

Request For Proposal for Engagement of Service Provider for Employee Assistance
Program for the Employees of Bank of Baroda
(RFP:HRM:111/6821 dated 27th June, 2019)

Reply to the Queries Raised in the Pre-Bid Meeting Held On 11.07.2019.
Bank of Baroda, Head Office, Baroda Bhavan, Vadodara.

The Pre-bid meeting in connection with the captioned RFP was held on 11.07.2019 at Bank of Baroda, Head Office, Baroda Bhavan, Vadodara. The reply to the queries raised in the meeting are as follows:

S. No.	Query	Bank's Reply
1	Is the Bank looking for Clinicians with specializations or General Clinicians?	Since the targeted group include not only the employees of the Bank but also their family members, the spectrum of issues encompass personal, interpersonal, professional social, family, etc. In this context, Bank expects the Service Provider to ensure that their delivery team consists of qualified and experienced Clinicians, who can to a greater extent address and resolve the psychological, emotional, mental and related issues of the stakeholders.
2	Whether face-to-face counselling sessions to be conducted at Bank's premises or outside the Bank's premises. What is the preferred number of sittings per client issue?	As approaching a counsellor is not well perceived in Indian Social setup, most of our employees and their families too would prefer to meet the counsellors in neutral setup outside the Bank's purview. Any client issue requiring counselling service can be satisfactorily resolved in -03- private counselling sessions. (within the agreement period of -12- months)
3	Can the cases be further referred to experts / specialists for advanced investigations / treatment / counselling?	Yes. Nevertheless, the cases requiring expert advice can be referred to experts / specialists only if it is absolutely necessary without compromising on the health and confidentiality of the client. The service provider shall take full responsibility on the outcome of such referrals.
4	Is this project spanning 12 months, limited to Mumbai?	Yes. It is limited to employees of Mumbai Zone including Corporate Offices.
5	How many 'Emotional Wellbeing Workshops' are to be conducted during the course of the project?	Ideally, 5-6 'Emotional Wellbeing Workshops' are to be conducted based on requirement.
6	What are the Bank's expectations from the 'Chat Rooms'?	'Chat Rooms' in the context of this project is the online chat facility, wherein the counsellors/ psychologists are available to facilitate counselling through web/app based chats.

This is for the information of all the prospective bidders.

Head Office, Vadodara
Date: 12.07.2019.