



**Reserve Bank of India
Human Resource Management Department
Central Office, Mumbai – 400 001**

NOTICE FOR EMPANELMENT

**Support Functions related to Bank's Lateral Recruitment
by HRMD, RBI, Central Office, Mumbai**

Human Resource Management Department (HRMD), Reserve Bank of India (RBI), Central Office, 20th Floor, Central Office Building, Shahid Bhagat Singh Marg, Fort, Mumbai – 400 001 invites on-line proposals through e-Tendering process from **eligible companies registered in India** for empanelment of Agency/ Service Providers/ Vendors for providing full range of Support function solutions for its Lateral Recruitment processes. The agencies intending to participate in the empanelment process shall submit their bids online as per the Tender document which may be downloaded from RBI website and MSTC website from the following URL: <https://www.rbi.org.in> & <https://www.mstcecommerce.com/eprochome/RBI>

The tender document shall not be issued by any other means under any circumstances whatsoever. Corrigenda or clarifications, if any, shall be hosted on the above-mentioned websites only. RBI reserves the right to accept or reject any tender.

Last date for submission of tender: 1500 hrs of October 28, 2021

CGM

HRMD

RBI Central Office, Mumbai

Schedule of Tender (SOT)

S.No.	Event	Date
1.	Name of Activity/ E-Tender No.	Empanelment for Support functions for lateral recruitment/ HRMD/15/21-22/ET/181
2.	Mode of Tender	e-Procurement System-online submission of Technical Bid through http://www.mstcecommerce.com/eprochome/mstc
3.	Date & Time of publishing the RFP on the Bank's website and in newspapers	1130 hrs on October 1, 2021
4.	Last date and time for receipt of e-mail queries for clarification from Bidders	October 14, 2021
5.	Date of Pre-Bid Meeting	October 21, 2021
6.	Date & Time of Final Submission of Technical Bids on the MSTC Portal	1500 hrs on October 28, 2021
7.	Date and Time of Technical Bid Opening	1500 hrs on October 29, 2021
8.	Approach Paper Presentation/Case, as applicable	Shall be informed separately via mail.
9.	Intimation to selected bidder	Shall be informed separately via mail.
10.	Name and Address for communication	The Chief General Manager-in-Charge, Reserve Bank of India, Central Office, Human Resource Management Department, 20th Floor, Central Office Building SBS Marg, Fort Mumbai - 400 001
11.	Venue for opening of Bids/ Meetings / Presentations	Reserve Bank of India, Central Office, Human Resource Management Department, 20th Floor, Central Office Building SBS Marg, Fort Mumbai - 400 001 in case of physical meeting or through WebEx meeting for which advance intimation will be shared with registered parties.
12.	All Queries to be mailed to	hrmdplanning@rbi.org.in



Reserve Bank of India

RFE – Empanelment of Consultants for Lateral Recruitment



**Reserve Bank of India
Human Resource Management Department
Central Office, Mumbai – 400 001**

Request for Proposal (RFP)

for

**Empanelment of Agencies/ Consultancy firms/Service
Providers/Vendors for support functions related to Lateral
Recruitment conducted by Reserve Bank of India.**

Human Resource Management Department, Central Office, Reserve Bank of India, invites e- tenders for the captioned work from eligible agencies/consultancy firms/service providers/ vendors. The tendering would be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprochome/rbi>). All interested bidders must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process.

Note: Any further Addenda/Corrigenda/extension of dates, Clarifications/ Responses to bidders' queries in respect of the above tender shall be posted on Bank's website (www.rbi.org.in) only and no separate notification shall be issued in the press.



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SECTION I: INVITATION FOR PROPOSALS (IFP)

Overview

1. The Reserve Bank of India invites Proposals for empanelment of Consultants with its Human Resource Management Department for carrying out support functions related to Lateral recruitment exercise as conducted by the Bank from time to time. The services will fall under the following categories:

A1 - Project Consultancy

A2 - Project Implementation

A3 - Post - Implementation Support Services

A4 - Research and Analysis

2. Only well established and reputed Firms / Companies in India are eligible to participate in this empanelment process.

3. The RFE includes the following documents:

Section I - Invitation for Proposals (IFP)

Section II - Instruction to Respondents (ITR)

Section III - General Conditions of Contract (GCC)

Section IV - Technical Proposals (TP) -with formats

4. Proposals can be submitted up to **1500 Hrs on October 28, 2021**.

5. The Reserve Bank of India reserves the right to accept any or reject any or all the Proposals in whole or part without assigning any reasons.



