

**QUERIES RAISED DURING PRE-BID MEETING ON THE
EXPRESSION OF INTEREST FOR EMPANELMENT OF HR AGENCIES**

| S. No. | RFP Reference | Queries raised by the participating agencies in the Pre-Bid Meeting | Clarification by NHSRC |
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| 1 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.2 | 3.2 Develop Application Form and other templates online (especially for the large vacancy)/ offline (if vacancy is very less in number) Query (1) Based on the current practice followed by most NHMs, we suggest that receipt of applications be allowed only through online mode even if vacancy numbers are less. This shall actually minimize the chances of any mistake while creating computerized database and shall also reduce the TAT (2) Allowing receipt of applications by post/courier/ offline shall significantly slow down the process of Application Receipt, Data Sharing and Screening, and negatively impact overall timelines. | Agency should have the capacity to collect applications both through online and offline mode. This provision has been made so that Health Care Workers do not face any constraint in applying due to lack of supportive infrastructure The actual mode of collecting application will be decided by SHS/DHS when they engage an agency |
| 2 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.4 | 3.4 Scrutinize the applications and create computerized database of all the information mentioned in application forms of the candidates and attached documents. Query: We would recommend that the applications be invited only through online application forms. This shall minimize the chances of any mistake while creating computerized database and shall also reduce the TAT. | While ease of operation and speed is required on the part of the agency, we also have to look at the convenience of the applicants. If the applications are collected offline, it should be digitized by the agency for further processing |
| 3 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.5 | 3.5. Screening and scrutiny of applications will be done through the automated process with the help of IT to minimize human interference and should strictly follow the selection criteria or norms/Terms of Reference (TOR), etc. mentioned as per the advertisement. Preparing list of candidates who would be called for written test/Skill or competency-based Assessment/Other Tests/interview, walk-in interviews, along with Documentation of the reason/cut-off for each round in consultation with the National/State/UT/District Health Mission/NHSRC. Query: Only with respect to the attributes that can be extracted and collated through the use of IT. Other attributes will have to assessed and reported by experienced HR professionals. | The all-possible processes of screening which can be automated should be automated. |

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| 4 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.6 | <p>3.6 Issue call letters to the candidates to appear for Written Test (offline or online)/ Skill Assessment / Online or offline Computer Test/ Group Discussion (as applicable) and interview, through online E- admit Card/speed post/registered post/SMS/ telephone/ e-mail as may be required by National or State/ UT Health/District Missions/NHSRC, as the case may be.</p> <p>Query: Commonly, issuing of Call Letter/ Admit Card and/or other communications to candidates is done vide SMS/ Email/ Website updates by most NHMs, and no longer through Speed Post/ Registered Post.</p> <p>It is requested that the above communication modalities be removed as these are now obsolete and no longer in common practice.</p> | <p>The EoI enlists all possible ways of communication as it is for the entire country. Depending on the State and situation, only electronic media/SMS may be used.</p> |
| 5 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.7 | <p>3.7. Venue for conducting Written Test (online or offline), Skill Test/ Online or Offline Computer Test, Interview and Group Discussion in consultation with concerned State/UT/District Health Mission and NHSRC.</p> <p>Query: Please clarify if the online test refers to the computer based written test (CBT)</p> | <p>The online test refers to Computer based Written test (CBT).</p> <p>In case the States later require computer proficiency test, e.g., for HMIS assistants etc., they will clearly mention so.</p> |
| 6 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.8 | <p>3.8. Areas of assessment (strictly based on TORs of advertised posts), to be covered in objective type bilingual question papers, will be decided in consultation with National/State/UT/District Health Missions or NHSRC, as the case may be. Finalization of question papers, confidentiality, custody and dispatch of the question papers, OMR answer sheets and other related arrangements for smooth conduct of written test (offline or online)/ Skill Test/online or offline Computer Test (as applicable) will be the responsibility of the Recruitment Agency.</p> <p>Query: The NHSRC should also formulate clear guidelines for the use of OMR sheets, specifying the number of copies to be used. Specific guidelines should also be provided with respect to the process of scanning of the response sheets, including uploading the same on the website for transparency.</p> | <p>The suggestions are operational in nature and could be made part of the SoP.</p> |

