

**PRE BID MEETING - Queries & Clarifications**

**RFP Reference: RFP:HRM:110/01 DT 01.01.2018**

**EMPANELMENT OF HR RECRUITMENT CONSULTANTS FOR MIDDLE & JUNIOR LEVEL POSITIONS IN AREAS LIKE WEALTH MANAGEMENT**

Sr. No.	Queries Received	Bank of Baroda's Response
1.	<p>a. Approx. 3 decades old Recruitment and Search firm. We are a proprietorship firm. Do we qualify for the RFP?</p> <p>b. Caters to over 100 active clients in India, Middle East and Africa in sectors like Engg./Manufacturing/Automotive/Retail/ FMCG and NBFC respectively. However, since we work extensively with private sectors, we do not have work orders. Nevertheless, the same can be well understood by our last 3 years audited balance sheets.</p> <p>c. Provided IT and support professionals to CDAC for a period of 2 years</p> <p>d. (Documents of the same can be provided). With regards to Wealth management profiles, has recruited Treasury Management, Operations, Sales professional/s for a few private NBFC companies (We can provide a few email/s and Recruitment Agreement/s from such client/s).</p> <p>Whether Eligible?</p>	<p>a. &amp; c. Eligibility criteria specified in RFP is i) The Applicant should have been in existence in India for minimum 5 preceding years continuously and should have minimum 3 years' experience (in India) in filling Middle &amp; Junior Level positions in areas like Wealth Management, etc. in addition to providing manpower with specialized/ technical skills including support staff to Govt/PSU Organizations etc. ii) The Applicant should be in the line of business for which RFP is issued and possess relevant experience of providing end-to-end recruitment services (in India) in Middle &amp; Junior Level positions in areas like Wealth Management, etc. iii) The Applicant should be duly incorporated and must have registered office in India. iv) The Applicant should not have been blacklisted or debarred by any Govt/PSU/ Statutory/ Regulatory Authority etc. Bidder should furnish an undertaking to this effect on the letter head duly signed by authorized person of the bidder.</p> <p>b. Incase the firm does not have work order, it will be required to submit the requisite details as mentioned in Annexure 7.</p>
2.	<p>The Business Correspondent already working with Bank of Baroda with satisfactory track record in identifying and deployment of kiosk operator, district Manager and Technical Staff for carrying out banking operation should be given a chance as the kiosk bank model includes identifying and selection of a technically sound manpower, engagement of technical &amp; techno commercial at district, state and corporate level to provide technical and operating support for carrying out bank operations. This Kiosk Operator model also offers and sources various FDR, RD, Insurance and pension plans. The Kiosk Operator is well versed in sourcing of financial products.</p>	<p>Corporate Business Correspondents may have provided manpower like BCs, Kiosk operators, etc. but our criteria specifies experience in providing manpower for Regular/Contractual roles in Middle &amp; Junior level positions like Wealth Management, etc.</p>
3.	<p>How many persons has to be required by bank, there is no details in the RFP document.</p>	<p>The numbers will differ for specific assignments &amp; will be informed in the Terms of Reference (TOR) subsequent to Successful Empanelment of HR Recruitment Consultants.</p>
4.	<p>The RFP is in PDF Format – Please let us know whether you would provide us with the Word Document of the various Forms / Annexure that we need to submit</p>	<p>We can provide soft files of the Annexures by Email on receipt of individual request from the respective firms/applicants.</p>

