



REQUEST FOR PROPOSAL (RFP)

**FOR ENGAGEMENT OF CONSULTANT FOR COMPREHENSIVE STUDY
OF HRMS OF THE COMPANY**

**RFPREFERENCE NO. ECGC/HRD/HRMS/01/2017
DATED: October 18, 2017**

ECGC LIMITED

Dalamal House Gr. Floor, Nariman Point Mumbai-400021

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DISCLAIMER

The information contained in this Request For Proposal Document (RFP Document /Bid Document) or information that may be provided subsequently to bidder(s) through mail or in documentary form by ECGC, is provided on the terms and conditions set out in this RFP document.

This RFP Document is neither an agreement nor an offer but only an invitation by ECGC to the interested bidders to participate in the bid process. The purpose of this RFP document is to provide the bidder(s) with information to assist the formulation of their proposals and may not contain all the information that may be required by them.

ECGC shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP Document. ECGC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

ECGC reserves the right to reject any or all the bids / proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of ECGC in this regard shall be final, conclusive and binding on all the parties. The information provided by the Bidder in response to this Request For Proposal Document will become the property of ECGC and will not be returned.

1. BID DETAILS

1	Date of commencement of Bidding Process (i.e. Posting of Tender Document on web site of ECGC)	23.10.2017
2	Last date for receipt of queries via mail for clarification from bidders	30.10.2017
3	Cut off Date for issuing clarifications to queries by ECGC	03.11.2017
4	Last date for submission of Bidding Documents including Technical and Financial Bid	17.11.2017
5	Date of opening of the Technical Bids	20.11.2017
6	Validity period of Technical / Commercial Bid	Ninety days (90 days) after the last date for submission of bidding documents.
7	Bidder has to secure minimum 70% marks in technical bid, in terms of the eligibility criteria set out under the table heading “ Eligibility Criteria ”, to qualify. These eligible bidders would be informed by ECGC through e-mail. Subsequently , top three bidders (in order of merit) would be invited to make their presentation before the Project Steering Committee of ECGC . Bidder obtaining highest combined marks, allotted for technical proposal and presentation, will be offered the contract on the least quote of the commercial bids of the top three bidders that are called for presentation.	
8	Address for communication (ECGC)	Name: Mrs. Tapasi Sen De Designation: General Manager HRD Department. E mail : hrd@ecgc.in Address: Dalamal House Gr. Floor, Nariman Point, Mumbai-400021 Contact Number: 02266138401
9	Earnest Money Deposit (EMD)	Rs.50,000/- (Rupees Fifty thousand only) in the form of Demand Draft/NEFT in favour of ECGC Ltd., payable at Mumbai. EMD should be enclosed with Technical Bid.

Note : Time lines are subject to change at the sole discretion of ECGC.

2. Profile of ECGC.

ECGC Ltd. (formerly Export Credit Guarantee Corporation of India Ltd) is a Government of India Enterprise, incorporated on 30/07/1957 under companies act 1956, which provides export credit insurance facilities to exporters and banks in India. It functions under the administrative control of Ministry of Commerce and Industry and is managed by a Board of Directors comprising representatives of the Government, Reserve Bank of India, Banking, insurance and exporting community. ECGC is registered with IRDAI under general insurance category bearing registration number 124. Over the years, it has evolved various export credit risk insurance products to suit the requirements of Indian exporters and commercial banks. ECGC is the seventh largest credit insurer of the world in terms of coverage of national exports. The present paid up capital of the Company is Rs.1500 Crores and the authorized capital is Rs. 5000 Crores with a network of 58 branches and 5 regional offices manning 616 employees and the sanctioned strength is 655.

3. Purpose

ECGC is required to conduct a comprehensive study of the existing HR system of the company. In this connection, ECGC invites Request for Proposal (RFP) from consultants of repute and proven track record for conducting the study and suggesting ways and means for improvement as per the Terms of Reference given in this RFP.

