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**Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited**

## **REQUEST FOR PROPOSAL (RFP)**

### **“Empanelment of Vendors for Recruitment Services”**

<b>Issue Date:</b>	10 <sup>th</sup> February 2012
<b>Last Date for submission of proposals:</b>	02nd March 2012

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# INTRODUCTION

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (COMPANY) has been incorporated with the primary objective of carrying on life insurance business in India. COMPANY intends to engage Recruitment Vendors, for which this RFP is being issued.

## 1.1 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for Recruitment Services as currently contemplated by COMPANY. Based upon the review and evaluation of proposals offered in response to this RFP, COMPANY may at its sole discretion negotiate and enter into contracts with one or more successful Bidders.

Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in COMPANY's decision to award a contractual relationship. The products, volumes and historical numbers that are provided from COMPANY during this process are to be used and interpreted solely as a guide and are intended to provide guidance to COMPANY's future or projected requirements but are not a guarantee, contract or commitment to any current or future volume or orders. No volume commitment should be inferred from this process or from any of the documentation provided by COMPANY. COMPANY reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. COMPANY also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

## 1.2 Request for Proposal Definitions

Throughout this Request for Proposal, the following definitions are used:

- "Bidder" means an individual or company that submits, or intends to submit, a proposal in response to this "Request for Proposal";
- "Company" means the Bidder(s) awarded a Contract resulting from this RFP;
- "Contract" means the agreement formed between COMPANY and the Company as evidenced by an Agreement issued to the Company;
- "Contract Documents" means the Agreement, the Company's proposal documents, the RFP and such other documents as listed in the Agreement, including all amendments or addenda agreed between the parties;
- "Must", "mandatory" or "required" means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
- "De-identification" is the process of removing from data any information from electronic media that identifies a particular individual.
- "RFP" means this request for proposal including any amendments, attachments, and/or clarifications pertaining to this RFP that may be issued prior to the closing date; and,
- "Should", "may" or "is desirable" means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated more favorably than those who cannot.

## 2.0 Terms of the RFP

### 2.1 Acknowledgement

Please acknowledge receipt of this document by responding via email to [ankush.bharti@canarahsbclife.in](mailto:ankush.bharti@canarahsbclife.in). Please include the contact information for the person who will be directly responsible for completing the RFP.

### 2.2 Proposal Deadlines

**COMPANY must receive duly completed and signed proposals no later than 6:00 PM IST on 2<sup>nd</sup> March 2012.**

Proposals must be submitted in single paper copy. Technical & Commercial responses should be enclosed in separately sealed envelopes and both these envelopes should be enclosed in a master envelope which should be received at the address mentioned below before the due date.

Please submit paper copy (sealed) to:

**Ms. Ankush Bharti**

**Response to Recruitment Services RFP**

**Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited**

**Augusta Point, IInd floor, Sector 53, Golf Course rd, Gurgaon - 122002**

Proposals received after the time and date specified above may, at COMPANY's sole discretion, be returned unopened, or destroyed and eliminated from consideration. Please do not send your RFP responses to any other COMPANY employee. Responses sent to any other location other than the above address and email id will not be considered.

### 2.3 Format of Proposals

Proposals must be submitted in accordance with the instructions contained in the RFP and must include all information and materials requested in the RFP. Bidders are cautioned that proposals that do not follow the form required by, or contain the information requested in, the RFP shall be subject to rejection without review. All pages of any proposal submitted must be typed in the format embedded in this RFP and all responses must follow the numbering of the Sections and Subsections of the RFP.

Bidders may include any additional information and material they wish; however, such material (e.g. alternative services and/or features) shall be identified in a separate attachment ("Attachment"). Any such attachment shall identify the applicable RFP Section or Subsection to which it is responsive and shall be incorporated into and be made a part of the proposal.

**If Bidder believes that it can offer terms that may be more favorable to COMPANY than those set forth in the RFP, Bidder shall include such conditions in a labeled addendum to their response as an Attachment to the proposal.** However, Bidder must still complete all specifications as set out in the RFP.

An authorized officer of the Bidder or other person authorized to bind Bidder in this matter must sign the returned proposals.

Please identify in your response any criteria required by this proposal that you believe you would be unable to meet.

## **2.4 Further Inquiries and Questions Regarding RFP**

All inquiries that arise regarding the RFP must be submitted in writing (via email) by close of business **17<sup>th</sup> February 2012**. Inquiries must be made only via e-mail and only to **pooja.singh@canarahsbclife.in**. Responses to such inquiries will be made via e-mail and shared with all participants in the bid. No confidential information will be shared.

The Bidder agrees to designate one point of contact for all RFP and/or proposal communications. This point of contact should be clearly defined in the RFP response, as the single point for questions and clarifications on the RFP response.

