

Intelligent Communication Systems India Limited.

(A Joint venture of ICSIL & DSIIDC)

Administrative Building

Above Post Office, Okhla Phase-III,

New Delhi – 110020 (India)

**Request for Quotations (RFQ) from Consultants/Agency for
preparation of HR Manual for ICSIL**

**Tender Reference No: ICSIL/02/47/Tender HR Policy Manual ICSIL/Vol.-I/2021-22
Issued on: July 13th 2022**

Issued By:

HR/MM Division

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Summary Sheet:

Name of the Work	RFQ from Consultants/Agency for preparation of HR Manual for ICSIL
Tender No	ICSIL/02/47/Tender HR Policy Manual ICSIL/Vol.-I/2021-22
Availability of RFQ	ICSIL Website www.icsil.in)
Date of issue of RFQ	13.07.2022
Contact person for any query:	1. Ms. Nafeesa Bano, Engineer (MM Division) 2. Mrs. Neha Gupta, DGM (O)
Contact details of the contact person	1. Email: nafeesa@icsil.in Mob. No.- 9560729470 2. Email:- neha.bansal@icsil.in Mob. No.- 9560707550
Address of Organization	INTELLIGENT COMMUNICATION SYSTEMS INDIA LTD (ICSIL) Administrative Building, Above Post Office, Okhla Industrial Estate,Phase-III, New Delhi -110020 Phone No. 011-40538951
Last date and time for Bid submission	27.07.2022 at 03:00 PM
Date and Time of opening of Technical Bid	27.07.2022 at 03:30 PM
Date and Time of opening of Financial Bid	To be communicated Later on

Note:-

1. Bids without relevant documents as specified in this RFQ, would be summarily rejected.
2. Unsealed Bids will be rejected.

Subject: RFQ from Consultants/Agency for preparation of HR Manual for ICSIL

ICSIL invites quotations from eligible consultants (Individual/Company) for preparation of HR Manual.

Bidders are advised to study the document carefully. The price bid along with all related documents asked in the RFQ may please be provided in the sealed envelope and should reach by post/by hand to the below mentioned address latest by **27/07/2022 at 3:00 PM**. The sealed quotation is to be submitted at the address below:-

Deputy General Manager (O)
INTELLIGENT COMMUNICATION SYSTEMS INDIA LTD (ICSIL)
Administrative Building, Above Post Office, Okhla Industrial Estate,Phase-III, New Delhi -110020
Phone No. 011-40538951

Request for Quotations (RFQ)

1. BACKGROUND:

ICSIL is looking for qualified and experienced HR professional (Consultant –HR) to provide consultancy and prepare HR manual covering best practices of Human Resource Management.

2. ELIGIBILITY:

DESCRIPTION	REQUIREMNT	DOCUMENTS REQUIRED
Educational Qualification	MBA (HR) / PG Diploma in Personnel Management from recognized Institute /University. (Bidder in case of company shall provide the Proposed manpower detailed as above)	Applicant shall submit self-attested copy of Degree/Certificates from Institute /University. (Bidder in case of company shall provide the above Degree/certificate for the Proposed manpower)
Working Experience	Minimum 10 years' experience in HR/ Personnel Mgmt. in Govt. organizations/PSUs	Applicant shall submit proof of their experience. (Bidder in case of company shall provide the proof of experience for the Proposed manpower)
PAN & ADHAAR		Applicant/ Bidder (In case of Company) shall submit self attested copy of PAN Card and Adhaar
In case of company, The bidder should be an Indian Registered Company under Companies Act 1956 or 2013/ Proprietorship /Partnership Firm/ Individual		Bidder shall submit Copy of Certificate of Incorporation/ Registration/ Partnership Deed or any other relevant document, Individual Applicant shall submit their copy of PAN & Adhaar.

3. PERIOD OF CONTRACT:

Period contract shall be **6 months** from date of award/selection.

4. PAYMENT TERMS:

- 50% payment shall be released on submission of final copy of HR Manual to ICSIL and after management approval of the submitted document.
- Balance 50% of Payment shall be released after approval of HR Manual from ICSIL board.
- No advance payment shall be released.

5. TERMS & CONDITIONS:

- I. HR Consultant should have Valid PAN & Adhaar, self-attested copies of the same needs to be submitted.
- II. Incomplete/unsigned applications and applications received after the last date of receipt will not be entertained and the application form in the prescribed format without the self-attested copies of all relevant certificates i.e. Educational/Professional Qualifications, Date of Birth, & Work Experience (s) will liable to be rejected.
- III. HR Consultant shall bear all costs associated with preparation and submission of its proposal.
- IV. Consultant should ensure that all the forms/annexures, DoPT/DPE/Govt. guidelines as applicable in line with policy should be in place and should be serially numbered.

