

File No. NIHFW/CHI/ HR-Agency/2019

**Centre for Health Informatics (CHI)
The National Institute of Health and Family Welfare**

Reply of Pre-bid Query of Request for Proposal for Hiring Agency for providing Human Resource for Center for Health Informatics (CHI)/ The National Institute of Health and Family Welfare (NIHFW)

Sr. No.	RFP Document Reference (Section & Page Number)	Content of RFP requiring Clarification(s)	Points of Clarification	CHI Remarks
1	Page No.8, Clause No. 1.1 (EMD)	As per RFP EMD of 3.00 Lakhs is required	As we are NSIC/MSME registered vendor, so we are exempted from EMD & Tender Fee Kindly confirm	See RFP Addendum No. 001 Date: 24.12.2019
2	Page NO.11, Clause No.3.1— Selection Process of Candidate	The HR Agency will issue advertisements (if required) on behalf of CHI, carry out head hunting, shortlist applications received, forward the shortlisted candidates details to CHI, for interview purposes, assist the selection committee of CHI, for interview and preparation of panel of fit candidates, carry out background verification, provide replacement from the panel as and when needed, initiate fresh recruitment action on exhaustion of panel etc. in a time bound manner.	Who will pay for advertisement and background verification process; Can the HR Agency claim the reimbursement for expenses for the same or is it part of consulting fee only ? Pls clarify	All the expense needs to be borne by the agency. CHI will only pay for the commission value as per Financial given in the RFP. As per RFP

3	Page NO.11, Clause No.3.1— Selection Process of Candidate	HR Agency should provide replacement of the candidate within 2 weeks' time, with similar set qualifications and experience.	2 week time is very less, now a days minimum notice period for any job is minimum 30 days; kindly modify it to 4 week minimum	See RFP Addendum No. 001 Date: 24.12.2019
4	Page No.22, Clause No. 6.5 Performance Guarantee (PG)	The CHI will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value of Total 20,00,000/-. The Performance Guarantee should be valid for a period of entire project	kindly help us to understand the basis of 20 L Performance Gaurantee; what would be approx. total projection of resources/employee during the contract period . Requesting you to please keep 10% of project value	As per RFP
5	Page No.23, Clause No. 7 Payments Term	b) The agency shall submit a monthly progress report and detailed time sheets in agreed formats to the Client. The monthly progress report must include as a minimum (a) general description of the work performed in the preceding month (b) work plan for the next month and quarter (c) key issues and challenges facing the Assignment with action items (who, when, what) listed and (d) issues that need Client's attention and action. The payment of consultant will be on monthly basis in line with TOR	Kindly elaborate and clarify, how the HR agency will get the details of work plan and next month and quarter, key issues faced etc; these are operational challenges and respective dept/team should handle the same, HR agency should be responsible to give the right candidate which will be selected by the department after proper due diligence & interview process	The agency should facilitates in providing the reports / documents related to the performance of employee. As per RFP

6	Page No., Clause No. 7.15 Termination of Insolvency	Terminate the Contract by giving 90 calendar days written notice to the Bidder The CHI reserves the right to terminate the Agreement with the HR agency by issuing prior notice of 15 days to the HR Agency.	Kindly check the termination clause, somewhere it is showing 90 days and in section 4.1 (pg. no. 12)	See RFP Addendum No. 001 Date: 24.12.2019
7	Page No. 33 Clause No. 8.4.4 Termination of Insolvancy	The Bidder are encouraged to include Medium and Small & Medium Enterprises (MSMEs)	MSME is included in the given bid, 1. EMD should be exempted for MSME 2. Relaxation in evaluation process (in overall scoring) should be given to MSME as per the regulation. 3. Woman entrepreneurs benefits as per MSME guidelines should be given in the bid as MSME .	1/2 – See RFP Addendum No. 001 Date: 24.12.2019 3.As per RFP
8	Page No. 19 Point 2&3	For project/s with cumulative value of last three years more than more than Rs. 2 Crore, (subject to condition that among these orders, at least three unique projects shall be of \geq Rs. 25.00lakhs)	Sir please clarify what is the meaning of unique Projects & how you will consider unique projects .	Please note that the experience mentioned in the 5.11 Technical Qualification Criteria (Stage-2) Points (S. No 2/3) should not overlap (and should be unique projects). If same project/s mentioned in more than one Criteria, than the marks would be considered only once.

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