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6. Address for Communication:

The Chief General Manager-in-Charge,
Reserve Bank of India, Central Office,
Human Resource Management Department,
20th Floor, Central Office Building
SBS Marg, Fort
Mumbai - 400 001

7. Contact Persons:

Shri Suramya Mohan
Deputy General Manager
Phone: +91-22-22610360
Email: hrmdplanning@rbi.org.in

Shri Wasim Ansari
Manager
Phone- 9365174204
Email: wasimansari@rbi.org.in

Schedule

S.No.	Event	Date
1.	Name of Activity/ E-Tender No.	Support functions for lateral recruitment/ HRMD/15/21-22/ET/181
2.	Date of publishing the RFP on the Bank's website and in newspapers	1130 hrs on October 1, 2021
3.	Last date and time for receipt of e-mail queries for clarification from Bidders	October 14, 2021
4.	Date of Pre-Bid Meeting	October 21, 2021
5.	Date & Time of Final Submission of Technical Bids on the MSTC Portal	1500 hrs on October 28, 2021



6.	Date and Time of Technical Bid Opening	1500 hrs on October 29, 2021
7.	Approach Paper Presentation/Case, as applicable	Shall be informed separately via mail.
8.	Intimation to selected bidder	Shall be informed separately via mail.
9.	Name and Address for communication	The Chief General Manager-in-Charge, Reserve Bank of India, Central Office, Human Resource Management Department, 20th Floor, Central Office Building SBS Marg, Fort Mumbai - 400 001
10.	Venue for opening of Bids/ Meetings / Presentations	Reserve Bank of India, Central Office, Human Resource Management Department, 20th Floor, Central Office Building SBS Marg, Fort Mumbai - 400 001 in case of physical meeting or through WebEx meeting for which advance intimation will be shared with registered parties.
11.	All Queries to be mailed to	hrrmdplanning@rbi.org.in
12.	Portal for registration of Bidder on MSTC	https://www.mstcecommerce.com/

SECTION II: INSTRUCTIONS TO RESPONDENTS

(ITR)

1. Definitions

Unless the context otherwise requires, the following terms whenever used in this Request for Empanelment (RFE) and Contract have the following meanings:

- a) **“Applicable Law”** means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.



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- b) **“Proposals”** means proposal submitted by respondents in response to the RFE/RFP? issued by the Bank for empanelment of Consultants.
- c) **“Competent Authority”** means the Chief General Manager-in-Charge, Reserve Bank of India, Human Resource Management Department, Central Office, Mumbai - 400 001.
- d) **“Committee”** means committee constituted by CGM-in-Charge, RBI, HRMD, Mumbai for evaluation of Technical Proposals.
- e) **“Consultant”** means any private or public entity, on the panel drawn up by the Bank in pursuance to this RFE, which will provide services to the Bank under the contract.
- f) **“Contract”** means the Contract signed by the parties for empanelment along with the entire documentation specified in the RFE.
- g) **“Day”** means Calendar day.
- h) **“Effective date”** means the date on which the contract comes into force and effect.
- i) **“IFP”** means Invitation for Proposals, specified in Section I of RFE.
- j) **“ITR”** means Instructions to Respondents, specified in Section II of RFE.
- k) **“GCC”** means General Conditions of Contract, specified in Section III of RFE.
- l) **“Personnel”** means professional and support staff provided by the Consultant and assigned to perform services to execute an assignment and any part thereof.
- m) **“Services”** means the work to be performed by the Consultants pursuant to the empanelment by the Bank and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by the Bank.



2. Introduction

The Reserve Bank of India (the Bank) is the Central Bank of the country. It has Offices across the country and employs around 13,000 personnel including officers and support staff.