## **2.5 COMPANY Obligations**

The submission and receipt of proposals does not obligate COMPANY in any way. COMPANY shall not be liable for any costs incurred by Bidders in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is COMPANY obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder's best interests. COMPANY makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, as-ordered agreements.

## **2.6 Proposal Evaluation**

Proposals submitted may be reviewed and evaluated by any person at the discretion of COMPANY's internal evaluation team, including non-allied and independent consultants retained by COMPANY now or in the future for the sole purpose of obtaining evaluations to proposals.

Bidders may be asked to further explain or clarify areas of their proposal in writing during the evaluation process.

Bidders are expected to submit their best bid in response to the RFP.

COMPANY's internal evaluation team will notify Bidders, following completion of the evaluation process, whether or not Bidders have been awarded a Contract. The only information regarding status of the evaluation of proposals that the team will give to any inquiring Bidder shall be whether or not that Bidder has been awarded a Contract. COMPANY may, at its sole discretion, inform any inquiring Bidder of the reason(s) why it was not awarded the bid.

COMPANY reserves the right to conduct a reverse e-auction after the completion of the RFP process.

## **2.7 RFP Terms and Conditions Applied to Final Contract**

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at COMPANY's sole discretion, part of the final Contract (the "Contract") between COMPANY and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify COMPANY in writing of the impairment. If Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

## **2.8 Terms Binding on Bidder**

Following the date for submission of proposals, and prior to Contract award, the RFP shall be binding upon Bidder in all respects for a period of 180 days.

## 2.9 Hold Harmless

In submitting a proposal, Bidder understands that COMPANY will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.

COMPANY reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP.

## 2.10 Confidentiality Provision

The terms of this RFP, the information provided by COMPANY herein and all other information provided by Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of COMPANY and upon the written agreement of the intended recipient to treat the same as confidential. COMPANY may request at any time that any of COMPANY's material be returned or destroyed.

Should Bidder choose not to respond to this RFP, please return all materials and any duplicates thereof to:

### **Response to Recruitment Services RFP**

**KA : Ankush Bharti**

**Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited  
Augusta Point, IInd floor, Golf Course Rd, Sector 53, Gurgaon - 122002**

## 2.11 RFP Schedule

Listed below are the key steps and dates for this RFP process:

- |  |                                |
|--|--------------------------------|
| • COMPANY uploads the RFP on the website               | 10th February 2012             |
| • All inquiries regarding RFP due by close of business | 17 <sup>th</sup> February 2012 |
| • Submission deadline                                  | 02nd March 2012                |
| • Commencement of Operations                           | 1 <sup>st</sup> April 2012     |

## 2.12 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub-contracting done by the Bidder.

## 2.13 Acceptance of Proposals

COMPANY reserves the right to modify the terms of the RFP at any time at its sole discretion. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder or to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. COMPANY is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

## 2.14 Evaluation and Selection

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Subject to the result of reference checks being satisfactory, it is the intent of COMPANY to enter into an agreement with the Bidder (s) with the lowest commercial quote among the technically qualified bidders.

## **2.15 Liability for Errors**

While COMPANY has used considerable efforts to ensure an accurate representation of information in this RFP as per its current understanding of the requirements under the various activities in the scope of work, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by COMPANY, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event COMPANY finds that the objectives of the intended activities is better achieved by processes/procedures other than those mentioned in this document, COMPANY shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/modified processes.

## **2.16 Acceptance of Terms**

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

## **2.17 Ownership of Proposals**

All documentation, including proposals, submitted to COMPANY will become the property of COMPANY.

## **2.18 Use of Request for Proposal**

This document or any portion thereof, is the property of COMPANY and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

## **2.19 Bidder Exception Notice**

If the Bidder believes that either the process or COMPANY point of contact is biased or partial (either for or against) then Bidder is to provide Notice of this exception (in writing) to his/her supervisor (**[anoop.ramachandran@canarahsbclife.in](mailto:anoop.ramachandran@canarahsbclife.in)**) for analysis and action.

# **3.0 PROPOSAL PREPARATION**

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

## **3.1 Proposal Format**

Evaluation of proposals is made easier when Bidders respond in a similar manner. The following format and sequence should be followed in order to provide consistency in Bidder response and ensure each proposal receives full consideration.

- a) Title page, showing 'COMPANY Recruitment Services RFP Response', Bidder's name and address, Bidder's telephone number, email address and a contact person, closing date and time. For the electronic version, this information can be included in the body of the response, or as an attachment.
- b) One page letter of introduction identifying the Bidder and signed by the person or persons authorised to sign and bind the Bidder to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. For the electronic version, this information can be included in the body of the response, or as an attachment.
- c) Please follow the format as stated in Point 5 of this RFP and provide supporting documents.