4. Terms of reference

The objective of this assignment is to assist ECGC to conduct a comprehensive HR study on existing HR system taking into consideration need of additional manpower and expansion plans of the company from long term point of view as suggested by our Board of Directors.

This is necessitated taking into account the change in business environment in the field of credit insurance, extensive use of information technology in business process,

changes in labour laws by the Govt. of India, Govt. thrust on skill development, increase in competition in the field of credit insurance, fluctuating international trade and increase in the business of the company entails a relook at the adequacy of human resources in the company in terms of quantity, quality and skill.

5. Scope

Consultant will have to perform the following indicative tasks:

5.1 Overall Manpower: To analyze the adequacy of existing sanctioned strength of employees in the company in the light of growing business and competition. To suggest right size manpower.

5.2. Method of Recruitment: To analyze whether the current process of recruitment is adequate to fetch good talent or some changes are suggested

5.3 Adequacy of manpower at different levels: Adequacy of manpower in different branches, regional offices and departments as also in different cadres to be studied

5.4 Measures to motivate: To analyze whether the company has enough mechanism to motivate its employees at individual/department/branch/region level. Whether concept of best employee of the branch/department/region/company is advisable in the company to motivate employees. To advise on the kind of reward and incentives to employees to be adopted to encourage them to learn, to grow and to develop new qualities, skills and experiences which may be useful to the company in the near future

5.5 Career growth and development: To advice on whether enough opportunity to grow is available in the company and suggestion to modify the current promotion policy of the company, if necessary

5.6 Integration of payroll and HRMS: To suggest ways and means to integrate payroll, HRMS and biometric systems with the HR module for better human resource management.

5.7 Human resource information system: To formulate system to act as information bank and facilitates human resource planning and development in proper manner and pave the way for quick decision making in HR matters.

6. Clarification of Queries

A prospective bidder requiring any clarification of this RFP may notify ECGC in writing by E-mail at hrd@ecgc.in as per the time line given elsewhere in this RFP document.

7. Due Diligence

Bids shall be deemed to have been submitted after careful study and examination of the contents of this RFP. The bids should be precise, complete in all respects and in the prescribed format as per the requirement of this RFP only. Failure to furnish all information required by this RFP or submission of a bid not responsive to this RFP in every respect will be at the applicant's risk and may result in rejection of the bid for which ECGC shall not be held liable under any circumstances.

8. Amendment of RFP

At any time before the deadline for submission of bids/offers, ECGC may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify this RFP Document. Any clarification issued by ECGC will be in the form of an addendum / corrigendum and will be available on website of ECGC <http://www.ecgc.in>. Such amendments shall be binding on them and shall form an integral part of this RFP.

9. Tenure of the assignment

This assignment is to be completed within a period of 3 to 4 months from the date of awarding this contract.

If the consultant fails to complete the above scope of work as per the time frame prescribed in the RFP and extension if any allowed, it will be treated as a breach of contract. ECGC reserves the right to cancel the order in the event of any delay.

6. Eligibility Criteria

Sl. No	Eligibility Criteria	Documents to be submitted
1	Bidder should be a duly constituted entity under Indian Laws.	Certified copy of the Certificate of Incorporation issued by the Registrar of companies/ Partnership deed.
2	The Bidder should have experience in formulating HR strategy document and process for an Insurance/Financial Institution for at least three years as on the date of the RFP.	Certificate and/or letter of allotment from the client.
3	The bidder should have had experience in managing the implementation of any Strategic Human Resource Management Project in an Insurance/Financial Institution with the strength of minimum 500 employees.	Certificate and/or letter of allotment from the client.
4	The firm should have never been blacklisted / barred / disqualified by any regulator / statutory body/judicial or any other authority.	Self-Declaration / An undertaking to this effect is to be submitted by the bidder
5	The Bidder should not have been black listed by any Govt. Financial Institutions / Banks / Government/ Semi-Government departments in India	A self-declaration by the Bidder on its letter head.
6	The bidder should have an average turnover of 10 crores for the last three financial years, and reported profit for at least two financial years ended 31.03.2017.	IT Return acknowledgements & Audited Financial Statements to be provided for last three financial years ended on 31.03.2017.

