
- Relevant professional experience and knowledge of running successful skill training programmes for youth on different skill sets for other clients in India (2.6.4)

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The bidder must provide a clear overview of all proposed experts and their individual qualifications.

5. Costing requirements

Assignment of personnel

Total 423 expert days (including 100 expert days of external experts), which break down into:

Tasks	Days Team Leader	Days for Mid-Level Expert 1 and 2	Days Mid-Level Expert 3 and 4
Kick-off and workplan development	1	1	1
Identification and shortlist of IAs across 5 states	5		20
Designing of terms of reference for engagement with IAs	2		8
Broker partnership, signing of partnership agreement with IAs	2		8
Liasioning with state government departments in identification of ITIs institutes and mobilization support	4		15
Designing of registration form for nominations	1	1	
Broker partnership with identified vendor to provide training kit	1	3	
Review of existing curriculum and content	2	4	
Design of 3-day curriculum	2	4	
Development of detailed content	6	20	
E-curriculum development	4	24	
Standard format development for action plans	2	4	
Mobilization for MSMEs and ITIs			48
3-day online training for a batch size of 50 participants, action plan development	42	42	
Support in assessment and certification through HSSC		10	10
2 pager short reports on each batch of training	2	7	7
Final report outlining process, outcome, feedback, learnings and achieved results etc.	2	4	4
Total Internal Expert Days	78	124	121

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Total External Expert days from IAs across each of the 5 states	100		
Total Day	178	124	121

In addition, Health training kits including health tool kits (IR thermometer) and safety kits (PPE, masks) including distribution cost and certification cost through healthcare sector skill council shall be budgeted separately as part of financial proposal. These costs will be reimbursed on actuals on submission of original bills.

Travel

This assignment will be completed remotely and does not require travel or in-person meetings.

6. Inputs of GIZ or other actors

GIZ and/or other actors are expected to make the following available:

- Establishment of contact to the Industry associations and relevant state government Education and Training departments in the cluster locations

7. Requirements on the format of the bid

The structure of the bid must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) is to be organised in accordance with the positively weighted criteria in the technical assessment grid. It must be legible (font size 11 or larger) and clearly formulated. The bid is drawn up in English.

The complete bid shall not exceed 40 pages (excluding CVs).

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages. The CVs must clearly show the position and job the proposed person held in the reference project and for how long.

If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment.

Please calculate your price bid based exactly on the aforementioned costing requirements. In the contract the contractor has no claim to fully exhaust the days/travel/workshops/ budgets. The number of days/travel/workshops and the budget amount shall be agreed in the contract as 'up to' amounts. The specifications for pricing are defined in the price schedule.