

CO: HRM Department

Response/Clarification to Pre-Bid queries – RFP for Empanelment of HR Recruitment Consultants for hiring manpower in Junior, Middle and Senior Management Positions in Indian Bank dated- 22.12.2023

Ref: CO: HRM:RFP:001:2023-24

Date:04.01.2024

S.No	RFP Page No	RFP Clause No	Text as available in RFP	Remarks / Clarification sought by Bidder	Bank reply
1	4	Bid related details, S.No 5	Last Date and time for Submission of Technical & Commercial Bids in Online & Offline Mode	What is the last date to transfer the application amount?	Before the last date of the RFP submission i.e (12-01-2024).
2	43	Para 4	Support Desk Contact Details	Please share contact details of IT person who can help submitting.	Please refer the RFP page no 43 for bid submission related technical support
3	6	Bid related details S.No 14	Earnest Money Deposit (EMD) in INR	Bidder has been empanelled with Indian Bank and submitted EMD of 2 lakhs. This time the fee has been increased in the RFP. We request you to please reduce the security deposit to 2 lakhs and if possible, we request to adjust the EMD of 2 lakhs (which is deposit already with Indian Bank) against this RFP.	Fresh EMD of Rs 3 lakhs to be deposited with Indian Bank and the existing amount with the Bank will be reversed on request of the agency
4	18	S.No 3	Section III, Eligibility and Evaluation Criteria, Subject :Senior Management (Category I)	Category 1 - 5 assignments in last 5 years in BFSI/PSU/Govt	This clause cannot be modified and stands continued

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5	23	4.4	The background verification covering criminal records, caste verification, disability certificate verification, educational/professional qualification verification, credit score check etc.	As discussed, as Bidder is a Global Firm, we can only help conduct education verification (through 3rd party vendor) and 360-degree professional reference check for the finalist candidate.	Pre commencement of process, Agency has to verify and after completion of engagement process Bank will validate the same
6	39	Section VIII, 8.24. Pre-Contract Integrity Pact	Pre Contract Integrity Pact	Pre Contract Integrity Pact	Pre Contract Integrity Pact should be done on stamp paper as per stamp duty as applicable in the respective States
7	15	Section II, 2.4	Related Parties	Whether Sister concern of the same bidder can participate	Both Mother and Sister concern can participate either in Junior, Middle Management position or Senior Management position separately but not jointly or for same category.

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8	13	Technical Proposal	References, if any, from previous clients on the client's letterhead (also in Annexure XI)	As discussed, due to the confidential nature of our work, this information can be submitted on the Bidder letterhead, signed, and stamped by the Bidder authorized signatory.	The information can be submitted in the Bidder Letterhead, signed and stamped by the Bidder authorised signatory. Support documents like masked PO, invoices, mail confirmations etc to be submitted as support documents to validate the information.
9	29	8.7	The empanelled agency shall be liable to pay penalty of 5% of Work Order value, per week or part thereof for delay and non adherence to the time schedules of the Work Order. No fee shall be payable for partial accomplishment of job specifications specified in the work order and in this document. Shall be liable to bear the expenditure which bank may incur for the execution of balance work and its completion.	Bidder is a retained Search firm and works on exclusive basis. Our fees will be payable as per the agreed payment terms, hence we cannot agree to any penalty or non - payment of our due professional fees. Due to our operating model, we will be unable to accept any open-ended penalty or costs.	The applicability of the penalty component is on non – delivery/partial delivery. All due payments will be made as per agreement.

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10	30	8.8	Indemnity	We would like to address with some specificity in the contract. Moreover, we request the Bank to provide a limited indemnification to Bidder	Will be mutually discussed and incorporated in the SLA with the successful bidders during empanelment.
11	32	8.11	Termination	Bidder seeks mutual termination for convenience and for cause in its client contracts	Will be mutually discussed and incorporated in the SLA with the successful bidders during empanelment.
12	33	8.12	Confidentiality	Limitation of liability should not be part of Confidentiality clause. Bidder would seek limitation of liability for the parties in the empanelment agreement and to be mutually agreed upon.	Will be mutually discussed and incorporated in the SLA with the successful bidders during empanelment.

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13	34	8.14	The agency 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	Just as for this RFP process, Bidder may be required to share details of experience / work done for other RFPs. In such a scenario the Bank name and work done (after masking any confidential information), may be allowed to be shared	The clause provides for the same on prior permission from the Bank.

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14	35	8.15	Cancellation of Work Order and Compensation - 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 agency 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.	Bidder cannot agree to any penalty/damages. However, BIDDER will provide all support and handover required to complete the process.	Will be mutually discussed and incorporated in the SLA with the successful bidders during empanelment.
15	36	8.16	Non Payment of Professional Fees and Bank's right of set off	Bidder is a retained Search firm. Our fees will be payable as per the agreed payment terms, hence we cannot agree to Non Payment of Professional fees. We cannot agree to Dispute Set-off	The applicability of the non-payment devolves on non – delivery/partial delivery. All due payments will be made as per agreement.

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16	36	8.17	Assignment	Bidder would seek to have assignmentNo consent is required if the assignment: (a) results from the assignor's merger, consolidation, spinoff, split-off or acquisition but the assignment must be limited to the assignor's survivor, subsidiary or successor; or (b) is to an Affiliate capable of performing the assignor's duties and obligations under this Agreement.	Please adhere to the RFP terms.
17	38	8.22	Publicity : The selected Bidder during the term of the contract shall not without the prior 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	The non-solicitation clause to be discussed & mutually agreed upon at the time of empanelment.	Will be mutually discussed and incorporated in the SLA with the successful bidders during empanelment.

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			services in relation to the contract;		
18	38	8.23	Audit	Bidder agrees to client audits and would supplement the suitable language at the time of empanelment to align with processes in place to make client audits efficient.	Will be mutually discussed and incorporated in the SLA with the successful bidders during empanelment.
19	57	Annexure VI	Service Agreement Level	If Bidder is the successful Bidder, we would request the SLA should be discussed and agreed upon mutually.	Will be mutually discussed and incorporated in the SLA with the successful bidders during empanelment.
20	73	Annexure VIII	Pre-Contract Integrity Pact – Section 4 – Compensation for damages Section 10 - Examination of Books of Accounts	Bidder cannot agree to the compensation for damages included in the Pre Contract Integrity Pact, as we are of the view that in case of discrepancy, disqualification should suffice. Examination of books of accounts would be subject to further discussions and approvals	Please adhere to the RFP terms.

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21			General Clarification	We do have references which are 3 months old from other clients which we submitted to other PSU clients as well. Can we submit the same letters to Indian Bank?	Masked documents with letter on company head on completion may be produced if explicit reference is not available
22			General Clarification	We request Indian bank to bear the direct expenses like airfare or cab if candidate travel to any location for interview purpose.	For Senior Management Positions travel expenses can be considered on case to case basis and the same shall be mentioned in the call letters / advertisement. Further in case of Junior and Middle management positions travel fare applicable to candidates belonging to SC/ST categories, reimbursement as per GOI guidelines shall be applicable.

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23	General Clarification			What is the expected number of positions to be closed during the contract period? What are the position names?	For Senior Management minimum of 2 to 3 projects and for Junior and Middle Management minimum of 3 to 5 can be expected and it will vary subject to the needs and requirement of the Bank. The figures are indicative and should not be considered confirmatory on any way or as a mandatory obligation on part of the Bank.