

**CO: HRM Department**

**Response/Clarification to Pre-Bid queries – RFP for Empanelment of Manpower Recruitment Consultants for providing Manpower Services in the proposed subsidiary of Indian Bank dated - 27.12.2023.**

**Ref: CO: HRM: RFP: 002:2023-24**

**Date:15.01.2024**

S. No.	RFP Page No	RFP Clause No	Text as available in RFP	Remarks / Clarification sought by Bidder	Bank Response
1	22	Point ii	The organization should have minimum 3 years of experience (in India) in providing end-to-end recruitment services (in India) for contractual roles in BFSI segment or any shared service centre of any BFSI company.	Required Clarity, experience in PSU/Public/private sector allowed or not, both statements as mentioned references are different.	This point refers to the eligibility clause where in the bidder is mandatorily required to have the requisite experience for becoming eligible to bid. Experience with PSU/Public/Private companies within BFSI sector/ within Shared Service Sector (BFSI) is also acceptable.
2	83	Annexure 12 S.No 1	Experience of the bidder in the line of business of providing manpower services (in India) pertaining to sales functions to BFSI/PSUs/Public/Private	Required Clarity, experience in PSU/Public/private sector allowed or not, both statements as mentioned references are different.	This clause refers to the scoring of the bidder based on the experience in BFSI/PSUs/Public/Private Sector.
3	61	ANNEXURE-02: Documents for Eligibility cum Technical Bid	7. The bidder should have earned net/ operating profits for last 2 financial years	Request bank to consider "The bidder or its wholly owned Parent Company should have earned net/ operating profits for last 2 financial years"	Please adhere to the RFP terms.

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4	62	ANNEXURE-02: Documents for Eligibility cum Technical Bid	10. The organization should have minimum 3 years of experience (in India) in providing end-to-end recruitment services (in India) for contractual roles in BFSI segment or any shared service centre of any BFSI company. For this purpose, the bidder is required to furnish atleast 3 client references (highlighting work over last 3 years with same/different clients) wherein the bidder has executed similar projects.	Request bank to consider the experience of the bidder and / or its wholly owned Parent Company	Please adhere to the RFP terms. Experience of the parent company will be considered only if the parent company has exited the line of business (manpower services) post formation of the subsidiary. Sufficient documentation is mandatory for such considerations.
5	63	ANNEXURE-02: Documents for Eligibility cum Technical Bid	17. Company should have at least 100 employees on their roll for providing manpower services as on date.	Request bank to consider experience in providing manpower services as on date having at least 100 employees on their roll and / or in contractual roles in BFSI segment	Please adhere to the RFP terms. The quoted manpower is required for the company to provide manpower services and the employees are required to be on their rolls.

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6	63	ANNEXURE-02: Documents for Eligibility cum Technical Bid	21. The bidder must have following valid certificates :- a) Service Tax Registration Certificate b) Permanent Account Number.	Since Service Tax is replaced with GST from 1st July 2017 requesting bank to take GST certificate instead of Service Tax Certificate	Since Service Tax is replaced with GST, GST certificate to be submitted in lieu of the Service Tax Registration.
7	64	ANNEXURE-03	Turnover, P&L and Net worth details	Request bank to consider the certificate from the bidder and its wholly owned Parent Company	Please adhere to the RFP terms.
8	83	ANNEXURE-12: EVALUATION OF TECHNICAL PROPOSAL	1.Experience of the bidder in the line of business of providing manpower services (in India) pertaining to sales functions to BFSI/PSUs/Public/Private companies.	Requesting bank to give relaxation in the Experience to the bidder in the line of business of providing manpower services as follows: <u>Experience of being in line of business</u> 1-2 years - 5 marks 3-4 years - 7 marks Greater than 5 years - 10 marks	Please refer RFP amendment clause.

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9	83	ANNEXURE-12: EVALUATION OF TECHNICAL PROPOSAL	2.Experience of the bidder of working (providing manpower services) with large organizations (BFSI/PSUs/Public/Private companies in India) having minimum employee strength and annual turnover of :	Requesting bank to consider the employee strength of the bidder and its wholly owned subsidiary company as one and grant relaxation in the same as follows: <u>Large organizations with</u> •Employee Strength > 3000 and/or Annual Turnover of > 100 - 250 crores -5 marks •Employee Strength > 3500 and/or Annual Turnover of > 250 - 500 crores- 7 marks •Employee Strength > 4000 and/or Annual Turnover of > 500crores - 10 marks	Bidders are requested to please note that the employee strength and the turnover referred here is about the client to whom the services are being provided and NOT about the bidder.
10	83	ANNEXURE-12: EVALUATION OF TECHNICAL PROPOSAL	5.Number of similar projects handled successfully in BFSI sector during the last 5 years including PSU/ Govt.(Central/ State)	We would appreciate your consideration of our request for flexibility in the number of projects handled in BFSI 01 - 02 - 5 marks 03 - 04 - 10 marks > 05 - 20 marks	Please refer RFP amendment clause.

