

F.A.Q.

ANSWERS TO QUERIES RECEIVED AGAINST ENQUIRY SENT FOR - TENDER **NOTICE FOR HIRING HR AGENCY**

1. We understand that logistical arrangements, as alongside, shall be made offsite by the Agency. Please confirm that the Agency's representatives are not required to be physically present to coordinate Final Interview meetings of shortlisted candidates with SHAs.

Answer- Agency representative is not required to be physically present to coordinate Final Interview meetings of shortlisted candidate with SHAs.

2. The TORs do not describe the process to be followed in case of termination or attrition of project staff and the responsibility of the Agency in such cases. Please elaborate.

Answer- In case GIZ or the State government or the professional him/herself requests to pre-close the contract, the responsibility and the statutory liability of closing of the contract lies with the agency. The agency will need to incorporate specific clauses within the contract of the professional so that there is amicable separation as per the laws. Please refer Page no.9 of the ToR, Section 2.1, Point 4 – Concluding Phase.

3. We expect that the Agency shall be responsible for tracking only administrative performance of project staff. Technical performance with respect to satisfactory accomplishment of monthly/ periodic deliverables and action plans, shall be the responsibility of GIZ/ SHAs. Please confirm.

Answer-The agency will be responsible for the administrative performance of the project staff. Agency will make sure that the final report, after completion of the one year term reaches GIZ before the contract end. Please refer page number 9 and 10; section 2.1, Point 4 Concluding phase and section 2.2, Management of the professionals.

4. The Grid for Technical Assessment indicates that the Agency must deploy four experts, whereas the TORs indicate only three. Please clarify

Answer- ToR and Technical Assessment grid indicates 6 experts from the agency to be deployed. Team leader, HR manager, Junior Recruiter – 2, Finance Manager – 2.

5. Does this resource person Accountant / Finance Manager 1 in the TORs correspond to "Short term expert pool 1" indicated in the Technical Assessment Grid?

Answer- 2 Accountant / finance manager to be deployed, Accountant / Finance Manager 1 and Accountant / Finance Manager 2 is 2.5 and 2.6 in technical assessment grid respectively.

6. Does this resource person Accountant / Finance Manager 2 in the TORs correspond to “Short term expert pool 2” indicated in the Technical Assessment Grid?

Answer- 2 Accountant / finance manager to be deployed, Accountant / Finance Manager 1 and Accountant / Finance Manager 2 is 2.5 and 2.6 in technical assessment grid respectively.

7. - It appears that the RFP is providing for Year 2 support from the Agency, addressing selective extension of less than 63 project staff. Please confirm.
- The requirement and modality for selective extension is not clear. Please indicate:
 - If less than 63, what will be the minimum number of project staff extended to make the project viable for the Agency and
 - Will the contract for Year 2 be awarded to the Agency by GIZ or concerned SHAs.

Answer- The extension of the professionals from year 2 will be dependent on their performance while working with the SHAs and only after SHA send request letter/email for the extension. The number of professionals for extension will be decided at the end of first year, depending on the requests from States.

Extension will be done by GIZ, based on the performance of agency and satisfaction of GIZ with the performance of the agency and recommendation from NHA on the extension of the contract of the agency.

8. 1) The Financial Bid Form does not provide for expenses that will be incurred on Final Interviews, Meetings and Workshops and Travel of project staff and we presume these will separately reimbursed to the Agency by GIZ, at actuals. Please confirm.
- (2) Please clarify what is meant by ‘lump-sums,’ here?

Answer- The Agency staff will not be required to travel out of Delhi. Staff will be required to only visit GIZ office or NHA for meetings. All these costs will be built within the management cost proposed by the agency. The agency can propose as a percentage of the total anticipated value or the lumpsum fee.

9. Will every joinee be trained for 3+3 days vide two workshops? Or Will two induction workshops of 3 days each, be held, and attended by about 30 participants each? Please clarify.

Answer- Two Induction workshops shall be held through the year, for 3 days each, for about 30 participants.

10. A maximum of INR 10 lakh/ Euro 12195 can be specified as flexible remuneration item. This can be used for the items that are a part of the price sheet. Please elaborate this point.

Answer- The flexible remuneration item is a flexibility provided for any changes within the items/activities listed and can be used to provide for the flexibility.

11. In view of the pandemic, we request that bidders be allowed to submit their proposals by email only.

Answer- As of now the proposals need to be submitted in hard copy only. In case the mode of tender submission changes, we shall update the bidding conditions. Please keep on checking the tender notice page for updates.

12. We understand that travel costs as alongside, comprise travel costs of staff of the Agency to periodically meet with GIZ in Delhi, as necessary. Such costs shall not be applicable in the case of an Agency whose staff are based in Delhi. Please confirm.

Answer- The agency should preferably be based in Delhi/ NCR in order to ease communication and coordination with GIZ and/or MoHFW/NHA. In case the agency is not based in Delhi, the agency should ensure presence in Delhi for the preparatory and selection/ recruitment phase. No separate costs shall be applicable for the agency for the periodic meetings with GIZ or NHA. Please refer section 3, personnel concept.

