

RfE of HR Consultants
Clarification of queries raised by respondents

Dated March 03, 2020

Addendum to RfE no.T001191442/2020/HRV dated February 18, 2020

Sl. No.	Clause no./ section of RfE	Particulars as mentioned in RfE	Clarification sought	Comment/ Clarification
1.	3. Terms of Reference, 3.1 Introduction, 3.1.1. Assessments (including skill-based assessments, competency based assessments, 360 degree feedback etc.)	Assessments (including skill based assessments, competency based assessments, 360 degree feedback etc.) Administration of assessments (both online and offline as applicable)	Can the Bank clarify if this requirement also includes conducting assessment centers for the requisite staff identified as per the proposed framework?	It is envisaged that the empaneled consultant shall help in designing and carrying out all types of competency and skill assessments viz. functional and behavioral (including Assessment Centers (virtual/physical) whichever is needed/applicable for promotion process or otherwise.
2			The Scope of work has Competency based assessments. Does it include assessments of – Functional or Behavioral or Both?	
3	3. Terms of Reference, 3.1 Introduction, 3.1.1 Assessments	<p>Assessments (including skill-based assessments, competency-based assessments, 360 degree feedback etc.)</p> <ul style="list-style-type: none"> • Providing customised set of competencies • Designing suitable assessments for various roles and purpose • Administration of assessments (both online and offline as applicable) • Preparation of reports • Preparation of individual 	<p>(a) Whether use of only proprietary tools are allowed for assessments</p> <p>(b) Whether competencies refer to behavioural competencies</p>	<p>(a) For empanelment, detailed approach inter alia, ability to use proprietary and non-proprietary tools for assessments will be evaluated. However, actual requirement shall be advised at the time of RfP/Bidding for the specific work whenever notified.</p> <p>(b) Competencies here refer to all kind of skill/functional/behavioral competencies. However, actual</p>

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		development plan		requirement shall be advised at the time of RfP/Bidding for the specific work whenever notified.
4	3. Terms of Reference, 3.1 Introduction, 3.1.2 HR and Management Practices Audits	Recruitment Process (sourcing, interviewing, hiring, record keeping and orientation)	Can the Bank clarify if this requirement is to review and audit the current recruitment process and provide recommendations only and not to conduct recruitments?	It is clarified that this requirement is under HR and Management Practices audit category. Hence, the requirement shall be to review and audit the current recruitment process and not to conduct recruitments
5	4. Process of Selection	This invitation to respond to the RfE is open only to reputed and well established registered companies/ firms and Academic and Research Institutes and Societies who have their registered offices in India..	Pls elaborate on Academic and Research Institute? What is its definition? Do we need to show evidence of Academic and Research Dept?	It is clarified that State/Private Universities/Deemed Universities/Institutes of National Importance as recognised by UGC/an act of Parliament are only eligible under this category.
5		The Respondent must have earned a fee of at least INR 5 crores (Rupees five Crores only) from HR Consulting during each of the three previous financial years	Earning of fee of Rs .5 crores should be from one HR consulting project or it can be more than one project in a period of 1 year?	Fee revenue of INR 5 crore is stipulated for each FY in last 3 FYs from all HR consultancy projects in that year.
6		i.e. FY 17, 18 & 19. Fee from services other than HR consultancy would not be included.	Whether any relaxation is permitted.	Waiver not accepted. Please abide by relevant clause.
7	7.6 Authorised Signatory	The selected Consultant (s) shall submit at the time of submitting the proposal, a certified copy of the resolution of their Board, authenticated by	Please elaborate	An authorization in favour of signatory of all the documents submitted in connection with this RfE must be accompanied with