3. Consultancy Service Requirements

The Bank requires the services of reputed, well established professional firms for various support functions related to Lateral recruitment exercise conducted by the Bank from time to time. With a view to facilitating appointment of consultants for specific tasks, the Bank has decided to form a broad-based panel of consulting firms offering support services as outlined hereunder:

Key Deliverables:

Support functions for Lateral Recruitment include managing the entire set up as below:

- **Interaction with demand Department(s)** within the Reserve Bank before firming up the notification cum application details which should include details regarding the position(s) on offer, required educational qualifications and skill-set, number of years and nature of work experience considered appropriate for the posts under consideration, etc.
- Once position(s) are advertised openly by the Bank, handling queries from applicants, collecting applications received, **screening** them according to pre-specified conditions worked out in consultation with the demand department(s), classifying the eligible ones in order of preference approved by the Bank and passing them on to the Bank (or any agency identified by the Bank) for further action.
- Assisting in verification of candidate's credentials
- Assisting the Reserve Bank of India Services Board (RBISB) in conduct of Interviews
- Drawing up SOP for Interview Panel in consultation with RBISB.



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- Content Editing & Review in consultation with RBI.
- Collecting feedback from candidates on the overall process.

Post Selection

1. Result Generation/ Compilation of Result
2. MIS/ Customized Report Generation
3. Performance review of applicants across geographies, colleges, educational qualifications, work experience, gender, category, number of attempts and age cohorts, etc.

The above items of work must be completed and shared with the Bank (or any other agency specified by the Bank) **as per stipulated timelines**. The company should also be in readiness to provide documented inputs & support to the Bank for handling RTI queries, court cases, etc.

In this context, the Bank intends to select consulting firm/organization through issue of this Request for Empanelment (RFE). The Respondent is invited to submit a Technical Proposal. The Proposal will be the basis for empanelment of Consultants. The Panel will be valid for a period of 3 years from the date of its formation.

3.1 Conflict of Interest

The Bank requires that the Consultants should provide professional, objective, and impartial advice and, at all times, hold the Bank's interest paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

3.2 Validity of Proposals

Proposals shall remain valid for a period of 90 (ninety) days after the date of Proposal opening prescribed in RFE. A Proposal valid for shorter period may be rejected as



nonresponsive. The Bank may solicit the Respondents' consent to an extension of Proposal validity (but without any modification in Proposals).

3.3 Right to accept Proposal

The Bank reserves the right to accept or reject any Proposal, and to annul the Empanelment process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Respondent(s) or any obligation to inform the affected Respondent(s) of the grounds for such decision.

3.4 Fraud and Corruption

The Bank requires that the Consultants empanelled through this RFE must observe the highest standards of ethics during the performance and execution of such contract.

In pursuance of this policy, the Bank:

- (a) Defines, for the purposes of this provision, the terms set forth as follows:
 - (i) **"Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of the Bank or any personnel of Consultant(s) in contract executions.
 - (ii) **"Fraudulent practice"** means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to the Bank, and includes collusive practice among Respondents (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Bank of the benefits of free and open competition;
 - (iii) **"Unfair trade practices"** means supply of services different from what is ordered on, or change in the Scope of Work which was given by the Bank.
 - (iv) **"Coercive practices"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.



- (b) Will reject a proposal for award, if it determines that the Respondent recommended for award, has been determined by the Bank to having been engaged in corrupt, fraudulent or unfair trade practices.
- (c) Will declare a Consultant ineligible, either indefinitely or for a stated period of time, if it at any time determines that the Consultant has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

4. Clarifications and amendments of RFE Document

4.1 RFE Clarifications

During pre-qualification and technical evaluation of the Proposals, the Bank may, at its discretion, ask Respondents for clarifications on their proposal. The Respondents are required to respond within the time frame prescribed by the Bank.

4.2 Amendments in RFE

At any time prior to deadline for submission of proposal, the Bank may for any reason, modify the RFE. The prospective Respondents having received the RFE shall be notified of the amendments only through the Bank's website and such amendments shall be binding on them.

5. Process for Empanelment of Respondents

This enquiry is in the nature of Request for Empanelment (RFE), intended to result in the selection of a panel of Consultants. The responses received pursuant to this RFE will be evaluated as per the criteria specified in this document and the qualified Consultants will be placed on the panel of Consultants. Empanelled Consultants will be invited, as and when projects arise, to submit their Proposals based on detailed Expression of Interest (EOI)/Terms of Reference (TOR) / Request for Proposal (RFP) on a project-to-project basis. The Consultant (s) identified to work with the Bank on a



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specific project will be selected after an evaluation of the proposals received pursuant to such an EOI/TOR/RFP.

