



REQUEST FOR PROPOSAL

FOR

Invitation for "Empanelment of HR Recruitment Consultants" for hiring manpower on contract basis in Senior Management Positions in Indian Bank

RFP No. CO:HRM:RFP:001:2019-20 Dated: 02/03/2020

Last Date for Submission of BID: 20.03.2020 (03.00 PM)

**Indian Bank
HRM Department
Corporate Office, 254-260
Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014**

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SECTION – I**INVITATION FOR BIDS (IFB)**

Indian Bank is a premier Nationalised Bank with over 9700 touch points comprising of about 2884 domestic branches, 3957 ATMs/BNAs and 3031 Banking Correspondents. The Vision of the Bank is “To be a Competitive and Strong Bank with commitment to excellence and focus on adding value to customers, share holders and employees with adherence to best practices and core institutional values shared throughout the organisation”.

Bank is having a business of above Rs. 4.5 lakh Crores. The Bank has overseas presence through Branches in Singapore, Colombo & Jaffna and has reciprocal arrangements with various Foreign Banks across the globe. All Branches are under Core Banking Solutions. These Branches are controlled by 50 Zonal Offices, 6 Field General Manager’s Office across the Country. The Bank has also sponsored various Regional Rural Banks across the Country.

Human Capital has always been the backbone of any Organization. Since employees are the most valuable assets of any organization, it has also been Bank’s endeavour to focus on getting the best candidates for Senior Management positions who would steer the Bank to achieve its long-term objectives and build a differentiated presence.

In order to meet specialized requirements at Senior Management positions, the Bank wishes to empanel a set of qualifying firms as “HR Recruitment Consultants” to support the Bank for recruitment of manpower with professional knowledge base and proven work experience in specialized areas from the open market in Senior Management Positions.

Notwithstanding the above and the invitation for technical proposals invited from competent agencies in the line of business through this Invitation Document, the Bank reserves its right to advertise or engage the services of any other organization at its sole discretion for hiring manpower in any of the positions, as deemed fit.

Bid related details

Tender Reference	CO:HRM:RFP:001:2019-20
Date of RFP	02.03.2020
Fees for RFP Document (non-refundable)	Rs. 2000/- (Rupees Two Thousand only).
Earnest Money Deposit	Rs. 2,00,000/- (Rupees Two Lakhs only)
Last Date for written request for Clarifications before the Pre-bid meeting	07/03/2020 latest by 15.00 Hrs
Last Date, Time and Place for receipts of Technical Proposals	20/03/2020 latest by 15.00 Hrs at General Manager (HR), Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014
Pre-bid Meeting	13/03/2020 at 15.30 Hrs at Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014
Date, Time and Place of Technical Proposal Opening	21/03/2020 at 15.30 Hrs at General Manager (HR), Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014
Address for Communication	General Manager (HR) HRM Department Indian Bank, Corporate Office, 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600014
Time and Date for Technical Presentations	Will be communicated subsequently by the Bank
Contact Telephone Numbers	044-28134361, 044-28134343
Email Id:	cohrmgroupo@indianbank.co.in gmsmsect@indianbank.co.in
Website:	www.indianbank.in

Fees for RFP document Rs. 2,000/- (Rupees Two Thousand only)_to be paid in the form of Demand Draft issued by a Scheduled Commercial Bank in favour of "Indian Bank" payable at Chennai.

RFP document should be submitted along with the “Technical Proposal” on or before the prescribed last date of submission of the tender offers.

Earnest Money Deposit of Rs. 2,00,000/- (Rupees Two Lakhs only)_should be submitted along with the “Technical Proposal”. Indian Bank will not pay any interest on the Earnest Money Deposit (EMD)

Earnest Money Deposit of the successful bidders will be retained till the term of the contract

Earnest Money Deposit will be returned by the Bank within 30 days from closure of the selection process to the unsuccessful bidders. No interest shall be paid on the EMD.

Technical Proposal will be opened, in the presence of the bidder’s representatives who choose to attend the opening of Proposal. No separate communication will be sent in this regard.

As per the guidelines of Public Procurement Policy issued by Government of India, the MSEs are exempted from payment of cost of bid documents and submission of bid security. MSEs are claiming exemptions are required to submit necessary proof/supporting documents.

N.B:

1. The above dates are tentative and subject to change without any prior notice or intimation.
2. Clarifications, Modifications and extensions of dates if any pertaining to this RFP will be published only on the Bank’s website. No individual communications or paper publications are envisaged in the matter.

1.1 Introduction

This Invitation for empanelment has been prepared solely for the purpose of enabling Indian Bank ("Bank") to empanel Recruitment Consultants for facilitating hiring of manpower on contract basis in Senior Management positions for Indian Bank.

This document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the solution. The provision of the solution is subject to appropriate documentation being agreed between the Bank and the eventual empanelled organization/s.

1.2 Information Provided

This document contains statements derived from information believed to be reliable at the date obtained but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the solutions. Neither the Bank nor any of its employees, agents, contractors or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

1.3 For Recipient only

The document is intended solely for the information of the party to whom it is issued ("the Recipient" or "the Respondent").

1.4 Confidentiality

1. The Invitation to offer document is confidential and is not to be disclosed, reproduced, transmitted or made available by the Recipient to any other person. The invitation to offer document is provided to the Recipient on the basis of undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the document with any officer, employee, consultant, director, agent or other person associated or affiliated in any way with Bank or any of its customers or suppliers without the prior written consent of Bank.
2. The Organization shall not make or retain any copies or record of any Confidential Information submitted by the Bank other than as may be required for the performance of the Organization obligation under this Agreement.

