

ASSAM CANCER CARE FOUNDATION (ACCF)

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E: procurement@accf.in | W: www.assamcancercarefoundation.org**REQUEST FOR PROPOSAL (RFP)****APPOINTMENT OF HR CONSULTANCY FIRM FOR REVIEW OF HR POLICY, COMPENSATION BENCHMARKING STUDY AND LEVEL EQUIVALENCE EXERCISE FOR ASSAM CANCER CARE FOUNDATION.****Tender Ref No. RFP No: ACCF/HR/2023-24/72 Date:06/12/2023****CORRIGENDUM-1****Date: 22-12-2023****Query Resolution**

No	Tender term no and pg. no	Tender terms	Changes / amendment / clarification required	Justification / reference for change	ACCF Clarification / Amendment
1	RFP No: ACCF/HR/2023-24/72 Pg No: 7	The bidder should have had experience in project managing the implementation of any HR initiative in a Healthcare organization in India having at least 10+ branches.	10+ branches means: Total working experience with 10 plus healthcare organization in the same capacity or one organization that have its 10+ branches	One organization having 10+ branches is not very realistic	No change
2	RFP No: ACCF/HR/2023-24/72 Pg No: 4	Last Date for submission of Bids (29th December, 2023)	Request to extend the last date of submission of bid	1. Need time Approach & methodology 2. This is a festive month and most employees refers to take annual leave	Last Date for submission of Bids extended to 9-1-2024, 15:00 hours
3	RFP Schedule Dates & Key Information, Page 4	Last Date for submission of Bids 29-12-2023, 15:00 hours	Request for extension of timeline by 2 weeks.	To ensure submission of a quality proposal and ensure obtaining necessary administrative approvals for submission of the required documents for the technical proposal. We received the RFP	Last Date for submission of Bids extended to 9-1-2024, 15:00 hours

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				later than when it was released and would require sometime to put together all necessary documentations including CA certifications and other statutory firm documents.	
4	Term No 2, Page No 13	The bidder must submit a hard copy of the entire proposal to ACCF at the address provided.	Q. Is the date of submission for hard copies is same as for online bids? Q. Do both Technical bid and Commercial bid need to be submitted as hard copies? Requesting date of extension for hard copy submission by 2 weeks.	To ensure submission of a quality proposal and ensure obtaining necessary administrative approvals for submission of the required documents for the Technical proposal.	Hard copy of technical bid in spiral binding need to be submitted before last date of bid submission
5	Annexure 2, Point 10, Page No 52	Constitutional Documents	Please confirm if any other documents other than PAN Card are required to be submitted as part of constitutional documents?		Certificate of incorporation, PAN Card, GSTIN need to be submitted.
6	Annexure 2, Point 10, Page No 52	Commercial Bid	Please confirm if Commercial Bid needs to be added in the Technical Proposal?		No hard copy of commercial bid need to be submitted. Commercial/price bid shall only be submitted online on e-tender portal.
7	Section 4, Annexure A, Point No 5, Page No 35	Correspondence/Mailing address of the bidder at Guwahati with Contact person name/s, Telephone and Mobile nos.	Can we provide a correspondence address of Gurgaon as part of Point 5 of Annexure A - BIDDER'S PROFILE? Request you to please allow the provision of adding the address of our HQ office here.		Contact details can be shared who is based in India.

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8	Section 1, 18. EVALUATION AND COMPARISON OF BIDS, b) Technical Bid 9evaluation, Page 18	<p>a) Team composition – CVs and past projects handled indicating Project Director, Manager, SMEs etc</p> <p>a) Last 5 years project details as the scope of the RFP, marks will be provided on scope relevance. Each project will be entitled to Max 10 marks. Upto total 30 marks</p>	<p>Please clarify if CVs of proposed team for this bid are required to be submitted or details of relevant projects done by the bidder in last 5 years are required to be submitted as part of this criteria?</p> <p>If projects are required to be submitted, please specify details of how many projects are required to be submitted in order to receive complete marks?</p> <p>If CVs are required to be submitted, please specify the minimum or maximum number of CVs that are required to be submitted?</p>		<p>As a part of the bidder profile past project details shall be shared.</p> <p>In team composition brief CV along with the past executed project during last 5 years shall be shared.</p> <p>Scoring will be done based on credentials by a committee as per the criteria mentioned in the bid evaluation criteria.</p>
9	Section 1, 18. EVALUATION AND COMPARISON OF BIDS, b) Technical Bid evaluation, Page 18	<p>b) Proposed team composition for ACCF project</p> <p>a) share Team composition – Past and Proposed*</p> <p>b) To furnish testimonials from Client.</p> <p>c) Share proposed team credentials*</p>	<p>Request you to please relax the following criterion:</p> <p>a) Request you to please remove past team composition as a submission requirement</p> <p>b) Request you to please remove testimonials from client as a submission requirement</p>	<p>a) Past project team composition is very subjective to the scope of the project. We are submitting multiple projects as evidence of similar work done in the past and will use that experience to propose a team composition for this project.</p> <p>b) We sign an NDA with all the clients and will not be able to get client testimonials for the</p>	<p>Brief details need to be shared for evaluation and scoring.</p>

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				projects that we are submitting as evidence	
10	Section 1, 2. Scope of Work, Page 6	HR Policy – Review the existing HR policy and processes at ACCF and recommend suitable improvements in line with standard industry practices in healthcare sector in India including Performance Management System and Promotion Policy - and alignment hereof to achieve the desired corporate plans and objectives.	Kindly specify the number of HR Policies and Processes which are required to be reviewed by the bidder as part of this project.	This will help us in arriving at the accurate price estimate.	ACCF do have HR Policy and HR manual, which need to be reviewed.
11	Section 1, 2. Scope of Work, Page 6	Compensation Benchmarking - This should include study and development of a comprehensive compensation plan for all the job categories including: a. As is study – Understanding internal job grades and roles and all-inclusive salaries associated with them. Prepare salary grids with minimum, maximum and median numbers and map that with market benchmarks. b. Compensation benchmarking – grade wise compensation bracket considering Total Cost to Company.	<ul style="list-style-type: none"> Kindly share the number of different functions / departments / verticals, number of unique job roles and number of job categories existing in ACCF presently for which Compensation benchmarking is required to be conducted. 	This will help us in arriving at the accurate price estimate.	ACCF do have approx 650 on roll and consultant employee engaged by ACCF these includes clinical and other administrative staff. Department wise manpower details will be shared with onboarded vendor.

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		c. Recommendation on compensation structure – Fixed as well as Variable with quartile distribution. d. Alignment with labour code			
12	Section 1, 2. Scope of Work, Page 6	Level Equivalence & Hierarchy This should include benchmarking of ACCF headcount numbers, Grades, Designations and hierarchy, total Headcount, Function wise Headcount, Current Grading Structure at ACCF, Grades, Designations & Roles of People Managers & Individual Contributors – separate and with a mapping to current market, Organization Structure against identified peer groups.	Kindly specify the total number of grades and hierarchy levels in the present Org Structure.	-	Will be shared with on boarded agency.
13	Section 1, PAYMENT TERMS, Page 10	The payment shall be made based on milestones as given below: • 1st payment- On submission of Inception report. – 15% • 2nd payment- on submission of draft findings and draft report -35% • 3rd payment- final payment on acceptance of final report- 50%	Kindly clarify the timeline for each payment milestone indicated in the section.	-	Overall duration of the project is 60 days only. Payment will be done within 30 days on receipt of bill and completion of milestone.
14	Section 1, 18. EVALUATION AND	Relevant Experience (in Years) in the Healthcare sector with similar experience in:	We request you to also include submission of relevant experience in	Reviewing the existing HR policy and processes at ACCF is	No Change

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	COMPARISION OF BIDS, b) Technical Bid evaluation, Page 18	1. Compensation Benchmarking. 2. Level Equivalence and Hierarchy.	conducting design of HR processes and policies.	a critical component of the overall scope of work	
15	Section 1, 18. EVALUATION AND COMPARISION OF BIDS, b) Technical Bid evaluation, Page 18	Relevant Experience (in Years) in the Healthcare sector with similar experience in: 1. Compensation Benchmarking. 2. Level Equivalence and Hierarchy.	The evaluation criteria for this parameter is based on number of years. Please confirm if this should be number of projects or number of clients? Or are we required to submit details of projects done 7 years ago to get full marks? If this is the case request you to please modify this criteria to number of clients	There are many relevant projects completed in the last 10 years which are similar to the scope of work of this RFP and showcases our expertise. We would like to include them as part of Technical Evaluation Criteria.	Bidder shall submit the oldest work order copy for similar experience along with substitute work done details for maximum scoring.
16	Section 1, 18. EVALUATION AND COMPARISION OF BIDS, b) Technical Bid evaluation, Page 18	Relevant Experience (in Years) in the Healthcare sector with similar experience in: 1. Compensation Benchmarking. 2. Level Equivalence and Hierarchy. Attach PPT/PDF/ Word doc /Excel on sample work done with Healthcare/other clients. Attach order copy for each client separately	We request you to kindly amend the Requirement / Documents to be submitted for the criteria as: Attach a brief about the experience/project. Attach an order copy for each client separately	All of our assignments in the area typically include a Non-disclosure Agreement because of which it may not be possible to share a copy of the work product. It is requested to amend the requirement of submission documents accordingly.	Bidder need to submit order copy and brief scope of the work in the technical bid. Sample report of the work done can be shown during approach and methodology presentation.
17	Section 1, 18. EVALUATION AND COMPARISION	Relevant work done for clients belonging to the similar industry – project brief with client details.	As per our understanding, the bidders can submit relevant project experience with any organization in	-	Bidder shall submit the reputed clients details to prove its credentials.

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	OF BIDS, b) Technical Bid evaluation, Page 18	Attach PPT/PDF/ Word doc /Excel on sample work done with Healthcare/other clients. Attach order copy for each client separately	the healthcare sector. Please confirm if our understanding is correct.		
18	Section 1, 18. EVALUATION AND COMPARISON OF BIDS, b) Technical Bid evaluation, Page 18	Relevant work done for clients belonging to the similar industry – project brief with client details. Attach PPT/PDF/ Word doc /Excel on sample work done with Healthcare/other clients. Attach order copy for each client separately	We request you to kindly amend the Requirement / Documents to be submitted for the criteria as: Attach a brief about the experience. Attach a order copy for each client separately	All of our assignments in the area typically include a Non-disclosure Agreement because of which it will not be possible to share a copy of the work product. It is requested to amend the requirement of submission documents accordingly.	Bidder need to submit order copy and brief scope of the work in the technical bid. Sample report of the work done can be shown during approach and methodology presentation.
19	SECTION-3, Page 22	“Service Period” means the period of 2 months commencing from the date of execution of the contract.	Request for extension of the project time frame to 3 months keeping in mind the extent of work and effort needed for delivering the required quality work/analysis	In our extensive experience of doing this work, we believe a 3-month time frame would be more appropriate to carry out the exercise in its entirety	No change
20	Section 4, Eligibility criteria for Bidders, Note	Healthcare Organizations means Organisations running chain of Hospitals/ Hospital.	Request for inclusion of the following types of organizations as well under ‘Healthcare Organizations’ <ul style="list-style-type: none"> Pharmaceutical organizations (manufacturers of medications etc) Manufacturers of Vaccines Clinical laboratories Healthcare technology organizations Provider care orgs 	All the different types of organizations mentioned here work directly or indirectly with hospitals. Hence from our experience we believe that the experience of working with such organizations will be relevant to the scope of work mentioned in this RFP	No change

Sd/-
COO, ACCF