7	The Bidder's Firm should not be owned or controlled by any Director or Employee of ECGC	A self-declaration by the Bidder on its letter head.
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7. Bid Proposal process

The Request For Proposal Document has been made available on the website of the ECGC www.ecgc.in. Interested consultancy firms should submit their proposals in 2 separate and sealed envelopes containing “**Technical Bid**” and “**Commercial Bid**” proposals super scribed with “Request for proposal for Engagement of Consultants for implementation of HRMS”

Technical Proposal:

This document should contain a clear layout of the conceptual design and the implementation stages and deliverables at the end of each stage. It should also contain the details of similar work undertaken for any insurance/bank/financial institution. The technical proposal should also include details of the team, its composition and key functionaries proposed in various stages of the project.

Commercial Proposal:

This should include the financial quote covering the total fees/ cost for the assignment for the entire duration of the project. The financial quote should be in Indian rupees and inclusive of all expenses and applicable taxes.

The sealed covers containing the “**Technical Bid**” and the “**Commercial Bid**” should in turn be put in a sealed outer envelope to be super-scribed as “Technical and Commercial bids for Engagement of Consultants for implementation of HRMS”

8. RFP purchase and Earnest Money Deposit:

RFP Purchase:

The interested eligible bidder may download the RFP document from ECGC website www.ecgc.in and furnish a **non-refundable fee** of Rs. 5,000/- by way of Demand Draft from any Scheduled Commercial Bank drawn in favour of “ECGC Ltd.” and payable at

Mumbai along with the technical bid (in a separate cover). Bids not accompanied by the Demand Draft of requisite amount shall be rejected.

9. Earnest Money Deposit:

The bidder should furnish as a part of its Bid, an Earnest Money Deposit (EMD) in the form of Demand Draft from any Scheduled Commercial Bank drawn in favour “ECGC Ltd.” and payable at Mumbai for an amount of 50,000/- (Indian Rupees Fifty thousand only).

No Interest shall be payable on the EMD.

EMD must be submitted along with the demand draft against cost of RFP document in a separate cover marked “EMD & cost of RFP” and should be kept inside the Technical Bid. In the event of its non submission, the Bid will be rejected without any further correspondence.

Unsuccessful bidder’s EMD will be discharged / returned back after 15 days from the date ECGC enters into an Agreement with the Successful bidder.

The EMD shall be forfeited if a Bidder withdraws its Bid during the period of Bid validity.

In the case of a successful Bidder EMD shall be forfeited if the Bidder-

- Fails to accept the assignment or
- Fails to furnish Performance guarantee or
- Fails to deliver the relevant services within the stipulated period or
- Fails to comply any terms of RFP

10. Evaluation Criteria:

Each bidder will be evaluated on the scale of 100 marks on the following criteria. Seventy marks have been fixed for technical bid and thirty marks for presentation.

	Evaluation Parameter	Max. Marks	Marking System
1	The bidder should have successfully formulated and implemented entire human resources management strategy for any public sector Insurance/Financial institution in India	30	<ul style="list-style-type: none"> • 30 marks- if the criteria is met for at least three Insurance/Financial institution in India • 20 marks- if the criteria is met for two Insurance/Financial institution in India • 10 marks – if the criteria is met for one Insurance/Financial institution in India
2	The bidder should have had the experience in successfully handling or currently handling human resources project engagements like any of the following for public sector Insurance/Financial institution in India Appraisal Methodology, Rewards and Recognition, Human Resources Policies, Recruitment policies, Designing of Human Resources Manual, Learning and Development programmes	20	<ul style="list-style-type: none"> •20 marks- if the criteria is met for 5 different projects across 3 different business entities with at least one being Insurance/Financial institution in India • 10 marks- if the criteria is met for 2 different projects across 2 different business with at least one being Insurance/Financial institution in India
3	The Project Head should have been involved in successfully formulating/devising the human resource strategy of any public sector Insurance/Financial institution in India and should have had an overall consulting experience of at least 15 years	15	<ul style="list-style-type: none"> •15 marks- if the criteria is met. The bidder is required to submit a self-declaration along with the name of the client • 10 marks – if the experience is less than 15 years but more than 10 years • 5 marks – if the experience is less than 10 years but more than 5 years
4	The bidder should have a team on roll which has been involved in end to end implementation of HR strategy for at least one public sector Insurance/Financial institution in India	15	<ul style="list-style-type: none"> •15 marks- if the criteria is met for five or more team members •10 marks – if the criteria is met for less than five but more than two team members • 5 Marks- if the criteria is met for at least two team members. The bidder is required to submit a