3. The Organization shall notify the Bank promptly of any unauthorized or improper use or disclosure of the Confidential Information.
4. The Organization shall return all the Confidential Information that is in its custody, upon termination / expiry of this Agreement. Also, so far as it is practicable, the Organization shall immediately expunge any Confidential Information relating to the project from any computer or other device in possession or in the custody and control by Organization or its affiliates.
5. The Organization shall to the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries and these requirements have been fully complied with.
6. The Organization hereby unconditionally agrees and undertakes that it and its employees shall not disclose the terms and conditions of this Agreement or disclose the information submitted by the Bank under this Agreement to any third party unless such disclosure is required by law or for the purpose of performing it's any obligations under this Agreement.
7. It shall be the incumbent duty of the Organization to undertake not to disclose any business related information of the Bank to any third person and the Organization shall keep all knowledge of the business activities and affairs of the Bank strictly confidential and also to ensure that neither the Organization nor any of its officers, employees directly or indirectly assist any third person with the promotion of activities which may be prejudicial to the interest or in competition to the activities of the Bank.
8. However, the confidential information will not be limited to the information mentioned above but not include the following as confidential information:
 - Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;
 - Prior to the disclosure by the Bank was known to or in the possession of the Organization at the time of disclosure;
 - Was disclosed or parted with the prior consent of the Bank;
 - Was acquired by the Organization from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from the Bank.
9. The Organization agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It

shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.

Notwithstanding above, the Bank shall take all the reasonable care to protect all the confidential information of Organization while performing of the services.

10.The provisions of this Clause shall survive the termination of this Agreement.

1.5 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers, employees, contractors, agents or advisers.

The Bank and its officers, employees, contractors, agents and advisers disclaim any liability, pecuniary or otherwise that may accrue or arise from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting due to the information contained herein and/or by virtue of copying, adopting, reproducing, any of the material which may be the copyright material or any other Intellectual Property of a third party who may claim ownership of the same.

1.6 Costs borne by the Recipients

All costs and expenses incurred by Recipients in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, etc. and providing any additional information required by the Bank, shall be borne entirely and exclusively by the Recipient.

1.7 No Legal Relationship

No binding legal relationship shall exist between any of the Recipients and the Bank until execution of an Empanelment Agreement/ Work Order.

1.8 Recipients' Obligation to Inform Itself

It is the Recipient's responsibility to conduct all necessary investigation and analysis regarding any information contained in the document and the meaning and impact of that information.

1.9 Evaluation of Offers

The issuance of document is merely an invitation to offer and must not be construed as any agreement or work order or arrangement nor would it be construed as material for any investigation or review to be carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this document that it has not relied on any idea, information, statement, representation or warranty given in this document.

1.10 Errors and Omissions

Each Recipient should notify the Bank of any error, omission or discrepancy found in this document. Notification should be made to the address found in proposal related details

1.11 Acceptance of Terms

Recipient shall, by responding to the Bank with a submission, be deemed to have accepted the terms of this document in totality without any condition whatsoever.

1.12 Liabilities of the Bank

This Invitation is not an offer by the Bank, but an invitation for Vendor responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the invitation process unless and until a formal Empanelment Agreement/ Work Order is signed and executed by duly authorized officials of the Bank and the Organization.

1.13 The Organization shall be deemed to be independent contractor and employees of organization shall not be deemed to be the employees of the Bank. The relationship between the Bank and organization is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship of principal and agent or master and servant or employer and employee between the Bank and the Organization and its employees or to provide the Organization with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of Bank.

SECTION-II**TECHNICAL PROPOSAL****2.1 One Set of Technical Proposal**

- a) Hardcopy (paper copies) containing Technical Proposal
- b) Electronic copy (non-editable PDF file on CD) in a sealed envelope superscribed "EMPANELMENT OF HUMAN RESOURCE RECRUITMENT CONSULTANTS FOR RECRUITMENT OF MANPOWER ON CONTRACT BASIS IN SENIOR MANAGEMENT POSITIONS IN INDIAN BANK" must be provided to the Bank.

It should be noted that in case of any discrepancy in information submitted by the organization in hard-copy and soft-copy, the hard-copy shall be given precedence and will form the basis of evaluation and final selection. However, in case of non-submission of any hard copy document, if the same is found submitted in the soft-copy, Bank reserves right to accept the same at its sole discretion.

The document should be addressed to:

General Manager (HR)
Indian Bank, Corporate Office,
No 254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600014

The sealed envelope should be delivered at the above address. **Technical Proposals submitted anywhere else would be liable for rejection.**

The eligibility and technical envelop should have the following documents:

I. Covering letter on the prescribed format as per Annexure II.

II. Technical Proposal Response containing the following :-

- a) Profile of the Organisation
- b) Experience of the organization in recruitment for Senior Management positions with specific focus on BFSI segment.
- c) Methodology of the organization for recruiting man power in Senior Management positions in the Bank.
- d) Dedicated Team support of the organization with personnel with relevant educational background, experience and credentials for recruiting senior management positions in Indian Bank.
- e) References, if any, from previous Clients on the Clients Letter Head.

III. All Annexures as per invitation document should be on organization's letter head with authorizing person's signature and organization seal on all pages.

IV. All supporting documents fulfilling the eligibility criteria in support of Technical specifications.

All the Envelopes (inside the Master Envelope) should have the following information:

1. Name of the Organization	
2. Type of offer : Technical compatibility. :	
3. Date of submission :	
4. Contact numbers (mobile) and email address of the single point of contact of the organization for this document.	

All the pages of the proposals are to be numbered and be signed by authorized signatory on behalf of the organization. The number should be a unique running serial number across the entire document in Page X of Y format, where X is the current page no. and Y is the total no. of pages.

Please note that in following cases 'the Bank' in its absolute discretion may reject the proposal received from the organization:

- a. Submission of technical proposal after the time stipulated in this document.
- b. Misleading / incomplete information / submission of improper / incomplete documentation.
- c. Technical proposal submission without organization's name
- d. Envelopes are not in order as specified in this document
- e. Non deposit of EMD amount

2.2 Application Money

Application Money as mentioned in "**Bid related details**" by way of Demand Draft/Bankers cheque favouring 'Indian Bank', payable at Chennai, which is non-refundable, must be submitted separately along with RFP response. The Bank may, at its discretion, reject any Firm where application money has not been furnished with the RFP response.

2.3 Earnest Money Deposit

The organization will have to submit the Earnest Money Deposit (EMD or Bid Security) while submitting their bid at the rate stipulated by the Bank in the

section on "**Bid related details**". The Earnest Money Deposit is required to protect the Bank against the risk of the Selected Organizations' conduct.