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5.	<p>a. What is the current size of wealth management department (as bank's website shows Wealth management)?</p> <p>b. Which all products bank will offer under wealth?</p> <p>c. What would be size of wealth management vertical in bank in terms of employee strength in next 3 years?</p> <p>d. As bank has mentioned "Wealth, Etc.", will this include the scope of work from other verticals of bank as well?</p> <p>e. What would be average no of vacancies to be filled annually for next three years?</p> <p>f. Does bank has any applicant tracking system (ATS) or successful consultant needs to do on their own?</p> <p>g. How many recruitment consultant will bank empanel?</p> <p>h. What all levels bank will hire and what would be the annual compensation range per level?</p> <p>i. Will bank share exclusive positions to selected recruitment consultants?</p> <p>j. What does bank mean by administrative support to candidates (4.5.4) as mentioned on page 21 of 51 ? Which all things this will include?</p> <p>k. Can bidder put email confirmation of work order instead of on client letter head as all the requirements come through email? (Page 18 of 51)</p> <p>l. What amount of performance bank guarantee a successful bidder need to submit. (Annexure 9)? (49 of 51)</p>	<p>For Query a., b., c., d., e., h. Type and number, etc. will be informed in TOR. Empanelment as it is not necessarily for Wealth Management only.</p> <p>For Query f: No For Query g: The same is not finalized. For Query i.: Yes For Query j: It is to help assist in selection and placement of candidates in the Bank by selected consultants.</p> <p>For Query K: Yes. However, details need to be submitted as per Annexure 7</p> <p>For Query L: Performance Bank Guarantee :-</p> <p>Performance Bank Guarantee of 20% of the total contract value (total contract value denotes the total consideration projected by the Finally selected Empanelled Applicant in response to the Terms of Reference) issued by any reputed Scheduled Commercial Bank in India (other than Bank of Baroda) in favour of the Bank. The Guarantee shall be valid for the recruitment exercise for which the empanelled bidder has been selected and 3 months thereafter.</p> <p>In case of extension of contract, the successful bidder has to extend the Bank guarantee for the extended period (exceeding three months of the contract) as per stipulation in the Service Level Agreement/ Empanelment Agreement/Terms of Reference.</p>
6.	Relevant experience of providing end-to-end recruitment services (in India) in Banking sector, Education, Accounts, Field Managers, Marketing in any Govt. dept./private company.	
7.	We have experience in addressing the Manpower Requirements in the Private Sector Banks and not in Govt/PSU Banks. Please let us know if we qualify/eligible to participate in the Bid Process	Experience of the applicant in the line of business of providing end to end recruitment services in Middle & Junior Level positions in areas like Wealth Management, etc. in India in the <b>BFSI Sector</b> .
8.	Please clarify that the experience in filing middle & junior level positions in other domains would as well be good to qualify as all HR firms do recruitments of all skills. Also clarify that experience of private sector would too be good to qualify as CVC guidelines does not discriminate experience of government and private sector.	
9.	<p>Please clarify the quantum of experience required i.e. how many personnel in a single contract would have been recruited or deployed.</p> <p>Please clarify what quantum of manpower the bidder should have recruited to get qualified.</p>	There is no such stipulation of Manpower recruited.

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10.	<p>Please clarify that the recruitment has to be done in which all geographies and that the bidder should have its branch office in all those geographies. Please also consider firm's ISO certifications as the same establishes the credibility of the firms processes.</p> <p>In order to have consistency of skill recruitment and to take economical advantage it is requested that a single recruitment agency which has operations PAN India be considered.</p>	<p>Firm can specify geography/area in which they operate. Our requirements are for All India and we can empanel multiple firms for different geographies.</p>
11.	<p>Please clarify that if the manpower has to be deployed on contractual basis then the successful bidder should be able to do so i.e. the manpower would be on the rolls of the successful bidder and deployed at the bank premises with roster and job role being monitored by bank officials. The payment for such manpower will be based on monthly basis that includes salary &amp; agency service fee.</p>	<p>The manpower to be recruited can be either on Contractual or Regular basis, but on the Bank's roll. Payment to the firm will be only one time payment as per respective TOR.</p>
12.	<p>Please note that the manpower recruited by the bank would be on the bank's rolls and the successful bidder would have no legal relationship with them, therefore the successful bidder would not be able to indemnify the bank on the acts of such employees. Kindly clarify.</p>	<p>Yes.</p>
13.	<p>Please clarify the penalty rate &amp; calculations.</p>	<p>Details mentioned in point 6.28</p>
14.	<p>Please clarify the SLA's to ensure that it has reasonable timelines for each activity.</p>	<p>Will be outlined in the TOR document subsequently.</p>