The nature, quantum and Scope of work for specific projects will evolve depending upon the requirements of the Bank. The panel to be selected in pursuance of this enquiry would be utilized for a period of 3 years from the date of formation of the Panel.

6. Eligibility

6.1. General Eligibility

- a. This invitation to respond to the RFE is open only to reputed and well established registered companies/ firms who have their offices in India.
- b. The eligible entities must be incorporated or registered under the Companies Act, 1956/ Companies Act, 2013, the Partnership Act, 1932 or the Registration of Societies Act, 1860.
- c. Government-owned and semi-government enterprises may participate, only if they are legally and financially autonomous and operate under commercial law in the Country.
- d. The parent company of any subsidiary company, which is seeking qualification on the financial strength of its parent, would have to give a written undertaking that it would bear all financial or contractual liabilities of the subsidiary with regards to this enquiry.
- e. The parent company of any subsidiary company, which is seeking qualification on the basis of technical strength of its parent, would have to give a written undertaking that its technical capabilities/ resources would be available to the subsidiary company as and when required by the Bank.
- f. The bidder or its associated group of companies must not be engaged in the business of running Test preparation/coaching centres for any entrance examinations, job openings, etc.



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Respondents should meet the above criteria as also the ones stated in Clause 6.2 below

6.2. Eligibility Criteria

Along with the General Eligibility criteria given in Clause 6.1 above, Respondent has to satisfy the following Pre-qualification criteria to apply for empanelment:

- a. Turnover of the agency for at least **two** of the last three financial years since April 1, 2018 should be Rs. **30.00 lakhs or more** as per duly audited account statements.
- b. As on April 01, 2021, the Bidder must have had experience of **at least 2 years** in providing Lateral Recruitment services to Government Agencies/Private corporations and organizations in India or globally.
- c. The agency should have a direct employee base (excluding employees on contract /sub-contract) of **at least 15 full-time employees** including a dedicated team for carrying out lateral recruitment related activities in India.

6.3 Disqualifications

The Bank may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Respondent if the Respondent has:

- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately



delaying completion or financial failures, etc. in any project since 1.4.2018.

- Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- Failed to provide clarifications related thereto, when sought;
- Submitted more than one Proposal;
- Been declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices;
- Submitted a proposal with price adjustment/variation provision.
- Submitted a proposal in collaboration with another agency.

7. Request for Empanelment

The Respondent is expected to examine all instructions, guidelines, terms and conditions and formats in the RFE. Failure to furnish all the necessary information as required by the RFE or submission of a proposal not substantially responsive to all the aspects of the RFE or submitting the proposal beyond stipulated timelines shall render the proposal liable for rejection.

8. Pre-Proposal Queries

The prospective Respondent requiring any clarification on RFE may notify the same in the form of a written query (by email) to the Bank latest by **October 21, 2021**. The query and the Bank's response (without identifying the source of inquiry) will be uploaded on the Bank's website for all the prospective Respondents interested in submitting the Proposal.

9. Preparation of Proposal and Scheme of Selection

Submission of Proposal for the empanelment shall be in three stages as:



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Stage I – Respondents shall have to submit/upload duly signed Form-I on the MSTC website wherein the respondents shall self-declare, inter-alia, that they satisfy all the eligibility criteria mentioned in Clause 6.1 (General Eligibility) and 6.2 (Pre-qualification Criteria) of Section-II ITR.

Stage II –All respondents submitting Form-I shall be called for a presentation before the Evaluation Committee wherein they shall be required to showcase their capabilities in terms of technical parameters mentioned in Form-II. They will be assessed as per the criteria provided therein.

Stage III- Respondents scoring 70% or more in the presentation shall be required to submit documentary evidence against the eligibility criteria (Clause 6.1 and 6.2) of Section II ITR and the technical parameters mentioned in Form-II of Section IV-TP.

The Respondents shall comply with the following related information during preparation of the Proposal-

- a. The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialled by the authorized person signing the Proposal.
- b. The Proposal shall be typed or written in indelible ink (if required) and shall be signed by the Respondent or duly authorized person(s) on each page to bind the Respondent to the contract. The letter of authorization shall be indicated by written Power of Attorney and shall accompany the Proposal.
- c. In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the Respondent.
- d. Proposals received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete proposals in the form indicated above received prior to the closing time and date shall be taken as valid.
- e. Respondents are not permitted to modify, substitute, or withdraw Proposals after submission.