2.4 Related Parties

In the following circumstances 'the Bank' will have discretion to reject the Proposal / response or accept the Proposal/ response with some conditions stipulated by 'the Bank'.

- Proposal/Response submitted by holding organization and its subsidiary
- Proposal/Responses submitted by two or more companies having common director/s
- Proposal/ Responses submitted by two or more partnership firms / LLPs having common partners
- Proposal/Responses submitted by two or more companies having the same group of promoters / management
- Any other proposal/ response in the sole discretion of the 'the Bank' is in the nature of multiple proposals.

- 1) Faxed copies of any submission are not acceptable and shall be rejected by 'the Bank'.
- 2) Only one proposal shall be accepted from one organization. In case an organization submits more than one proposal all technical proposals submitted by the organization shall be disqualified.

2.5 Registration of Technical Proposal Submission

Upon the receipt of a submission, the Bank shall register the Invitation response. Incomplete or partial or faulty submissions shall be rejected forthwith. All submissions, including any accompanying documents, shall become the property of the Bank and grant all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, notwithstanding any copyright or other intellectual property right that may subsist in the submission or accompanying documents.

2.6 Late Submission of Technical Proposal

Timely submission of responses is strongly encouraged and recommended. Bank has no obligation to accept or act on any reason for a late proposal response.

2.7 Requests for Information / Clarifications

Recipients are required to direct all communications related to this document to :

General Manager (HR)
Indian Bank, Corporate Office,
No 254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600014

Requests for clarifications etc if any shall be sought in the following format only:

S.No	RFP Page No	RFP Clause No	Text as available in RFP	Remarks / Clarification sought

Bank may in its absolute discretion seek additional information or material from any Recipients after the closing date to this Invitation document and all such information and material provided must be taken to form part of that Recipient's response.

'The Bank' is not bound to reply the queries not pertaining to this document. Replies shall be at Bank's discretion. Bank's replies shall be final and acceptable to all agencies.

2.8 Notification

The Bank is not obliged to provide any reasons for any such rejection. The final outcome of this Invitation for Empanelment shall be communicated to the empanelled agencies after opening and evaluation of technical proposals submitted by the shortlisted agencies. No separate communication will be issued by the Bank informing rejection.

2.9 Language of Technical Proposal

The Technical Proposal prepared by the organization, as well as all the correspondence and documents relating to the proposal exchanged by the organization and the Bank and supporting documents and printed literature shall be in English language only.

2.10 Validity Period

RFP Responses must remain valid and open for evaluation according to their terms for a period of 6 months from the date of the offer.

2.11 Disqualification

Any form of canvassing/lobbying/influence will result in disqualification at the sole discretion of the Bank.

2.12 Pre Bid Queries:

The organization should carefully examine, understand the scope and terms and conditions of the RFP and may seek clarifications, if required. The Bidders in all such cases, seek clarification in writing in advance, in the same serial order of the RFP by mentioning the relevant Page number and clause number of the RFP. All communication regarding points requiring clarifications on doubts, if any, shall be given in writing to the RFP Coordinator by the intending Bidders before the timelines specified.

A Pre-Bid meeting shall be arranged as per the details mentioned in "Bid related details". The queries may be forwarded to cohrmgroupo@indianbank.co.in and gmhrmsect@indianbank.co.in as per the format provided by the Bank in Clause 2.7.

2.13 Unsuccessful Firms who have not been selected

The EMD will be returned by the Bank to the unsuccessful bidders within 30 days from closure of the selection process. No interest shall be paid on the EMD.

2.14 Forfeiture of EMD in the event of Withdrawal by the Selected Organization

In case the Selected Organization withdraws from the contract/ discharging duties post selection by the Bank and prior to agreement signing, the EMD amount shall not be refunded to the Selected Organization.

EMD should be kept in the envelope containing the Technical Proposal as per the stipulated format. Any Technical Proposal envelope not accompanied by the requisite EMD shall be treated as non-responsive and is liable to be rejected.

2.15 Interpretation

General Manager (HR) of the Bank will be the final authority in case any interpretation of any clause of the RFP is required and their decision in this regard shall be final

SECTION-III**ELIGIBILITY AND EVALUATION CRITERIA****3.1 Organization's Eligibility Criteria**

- i) The organization should have been incorporated/registered in India for minimum 3 preceding years continuously and should have minimum 3 years experience (in India) in filling Senior management positions in BFSI segment.
- ii) The organization should be in the line of business for which the invitation document is issued and possess experience of providing end-to-end recruitment services (in India) during the previous three years to large organizations.
- iii) The organization should have registered office in India and must be incorporated or registered under any of the following Acts – Indian Companies Act 1956/2013, Society Registration Act 1860 / Indian Partnership Act 1932, Limited Liability Partnership Act 2008, etc.,
- iv) The organization should not have been blacklisted or debarred by any Govt/PSU/ Statutory/ Regulatory Authority etc or the said disability if any should not be in force as on date of submission of bid. The organization should furnish an undertaking to this effect on their letter head duly signed by authorized person of the organization.
- v) Bidder organization/firm should not be owned or controlled by any Director or employee (or relatives thereof) of Indian Bank.

The organization is required to provide documentary evidence fulfilling the eligibility criteria on organization's letterhead with supporting documents (point i to iii) and self declaration (point iv and v) duly signed by the authorized representative.

Interested agencies, who are providing solution as briefly explained above and meeting the Eligibility Criteria may respond to this document. Agencies are required to provide supporting documents like work orders, details of its offices/ representatives at various locations, duly authenticated, Audited balance sheets for the last 3 years clearly indicating the revenue from line of business of providing recruitment solutions etc. The documents are required to be signed by the authorized signatory of the organization with their seal.

The organization needs to comply with all the eligibility criteria mentioned above to be evaluated for Technical evaluation. Non-compliance to any of these criteria would result in outright rejection of the organization's proposal. The organization should enclose proof in support of all eligibility criteria while submitting the

Technical Proposal, failing which the Technical Proposal will not be considered for further evaluation. There is no restriction on the number of credentials an organization can provide, however all credentials should be appropriately bound, labelled and segregated in the respective areas.