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| 7 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.14 | <p>3.14. Preservation of all the applications, with testimonials, videography or photography and other documents, received during the selection process, upto three months after the completion of the selection process. Confidentiality of the documents should be maintained. These documents will be submitted to National/State/UT/District 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.</p> <p>Query: These should always be outsourced to a third party and/or the Administration Department of the concerned NHM. If the agency itself hires the videographer/ photographer, then assuring that there is no bias becomes difficult.</p> | <p>The agency should have the capacity to carry out all the preservation as required and ensure confidentiality. Engagement of a third party could be made part of the SoP and would depend on the State.</p> |
| 8 | PART-II: BACKGROUND Page No. 2; 3.SCOPE OF WORK FOR HR SELECTION, Point: 3.18 | <p>3.18. Facilitate in developing the roster as per the reservation policy of State/UT/District/Gol.</p> <p>Query: This is highly specialized and variable across states, and beyond the capacity of HR agencies. Facilitation by the HR Agency should be limited to embedding reservation rules, as interpreted and communicated by the concerned NHM, in the algorithm developed by the HR Agency for generating results and merit lists.</p> | <p>'Facilitation in developing the roster' may be interpreted as embedding the reservation rules, as communicated by the State, in the algorithm for generating total vacancies in each category (as communicated by the State), results and merit list.</p> |
| 9 | PART-II: BACKGROUND 10. TECHNICAL CRITERIA FOR RECRUITMENT AGENCIES Point: 10.2 | <p>10.2. The Agency should have a minimum of 5 (Five) years of experience of successfully conducting recruitment (both offline and online) 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.</p> <p>Query: (1) Please confirm if the Signed Contract/ MoU with the organization shall suffice as the supportive documents.</p> | <p>The work order and post- completion certificate will suffice as supportive documents.</p> |
| 10 | PART-II: BACKGROUND 10. TECHNICAL CRITERIA FOR RECRUITMENT AGENCIES Point: 10.3 | <p>10.3. The Agency should have conducted at least 5 (five) recruitment projects in the 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 and at least 1000 applications processed for at least one recruitment project (attach supportive documents containing number of positions advertised/applications processed/ professional successfully recruited).</p> <p>Query: What kind of supportive documents are required here? We trust that self-declared details provided by the HR Agency shall suffice for this requirement?</p> | <p>The work order and post -completion certificate will suffice.</p> <p>Ideally, we would like to have completion certificates from the client organization about the positions advertised/applications processed/ professionals successfully recruited.</p> <p>If the agency cannot provide this, we will rely on self-declaration. NHSRC reserves the right to validate such self-declaration and reject the EoI of the agency, if found untrue.</p> |

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| 11 | PART-II: BACKGROUND 10. TECHNICAL CRITERIA FOR RECRUITMENT AGENCIES Point: 10.9 | 10.9. 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 (Annexure: II). Query: Obtaining satisfactory performance report/letter from clients is a difficult task. Many clients do not provide the requisite letter/ report, despite request. Please suggest an alternate mechanism for this requirement (i.e., certificate from statutory auditor etc.). Continuous provision of services by the selected HR Agency for the duration of the contract awarded (12-24 months) may be construed as confirmation of satisfactory performance. | The work order, post -completion certificate, certificate from statutory auditor, continuous services for more than a year and repeat engagements by the same client etc. will suffice. |
| 12 | PART-II: BACKGROUND 15.1.2. De-empanelment Point: 15.1.2.1.3 | 15.1.2.1.3 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 Query: The Agency should not be held liable for: (a) Delays attributable to the ongoing pandemic or, (b) Delays in administrative approval to different outcomes of the recruitment process by the concerned Approving Authority. The above- mentioned delays should not be construed as ground for de-empanelment of the agency. | The clause would be applicable if the inability to perform is due to reasons that are in the domain of the agency. Administrative delay on part of the State or any unforeseen circumstances like the pandemic are not counted as reasons on which agency has control. However, it is expected that the agency will make adequate arrangements together with the State to overcome the challenges and complete the recruitment. |
| 13 | PART-II: BACKGROUND 16. OBLIGATIONS OF THE HR RECRUITMENT AGENCY Point: 16.9 | 16.9. The empanelled HR agency would submit a report to NHSRC twice a year i.e. on half yearly basis on (1) States/UTs/Districts who contacted or asked for bid, (2) about the recruitment undertaken and (3) turned down. Query: (1) Kindly share the details of the reporting mechanism. (2) NHRSC should also play a part in resolving grievances of agencies relating to delay in payments, delay in announcing results, or any other issues arising between NHM and the agency | Reporting format would be shared with the empaneled agencies once empanelment is finalized. NHSRC is only empaneling the agencies. The actual work order and clauses are determined by the MoU it enters with the States. Once empanelment is over, NHSRC has a limited role. |
| 14 | PART-II: BACKGROUND 18. PAYMENTS TO THE HR RECRUITMENT AGENCY Point: 18.1 | 18.1 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/District or NHSRC, as the case may be. Query: For safeguarding the interests of the empanelled agencies, NHSRC should formulate uniform/ standard payment schedules. Presently, payment terms are variable and the process is often needlessly stretched, imposing a high financial burden on the agencies. | Standardized payment terms would be made part of the SoP (to be shared with the States after empanelment), which are advisory in nature, and which largely follow the successful models in the country. |