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10. Submission, Receipts and Opening of Proposals

The Respondent shall submit the proposal on MSTC website. However, during the course of evaluation of Proposal, as well as during the period of contract, the Evaluation Committee has the right to carry out a due diligence in a fashion relevant to understand the facts.

10.1. Deadline for submission of Proposals

Proposals from Respondents, complete in all respects must be submitted by email to the contact persons only as per details specified in Section I Point 7.

Last Date for Submission of Proposal: - October 28, 2021.

Deadline for submission: 3.00 P.M.

10.2 List of documents to be submitted as part of Proposal

Stage-I

Form I: Proposal Form

- Covering letter for empanelment of Consultants in Form 1 and letter of authorisation

Stage- II : Presentation

- PowerPoint presentation showcasing capabilities as per the parameters mentioned in Form-II. Details regarding the presentation such as date and medium shall be intimated by the Reserve bank in advance.

Stage-III :

- To be submitted only if the respondent scores 70% and above in the presentation



Pre-qualification Proposal-General Information

- i. General information related to pre-qualification of the Respondent as specified in Forms II.
- ii. Certificate of incorporation
- iii. Certified copies of Audited Balance Sheets of 2018-19, 2019-20 and 2020-21 in case of firms and companies
- iv. Self-certification
- v. Client certificate
- vi. Legal status - Please specify whether you are a Company, partnership firm etc.
- vii. Any other supporting information that is relevant to Pre-qualification proposal.

Documentary evidence as against Form III: Technical Proposal -Experience related details

- i. Technical proposal - experience related details in Forms III.
- ii. Any other supporting information and documents that are relevant to the Technical Proposal.

11. Evaluation Criteria and Evaluation of Proposals

The Bank may form an Evaluation Committee to evaluate the Proposals submitted by Respondents for a detailed scrutiny. During evaluation of Proposals, the Bank, may, at its discretion, ask the Respondents for clarification of their Proposals. The process for evaluation of Proposals is as given below-

- a) **Conformance to eligibility criteria:** Respondents shall submit Form-I in the format given in Section IV-Technical Formats, based on which the respondents shall be invited for a presentation to the Evaluation Committee.
- b) **Technically qualified Respondents:** All the Respondents who secure a Technical Score of 70% or more in the presentation to the Evaluation Committee will be declared as technically qualified for empanelment with the



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Bank subject to conformance to the eligibility criteria and submission of documentary evidence as mentioned in Clause 10.2 of Section II-ITR.

c) Scrutiny: Scrutiny of the technically qualified respondents shall be done to determine whether the Proposals are complete, whether the documents have been properly signed, whether any computational errors have been made, whether all the claims of eligibility and technical competence is supported by evidence and whether the Proposals are generally in order. Only those respondents whose proposal is in order as per the provisions of this RFE shall be empaneled.

12. Award of Contract

On acceptance of Proposal for empanelment, the Bank will notify the successful Respondents in writing that their proposals have been accepted. The Bank and successful Respondents will sign the Contract Agreement. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties. The draft Contract Agreement is enclosed as Form IV.

13. Confidentiality

Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Respondents or any other persons not officially concerned with such process until the empanelment process is over. The undue use by any Respondent of confidential information related to the process may result in rejection of its Proposal.

During the execution of the project, except with the prior written consent of the Bank, the Consultant and its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the exercise.



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SECTION III: GENERAL CONDITIONS OF CONTRACT (GCC)

1. Application

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFE or Contract Agreement, the interpretation of the Bank shall be final and binding on the Consultants.

2. Relationship between the Parties

Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the 'Bank' and 'the Consultant'. The Consultant subject to this contract for empanelment has complete charge of its personnel in performing the services under the Project executed by the Bank from time to time. The Consultants shall be fully responsible for the services performed by them or on their behalf hereunder.

3. Standards of Performance

The Consultant shall perform the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Consultant shall always act in respect of any matter relating to this contract as faithful advisor to the Bank. The Consultant shall always support and safeguard the legitimate interests of the Bank, in any dealings with the third party. The Consultant shall abide by all the provisions/Acts/Rules laws prevalent in the country. The Consultant shall conform to the standards laid down in the RFE in totality.