3.2 Preliminary Scrutiny

The Bank will scrutinize the offers received to determine whether they are complete and as per RFP requirement, whether technical documentation has been submitted as asked for and required to evaluate the offer, whether the documents have been properly signed and whether items are offered as per the RFP requirements. The Bank will inform the date, time and venue of presentation to the organizations.

SECTION-IV

SCOPE OF WORK

4.1 Project Objectives

The Bank wishes to empanel Human Resource Recruitment Consultants for hiring manpower on contract basis in Senior Management positions of the Bank and provide assistance as required by the Bank on the points mentioned below covering this Section. The Bank requests proposals from renowned and experienced specialized consultants for undertaking the above assignment.

The Bank, at its sole and absolute discretion, may choose to avail all services or part thereof. Such decision may be advised even during the course of the assignment. The areas covered under this tie-up arrangement are given in the project scope outlined in para 4.2 below.

4.2 Project Scope

The detailed scope of this project shall include, but not limited to:

- I. Preparation of job specification in coordination with Bank for various positions, which Bank intends to hire.
- II. Undertake compensation survey and finalize the compensation structure in consultation with Bank for these positions.
- III. Preparation of advertisement in consultation with Bank for filling positions identified by the Bank on contract basis in various positions, which the Bank intends to hire.
- IV. To assist the Bank to advertise these positions in leading print and digital media according to Bank's requirements.
- V. Respond to relevant queries from applicants over phone / email before closing date, in co-ordination with Bank.
- VI. Identification of suitable candidates based on their experience, skill sets, academic qualification for the positions specified by the Bank, coordinating with them for their participation, in consultation with Bank.
- VII. Providing the complete list of candidates clearly indicating their eligibility or otherwise for publishing on Bank's website keeping a window for objections, if any. Based on the objections received within stipulated period, the organization shall initiate appropriate corrective action, if necessary, and after consultation with the Bank prepare final list of eligible candidates.
- VIII. Process soft copies of applications and providing hard copies of these online applications to Bank.
- IX. Short-listing of applications received for further screening (decide various screening process required for the job role) in consultation with Bank.
- X. Issuance of call letters after approval from the Bank and ensuring complete

co-ordination with shortlisted candidates.

- XI. Arranging for various screening process including Psychometric Test (if required), composition of Selection Committee etc., in consultation with Bank.
- XII. Facilitate conduct of interview by the Selection Committee constituted by Bank.
- XIII. Tabulation of Scores and preparation of merit ranking and submit the same to the Bank.
- XIV. Perform background check, credit check, and credit history/ background check on candidates for the position. The organization should ensure that the candidates identified should not have any police record/criminal record against them. The antecedent report should be in prescribed format duly signed by Competent Authority.
- XV. Assisting the Bank in preparation of answers for any recruitment related questions asked under Right to Information Act as per the rules and regulations of Government of India and/or decision of Hon'ble High Court/ Supreme Court.

4.3 Deliverables

The advertisement for declaring vacancies in the Bank will be prepared by the selected organization in consultation with the Bank after adhering to various reservation norms, as applicable, in compliance of Govt. guidelines.

The job role/description of the identified vacancies will be prepared by the selected organization along with Compensation structure as per market standards after complete analysis of peer position.

The results drawn by the selected bidder/s will conform to the reservation guidelines as directed by the Govt. of India/any other guidelines in force of RBI/GOI/IBA in prescribed format, if any.

4.4 Background verification

The organization shall assist the Bank in the background verification covering criminal records, caste verification, disability certificate verification, educational/professional qualification verification, credit score check etc.

4.5 Responsibilities

The responsibilities of the empanelled organization/s will be as under:-

Discuss with the Bank's representative/s to find out the requirements to be fulfilled for hiring manpower in various Senior Management positions as per requirements of the Bank and as and when need arises/ intimated by the Bank from time to time. Document the requirements and obtain Bank's confirmation on the same.

SECTION-V

TECHNICAL PROPOSAL EVALUATION AND COMMERCIAL QUOTE**5.1 Evaluation process**

The competitive proposals will be evaluated by the Bank based on their competitiveness and suitability to Bank's requirements

5.2 Eligibility and Technical Proposal

Eligibility criterion for the shortlisted agencies to qualify this stage is clearly mentioned in Section-III – Eligibility and evaluation Criteria. Shortlisted organization/s who meet the eligibility criteria would only qualify for empanelment by the Bank. The organization/s would also need to provide supporting documents for eligibility proof. All the credentials of the organization necessarily need to be relevant to the INDIAN market.

During evaluation of the technical proposals, the Bank, at its discretion, may ask the organization for clarification in respect of its proposal. The request for clarification and the response shall be in writing, and no change in the substance of the proposal shall be sought, offered, or permitted.

The Bank reserves the right to accept or reject any proposal in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the agencies to this document and bank will not entertain any correspondence in this regard. The Bank at its discretion may reject the proposal of the organization, without giving any reason whatsoever, if in the Bank's opinion the organization is not in a position to present or demonstrate the proposed solution as described in the proposal.

5.3 Commercial Bid

The commercial quotes are not required to be submitted at the time of Technical proposal submission by the Applicants. Commercial quotations will be invited by Bank only from empanelled Applicant/s during the contract period based on Bank's requirements.

When commercials are called for from the empanelled applicants, the Applicant is requested to quote it in Indian Rupee (INR).

5.4 General Terms

Bank reserves the right to accept or reject any application/proposal without assigning any reason thereof. In case of doubt, decisions of the General Manager(HR) shall be final.

Time frame for each process will be specified at the time of providing the work order for each process which may vary from 1 to 3 months.

5.5 Empanelment

Bank will decide on the number of firms to be empanelled and accordingly shortlist the top applicant/s (based on their scoring) who have been technically qualified for empanelment based on the requirement of the Bank.