			self-declaration in this regard alongwith the CV of the personnel and the name of the client he/she has successfully handled.
	Total Part I	80	
	Part II		
5	Demonstration of in-depth understanding of ECGC HR requirements through the technical proposal supplemented by Presentation & interactions	20	Shall be evaluated by the designated members of Project Steering committee identified for this purpose.
	Total Part I + Part II	100	

Evaluation will be a three step process.

a) Bidders scoring a minimum of 70% marks (Out of 80) in the technical bid will qualify; however only top three bidders (in order of merit) will be called for a presentation before the Project Steering Committee.

b) Designated members of the Project Steering Committee will allot marks for the presentation. There will be a maximum of 30 marks for presentation. Thereafter, commercial bids will be opened.

c) A combined evaluation of the bidders shall be done on the basis of marks obtained for technical bid and presentation. Award will be issued to the top scorer on the least quoted commercial bid amount of the top three bidders that were called for presentation. In case the selected bidder fails to accept the award then next higher scorer will be considered for the award and so on.

11. Confidentiality Agreement/ Performance Guarantee

Selected bidder will have to provide Performance Guarantee to the extent of 100% of the Bid amount/ Contract value and sign the Confidentiality agreement on the specified format at the time of acceptance of the award.

12. Payment Terms

- No advance payment will be made on award of the contract

- Payment will be made at the end of the Project term, upon successful completion of the assignment, to the satisfaction of ECGC
- All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment.
- It may be noted that ECGC will not pay any amount/expenses/charges/ fees /travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses other than the “Agreed Professional Fee”

13. Miscellaneous Terms & Conditions

i) ECGC is not responsible for non-receipt of bids within the specified date due to any reason including postal delays or holidays.

ii) ECGC reserves the right to alter/modify the RFP at any time before the last date for submission of response under a notification that shall be displayed on the website of ECGC. The Bidders should regularly visit the website till the last date for submission for RFP.

iii) Bids not conforming to the requirements of the RFP may not be considered by ECGC. However, ECGC reserves the right at any time to waive any of the requirements of the RFP.

iv) ECGC shall have the right to cancel the RFP process at any time prior to award of contract, without thereby incurring any liabilities towards the affected Bidder(s). Reasons for cancellation, as determined by ECGC, in its sole discretion, may include but are not limited to, the following :

- Services contemplated are no longer required ;
- Scope of work were not adequately or clearly defined due to unforeseen factors and/or new developments ;
- Proposed fees is unacceptable for the assignment/project;
- Any other reason.

v) The bidders have to bear all the costs in connection with the preparation of their Proposals, visits to ECGC, their presentation before the project steering committee, etc.

ECGC will not be in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

vi) ECGC reserves the right to verify the validity of bid information and reject any bid, where the contents are found incorrect whether partially or fully, at any time during the process of RFP or even after award of contract.

vii) All pages of RFP should be stamped and signed by Authorized Signatory of the Bidder. Authority letter in favour of the Authorized signatory duly signed by Managing Director/Partner should be submitted with the technical bid.

viii) ECGC may at its discretion take an undertaking from employees of the consultant to maintain confidentiality of ECGC's information/documents etc. ECGC may seek details/counter verify the credentials of consultant's employees vis-à-vis their job related experience mentioned in their individual bio data.