13. Experience of development projects (ODA Financed) - Since the weightage indicated for the experience alongside is zero, we assume this is not essential for eligibility. Please confirm.

Answer-Yes this is not essential for eligibility.

14. 1) We understand that total value refers to the total cost of the project including:
(a) Salary/ fees of project staff and
(b) All costs and expenses incurred on induction, workshops and meetings, ongoing travel of project staff, etc.

Answer-The total value refers to all the cost incurred under the contract, fee of the consultants, post advertisement cost, travel of the consultants, workshops/trainings/meetings organized by the agency

15. GIZ estimates that only 10% of the shortlisted candidates shall be invited for a face to face interview with the state government/NHA. - Please clarify whether the expenses for all the candidates for face to face interview will be billable.

Answer- All the interviews, meetings, travel for the workshops, trainings etc. of the consultants shall be managed by the agency only administratively. Agency will be bidding for the tender accordingly.

16. Can we propose an additional position of Public Health/Financing expert who will be responsible for understanding SHA, NHA input, and monitoring the project well on technical perspective.

Answer- Agency is required to only administratively manage the consultants. Technical management of the consultants shall be done entirely by GIZ and NHA/SHA. No such additional post is required.

17. Considering that the assignment is support to GOI Flagship public health project hence It is requested to include the Public Health consulting/PMU projects in the overall revenue.

Answer- The requirement in the ToR clearly mentions that the agency is required to manage the contracts only administratively. Hence, the inclusion of other revenue sources will not be required. Agency is required to have a Financial turnover of minimum 5 crores per annum / 630000 Euros per annum as an average of last three years only from recruitment and payrolling business.

18. It is requested to reduce the experience from 10 years to 5 years in Public Health project management.

Answer- ToR has clearly mentioned that at least 10 years' experience of the agency is required of recruitment and management of professionals in public health sector across the country. No changes in the eligibility criteria can be accommodated.

19. Please clarify if we can provide separate management fee for the professional management and logistics management.

Answer- Yes, the agency can provide a separate management fee for Professional management and logistics management.

20. The annexure 1 document does not have any provision for describing the costs under various heads. It is assumed that there is a standard format in which the price needs to be put. If so, please share the format.

Answer- Financial bid submission format has been provided along with other advertised tender documents.

21. Please clarify which items can be considered under flexible remuneration items. Also, please share the format for price sheet if any.

Answer- The items that are specified in the ToR will form a part of the price sheet prepared by the agency. The same items can be used under the flexible remuneration item.

22. It is requested to consider the credentials wherein resources are provided as part of PMU/ Implementation support.

Answer- ToR has clearly mentioned that at least 10 years' experience of the agency is required of recruitment and management of professionals in public health sector across the country. No changes in the eligibility criteria can be accommodated.

23. The agency will develop a robust media plan, including the online and offline publications for publishing the advertisement. However, the cost Advertisement needs to be borne of GIZ. GIZ may also use the Advertising Agencies on their empanelled list for releasing of the advertising as the same is generally cheaper. Kindly confirm.

Answer- The agency shall place the advertisement preferably in two online development sector job portal (such as devnetjobsindia.org) and if required, at reputed universities in the fields of health and social sciences. The advertising cost has to be built in the proposed cost by the agency.

24. Where is the "interaction / face to face interview with State government/NHA" likely to take place. This is needed to budget the logistics. What is the alternative in case of COVID-19 related restrictions.

Answer-The interaction will be with the State governments, where the consultants are provided. The cost for all sort of travel of the consultants must be built into the proposed cost by the agency. Due to COVID restrictions the candidates may not be able to travel until the situation subsides. And as an alternative we may arrange for a online meeting with the SHAs.

25. We assume that the recruitment process for all the 63 positions will be conducted simultaneously. Kindly confirm.

Answer- Yes, the Recruitment process for the posts shall be done simultaneously.

26. We understand that all expenses related to travel, stay, venue of workshops / training, other logistics of professionals etc will be on reimbursable basis, and is not to be included in our commercial proposal. Kindly confirm the same.

Answer- The agency shall be reimbursing the travel costs to the consultants and provide evidence for the same to GIZ. Commercial proposal by the agency shall be based on the logistics cost.

27. We request that the experience of providing professionals in the public health sectors (for at least 10 years) be amended to "Any Professional" and allow wider participation in the tender process. Kindly confirm.

Answer- The eligibility criteria cannot be changed.

28. We are required to quote the Professional Fee /Management Fee as a Percentage of total value which is given as Rs.100 Lakhs per year, in the table under "1) Preparatory phase". Please confirm that our understanding is correct.

Is this total value inclusive of all statutory deductions like PF and other taxes.

We suggest that Financial Proposal have the option to quote for Recruitment of Professionals, Management of Professionals, Workshops and training.

Answer-The figure of 10 lakhs given under preparatory phase is an indicative figure for the total fee of the consultants for a year. The agency is required to propose management fee against the activities/items given in the ToR. The agency can provide a separate management fee for Professional management and logistics management.