5.6 Subcontracting

The organization shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the organization under the contract

5.7 Stages of technical evaluation

In brief, the various stages of technical evaluation, are as under:

- Fulfilling of the eligibility criteria as indicated under Para 3.1 above.
- Short-listing of the agencies based on the merit score, taking into consideration broadly on their prior experience, credentials, quality of resources and requirement of the Bank. Please refer to Annexure-I for the Score Chart.
- Arriving at the final score on technical proposal of the short-listed agencies after evaluation by the Bank, which will broadly be based on the following:
 - i. Experience of the organization in hiring of manpower in BFSI segment.
 - ii. Proposed Methodology and processes.
 - iii. Dedicated Team support provided to the Bank with qualifying experience and other credentials for executing the assignment.
 - iv. Agencies scoring less than 60 marks (cut-off score) out of 100 marks in the technical evaluation, shall not be considered for the selection process and will not be considered as qualified.

5.8 Commercial evaluation

Proposals submitted by the agencies may be reviewed and evaluated by any person at the discretion of Bank's internal evaluation team, including non-allied and independent consultants retained by Bank now or in the future for the sole purpose of obtaining evaluations to proposals. Agencies may be asked to further explain or clarify areas of their proposal in writing during the evaluation process. Agencies are expected to submit their best bid in response to the RFP. Bank's internal evaluation committee/team will notify the successful Bidders, following completion of the evaluation process. The only information regarding status of the evaluation of proposals that the team will give to any inquiring Bidder shall be whether or not that Bidder has been empanelled.

SECTION-VI**BID DOCUMENTATION**

The shortlisted agencies will be empanelled for a period of 3 years during which Bank may, at its discretion, issue a work order with the Empanelled organization/s for hiring manpower on contract basis in Senior Management positions in the Bank.

SECTION-VII**ERASURES AND ALTERATIONS**

Technical details must be completely filled up. All the corrections or alterations, if any, should be authenticated. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up containing correct technical information of the product being offered. Filling up of the forms using terms such as "OK", "accepted", "noted", "as given in brochure/manual" are not acceptable to the Bank. Offers not adhering to these guidelines may not be accepted by the Bank

SECTION-VIII**ADHERENCE TO GENERAL TERMS AND CONDITIONS**

The agencies who wish to submit responses to this invitation document should note that they should abide by all the terms and conditions contained in the document. If the responses contain any extraneous conditions put in by the Recipients, such responses may be disqualified and may not be considered for the selection process.

8.1 Execution of Service Level Agreement / Non Disclosure Agreement

The successful organization shall execute (a) a Service Level Agreement (SLA)/ Memorandum of Understanding (MOU), which would include all the services and terms and conditions of the services to be extended as detailed herein and any other conditions as may be prescribed by the Bank; and (b) Non-disclosure Agreement (NDA) in the format provided by the bank. No changes will be entertained in respect of the NDA format and the bank will not be obliged to execute any agreement/document in this regard if required by the organization. The costs and expenditure towards the execution of the same should be borne by the organization. The organization shall execute the SLA/ MOU and NDA within one month from the date of acceptance of letter of empanelment. The SLA/work order shall be executed by the authorized signatory of the organization. A power

of attorney or a valid authorization to that effect shall be submitted by the successful organization.

8.2 Indian Bank reserves the right to

1. Reject any and all responses received in response to the invitation document.
2. Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery
3. Extend the time for submission of all or any proposals
4. Select the most suitable organization (in case no organization satisfies the eligibility criteria in totality)
5. Select the next most suitable organization if negotiations with the selected organization fail to result in arriving at an agreement within a specified time frame.
6. Use the information/ clarifications provided in response to the invitation document by organization in any form, for evaluation purpose.
7. Cancel the invitation document at any stage, without assigning any reason whatsoever.
8. Change the time schedule of invitation document for inviting the technical proposals or evaluation thereof
9. Modify the quantity or any specifications related to eligibility or technical requirements.
10. To change/relax the criteria for evaluation and to change any terms and conditions of the RFP and its subsequent addendums, if any, as it deems necessary as its sole discretion.

8.3 Resources

The Empanelled organization is expected to deploy appropriate quality and number of resources for providing recruitment solutions in the Bank. The strength and quality of team will be specifically evaluated during the technical evaluation.

For the purpose, the empanelled organization shall provide detailed deployment plan of its personnel with requisite qualification and experience along with the reserves as per the requirement of the Bank.

The Bank reserves the right to insist the organization to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment. The organization will have to undertake that no such substitution would delay the project timelines.

8.4 Professionalism

The organization shall provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.

8.5 Adherence to standards and compliance of laws

1. Compliance with all applicable laws: The organization shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards the Bank and all purposes of this RFP and shall indemnify. Keep indemnified, hold harmless, defend and protect the bank and its employees/officers/staff/personnel/representatives/agents.
2. Compliance in obtaining approvals/permissions/licenses: The organization shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this invitation or for the conduct of their own business under any applicable law, Government Regulations/Guidelines and shall keep the same valid and in force during the term of empanelment, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/officers/staff/personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to confirm or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the organization.
3. The organization will be responsible for the authenticity and genuineness of the work undertaken and will be liable for breach of contract if discrepancies/ violations are observed.
4. Bank reserves the right to ascertain information about the agencies from the Banks and other institutions to which the agencies have rendered their services for execution of similar projects. Such feedbacks from high-ranking officials as mentioned above would also form part of basis for empanelment and any strong adverse comment/action about the service would make the organization ineligible for further assessment/processing. Further, the decision of the Bank will be final and binding on the agencies.

8.6 Expenses

It may be noted that the Bank shall not pay any amount/expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the fees quoted by the successful organization.

8.7 Penalty & Liquidated Damages

The empanelled organization shall be liable to pay penalty of 1% of Work Order value, per week or part thereof for delay and non adherence to the time schedules of the Work Order.

If the empanelled organization fails to complete the due performance in accordance to the terms and conditions of the work order, the Bank reserves the right either to cancel the work order or to accept performance already made by the empanelled organization. No fee shall be payable for partial accomplishment of job specifications specified in the work order and in this document.