- d) NO CHANGES TO THE LINES, FORMAT OR STRUCTURE OF ANY FORMAT IS PERMITTED. CHANGING THE FORMAT IN ANY WAY, OTHER THAN INSERTING THE REQUIRED INFORMATION, SHALL BE CONSIDERED CAUSE FOR YOUR COMPANY'S DISQUALIFICATION FROM FURTHER ANALYSIS AND PARTICIPATION IN THE RFP PROCESS.
- e) Any additional information, brochures, etc., can be provided at the discretion of the Bidder and should be clearly labelled and separately attached.

### **3.2 Notification of Changes**

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals.

### **3.3 Changes to Proposed Wording**

The Bidder will not be permitted to change the wording of its proposal after submission to COMPANY. No words or comments will be added to the general conditions or detailed specifications unless requested by COMPANY for the purposes of clarification.

### **3.4 Bidder's Expenses**

Bidders are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with COMPANY, if any.

### **3.5 Currency and Taxes**

Prices quoted are to be:

- In Indian rupees
- Exclusive of service tax & such other taxes
- Current applicable rate of service tax & any other applicable taxes should be mentioned separately

### **3.6 Completeness of Proposal**

By submission of a proposal, the Bidder warrants that all components required to manage the activity have been identified in the proposal or will be provided by the Company at no charge.

### **3.7. Contact person**

The contact person from COMPANY for this RFP will be Ms. Pooja Singh. All queries relating to this RFP should be submitted directly to the contact person.

**3.8. Payments:** - All payments will be made on a Monthly basis subject to verification of services rendered.

## **4. Requirements Definition**

### **4.1 Scope of Work**

To provide Pan-India Recruitment services for COMPANY.

### **4.2 Term of Services and Contract**

The selected vendor will be empanelled with COMPANY for the period of two years tentatively beginning **1<sup>st</sup> April 2012**. The Company can approach any empanelled vendor as and when the requirement arises. The contract may be extended for further terms depending on COMPANY's evaluation of performance of the selected bidder being satisfactory.

### **4.3 Mandatory Requirements**

#### **a) Single Point of Contact**

One of the critical success factors for this service is a fulltime, dedicated, single point of contact assigned by the service provider. He/ She will be responsible for interacting and coordinating with the COMPANY team and will be accountable for all deliveries.

#### **b) Performance Measurement**

The service provider will be measured qualitatively and quantitatively through the usage of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). These SLAs and KPIs will be agreed during the contract negotiation process. Bidders should propose specimen SLAs and KPIs to cater to the stated scope of services.

#### **c) Information Systems to be provided in supporting COMPANY**

A key benefit COMPANY sees from awarding this work to an external vendor is to improve the quality of reporting and decision support. The bidders are required to provide samples of such reports with clarity of frequency. Any technology used in delivery of services should be highlighted and costs clearly stated.

## **5. Requirements for Submission.**

To facilitate evaluation by COMPANY your submission must be clearly referenced to and sequenced in the order below. Your submission must address each question as stated below with supporting documents:

### **5.1 COMPANY DETAILS**

1. Company profile and organisational documents (Memorandum of Association, Article of Association, Partnership Deed etc)
2. Vintage in providing Recruitment services.
3. List of current clients, regionwise (e.g. Pan India/Regional) where the service is being provided to them.
4. Audited Balance sheet for last 2 financial years.
5. Certifications and awards (if any)

6. List of your Company offices across India.

## **5.2 SPECIFIC REQUIREMENTS**

Your submission must address each question as stated below with supporting documents:

1. Details about the company and its services as per Annexure 2
2. Locations where the Company will be able to provide services as per Annexure 1
3. Number of employees on the Company rolls engaged in the abovementioned services.
4. Please specify how many Life Insurance Companies you are working/ have worked with.
5. Please specify how many BFSI Companies you are working/ have worked with.
6. Please specify the software systems and reporting capabilities of systems you propose to adopt in meeting COMPANY' requirements. Attach a copy of your sample monthly billing format/ MIS that you will provide to COMPANY
7. Copies of registrations under (as applicable):
  - Shops & Establishment Act
  - Payment of Wages Act
  - Minimum Wages Act
  - Payment of Bonus Act
  - Contract Labour (Abolition & Regulation) Act
  - Provident Fund Act
  - Employees State Insurance Act
  - And Other applicable enactments
8. Pan No, Tan No & Service Tax registration No.
9. Describe how you can assist COMPANY to achieve its key goals and objectives & why COMPANY should use your company. Elaborate on your vision for management of services to COMPANY providing details on benchmarking, relationship management, etc.
10. Mention other value added services or key differentiators you will be providing as part of service delivery to COMPANY.
11. Mention the no. of days that will be provided as the credit period after submitting the bills.