4. Consultant Personnel

The Consultant shall employ and provide such qualified and experienced personnel as may be required to perform the services under the specific project assigned by the Bank. No personnel can be assigned or removed from a specific project without



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informing the Bank in writing. Such an intimation should also mention suitable substitute(s) taken on board to ensure that work is not disrupted.

5. Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India.

6. Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the Consultant in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Consultant shall indemnify the Bank from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Consultant, the Bank shall be defended in the defence of any proceedings which may be brought in that connection.

7. Governing Language

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in English Language.

8. Performance Assessment

This RFE is for empanelment of the Consultants for execution of the assignments from time to time. If during execution of the Project, following problems are encountered, then a penalty of 1% of the Contract value per week may be imposed by the Bank, which will be the part of Project specific RFE and Terms of Reference:



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- i. Quality of deliverable is not up to the mark, (till the quality is improved to the required extent)
- ii. Delays in deliverables
- iii. Not assigning adequate resources in time
- iv. Not engaging resources on a dedicated basis, even when required
- v. Assigning resources that do not meet requirements
- vi. Inadequate interaction with the client department(s) within the Bank.
- vii. The work is either not complete or not completed satisfactorily as per the approved time schedule or the quality of deliverables. If the delay is beyond 4 weeks then the Bank may rescind the Contract and shall be free to get the work done from other empanelled Consultants at the risk and costs of the appointed Consultant. The Bank may debar the Consultant for applying in its future empanelment process also.

Penalty shall be levied only after giving the Company an opportunity to present its case and on the basis on examination of merits of the argument put forth by the Company in its defence. Decision of the Bank in such cases shall be final.

9. Termination of association with the Bank

The empanelled Consultant's association with the Bank will terminate in following ways:

- i. The term of Contract expires; or
- ii. Failure to respond to three successive Request for proposal; or
- iii. Termination of Contract due to non-performance during the execution of Project
 - a. Non-adherence to the timelines of the Project
 - b. Quality of work is not satisfactory



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10. Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

10.1 Amicable Settlement

Performance of the Contract is governed by the terms and conditions of the Contract. However, at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, payment related clauses, etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 15 calendar days after receipt. If that party fails to respond within 15 calendar days, or the dispute cannot be amicably settled within 30 calendar days following the response of that party, then Clause 10.2 of GCC shall become applicable.

10.2 Resolution of Disputes

In the case of any dispute arising between the Bank and the Consultant, which has not been settled amicably, the Consultant can request the Bank to refer the dispute for Arbitration under Arbitration Act, 1996. Such disputes shall be referred to Arbitral Tribunal. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held in India at Mumbai and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by the Bank and the Consultant. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.



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11. Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated at Mumbai only.

12. Prevention of Sexual harassment at workplace

The company awarded the work shall have to self-certify on company letterhead duly signed by appropriate authority that it abides by GoI guidelines on prevention of sexual harassment at the workplace.

13. Adoption of Integrity Pact

The bidders/ prospective vendors shall be required to enter in to an agreement with the Reserve Bank of India (RBI) called Integrity Pact (IP) as per the format, if applicable. The IP envisages an agreement between the RBI and the bidders/ prospective vendors as per the approved proforma annexed hereto, committing the persons/ officials of both sides not to resort to corrupt practices in any aspect/ stage of the contract. The IP shall be applicable from the stage of invitation of bids till the complete execution of the contract.

Names of Independent External Monitors of the Reserve Bank of India

- I. Shri Vishwanath Giriraj, IAS (Retd.), with effect from February 01, 2021, for a period of three years
- II. Shri Divya Prakash Sinha, IPS (Retd.), with effect from April 01, 2021, for a period of three years



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SECTION IV: TECHNICAL PROPOSAL (TP) - FORMATS

The Reserve Bank of India invites proposals from Consultants for formation of a panel of Consultants who would be involved to undertake assignments to support the Bank in carrying out lateral recruitment as and when a need for the same arises. The selection of Consultants for empanelment would be done by examining the Pre-Qualification Criteria and Technical Proposal Presentation subject to submission of documentary evidence only. Techno -Commercial Proposals would be called for specific projects, as and when announced by the Bank.