Both penalty and liquidated damages are independent of each other and are applicable separately and concurrently.

If the successful organization fails to perform its obligation as per this document/work order, then bank reserves the right to get the balance work executed by another empanelled organization as per choice of bank and organization (who failed to perform his obligation) shall be liable to bear the expenditure which bank may incur for the execution of balance work and its completion.

In case if the project could not be performed due to reasons attributable to the Bank or due to force majeure, the Penalty and liquidated damages will not be applicable. However, it is the responsibility of the empanelled organization to prove that the delay is attributable to the Bank and Force Majeure. The empanelled organization shall submit the proof authenticated by the Banks official that the delay is attributed to the Bank and/or Force Majeure along with the bills requesting payment.

8.8 Indemnity

The organization shall keep the Bank, its Successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the Bank through its action/omission or through the action/omission on the part of its employees, agents, contractors, subcontractors etc.

The organization shall, at its own expense, defend and indemnify the Bank against all third party claims and shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement/ act/ omission, the organization shall be fully responsible to pay such compensation along with all costs, damages and attorney's fees and other expenses that a court may finally award, in the event of the matter being adjudicated by a court or that be included in a organization approved settlement. The Bank will issue notice to the organization of any such claim without delay and provide reasonable assistance to the organization in disposal of such claim, and shall at no time admit to any liability for, or express any intent, to settle to claim. The organization shall also reimburse all incidental costs, which the Bank incurs in this regard.

The indemnification is only a remedy for the Bank. The organization is not absolved from its responsibility of complying with any of the statutory obligations. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by regulatory authorities and/or by any third party.

In the event of the organization not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the organization under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this document.

8.9 Dispute Resolution

The Bank and the organization shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the work order/ empanelment agreement. If after 30 days from the commencement of such informal negotiations, Indian Bank and the organization are unable to resolve amicably a dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the empanelment agreement/ work order, shall be referred to sole Arbitrator appointed by Bank and the award of the Arbitrator shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 and revisions, if any, thereof, shall apply to the arbitration proceedings and the venue of the arbitration shall be at Chennai. The expenses incurred by each party with the preparation, presentation, etc. of its proceeding as also the fees and expense paid to the

appointed arbitrator by such party or on its behalf shall be borne by the respective party itself.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the Parties to seek redressal / other legal recourse.

8.10 Force Majeure

Notwithstanding the above provisions, the successful organization shall not be liable for penalty or termination for default if and to the extents that delay on its part in performance or other failure to perform its obligations under the work order/ empanelment agreement is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the either party to the work order/ empanelment agreement and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as a war, strike, riot, crime, or an act of God/Nature (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the work order/ empanelment agreement. If a Force Majeure situation arises, the organization shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the organization shall continue to perform its obligations under the work order/ empanelment agreement as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

8.11 Termination

Bank shall have option to terminate / cancel this RFP at any stage without any prior notice.

The Bank, without prejudice to any other remedy for breach of empanelment agreement / work order, by written notice of 30 days of default sent to the organization, may terminate this work order in whole or in part, if the organization fails to perform any obligation(s) under the work order / empanelment agreement.

In the event of the Bank terminating the empanelment agreement / work order in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the organization shall be liable to the Bank for any excess costs for such similar services.

In the event of termination of empanelment agreement / work order due to any cause whatsoever, (whether consequent to the stipulated term of the empanelment agreement / work order or otherwise), Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be

necessary to ensure an efficient transition and effective business continuity of the Service(s) which the empanelled organization shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor organization to take over the obligations of the erstwhile organization in relation to the execution/continued execution of the scope of the empanelment agreement / work order.

In the event that the termination of empanelment agreement/ work order is due to the expiry of the term of the empanelment agreement / work order, and if a decision is taken not to grant any (further) extension by Bank, the empanelled organization herein shall be obliged to provide all such assistance to the next successor organization or any other person as may be required and as Bank may specify including training, where the successor(s) is a representative/personnel of Bank to enable the successor to adequately provide the service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination thereof.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the empanelment agreement / work order that are expressly or by implication intended to come into or continue in force on or after such termination.

Bank may terminate the work order / empanelment agreement in full or in parts by giving a written notice of 30 days to the empanelled organization against acknowledgement.

The empanelled organization shall make full endeavour for a smooth transition / provide all support to the new organization and other party so as to ensure continued customer service and minimum disruption.

8.12 Confidentiality

This document contains information confidential and proprietary to the Bank. Additionally, the agencies shall be exposed by virtue of the contracted activities to the internal business information of the Bank. Disclosures of receipt of this invitation or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the agencies. Premature termination of the work order/ empanelment agreement, and / or legal action against the agencies for breach of trust.

Selected organization shall have to sign a legal non-disclosure agreement (NDA) with the Bank before starting the project. The Bank shall provide format for the said agreement and no modifications on the said agreement shall be entertained.

In case of variation between the terms and conditions of the NDA with this clause the terms and conditions of the NDA will prevail.

The organization (and its employees) shall not, unless the Bank gives permission in writing, disclose any part or whole of this document, of the proposal and/or work order, or any specification, plan, drawing, pattern, sample or information furnished by the Bank (including the users), in connection therewith to any person other than a person employed by the organization in the performance of the proposal and/or work order. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third party engaged by the organization shall maintain strict confidentiality.

The organization, its employees and agents shall not, without prior written consent from the Bank, make any use of any document or information given by the Bank or its authorized personnel, except for purposes of performing the work order award. In case of breach, the Bank shall take such legal action as it may be advised. The organization has to maintain confidentiality even after completion/termination of the work order.

- a. The organization's aggregate liability in connection with obligations undertaken as a part of this project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in work order, tort or otherwise), shall be at actual.
- b. Organization's liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of the organization, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.
- c. The bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the organization as part of this agreement.

In no event shall Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this agreement, howsoever such liability may arise.

8.13 Governing Law and Disputes

The proposal and subsequent work order with the empanelled organization shall be governed in accordance with the Laws of India and shall be subject to the exclusive jurisdiction of Courts in Chennai.