### 5.3 PRICING

COMPANY expects complete transparency in pricing. All expenses, fees, reimbursable expenses, etc should be based on an open book concept. The Pricing should be filled in with all assumptions and details attached separately. The template comprises of the following components:

- a. Recruitment Fee: All costs directly related to carrying out recruitment of each candidate should be mentioned under this head. While there is no lower limit, COMPANY will want to restrict itself to an upper limit of 16.66% of the CTC for AVP and above positions recruited by us. For candidates below an AVP position COMPANY will want a slab wise recruitment fees.
- b. Reimbursable Expenses: Expenses incurred by the Bidder in the process of selection (travel expenses/ Video Conference etc. of a candidate for an interview) under specific approvals from COMPANY will be reimbursed on actual.
- c. Payment Terms: Will be established post the selection/ empanelment of the Bidders and will be duly recorded in the Agreement.
- d. Admissible Deductions: For not meeting the SLAs, will be documented at the time of entering into an Agreement between COMPANY and the selected Vendor upon mutual consent of both the parties.

### 6. REFERENCES

Provide references from three corporate accounts in India who are currently using your company for similar type of services as stated in this RFP. Please provide the information in format below:

S.No.	Company Name	Region (East, West, North, South)/ Pan India	Referee Name	Designation	Address	Phone No
1						
2						
3						

## 7. ENCLOSURES

### 7.1- Annexure 1:

Kindly confirm the locations where the Company will be able to provide services as per the format below:

S.No	Region	Location
1		
2		
3		
4		
5		
6		
7		
8		
9		

### 7.2 - Annexure 2:

S No	Evaluation Criteria	Detailing and Highlighting of Mandatory Requirements in RED	Documents Needed	Vendor's Response
<b>1</b>	<b>General Service Provider Capacity</b>	This criteria reflects the general nature of bidder including its geographic portfolio, strength of its business and ability to take on the arrangement proposed.		
a	Name of the vendor		Regn. Certificate	
b	Name of the contact person for all RFP responses			
c	Telephone No. of the contact Person			
d	Email ID of the contact person			
e	Year of Incorporation	Mandatory for bidder to be in business for more than one year.	Regn. Certificate/ Certificate of Incorporation	
f	List of Key Personnel		List of Partners/ Board of Directors/ Business Head	
<b>2</b>	<b>Geographic Footprint</b>			
a	Name the city where your head office is located?			
b	How many clients are you handling from Delhi office?			

<b>3</b>	<b>Capacity to undertake business</b>			
a	Total Number of On roll Employees			
b	Total Number of contract/ temp Employees			
c	Total Number of Offices across India. Do you have national level presence? (Answer Both)		Provide the list of offices across the country	
<b>4</b>	<b>Service Provider Specific Experience</b>	These criteria reflect the detailed skill of the bidder covering the proposed arrangement including services, industry expertise etc.		
a	State if you have worked with any other organisation in the life insurance space and also specify if you continue to do so.			
b	Please state if you can provide this service from more than one location, if required			
c	Please mention who are your other clients in the financial services sector?			
<b>5</b>	<b>Quality and Productivity Analysis</b>			
a	Is there any kind of Quality Certification acquired by your organization?		Provide certification copy	
b	In your current processes how are you monitoring your productivity , TAT and quality standards ?		Sample report	
c	Have you done any productivity or quality improvement in your current processes since you have taken them on? If yes, please share a report/ case study			
d	How will you ensure that our records/ documents are not shared with any other entity?			
e	Please confirm if there is any record of Data theft during the last 3 years.		Provide detailed report	
f	Please confirm if there is any break down in services		Provide detailed report	

	during the last 3 years.			
g	Please confirm if there was any termination of contract during last 3 years and provide reason for the same.		Provide detailed report	
h	Please provide examples of major achievements on behalf of insurance client		Provide detailed report	
i	Customer Reference Check (at least one from BFSI sector)	Customer Reference & Contact details of 3 customers (Preferable in BFSI space and where similar service are offered)		
	Customer Name 1			
	Contact Person with designation & contact details			
	Customer Name 2			
	Contact Person with designation & contact details			
	Customer Name 3			
	Contact Person with designation & contact details			
<b>6</b>	<b>Legal and Financial Specifications</b>			
a	Copy of Incorporation Certificate			
b	Certified copies of Memorandum & Articles of Association			
c	List of Directors and Shareholding Pattern			
d	Copies of licenses/ approvals from various authorities entitling the bidder to conduct the outsourced activity			
e	Audited balance sheets for the last three financial years (if applicable)			