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| | | There should also be some mechanism for reporting to and intervention by NHSRC/ MoHFW in cases of undue delay/ no payment to the agency even after the completion of all work as per the SoW. | |
| 15 | PART-II: BACKGROUND 19.CORRUPT OR FRAUDULENT PRACTICES Point: 19.3 | 19.3. 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. Query: Does this comprise the audited financial statements of the HR Agency? Kindly provide details of the financial documents to be submitted. | Audited statements are required. |
| 16 | PART-II: BACKGROUND 21. ARBITRATION | •Arbitration Query: We request this mechanism be applied for resolving disputes arising with NHM, if any. | The clause on arbitration is regarding the empanelment by NHSRC. Disputes with the States are subject to the agreement that the agency enters into with the State. States would have their own terms and conditions and arbitration process. |
| 17 | Annexure VII TECHNICAL EVALUATION FRAMEWORK E.O.I. S.N. 1.3 FOR | •Regional Presence in India Query: In case of many agencies, their principal offices are in the NCR and they are able to successfully implement projects all over the country. If needed, the agencies open project offices in different states. Also, given the pandemic situation, almost all the work force is working from home. | Regional presence is desirable to meet the requirement of all the States/UTs. |
| 18 | Annexure VII TECHNICAL EVALUATION FRAMEWORK E.O.I. FOR S.N. 2.1 | •Relevant qualification (Master's degree or higher) – max 2 •For relevant experience (HR policy, planning and leading HR projects with national and international engagement) – max 6 Query: (1) The Institute of Chartered Accountants of India (ICAI) has declared that the Chartered Accountant (CA) Qualification is equivalent to a master's degree. We trust this is accepted by the NHSRC. (2) At this level we should look at more generic qualifications rather than asking for specific qualifications. Experience should be more relevant than the qualification. | (1) We agree with ICAI (2) For handling HR related work, we require the core team to have HR qualifications and relevant experience as written in the EoI. |

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| 19 | Annexure VII TECHNICAL EVALUATION FRAMEWORK E.O.I. S.N. 2.2 FOR | Cumulative experience of more than 15 years -4 Query: Shall experience of all staff (recruitment expert) be considered as cumulative experience? | Yes, cumulative experience of core recruitment experts will be counted. |
| 20 | Page No. 16 *Categorization of professionals in health care (indicative, not exhaustive) | Sub -Category: Para-medics Query: Many NHMs have requested for payroll support for this level. Will payroll be included in the scope of work? | Currently, in this EoI, pay-roll support is not in the scope of work. The States may include it as per their requirement. |
| 21 | Page No. 4, Point No. 10.4 | 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 empanelled specialists should have been involved in at least once in designing and conducting recruitment in last five years. Query: What shall suffice as the supportive documents? | Self-declaration by the agency and the Recruitment experts: that they are on the rolls, have worked on the assignments, and copy of their acceptance would suffice as supportive documents. |
| 22 | Annexure 1 Page No-9 Point Number -3 | Satisfactory performance reports from clients from Govt. sector/ PSUs/ bilateral and multilateral UN agency on letterhead (Annexure: II) Query: How many satisfactory reports should be attached? | As many as the agency wants to include. For assessment of EoI, we will see if the criteria, as given in EoI regarding the number of assignments, number of posts etc. handled are adequate or not. |
| 23 | Annexure 1 Page No-9 | a) PAN No. (attach documentary evidence) b) GST No. (attach documentary evidence) Query: What shall suffice as documentary evidence? | Self-attestation with Stamp will suffice. |

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| 24 | Pertaining to the Scope of Work | Query: Most of the scope of work is pertaining to assessment and only few points are pertaining to the HR company. | This empanelment is for HR recruitment agencies, not of assessment agency or test taking agency. Tests/assessments are part of recruitment. |

GENERAL REQUEST:

- Representatives from most of the companies requested to extend the last date of submission, as hard copy is required to be submitted. They suggested that two weeks after issuing the corrigendum would be a sufficient amount of time for the same.