The Bank shall not be responsible in any manner with respect to the disputes, if any, between the organization and any recruitee/ candidate relating to the services rendered/offered by the organization to the recruitee/candidate.

8.14 Limitation on Promotion

The organization shall agree to make no reference of the Bank for the procurement of products and services hereunder or the agreement in any literature, promotional material, brochures, sales presentation or the like without express prior written consent of the Bank.

The empanelled organization shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the work order.

The empanelled organization shall submit at the time of signing the work order, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the organization or a Power of Attorney copy to discuss, sign agreements/work orders with the Bank. The organization shall furnish proof of signature identification for above purposes as required by the Bank.

8.15 Cancellation of Work Order and Compensation

The Bank reserves the right to cancel the work order of the selected organization and recover expenditure incurred by the Bank on the following circumstances:

1. The organization goes into liquidation voluntarily or otherwise.
2. An attachment is levied or continues to be levied for a period of 7 days upon effects of the work order.
3. If the deductions on account of liquidated damages penalty exceeds more than 5% of the total work order price.
4. If the organization declines to provide quotes for the fee for three consecutive requests from the Bank.
5. If the organization fails to execute SLA / sign the contract within 10 days of awarding of work order.
6. If the Bank has reasons to believe that fair practices are not strictly adopted by the Organization in the accomplishment of tasks assigned to them.
7. Breach of confidentiality.

Further the Bank reserves the right to cancel the work order of the empanelled organization and recover expenditure incurred by the Bank in the event of occurrence of any of the defaults and the same is not rectified within 30 days from

the date of receipt of intimation from the Bank with respect of occurrence of such default in case :

1. The empanelled organization commits a breach of any of the terms and conditions of the work order.
2. The progress regarding execution of the work order, made by the empanelled organization is found to be unsatisfactory.
3. The Bank reserves its right to cancel the order if discrepancies/ violations are observed in various reports provided to the Bank as per scope of work.

After the award of the work order, if the empanelled organization does not perform satisfactorily or delays execution of the work order, the Bank reserves the right to get the balance work order executed by another party of its choice by giving notice of 30 days for the same. In such event, the empanelled organization is bound to make good the additional expenditure, which the Bank may have to incur to carry out for the execution of the balance of the work order. This clause is applicable, if for any reason, the work order is cancelled.

Part exit clause: Bank may any time terminate or exit from the agreement for all/some specific services by giving written notice of 30 days to the empanelled organization. Bank may choose to utilize its own expertise/use any other service provider with better value proposition for customers or engage an organization identified by the government/regulatory/other statutory body to provide all/select services depending upon the nature of technical independence of the services/module on the proposed solution and thus fully/partly exit from the arrangement. In such cases, the amount due for the service/module for subsequent period would not be payable.

8.16 Non Payment of Professional Fees and Bank's right of set off

If any of the items/activities as mentioned in the fee quote are not taken up by the Bank during the course of this assignment, the Bank shall not pay the professional fees quoted by the organization against such activity/item.

Set off-Without prejudice to other rights and remedies available to Bank, Bank shall be entitled to earmark set-off or adjust any amounts due to the Bank under any of the clauses of this agreement for delay, failure or non performance of any condition, undertaking, and commitment or for breach of any terms of this agreement.

This clause shall override all other clauses of this document and shall also survive the termination

8.17 Assignment

Neither the work order nor any rights granted under the work order shall be sold, leased, assigned, or otherwise transferred, in whole or in part, by the organization, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., the service level agreement executed with the organization after award of purchase order shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank under the executed service level agreement.

8.18 Information and Secrecy

The organization must provide a written undertaking to the bank to be submitted duly signed on organization letter head to comply with the secrecy provision pursuant to provision of Banking Regulation Act,1949 and other applicable laws. The organization will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the organization if it fails to comply with the conditions imposed.

8.19 No Commitment to accept Lowest or any Offer / Fee Quote

Bank shall be under no obligation to accept the lowest or any other offer received in response to this Invitation document and shall be entitled to reject any or all offers without assigning any reason whatsoever. Bank has the right to reissue Invitation Document. Bank reserves the right to make any changes in the terms and conditions of this document that will be informed to all the agencies. Bank will not be obliged to meet and have discussions with any organization, and / or to listen to any representations once their proposal is rejected. Any decision of the Bank in this regard shall be final, conclusive and binding upon the organization.

8.20 Other General Conditions

1. Bank reserves the absolute right to reject the offer if it is not in accordance with its requirements and no further correspondence whatsoever will be entertained in the matter.
2. Any technical proposal, submitted cannot be withdrawn / modified after the last date for submission of the proposals.

3. Each offer should specify solution which is cost- effective and meet the invitation document specifications. It may include alternatives/add-ons that provides rich solution adding value to the Bank and its staff.
4. To assist in the scrutiny, evaluation and comparison of offers Bank may, at its discretion, ask some or all agencies for clarification on their offer. The request for clarification and the response shall be in writing and no change in the price or substance of the proposal shall be sought, offered or permitted.

8.21 Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this RFP document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this RFP document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

8.22 Publicity

Any publicity by the selected Bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

The selected Bidder during the term of the contract shall not without the express written consent of the Bank, directly or indirectly:

- a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or
- b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

8.23 Audit/ Inspection for Reports

The Bank reserves the right to conduct an audit/ ongoing audit of the services provided by the Bidder. The Bidder should allow the Reserve Bank of India (RBI) or persons authorized by it or any audit organization/personnel identified by the Bank to access the Bank's documents, records or transaction or any other information given to, stored or processed by the Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by the RBI/Bank.

The Bidder should allow them to conduct audits or inspection of its books and account with regard to the Bank by one or more officials or employees or other persons duly authorized by Bank.

The Bank would undertake to carry out security audit, vulnerability assessment, usability audit etc. by in - house team, third party independent auditors or reputed management Knowledge Partner at specified intervals with prior information to the successful Bidder. The Bidder is required to provide unconditional and complete support to carry out the audit and arrange for rectification/updation of the findings at no cost to the Bank.