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11	25	4.2	<p>1. The requirements would be for Pan India and profiles would include but not limited to back office, fleet on street (FOS) roles, Team Leads/Sales Managers and other roles, as per the requirement of user department of the proposed subsidiary from time to time.</p> <p>2. Recruitment fees will be charged by vendor partner only for the candidates who complete 90 Days of employment with Indian Bank's proposed subsidiary.</p> <p>3. The minimum salary would be as per the minimum wages applicable in the respective states and the maximum salary would be defined by Indian Bank's proposed subsidiary.</p> <p>4. On acceptance of offer of appointment, the vendor partner will arrange to train and deploy the candidates at the locations specified by Indian Bank's proposed subsidiary</p>	<p>1. Would request to kindly clarify the expected approximate requirement against each designation.</p> <p>2. Looking at the nature of Employment and standard practices we would request to kindly keep Free replacement period up to 30 days or maximum 45 days.</p> <p>3. As the requirement is across India there are a lot of states where the minimum wages are very less. hence making it difficult to hire good resources would request to kindly revise the same.</p> <p>4. Kindly elaborate on what kind of trainings will be required.</p>	<p>1. As part of the RFP, Bank is only empanelling the vendor on behalf of subsidiary. Post empanelment, next steps regarding manpower requirement will be communicated to the empanelled vendors by the subsidiary.</p> <p>2. Please adhere to the RFP terms.</p> <p>3. The minimum salary would be as per the minimum wages applicable in the respective states. The final pricing would be mutually agreed between the winning bidder and subsidiary at the time of work order assignment.</p> <p>4. There will be an initial set of induction and product/policy trainings that will be given to the onboarded employees of the vendor by the subsidiary. In addition, ongoing continuous training programs for the growth of the employee should be provided by the winning bidder. Further details will be communicated by the subsidiary.</p>

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12	27	4.4.3	It is a mandate for the empanelled vendor partner to provide compliance certificate to the proposed subsidiary every month, which would include the declaration by the vendor partner regarding the confirmation of uploading and payment of all the challans for all the eligible employees under Acts inclusive of but not limited to – Minimum Wages Act, Provident fund, Workmen compensation Act, etc. The vendor partner is also expected to provide confirmation regarding the statutory dues like contribution, fees, fine and other charges levied.	Required challans of EPF, ESIC of the last month to be submitted along with current month invoice	This can be mutually agreed upon at the time of the contract execution.
13	28	4.8.1	The empanelled vendor shall be solely liable for any accident or injury that may happen to any of their employee engaged in the contract with Indian Bank's proposed subsidiary. Vendor partner will ensure that Med claim and accidental policy will be taken for the candidates outsourced to Indian Bank's proposed subsidiary	What is the amount of insurance coverage required, and will the insurance amount reimbursed to the service provider	The insurance will be part of the billing of the bidder to the Bank as part of the CTC offered for the proposed employee. The Bank will not reimburse any such separate line item.

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14	28	4.9	Billing & Invoices	Would request you to kindly clarify that after submission of invoices within how many days payment will be made to the service provider.	The subsidiary will make payment within 15 days of acceptance of the invoice or date of the invoice whichever is later and the same can be mutually agreed upon at the time of contract execution.
15	29	4.12.1	Conduct performance review and performance management of the outsourced manpower	As the employees will be under supervision of Indian Bank proposed subsidiary line managers and not under direct control of the agency would request you to kindly clarify the performance management clause	Subsidiary would provide inputs regarding the performances of the employees to the relevant vendors. Based on inputs provided by subsidiary, vendor to take ownership of the performance review and performance management of the outsourced manpower.
16	41	7.12	Substitution of Team Members	Would request you to kindly clarify if any dedicated implant is required.	The intent behind the clause is that vendor needs to ensure sufficient manpower is available to replace existing manpower, based on requests from subsidiary.

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17			General Clarification	What are the expected number of positions to be closed during the contract period and What are the position names ?	Post empanelment, next steps regarding manpower requirement will be communicated to the empanelled vendors by the subsidiary.
18			General Clarification	Will the bank float a separate RFP after this empanelment of the vendor ?.Please give clarity regarding the same.	As part of this RFP, Bank is only empanelling the vendor on behalf of subsidiary. Post empanelment, next steps will be communicated to the empanelled vendors by the subsidiary.