Annexure: A (Covering letter Technical Offer)
(Letter to ECGC on the Consultant's letterhead)

Date: _____

To

The General Manager
Human Resource Development
ECGC Ltd.
Dalamal House Gr. Floor
Nariman Point
Mumbai – 400021

Sir,

Sub: RFP for Engagement of Consultant for implementation HRMS

RFPREFERENCE NO. ECGC/HRD/HRMS/01/2017 DATED: October 18, 2017

We hereby enclose our technical bid/offer, in a sealed envelope, to provide our services for implementation of HRMS in ECGC Ltd. as detailed out in your subject RFP.

We agree to all the terms and conditions mentioned in the RFP. The offer shall be binding on us during the bid validity period i.e. up to 90 days from the last date for submission of the bid and subject to the modifications resulting from contract negotiations.

Yours faithfully,

(Name and Designation, seal of the firm)

Encl: Technical Offer in sealed envelope.



Annexure B
PROPOSAL FORM
(To be included in Technical Proposal Envelope)

To

The General Manager
Human Resource Development
ECGC Ltd.
Dalamal House Gr. Floor
Nariman Point
Mumbai – 400021

Madam,

Sub: Engagement of Consultant for implementation of HRMS

RFPREFERENCE NO. ECGC/HRD/HRMS/01/2017 DATED: October 18, 2017

We offer our consultancy services for implementation of HRMS in ECGC Ltd. in conformity with the requirements mentioned in above referred to RFP document.

We undertake, if our bid is accepted, to carry out the work as per the scope of work, deliverables and in accordance within the time frames specified in the RFP document.

We confirm that the information submitted by us in our Bid is true and correct. We agree to abide by the terms and conditions mentioned in the RFP.

We declare that we have not made any alterations/changes whatsoever in the RFP document and we are fully aware that in the event of any change, the RFP document maintained at ECGC will be treated as authentic and binding and the Bid/Proposal submitted by us will be liable to be rejected by ECGC.



We certify that there has been no conviction by a Court of Law or contemplated by court for misconduct, guilty or indictment/adverse order by a regulatory authority for an offence against us or any of our Directors / Managers / Employees and if it arises we will intimate the ECGC immediately.

We undertake that we will strictly observe the laws that are in force in India against fraud and corruption namely "Prevention of Corruption Act, 1988".

We understand that ECGC is not bound to accept our request for participation in the process or bound to accept our bid, or give any reason for rejection of any bid. We also agree and confirm that we have no right to claim any expenses incurred by us in connection with the preparation of the bid documents, visits to ECGC, making presentation before the Project Steering Committee or any other activity required to participate in the bid process.

We are also aware that ECGC has also right to re-issue / re-commence the bidding process, to which we do not have right to object and have no reservation in this regard; the decision of ECGC in this regard shall be final, conclusive and binding upon us. We understand that ECGC is not bound to accept the lowest or any other proposal.

Dated this day of 2017

(Signature)
Authorized Signatory.

**Annexure C
TECHNICAL BID**

Engagement of Consultant for implementation of HRMS

RFPREFERENCE NO. ECGC/HRD/HRMS/01/2017 DATED: October 18, 2017

Particulars	Details to be furnished for the Particulars	Details of Enclosures to be submitted
Name of the Bidder		
Address of Registered Office		
Telephone / mobile number		
Name and designation of the person authorized to make commitments to ECGC		
Date of incorporation of the Bidder		
E mail address		
Experience in implementation of HRMS		
HRMS Experience in Insurance/Banks /Financial institutions		Please attach a separate sheet, if required. (Give scope of work for each assignment) with letters from the respective organizations supporting the same.
Number of professional staff who are proposed to be associated for executing the assignment with names including that of the Team Leader. The Team Leader, once assigned to ECGC should not be replaced except with the consent from ECGC.		Resume of the identified team persons in the format enclosed as CV format to this document.
Tax related Registrations		
PAN No:		
GST No:		
TIN No:		



Details of Partners/promoters of the Bidder.