The following are the response formats to be used by Consultants for Proposals related to empanelment of consultants for assisting the Bank in lateral recruitment:

S. No	FORM	DETAILS
A. Form I: Proposal Form		
Stage I	Form I	Covering Letter for empanelment of Consultants
B. Form II: Technical Proposal- experience related details		
Stage II	Form II	Presentation to the Evaluation Committee
C. Form III: Contract Agreement		
Stage III	Form III and Documentary Evidences against Form-I and Form-II	Draft Contract Agreement

A. PROPOSAL FORM

The Respondents are required to submit the covering letter in the Form I. This Form should be on the letter head of the Respondents, who are submitting the proposal.



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Stage-I : FORM I Covering Letter (on Respondent's letterhead)

Date:

To

The Chief General Manager - in - Charge,
Reserve Bank of India, Central Office,
Human Resource Management Department,
20th Floor, Central Office Building,
SBS Marg, Fort,
Mumbai - 400 001

Dear Sir,

Sub: Proposal for Empanelment of Respondents

1. Having examined the RFE, we, the undersigned, offer our Proposal for Empanelment as a Consultant with the Reserve Bank of India, in full conformity with the said RFE.
2. We have read the provisions of RFE and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We have read the provisions of eligibility criteria, qualification criteria and other terms and condition and declare that we satisfy all the conditions in full conformity with the said RFE.
4. We agree to abide by this Proposal, consisting of this letter, the Pre-qualification and Technical Proposal, the duly notarized written power of attorney, and all attachments, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the RFE/or intimated to the respondents and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.



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- 5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
- 6. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
- 7. We understand you are not bound to accept any proposal you receive.

Signature.....

In the capacity of..... **Duly authorised to sign Proposal for**

And on behalf of.....

Date.....

Place.....

General Information

- A. Eligibility (Please specify)
 - a. Firm/Company;
- B. Name
- C. Contact
 - a. Address
 - b. Telephone Number
 - c. Mobile Number
 - d. Email
 - e. Website address
- D. Locations and Addresses of office
 - a. Indian
 - b. Overseas



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- E. Turnover (wherever it is applicable)
 - a. 2018-19
 - b. 2019-20
 - c. 2020-21

- F. Number of Professionals in the Organization
 - a. Specific to General Management
 - b. Assigned to carrying out Lateral Recruitment:
 - c. Others

(Note: Double counting to be avoided. In case an employee is handling more than one job, classification must be in the category he /she is majorly concerned with).

- G. Details of Authorized Person

- H. Legal Status

- I. Lateral Recruitment related Projects Experience – any two major ones (use tabular form)
 - a. Name of Organization
 - b. Address
 - c. Contact Person
 - d. Project name and scope
 - e. Duration of Assignment-Start date /End date
 - f. Order value of the project

Signature.....

In the capacity of..... Duly authorised to sign Proposal for

And on behalf of.....

Date.....

Place.....



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B. Stage-II Technical Proposal – Presentation to the Evaluation Committee

The Respondents are required to make a presentation to the Evaluation Committee on the following Technical parameters, showcasing each of the criteria mentioned therein. Only respondents securing more than 70% marks in the presentation as per the scale of marking mentioned below shall be required to submit documentary evidence as given below:

Form II:

Sl.	Criteria	Documentary requirement	Max Marks	Scale of Marking
A	Experience of the firm		40	
(i)	Cumulative value of assignments completed for Lateral recruitment/ Hiring since April 1, 2018 ending on last day of the month immediately previous to the month in which last date of tender submission falls (Value in INR)	Copies of work orders and completion certificate indicating the job and relevant experience (both) in support of their fulfilling the respective prequalification criteria. In case bidder expresses its inability to submit necessary documents a certificate, in original, certifying all the required information, issued	25	More than 10 Crore – 25 Marks More than 5 Cr & up to 10 Cr – 20 Marks More than 2.0 Cr & up to 5.0 Cr – 15 Marks More than 1.0 Cr & up to 2.0 Cr – 10 Marks Below 1 Cr – No Marks