The external and internal auditors of the Bank will be given right to review internal controls of the Bidder. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity/internal controls of the system and/or solution offered to the Bank.

EVALUATION OF TECHNICAL PROPOSAL

The technical scoring of the agencies will be broadly based on the following parameters:

S No	Particulars (Work experience in India only will be considered)	Weightage
1.	Sectorial experience of providing end-to-end recruitment services in BFSI sector	20%
2.	Dedicated Team support to be provided to the Bank with relevant educational background, qualifying experience and credentials.	20%
3.	Experience of the organization in the line of business of providing end- to end recruitment services in India	10%
4.	Experience of the applicant in the line of business of providing end to end recruitment services in Senior Management positions in India in the Banking Sector.	20%
5.	Methodology for undertaking the assignment for which Invitation Document is issued/customized to Bank's requirements in India-Based on the Presentation made by the Organization.	30%
	TOTAL	100

NB: Information provided by the organization as mentioned in the table above should be submitted with supporting documents like work orders/ certificates strictly on client's letter head. Any other form of submission will be summarily rejected.

Covering Letter (Letter to Bank on Organization's Letter Head)

General Manager (HR)
Indian Bank, Corporate Office,
No 254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600014

Dear Sir,

Sub : Empanelment of HR Recruitment Consultants for hiring manpower in senior management positions in Indian Bank.

With reference to the above Invitation Document, having examined and understood the instructions including all annexure, terms and conditions forming part of this document, we hereby enclose our offer for "Empanelment of Human Resource Recruitment Consultants for hiring manpower in senior management positions in Indian Bank" as required in your above referred Invitation Document.

We agree to all the terms and conditions mentioned in the Invitation Document. We also submit required information along with documentary evidence in following format:

Parameter	Response – Specify wherever relevant	
Name of the organization and nature of Business		
Holding organization or parent organization (if any)		
Organization address		
Details of ownership		
Name of the Parent Organization (if any)		
Year of commencement of business		
Names of all the Directors/Partners (Organization can add more records, if required)	1.	
	2.	
	3.	
Name of the key person with contact details		
Financial Year	Annual Turn over	Net Profit

Year 2016-17		
Year 2017-18		
Year 2018-19		
No. of employees working in:		
Major change in management in the last three years.		
Certifications 1. With any government /its agencies 2. With any other organization		
Name the Awards/Accolades/Recognition won for the application developed and deployed.		
Names of the Banks for which similar work had been undertaken		

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the Invitation Document. We also confirm that the offer shall remain valid for 6 months from the date of the offer.

We also understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has the right to reject the offer in full or in part without assigning any reasons whatsoever.

Yours faithfully,

(Name & Designation, seal of the firm)

Letter of Undertaking / Compliance Certificate

General Manager (HR)
Indian Bank, Corporate Office,
No 254-260, Avvai Shanmugam Salai, Royapettah,
Chennai 600014

Dear Sir,

Sub: Empanelment of HR Recruitment Consultants for hiring manpower in senior management positions in Indian Bank.

- a. Having examined the invitation proposal including all Annexures, we the undersigned offer to undertake hiring of manpower in senior management positions for Indian Bank in full conformity with the said invitation document and in accordance with our proposal.
- b. If our proposal is accepted, we undertake to complete the project within the scheduled time frame.
- c. We confirm that this offer is valid and open for evaluation according to their terms and conditions for a period of six months from the last date for submission of invitation document to the Bank.
- d. This proposal together with notification of empanelment and written acceptance thereof shall constitute a binding contract between us.
- e. We have never been barred/black-listed by any Govt/PSU/regulatory /statutory authority in India or abroad.
- f. We undertake that in competing for and if we are empanelled for executing the subject contract, we shall strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- g. We agree that Indian Bank is not bound to accept the lowest or any proposal that it may receive.
- h. We confirm that our organization is not owned or controlled by any Director or employee (or relatives thereof) of Indian Bank
- i. We confirm that all the details/information furnished herein are true and correct and we undertake that we shall be solely responsible in the event any such information is found to be incorrect/false.

SIGNATURE

(Name & Designation)

(Seal of the firm)

Letter of Authorization for submission of Response

General Manager (HR)
Indian Bank, Corporate Office,
No 254-260, Avvai Shanmugam Salai,
Royapettah, Chennai 600014

Dear Sir,

Sub : Authorization Letter for submitting RFP proposal documents.
Ref : Your RFP CO:HRM:RFP:001:2019-20 dated 29.02.2020

This has reference to your above RFP for empanelment of HR recruitment consultants for hiring manpower in Senior Management positions on regular/contract basis in Indian Bank and the Banks wholly owned subsidiaries

Mr / Ms _____ is hereby authorized to submit the response documents, to submit sealed response, and to sign any documents pertaining to the RFP on behalf of our organization for all the services required by the Bank as called for vide the Bank's RFP as referred to above, on behalf of our organization. He/ She is also authorized to take decisions on behalf of the organization till the RFP process is completed.

Certified photocopy of Power of Attorney (POA) of the person authorizing such person is duly submitted. We hereby extend our full guarantee and warranty as per Clauses of Contract for the services offered by the Organization against this RFP.

The specimen signature is attested below:

Specimen signature of the Representative

Signature of the Authorizing Authority

Name of the Authorizing Authority (Certified Xerox copy of POA of authorized Signatory/authority is to be submitted)

Note:

This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Organization in its proposal.

Annexure-V

The technical proposal envelop should contain following Checklist

S.No	Documents/papers submitted	Yes/No
1	Covering letter on the prescribed format as per Annexure II	
2	Profile of the Organisation	
3	Experience of the organization in recruitment for senior management positions with specific focus on banking	
4	Methodology of the organization for hiring manpower in senior management positions in the Bank	
5	Dedicated Team support of the organization with relevant educational background, experience and credentials for hiring senior management positions in Indian Bank	
6	References, if any, from previous Clients on the Clients Letter Head	
7	All Annexure as per invitation document should be on organization's letter head with authorizing person's signature and organization seal on all pages.	
8	All supporting documents fulfilling the eligibility criteria in support of Technical specifications	