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		Company Secretary/ Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/ contracts with the Bank. The Consultant (s) shall furnish proof of signature identification for above purposes as required by the Bank		the proposal. Authorization could be Board Authorization, Power of Attorney etc. which should also certify the sample signature of Authorised Signatory.
8	7.15. Dispute Resolution	All questions, disputes or differences arising under and out of, or in connection with the empanelment, shall be referred to sole Arbitrator appointed by SIDBI and the award of the arbitrator shall be final and binding on the parties.	All questions, disputes or differences arising under and out of, or in connection with the empanelment, shall be referred to sole Arbitrator appointed by SIDBI. Can the arbitrator be mutually decided?	Waiver is not accepted. Please abide by relevant clause.
9	4 under 4. Process of Selection	The Respondent should have in-house capability to take up the assignment on its own (not through any associates). The respondent should have a minimum of 50 full time HR professionals on its payroll in India. Joint and collative proposals will not be accepted	Right Management is a part of ManpowerGroup. ManpowerGroup has 2 more entities (our sister concerns) who have delivered some of the requested services. Can we submit their contracts?	Waiver not accepted. The Respondent should have in-house capability to take up the assignment on its own. However each associate can apply separately under different category wherever eligible.
10	3. Terms of Reference, 3.1 Introduction, 3.1.3. Strategic HR Planning and HR Advisory Services	Identification, procurement and implementation of technology tools for HR process automation and efficiency improvement.	Can the Bank clarify if the consultant is required to do the implementation of the proposed HRIS system or is the consultant required to recommend a vendor and monitor implementation and provide change management support?	It is envisaged that the consultant would help in identifying and recommend process or/and technology for HR automation and efficiency improvement in existing HRIS or recommend new HRIS, wherever needed and monitor implementation and provide change

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				management support. In house team/new vendor shall carry out implementation, accordingly, as applicable.
11	Annexure IV: Format for Reference Letter from client	On letterhead of the client duly stamped and signed – Reference Letter	Can the Bank clarify is this is a mandatory requirement? Can client references come in the form of an email or can proof be substantiated through an engagement letter?	Client references through email, supported by engagement letter, may be acceptable if the signatories on both are same.
12			In some cases, If client certificates are not available can we submit the contract/agreements/Purchase Orders?	Waiver not accepted. Please abide by the requirement.
13			a. Date (not older than 1month): Please confirm, if an letter with the older date will be considered? (Since, we already have project completion letters from clients. Asking another similar letter will not be appropriate.) b. Name of the consultants in the letter: Please confirm if the letters without the consultants names will be considered? (As mentioned above, we already have project completion letters with/without names of consultants.)	Reference letters issued on older date(s) would be acceptable however, in case the date is more than 1 month older, it must be re-/confirmed on a recent date, not older than 1 month. Mentioning of name of the Consultant in Reference letter is a mandatory requirement.
14	Annexure I – Point I (HR Consultancy	HR Consultancy Projects Experience (use tabular form) a. Name of Organization	Experience to be provided from BFSI OR BFSI/PSU OR BFSI/PSU along with any other sectors?	All experience in HR Consultancy irrespective of category or vintage may be

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	Projects Experience):	b. Address c. Contact Person d. Project name and scope e. Duration of Assignment-Start date /End date f. Order value of the project	Duration would be in the last 3years or more?	mentioned here in Annexure I. For relevant experiences as required as per clause A.2, A.3 and B.3 under para 4. Process of Selection format given in Annexure III to be used..
15	Annexure III – Format for relevant Engagement:		Will this be similar to Annexure I as mentioned above Query 1.a. and 1.b?	Annexure III is to be used for providing relevant details (specific experiences only) in compliance of stipulations under clause A.2, A.3 and B.3 under para 4.Process of Selection
16	Annexure VII		point 3 mentions “Domain/Subject specific experience in projects related to 360 degree feedback / assessment and HR Audit in a large organisation”, please clarify.	As mentioned in RfE, under point 3 of Annexure VII, Domain specific experience in relevant category is to be provided. Only indicative categories have been mentioned and details of experience related to other HR Areas may also be added which could be from any of the organizations listed at clause A.2, A.3 and B.3 under para 4.Process of Selection.
17	Annexure		If we are applying for all 3 categories, Annexure I to Annexure VII is to be enclosed for each category in 3 different sub-envelopes OR only Annexure VII is to be designed separately In 3 categories sub-envelopes (whereas Annexure I – Annexure VI acts as an common document for all 3).	All categories, the consultant is applying for, must be clearly mentioned in Annexure II clause 1 of the proposal, which will solely be used pointer for categorizing the proposal. As mentioned in RfE Annexure VII has to be submitted category wise for

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				each category the consultant is applying for. All other Annexures can be common for all categories.
18	Page no. 34, Signature Format:		Please elaborate	This is part of Annexure VII.