S. No.	Name of the Partner/promoter	PAN No.

Details of full time professional staff of the Bidder.

S. No.	Name of the Professional staff	PAN No.

Dated this day of 2017

(Signature of Authorized Signatory)

Annexure: D

(to be furnished on letter head of the consultancy firm/company)

Covering letter for cost of RFP and EMD

(To be enclosed with Technical Bid)

To

The General Manager
Human Resource Development
ECGC Ltd.
Dalamal House Gr. Floor
Nariman Point
Mumbai – 400021

Madam,

Please find enclosed herewith demand drafts against the cost of RFP document and Earnest Money Deposit (EMD) as per following details.

S.no	Particulars	Amount (Rs)	DD No.	DD Date	Drawn on Bank.
1	Cost of RFP	5,000/-			
2	EMD	50,000/-			

Yours faithfully,

(Signature of Authorized Signatory)

Encl: Demand drafts towards cost of RFP and Earnest Money Deposit.

Date :

Place :



Annexure E

COMMERCIAL BID (To be placed in Commercial Proposal Envelop)

Date:

Sir,

Sub: Engagement of Consultant for implementation HRMS

we submit our commercial bid (fees) for the proposed assignment as under

Amount in Figures (Rs)	
Amount in words	

TERMS AND CONDITIONS

- 1) The above quoted fee is inclusive of all expenses and applicable taxes.
- 2) We undertake to deliver all the deliverables as envisaged in the proposal/agreement and complete the assignment within the time frame stipulated in the RFP document.
- 3) ECGC will deduct tax (TDS) while releasing payment, if applicable as per the provisions of Income Tax Act.

Dated this day of 2017

(Signature of Authorized Signatory)

Annexure F

(Letter of Undertaking) (On the letter head of the bidder)

We hereby undertake that we and our employees shall not, unless ECGC gives permission in writing, disclose any information furnished by ECGC (including its other service providers) or any information that we may come across during the course of HRMS implementation assignment to any person other than a person employed by the bidder for completion of the project. Disclosure to any such employed person shall be made only as far as may be necessary for completion of his assignment vis-à-vis the project. The employees engaged by us will maintain strict confidentiality.

We and our employees shall not without prior written consent from ECGC make use of any document or information given by the user, except for purpose of completion of HRMS Project.

We shall ensure the compliance of the guidelines of Central Vigilance Commission for the purpose of selection and employment of Consultants. In case of breach, ECGC shall take such legal action as it may deem fit.

Signature and seal of authorized person

Date :

Place :

Annexure G

Details of Professional staff who will be engaged for the project
(Separate Sheet for every Staff member that is likely to be involved in the project)

1. Name of Employee :
2. E-mail Id :
3. Phone No.(Office) :
4. Mobile No. :
5. Date since working in the Firm :
6. Professional Qualifications :
7. Experience

S.No	Details of HRMS consultancy services Undertaken	Brief Details of services undertaken in India/abroad and the Organization where assignment was undertaken	Period : From-To
01			
02			
03			

(Signature of Authorized Person)



Annexure: H

AUTHORIZATION LETTER FORMAT (On the letter head of the bidder)

To

The General Manager
Human Resource Development
ECGC Ltd.
Dalamal House Gr. Floor
Nariman Point
Mumbai – 400021

Sir,

Subject: Authorization Letter in favour of Authorized Signatory.

RFPREFERENCE NO. ECGC/HRD/HRMS/01/2017 DATED: October 18, 2017

We hereby authorize Mr./Mrs/Miss..... to sign any document that may be required in connection with the processing of subject bid/proposal or for completion of the project.

The specimen signature is attested below:

(Name & Designation)

Specimen Signature of Authorized Signatory

(Name & Designation)

Signature of Managing Director/Managing Partner

Date:

Place: