

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE (NHSRC)
Technical Support Institution to the National Health Mission (NHM), MoHFW, Govt. of India
NIHFW Campus, Baba Gangnath Marg
Munirka, New Delhi-110067

File No.: NHSRC/14-15/HRH/17/PF-2

Date: 9th August 2018

EXPRESSION OF INTEREST FROM HR RECRUITMENT AGENCIES FOR EMPANELMENT AS AGENCIES FOR SELECTING PERSONNEL FOR NATIONAL AND STATE & U.T. HEALTH MISSIONS/ NHSRC

PART-I: GENERAL TERMS

The National Health Systems Resource Centre (NHSRC) on behalf of the National Health Mission (NHM), Ministry of Health & Family Welfare (MoHFW), Government of India invites 'Letters for Expression of Interest' from qualified and experienced HR Recruitment Agencies who wish to be empaneled to provide "Assistance to to National and State & UT Health Missions/ NHSRC for selection of contractual personnel under the National Health Mission (NHM)". **"HR Recruitment Agencies" shall mean only "Registered Firms and Companies". HR recruitment shall mean HR recruitment Agency or Agencies, as may be the context.**

The objective of this call for Expression of Interest is to empanel competent HR Recruitment Agencies, which the National, State/Union Territory Health Missions/NHSRC could engage. The list of empaneled HR Recruitment Agencies will be communicated to the States and Union Territories. Depending on their recruitment needs, the States/ Union Territories/NHSRC will request these empaneled agencies for financial bids, as and when required.

Detailed eligibility & other criteria are listed in the EOI document available at NHSRC website www.nhsrcindia.org and NHM website www.nhm.gov.in. The agencies fulfilling the requisite criteria are required to submit their EOI as per the timelines detailed in the table below. This EOI does not constitute an offer and is issued with no guarantee for any definite volume of work or any particular service at any time or throughout the period of empanelment. MoHFW reserves the right to modify, expand, restrict, scrap, refloat or cancel the EOI at any stage without assigning any reasons. Responses received after the stipulated time period or not in accordance with the specified format will not be considered.

Interested agencies fulfilling the eligibility criteria may obtain EOI documents on written request to NHSRC or download it from www.nhsrcindia.org or www.nhm.gov.in. Those obtaining EOI documents through written request have to make a payment of INR 500/- (Rupees Five Hundred Only) through demand draft drawn on a Nationalized Commercial Bank, in favor of "National Health Systems Resource Centre" and payable at New Delhi. Those using the downloaded form from www.nhsrcindia.org or www.nhm.gov.in will have to attach a demand draft of INR 500/- while submitting their EOI. NHSRC will not be responsible for any postal delays.

1.	Beginning of EOI document download / Sale date / time	9 th August, 2018, 1100 Hrs
2.	Pre evaluation meeting date / time	16 th August 2018, 1500 Hrs
3.	Last date and time for receipt of bids	29 th August 2018, 1400 Hrs
4.	Date and time for opening of Prequalification-cum-technical bid	29 th August 2018, 1500 Hrs
5.	Service to be provided	Selection of HR under National/State/UT Health Missions/NHSRC
6.	Period / Extension of empanelment	Two years from the date of empanelment with an option of extension for a maximum of two years at a time, subject to provision of satisfactory services and at the sole discretion of MoHFW.
7.	Validity of EOI offers	180 days from date of opening of technical bid.
8.	Bid Security (EMD) total estimated value	INR 50,000/-

Principal Administrative Officer
National Health Systems Resource Centre, New Delhi

PART-II: BACKGROUND

1. SERVICES TO BE PROVIDED:

Health care service provision includes the critical component of competent and dedicated health Human Resources, for which an appropriate/stringent selection process needs to be followed. For this, assistance of professional agencies would help in streamlining the process and achieving transparency and objectivity. Selection process involves activities starting from Preparation for Vacancy Advertisement, Creation and Maintenance of Computerized Database of applications received, Screening of applications and Shortlisting them as per Terms Of Reference (TOR) / Pre-set Criteria and State/GoI Reservation Policy, Issuing Call Letters for Written Test or / and Online Computer Test (as applicable) and Interview, Pre-Examination arrangements, Coordination in Venue finalization, Setting up of Question Papers, Conduct Written Test, Skill Assessment & interview, Evaluation of Answer Sheets, Preparation and submission of final results and preservation of records. The written test, skill assessment & interview may be conducted at multiple places, if required.

Personnel to be recruited under NHM can be at National, State, district, block and facility level broadly encompassing the following categories:

- a) Clinical Care Providers: Specialists, Medical Doctors, Staff Nurse, Dentists, ANMs, MPW (M) etc.
- b) Support Staff (Technical): Lab Technicians, Pharmacists, OT Assistants, Radiographers, Counselors and any other similar positions.
- c) Program Management Staff under different health programs: Program Managers, Finance Managers, Accounts Manager, HR Manager, Program Consultants, Data Analysts, Administrative Staff and any other similar positions.
- d) Any other positions identified by States/ Mission/NHSRC.

2. SCOPE OF WORK FOR HR SELECTION

The deliverables include

- 2.1. Draft and finalize the advertisement for selection to be published by National /State / UT Health Missions or NHSRC, as the case may be.
- 2.2. Develop Application Form and other templates.
- 2.3. Collect the applications of all the candidates through postal mail and internet (online), as may be required by National / State / UT Health Missions or NHSRC, as the case may be.
- 2.4. Scrutinize the applications and create computerized database of all the information mentioned in application forms of the candidates and attached documents.
- 2.5. Screening & scrutiny of applications, strictly as per advertised selection criteria or norms / Terms of Reference (TOR), etc. Preparing list of candidates who would be called for written test/Skill or competency based Assessment/Other Tests/interview, walk-in interviews, in consultation with the National/State/UT Health Mission/NHSRC.
- 2.6. Issue call letters to the candidates to appear for Written Test / Skill Assessment / Online Computer Test/ Group Discussion (as applicable) and interview, through speed post/registered post/SMS/ telephone/ e-mail as may be required by National or State / UT Health Missions or NHSRC, as the case may be.
- 2.7. Venue finalization for Written Test and arrange facilities for Online Computer Test (as applicable) and venue finalization for interview.
- 2.8. Areas of assessment (based on TORs of advertised posts) to be covered in objective type bilingual question papers will be decided in consultation with National / State / UT Health Missions or NHSRC, as the case may be. Finalization of question papers, confidentiality, custody and dispatch of the question papers, OMR answer sheets & other related arrangements for smooth conduct of written test will be the responsibility of the Recruitment Agency.
- 2.9. For certain positions, requiring competency/skills assessments, local logistic arrangement is to be made by the National/State/UT Health Mission/NHSRC. The Agency will liaise with relevant officials to facilitate the process, as may be required.
- 2.10. Attendance, Registration Process and Documents verification of candidates.
- 2.11. Evaluation of Answer sheet by OMR as far as possible to ensure transparency or manually & preparation of state/GoI reservation category wise merit lists, as the case may be, in the required formats, maintaining sanctity and confidentiality of the entire process.

- 2.12. Preparation of Scoring Sheets and organizing Interviews under the guidance of National/State/UT Health Mission/NHSRC.
- 2.13. Preparation of Final Results based on criteria as may be required by National / State / UT Health Missions or NHSRC, as the case may be, including, inter-alia, reservation.
- 2.14. Preservation of all the applications, with testimonials & other documents, received during the selection process, upto three months after completion of the selection process. Confidentiality of the documents to be maintained. These documents will be submitted to National / State / UT Health Missions or NHSRC, as the case may be, as and when required by them or at the end of three months after completion of selection process.
- 2.15. Any other activity connected with the specific selection assignment.

All the deliverables mentioned in Section 2 have to be carried out in consultation with National/State/UT Health Mission/NHSRC, as the case may be. The Recruitment Agency would at all times conduct the activities with transparency and objectivity.

PART-III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

3. SELECTION OF SUCCESSFUL BIDDERS FOR EMPANELMENT (HR Recruitment Agency)

The successful bidders would be empaneled based on their technical scores.

4. GENERAL INSTRUCTIONS

- 4.1. Interested agencies can send their duly completed EOI on or before 29th August 2018, 1400 Hrs. at the following address in person or by post to:

**The Principal Administrative Officer
National Health Systems Resource Centre
NIHFW Campus, Baba Gang Nath Marg
Munirka, New Delhi - 110067**

- 4.2. The EOI should be submitted strictly as per prescribed format along with documents in support of information submitted therein by the responding HR Recruitment Agency. EOI received after the stipulated time period or not in accordance with the specified format will be summarily rejected as non-responsive. Delivery of the responses along with documents against the EOI at the above address will be the sole responsibility of the responding Agency.

5. SUBMISSION OF EOI

- 5.1. The EOI duly signed by the authorized person in blue ink on every page including annexures/ appendices shall be submitted in a sealed envelope clearly marked: "Empanelment of HR Recruitment Agencies for NHM". All the relevant documents shall be enclosed with the Technical EOI.
- 5.2. A duly authorized representative of the HR Recruitment Agency should sign the EOI. It shall be certified that the person signing the EOI is empowered to do so on behalf of the Agency. A copy of the Memorandum and Articles of Association of the Agency shall be attached to the EOI.
- 5.3. The Expression of Interest should be submitted with two printed copies of the entire EOI, one marked 'ORIGINAL' and the second one as 'DUPLICATE' and a soft copy on non-renewable compact discs (CDs) with all the contents of the expression of interest. The words "Empanelment of HR Recruitment Agencies for NHM" shall be written in indelible ink on the CD. In case of discrepancy between the information in the printed version and the contents of the CD, the printed version of the pre-qualification EOI will prevail and will be considered as the EOI for the purpose of evaluation.
- 5.4. The Agency shall fill in the EOI neatly and accurately. Any corrections or overwriting would render the EOI invalid.
- 5.5. Conditional offers/ offers that are not in conformity to the prescribed document will be summarily rejected as non-responsive and EMD of such agency will be forfeited.

6. PRE-QUALIFICATION MEETING

A Pre-Qualification meeting will be held on 16th August, 2018, 1500 Hrs at NHSRC to discuss the EOI and clarify doubts (if any) to potential agencies. Based on discussions held during the pre- Qualification meeting, amendments / clarifications (if any) in the EOI Document will be uploaded on the NHSRC website www.nhsrcindia.org. Bidders are requested to visit our website on regular basis for updates in this regard.

7. E.O.I.EVALUATION

- 7.1. The EOIs will be opened on 29th August 2018, 1500 Hrs at the address given above and the HR Recruitment Agencies are at liberty to be present personally or through their authorized representative (1 representative per bidder) at the time of opening of the EOIs. In case it is declared a holiday, the EOI will be opened at the same time on the next working day.
- 7.2. The Evaluation Committee appointed by MoHFW shall evaluate the EOIs as per criteria of the EOI document. NHSRC on behalf of NHM, MoHFW will empanel the Technically Qualified HR Recruitment Agencies whose bid has been determined to be substantially responsive to the EOI document. For HR agencies that meet the technical criteria for empanelment, MOHFW/NHSRC shall be at liberty to visit and inspect the premises of HR recruitment agency with adequate notice given to Chief Executive of HR agency prior to / after empanelment.
- 7.3. The technically qualified agencies will be empanelled for a period of Two Years. The Empanelment may be extended for further period of Two Years at a time, subject to provision of satisfactory services and at the sole discretion of MoHFW.

8. EMPANELMENT PROCESS

- 8.1. The HR Recruitment Agency will be empaneled, by conveying acceptance of their EOI by NHSRC through registered / speed post / courier. The names of agency will be uploaded on MoHFW and NHSRC website.
- 8.2. All the terms and conditions as stated in the EOI documents and Appendices would constitute the terms of agreement between HR agency on one part and NHSRC on the other part.
- 8.3. The list of Empaneled HR Recruitment Agencies will be communicated to the States and Union Territories. Depending on their recruitment needs, the States/ Union Territories/NHSRC will request these empaneled agencies for financial bids, as and when required.
- 8.4. Final selection of agencies and awarding contracts for their recruitment/HR selection needs will be decided by Health Missions of respective States/ Union Territories or NHSRC, as the case may be.

9. TECHNICAL CRITERIA FOR RECRUITMENT AGENCIES

- 9.1. The HR Recruitment Agency (Registered firm or incorporated under the Companies Act), with the business, inter-alia of providing HR selection services is eligible to participate in the empanelment. The certificate of incorporation is to be submitted along with the response.
- 9.2. The Agency should have a minimum of 5 (Five) years of experience of successfully conducting recruitment and placement of similar professionals as mentioned in paragraph 1 of this document (attach supportive documents), including selection activities for Government sector/ PSUs, during last five years.
- 9.3. The Agency should have conducted at least 10 (Ten) recruitment projects in last five years for PSUs/Govt./multilateral agency/ UN agency, out of which minimum 3 (three) must be for PSUs/Govt. sector - (attach supportive documents). The total number of applications processed should have been – 500 or more per recruitment projects. (Attach supportive documents containing number of positions advertised/applications processed/ professional successfully recruited).
- 9.4. The Agency should have at least 3 (Three) Recruitment Process Experts (with at least 3-5 years of relevant experience – engaged on agency's payroll and have worked for similar assignments undertaken in last three years) on their permanent rolls (The profile of the Recruitment Experts should be enclosed) and a pool of empanelled specialists (whose services had been hired for recruitment at least once in similar nature of projects in last five years), on their panel, who should have accepted to be on the panel of the agency. Copy of their acceptance should be submitted along with the EOI. At least 5 of the empaneled specialists should have been involved at least once in designing and conducting recruitment in last five years.
- 9.5. The Agency should not have been debarred by any Govt. sector/ PSUs/ bilateral and multilateral or UN agency, for handling recruitment process ever in the past. A certificate to this effect is to be submitted by the Agency duly signed by the Authorized person.
- 9.6. The HR Recruitment Agency should have a minimum turnover of Rs50 (Fifty) lakhs every year for the last three financial years. Audited financial statement for last three years should be submitted along with the technical EOI. In case segment wise result is not mentioned in the audited financial statement, a certificate to this effect may be enclosed from Company's Chartered Accountant.

9.7. The Agency should have PAN, Goods and Service Tax registration (GST) and registration under applicable laws and should submit copies of the same. Consortium bidding to fulfill the eligibility criteria of this EOI shall not be allowed at any stage.

9.8. The Agency should submit satisfactory performance report/letter for the last 5 years from their client in PSUs/ Govt. Sector as per the format enclosed at **(Annexure: II)**.

10. VOLUME OF WORK

The objective of this EOI is solely to empanel competent HR Recruitment Agenc(ies). NHSRC/MoHFW does not, therefore guarantee any definite volume of work or any particular service at any time or throughout the period of empanelment. It will be at the sole discretion of National and State & UT Health Missions/ NHSRC to engage the agency for HR selection, as and when required.

11. INDEMNITY

The HR Recruitment Agency shall keep indemnified and hold harmless, MoHFW, NHSRC, State/UT Health Missions and their Officials from and against all and any claims, demands, losses, damages, penalties, expenses and proceedings connected with the implementation of this empanelment or arising from any breach or non-compliance whatsoever by the HR Recruitment Agency or any of the persons deployed by it pursuant hereto of or in relation to any such matter as aforesaid or otherwise arising from any act or omission on their part, whether willful or not, and whether within or without the premises.

12. EARNEST MONEY DEPOSIT

The agency shall furnish an Earnest Money Deposit (EMD) of INR 50,000/- (Rupees Fifty Thousand Only) through demand draft drawn on a Nationalized Commercial bank, in favor of "National Health Systems Resource Centre" and payable at "New Delhi" at the time of submission of EOI along with technical EOI. The EMD of the agency(ies) will be refunded without interest on or after finalization of the HR recruitment Agency and acceptance of empanelment from HR Recruitment Agency, unless forfeited on the grounds of non-acceptance of empanelment after selection or refusal to continue on empanelment in response to this call for EOI.

13. OTHER TERMS AND CONDITIONS

- 13.1. Rights to the content of the EOI – For all the EOIs received before the last date and time of EOI submission, the EOIs and accompanying documentations of the Pre-qualification EOI will become the property of the NHSRC and will not be returned after opening of the pre-qualification EOIs. NHSRC has right to use or disclose any or all of the information contained in the EOI and can do so without any compensation to the responding Agency.
- 13.2. Acknowledgement of understanding of terms – By submitting an EOI, each bidder shall be deemed to acknowledge that it has carefully read and understood all sections of this EOI documents, including all forms, schedules and annexures hereto, and has fully informed itself of all existing conditions and limitations.
- 13.3. Any changes in the terms of the document can only be made in writing and by mutual agreement. This Empanelment, its meaning and interpretation, and the relation between the Parties shall be governed by the laws of India for the time being in force.
- 13.4. Any notice, request, or consent made pursuant to this Empanelment shall be in writing and shall be deemed to have been made when delivered in person or sent by registered/speed post/courier to an authorized representative of the Party.
- 13.5. The Services shall be performed at such locations as specified by National / State / UT Health Missions or NHSRC, as the case may be, from time to time.
- 13.6. Any action required or permitted to be taken, and any document required or permitted to be executed, under this empanelment by NHSRC/MoHFW or the HR Recruitment Agency, may be taken or executed by the officials authorized in this regard.

14. COMMENCEMENT, COMPLETION, MODIFICATION, AND DE-EMPANELMENT

- 14.1. This empanelment shall come into effect from the date of issuance of letter of empanelment by NHSRC on behalf of NHM, MoHFW.
 - 14.1.1.1. **Provision of Services:** The empanelled Agency will provide HR selection services to National, State, UT Health Missions and NHSRC, as the case may be, as per terms and conditions of the contract to be entered between the agency and the National / State / UT Health Missions or NHSRC, as the case may be.

- 14.1.1.2. **Expiration of Empanelment:** Unless terminated earlier, this period of Empanelment shall expire at the end of such time period after the effective date as specified in the letter of acceptance.
- 14.1.1.3. **Sub-contracting:** The HR Recruitment Agency shall not sublet, transfer or assign the empanelment or any part thereof to any other party. In the event of the HR Recruitment Agency contravening this condition, NHSRC shall be entitled to terminate the empanelment forthwith. The State / UT Health Missions or NHSRC, as the case may be, will cancel the contract and get the work (assigned to such agency, if any) done through other party at the risk & cost of the HR Recruitment Agency. Contravention of this condition entitled the NHSRC to de-empanel the agency. MoHFW/NHSRC may also reserve the right to take punitive actions, as appropriate.
- 14.1.2. **De-empanelment**
- 14.1.2.1. **By NHSRC:**NHSRC on behalf of NHM, MoHFW may de-empanel, by not less than Seven (7) days written notice of termination to the HR Recruitment Agency, to be given after the occurrence of any of the events specified below in clauses (14.1.2.1.1) through (14.1.2.1.6):
- 14.1.2.1.1. If the HR Recruitment Agency commits breach of empanelment or do not remedy/rectify a failure in the performance of their obligations under the Empanelment.
- 14.1.2.1.2. If the HR Recruitment Agency become insolvent or bankrupt;
- 14.1.2.1.3. If the HR Recruitment Agency is unable to perform a material portion of the Services for a period of not less than Seven (7) days; or
- 14.1.2.1.4. If MoHFW, in its sole discretion, decides to decommission the panel at any stage.
- 14.1.2.1.5. In the event of a report of unsatisfactory service from the Government/Health Mission of State/UT or NHSRC, after taking into consideration any other fact as may be relevant, on a case-to-case basis.
- 14.1.2.1.6. In the event of violation of any of the terms & conditions of empanelment by the agency,
- 14.1.2.1.7. In all such cases of de-empanelment, vide para 14.1.2.1 blacklisting of HR Recruitment Agency will be for a period of 3 years, except vide clause no. 14.1.2.1.4.
- 14.1.2.2. **By HR Recruitment Agency:** The HR Recruitment Agency may terminate the empanelment, by not less than Thirty (30) days' written notice to NHSRC, provided no HR selection process is in progress/pending with Government/Health Mission of any State/UT or NHSRC.

15. OBLIGATIONS OF THE HR RECRUITMENT AGENCY

- 15.1. The HR Recruitment Agency shall perform the services, as agreed to between the agency and the Government/Health Mission of State/UT or NHSRC and carry out their obligations with all honesty, due diligence, efficiency, and economy in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate technology and fair methods. The HR Recruitment Agency shall always act, in respect of any matter relating to this Empanelment or to the Services, as faithful advisers to National/ State & UT Health Missions and NHSRC, and shall at all times support and safeguard National/ State & UT Health Missions and NHSRC's legitimate interests in any dealings with the third parties.
- 15.2 Except the amount paid by National/State/UT Health Mission/NHSRC for the HR selection related work under the contract awarded, the HR Recruitment Agency shall not accept, for their own benefit, any trade commission, discount, or similar payment or any other benefits in connection with activities of HR selection under the Empanelment, and the HR Recruitment Agency shall use their best efforts to ensure that their personnel or agents too shall not receive any such payment/benefit.
- 15.3 Neither the HR Recruitment Agency nor their Personnel shall engage, either directly or indirectly, in any such activities which conflicts with their role under the assignment.
- 15.4 The HR Recruitment Agency will notify the National/State/UT Health Mission/NHSRC forthwith if any relative of the any key managerial personnel of the company or any Recruitment Process Specialist or any member of the Panel of Advisors is recommended for selection. For this purpose, the definition of key managerial personnel in Companies Act 2013 will apply.
- 15.5 **Confidentiality and Non-disclosure Agreement:** The HR Recruitment Agency shall not, without prior written approval of NHSRC/MoHFW, at any time divulge or disclose to any agency/person or use for any purpose unconnected with the implementation of the assignment, any information concerning the assignment, the services, Proprietary Material except to their respective officers,

directors, employers, agents, representatives and professional advisors on a need to know basis or as may be required by any law, rule, regulation or any judicial process.

This Clause shall not apply to information:

- 15.5.1 Already in the public domain, otherwise than by breach of this Agreement.
- 15.5.2 Already in the possession of the receiving Party before it was received from the other Party in connection with this EOI and which was not obtained under any obligation of confidentiality; or
- 15.5.3 Obtained from a third Person who is free to divulge the same and which was not obtained under any obligation of confidentiality
- 15.6 Production of document/information to statutory bodies can only be undertaken as required by law.
- 15.7 Documents submitted by the HR Recruitment Agency along with EoI to be the Property of NHSRC on behalf of NHM, MoHFW. All plans, charts, specifications, designs, reports, and other documents and softcopies submitted by the HR Recruitment Agency shall become and remain the property of National / State / UT Health Missions or NHSRC, as the case may be. The HR Recruitment Agency may retain a copy of such documents, for future use.
- 15.8 **Removal and/or Substitution of Personnel:** HR Recruitment Agency should ensure the conduct of its personnel such that it did not affect the reputation and credibility of process. In any such case, MoHFW/NHSRC/States reserve the right to de-empanel and blacklist the HR Recruitment Agency, as appropriate.

16. OBLIGATIONS OF THE NATIONAL/ STATE / UT HEALTH MISSIONS AND NHSRC

- 16.1 MoHFW or National/State / UT Health Mission or NHSRC, as the case may be, shall provide the HR Recruitment Agency such reasonable cooperation as may be required in order to carry out the assignment.

17. PAYMENTS TO THE HR RECRUITMENT AGENCY

- 17.1. The HR Recruitment Agency will be paid at the rates and in accordance with the terms & conditions as agreed to between the agency and the Government/Health Mission of the respective State/UT or NHSRC, as the case may be.

18. CORRUPT OR FRAUDULENT PRACTICES

- 18.1. NHSRC and MoHFW expect the highest standard of transparency, integrity and ethics from the agencies under this EoI. It would not indulge in any practice such as etc. which is against the interests of the MoHFW or National/State / UT Health Mission or NHSRC.
- 18.2. It is further provided that NHSRC will reject the EOI, blacklist the HR Recruitment Agency for a period of 3 years if it is found that the HR Recruitment Agency has engaged in any untoward practice(s) which compromises the interests of the MoHFW or National/State / UT Health Mission or NHSRC or/and is against the laws of the land or/and corrupt, fraudulent, collusive and coercive.
- 18.3. Till the period of empanelment, HR Recruitment Agency will submit the financial documents duly signed by Chartered Accountant. MOHFW/NHSRC reserves the right to call for the documents from the HR Recruitment Agency for quality check at any point in time.

19. SCOPE OF SERVICE

In performing the terms & conditions under the empanelment, the HR Recruitment Agency shall at all times act as an Independent HR Recruitment Agency. The empanelment does not in any way create a relationship of principal and agent between NHSRC and the HR Recruitment Agency. The HR Recruitment Agency shall not act or attempt or represent itself as an agent of NHSRC/MoHFW/ State & UT Health Governments/Missions. The employees of the HR Recruitment Agency shall never, under any circumstances whatsoever, be entitled to claim to be the employees of the NHSRC/MoHFW/State/UT Health Mission.

20. ARBITRATION

All disputes, if any, arising during the empanelment process shall be resolved by arbitration. The arbitration shall be conducted in English language and the venue of arbitration shall be in New Delhi. The sole arbitrator will be appointed by Executive Director NHSRC, whose decision in this regard will be final & binding.

21. JURISDICTION

The parties hereby irrevocably consent to the sole jurisdiction of the Courts of Delhi only, in connection with any actions or proceedings arising out of or in relation to this EOI.

Annexure: I

**FORMAT FOR SUBMITTING TECHNICAL EOI BY HR RECRUITMENT AGENCIES
(To be submitted on Agency's letterhead under signature of the authorized person)**

To,

**Principal Administrative Officer
National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba Gangnath Marg,
Munirka, New Delhi - 110067**

Dear Sir,

I/We, _____, hereby submit that the information submitted are correct to the best of my/our knowledge & belief. My/Our Agency has not been debarred by any Govt. sector /PSUs/ multilateral agency/ UN agency for handling HR selection process in last 5 years. In case of any information/documents found to be false, fake or incorrect, MoHFW/ State & UT Health Missions and NHSRC is free to take action against my/our Agency as deemed fit by them.

I/we hereby declare that during the currency of the empanelment of my agency, I/we will not engage in any activity that may conflict with the terms and conditions of the current EOI.

(Signature of Authorized person with seal)

Date:

Place

Note: A signed copy of the EOI documents as acceptance of all terms and conditions of the EOI is to be enclosed along with technical EOI.

Attached herewith:

1. Agency Details
 - a) Executive Summary of the Agency
 - b) Name of the Recruitment Agency, Address with telephone and Fax no.
 - c) Profile of the CEO of the Agency
 - d) Details of registration/ incorporation under Companies Act (Attach Memorandum & Article of Association, Certificate of Incorporation)
 - e) Organization structure with location details in India and human resource details.
 - f) Annual turnover of last three financial year (audited financial statement of last 3 years to be enclosed)
 - g) PAN No. (attach documentary evidence)
 - h) GST No. (attach documentary evidence)
 - i) Nos. of Recruitment Experts on the permanent roll and panel of the Agency (Enclose profile of at least 3 Recruitment Experts)
 - j) Number of specialist -- who have been empanelled by the HR agency in last 5 years (enclose profile of at least 5 such specialist and their willingness to be on the panel)
2. Details of recruitment/selection services provided in PSUs/Govt. sector / bilateral and multilateral UN agency during last five years (Attach supportive documents-number of positions advertised/applications processed/ professional successfully recruited and placed)
3. Satisfactory performance reports from clients from Govt. sector/ PSUs/ bilateral and multilateral UN agency on letterhead (**Annexure: II**)
4. Representative Authorization Letter (Attach documents) (**Annexure: III**)
5. Self declaration (**Annexure: IV**)
6. Bid Security (EMD) of INR 50,000/- as bank draft (**V**)
7. Acceptance of terms & Conditions mentioned in the EOI (**Annexure: VI**)

Annexure: II

Certificate of Satisfactory Services

To Whomsoever It May Concern

This is to certify that (Name of the agency) has conducted HR selection assignment for
(type/level of positions) ,..... (Numbers of applications processed / positions recruited) dated
(dd/mm/yy) which included (Advertisement/short-listing/evaluation/result-declaration/any other services)
.....

We can confirm that the services provided to us were satisfactory.

Official stamp
Date:

Signature of Competent Authority
Full Name:
Name of the Company:
Designation:
Contact details:
Email id:

Annexure: III

Representative Authorization Letter

To,

**Principal Administrative Officer
National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba Gangnath Marg,
Munirka, New Delhi - 110067**

Sir,

Ms. /Mr. _____ is hereby authorized to sign relevant documents on behalf of the Agency in dealing with invitation reference No. _____, Dt: _____. S/He is also authorized to attend meetings and submit general & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorized Signatory

Representative Signature _____

Annexure: IV

Self Declaration

To,

**Principal Administrative Officer
National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba Gangnath Marg,
Munirka, New Delhi - 110067**

Sir,

In response to the invitation No. _____, Dt: _____. Of Ref. Ms. /Mr. _____, as a _____, I / We hereby declare that our Agency _____ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Govt./PSU.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure: V

Bid Security (EMD)

EOI for empanelment of external HR agencies. Due for opening on:

Name of the HR agency_____

Bid Security (EMD) as required by this EOI Enquiry is being submitted in the form of Demand Draft/ pay order/ favoring the “_____” payable at Delhi and duly discharged in favor of National Health System Resource Centre in advance.

Details of Demand Draft/Pay order attached:

No. _____ Dated _____

Drawn on (Bank)_____

Amount_____

Signature of the Bidder
Name & Address with Seal of the Agency

Annexure: VI

Acceptance of terms & Conditions mentioned in the EOI

To,

**Principal Administrative Officer
National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba GangnathMarg,
Munirka, New Delhi - 110067**

Sir,

I have carefully gone through the Terms & Conditions contained in the EOI Document No. dated regarding preparation of panel for **National, State & UT Health Missions/ NHSRC for selection of contractual staff under the National Health Mission (NHM).**

I declare that all the provisions of this EOI Document are acceptable to my Agency. I further certify that I am an authorized signatory of my Agency, therefore, competent to make this declaration.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Annexure VII

TECHNICAL EVALUATION FRAMEWORK FOR E.O.I.

Sl.	Evaluation Criteria	Max Score	Benchmark	Scoring on Achievement/Performance		
1	Past Experience of Agency	60				
1.1	Number of years of experience in conducting recruitments/HR selection	10	Minimum 5 years	6 (For 5-8 years)	8 (for 9-12 years)	10 (for more than 12 years)
1.2	Number of professionals* successfully recruited and placed	15	Minimum 1500 in last 5 year	9 (For at least 1500 in last 5 years)	12 (for 1500-2000 in last 5 years)	15 for (more than 2000 in last 5 years)
1.3	Experience of working with government and public sector agencies	15	Experience of at least 3 projects with government and public sector agencies	9 (three projects with government and public sector agencies)	12 (three to five projects with government and public sector)	15 (more than Six projects with government and public sector)
1.4	Past Experience of processing applications for recruitment of professionals in project/program of similar nature	20	500 applications processed per project for at least 10 (Ten) recruitment projects in last five years for PSUs/Govt./bilateral and multilateral UN agency, out of which minimum 3 (three) must be for PSUs/Govt. sector.	12 (500 applications processed per project for at least 10 (Ten) recruitment projects in last 5 years)	16 (501-1000 applications processed per project for at least 10 (Ten) recruitment projects in last 5 years)	20 (more than 1000 applications processed per project for at least 10 (Ten) recruitment projects - in last 5 years)
2	Experience of Key professional	30				
2.1	The CEO of the Agency with relevant experience	8	Relevant qualification (Master's degree or higher) - max 2	Master's degree or higher -2	-	-
			For relevant experience (HR policy, planning and leading HR projects with national and international engagement) – max 6	Relevant experience minimum 10 years - 2	Relevant experience 11 to 15 years - 4	Relevant experience more than 15 years - 6
2.2	Recruitment Experts (3no) with at least 3-5 years of relevant experience – engaged on agency's payroll and have worked for	12	Relevant qualification (at least 3 experts with relevant qualification- master or higher) max-8	Minimum 3 experts with relevant qualification - 4	Minimum 4 experts with relevant qualification - 6	Minimum 5 experts with relevant qualification - 8

Sl.	Evaluation Criteria	Max Score	Benchmark	Scoring on Achievement/Performance		
	similar assignments undertaken in last three years		For cumulative experience (HR recruitment in relevant project, leading HR projects and engagement in HR policy framing) - max 4	Cumulative experience minimum 9 years - 2	Cumulative experience 12-14 years - 3	Cumulative experience of more than 15years - 4
2.3	Pool of specialists empanelled by agency whose services had been hired for recruitment at least once in similar nature of projects in last five years	10	Engagement of 5 specialist at least once in designing and conducting recruitment in last five years - Max 10	Engagement of 5 specialist at least once in last five years - 6	Engagement of 6-8 specialist at least once in last five years - 8	Engagement for more than 8 specialist at least once in last five years - 10
3	Financial strength of the Agency	10				
	Turn over figure of last three financial years	10	Minimum Rs. 50 lakhs in each of last three financial years	Average of Rs. 50-75 lakh (with minimum 50 lakh annual) of last three financial years - 6	Average of Rs. 76-100 lakh (with minimum 50 lakh annual) of last three financial years - 8	Average of Rs. 101 lakh and above (with minimum 50 lakh annual) of last three financial years - 10

* **N.B:** The qualifying benchmark for technical assessment is 50%

*Categorization of professionals in health care (indicative, not exhaustive)

Category	Sub- Category	Types of HR	Sectors which employ
Service delivery professional	Medical Officers	Specialists, Medical Officer, AYUSH MO, Dental Surgeons/Dentists	Public Sector, Private Sector, Private Practice, NGOs/Charitable Organizations
	Para-medics	Staff nurses, laboratory technicians, ANMs, pharmacists, OT Assistants, Ward Attendants, Radiographers, Counselors etc.	Public Sector, Private Sector, Private Practice, NGOs/Charitable Organizations
Programme Management professional	Technical Managers - Health sector specific management staff	Technical Managers at various levels state, region, district e.g. Director Maternal Health	Government Health Departments, Development Partners, NGOs (International and National), Corporates (in CSR engaged in Health)
	Programme Managers- With experience in social sector	Programme managers at various levels state, region, district, block and facilities e.g. Program Management Staff: Program Managers, Finance Managers, Accounts Manager, HR Manager, Program Consultants, Data Analysts, Administrative Staff	Government Departments, NGOs, Corporates in CSR