(iv)	Experience in Content Designing such as Application design, EVP design	by CEO / Head of bidding entity/ CFO of the company along with a declaration that the bidding company is not in a position to submit the required documents owing to the NDA or other reason with an endorsement by Chartered Accountant / Statutory Auditor /Certified Public Accountant (not being an employee or a Director or not having any interest in the bidder(s) company / firm) may be submitted.	15	Experience in providing these services to no. of clients in India/ globally :- More than 15 clients = 15 Marks 10 - 15 clients = 10 Marks 5- 9 clients = 5 Marks 2-4 clients =2 marks Less than 2 clients: No marks
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B.	Experience of Key Personnel		25	
(i)	Project Head/Team Experience in conducting reputed, high stakes lateral hiring as per global best practices ensuring psychometric soundness and legal defensibility;	Documentary evidence certified by the CEO of the bidder including nomination of the leader for project with details of team	25	More than 7 years– 25 Marks More than 05 & Upto 07 years – 20 Marks More than 03 & Upto 05 years – 10 Marks 01 upto 03 years– 5 Marks
C.	Approach and Methodology /		35	



	Understanding of Scope of Work / Transfer of Knowledge			
(i)	Understanding of Scope of Work, deliverables & business context for the Bank (aspirations, strength and challenges)	A detailed business presentation may be made by the	15	Based on the assessment by Evaluation Committee. The marks awarded by the Committee shall be final.
(ii)	Robustness of work plan, approach & methodology to meet objectives and timeliness of deliverables, with weekly/monthly break up of activities, specific requirement from Reserve Bank of India and specific timelines of the consulting organisation against each activity for effectiveness and milestones. This would include details on quality of manpower and number of man-hours to be deployed by the bidder.	bidder to a committee of senior officials of the Bank. Bidder(s) would be called for a presentation at a notice of minimum 7 calendar days. The presentation should be made by	10	
(iii)	Quality of ideas/innovations proposed for execution of project, transfer of knowledge, for instance, specific tools/accelerators for such projects, experience in Lateral recruitment across diverse functions, replication of success stories from past assignments and multiple means for execution	proposed team which shall be working on this assignment with RBI. A signed copy of the presentation needs to be submitted on	10	



		this day for evaluation purpose.		
D.	Total		100	

C. Stage-III- Form III: Draft Contract Agreement- To be signed by respondents finally selected for empanelment.

CONTRACT AGREEMENT

THIS AGREEMENT is made on the..... day of 2021 between the Reserve Bank of India (hereinafter called "the Bank") on one part and

..... (Name of Consultant)

(hereinafter called "the Consultant") on the other part:

WHEREAS

- a) The Bank is desirous that the empanelled Consultant should execute Projects that the Bank may identify, to support the Bank in carrying out lateral recruitment as and when a need arises.
- b) The Consultant, having represented to the Bank that he has the required professional skills, and personnel and technical resources, has agreed to provide its services on the terms and conditions set forth in this contract;

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- 1) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFE.
- 2) The following documents in relation with Request For Empanelment issued for selection of Consultants for Empanelment shall be deemed to form and be read and construed as part of this Agreement viz:



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- a) Invitation for Proposals
 - b) Instructions to Respondents
 - c) The General Conditions of Contract
 - d) All formats and documents submitted by Consultant during submission of Proposal.
 - e) Notification of Award.
- 3) The contract shall begin from the date of signing of the contract as and when a Project is assigned to the Consultant by the Bank. Terms of Reference / Expression of Interest / Request for Proposal would be issued to all the empanelled Consultants for submission of Techno-Commercial Proposal for the specific project.
- 4) The Consultant would be empanelled for 03 years with the Bank.
- 5) The Bank requires that Consultants must provide professional, objective, and impartial advice and at all times hold the Bank's interests paramount, strictly avoid conflicts with other assignments/jobs, downstream projects or their own corporate interests and act without any consideration for future work. The Consultant is also required to furnish a Statement of Non-Conflict along with their technical bids.
- 6) The mutual rights and obligations of the Bank and the Consultant shall be as set forth in the Contract, in particular:
- a) the Consultant shall carry out the services in accordance with the provisions of the Contracts; and
 - b) the Bank shall make payments to the Consultant in accordance with the provisions of the Contract.



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IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of the Reserve Bank of India [Authorized Representative]

For and on behalf of [Name of Consultant] [Authorized Representative]

[Note: If the Consultant consists of more than one entity, all these entities should appear as signatories]