- V. Statutory deduction shall be as per applicable rules.
- VI. Bidder shall submit their quotes as per price scheduled given in this RFQ at annexure –I in sealed envelope.
- VII. Selected Consultant should complete all the works within **6 months** from the date of the award of contract.
- VIII. All deliverables shall be in English language and in A4 size format. Selected Consultant shall provide the final copy in soft copy as well as two printed copy (One Color and One B&W) of the final approved version.
- IX. Consultant has to sign Non Disclosure Agreement (NDA) with ICSIL. The selected bidder needs to sign the NDA that “Any data related to ICSIL collected during the work and report prepared thereof, is not allowed to be taken out/ not shared to any party without written permission from ICSIL”.
- X. Selected party shall work closely with ICSIL HR officials and ICSIL team for understanding the detailed requirement.

6. SCOPE OF WORK

Selected consultant shall be responsible for preparation of HR Manual with following chapters:-

1. Introduction

2. SECTION - 1: FUNDAMENTAL RULES

- 2.1 SERVICE RULES FOR EXECUTIVES
- 2.2 CONDUCT, DISCIPLINE AND APPEAL RULES
- 2.3 DAILY ATTENDANCE RECORDING SYSTEM (DARS)

3. SECTION - 2: EMPLOYEE LIFE CYCLE

- 3.1 RECRUITMENT POLICY
- 3.2 SYSTEM OF PROBATION AND CONFIRMATION OF EMPLOYEES
- 3.3 PERFORMANCE MANAGEMENT SYSTEM FOR EXECUTIVES
- 3.4 PERFORMANCE APPRAISAL FOR NON-EXECUTIVES
- 3.5 ICSIL PROMOTION POLICY AND RULES FOR EMPLOYEES

4. SECTION 4 : EMPLOYEE MOTIVATION AND WELFARE SCHEMES

- 4.1 VARIOUS ALLOWANCES
- 4.2 EMPLOYEE MOTIVATION
- 4.3 WELFARE SCHEMES

5. SECTION - 4 : RETIREMENT BENEFITS

- 5.1 SCHEME FOR FAREWELL TO RETIRING EMPLOYEES
- 5.2 PROCEDURE FOR FINAL SETTLEMENT OF DUES OF RETIRING EMPLOYEES

6. SECTION - 5 : GENERAL RULES

- 6.1 DETERMINATION OF DATE OF BIRTH
- 6.2 CHANGE OF NAME

Section/Sub section as mentioned above are indicative only & the selected party has to reframe the same according to his vision with consent of ICSIL other than that, preparation of sanctioned strength for all divisions in ICSIL in coordination with ICSIL management.

7. BID SUBMISSION

The bidder meeting the Terms and Conditions mentioned in RFQ, may submit the proposal in single stage two bid format:

1. Envelop-1: Technical Bid
2. Envelop-2: Commercial Bid

Both Technical and Commercial Bids shall be put in the sealed envelope and shall be prominently marked on top with " **Response to preparation of HR Manual for ICSIL Ref. No.:** (ICSIL/02/47/Tender HR Policy Manual ICSIL/Vol.-I/2021-22 dated 13.07.2022) the envelope should be properly sealed.

7.1 Technical Bid

The envelope containing Technical Bid shall be prominently marked on top with "TECHNICAL BID FOR **preparation of HR Manual**". The envelope should be properly sealed. The following documents must be attached in the Technical Bid:

- a) Degree Certificate for Proof of Eligibility (Self-Attested)
- b) Experience certificate issued by Employer (Self-attested copy)
- c) Self-attested Copy of PAN CARD
- d) Self-attested Copy of Adhaar Card.
- e) GST Registration Certificate (in case of bidder is company)
- f) Copy of Certificate of Incorporation/ Registration/ Partnership Deed or any other relevant document, (In case of bidder is company).
- g) Letter for unconditional acceptance of all the terms & Condition of this RFQ.
- h) Undertaking for signing NDA.

7.2 Commercial Bid

The envelope containing Commercial Bid shall be prominently marked on top with " **preparation of HR Manual**". The envelope should be properly sealed.

The following documents must be attached in the Commercial Bid:

- a) Commercial bid as per format **Annexure "I"** mentioned in the RFQ.

8. BID EVALUATION CRITERIA

The bids will be evaluated in following stages:

- a. In First stage of evaluation, the documents related to the Technical Criteria as per Terms and Conditions mentioned in the RFQ would be evaluated.
- b. ICSIL will invite the pre-qualified bidders meeting the pre-qualification criteria for technical presentation. The bidder will have to make a two stage presentation on the technical offers submitted at ICSIL. After presentation only, technical evaluation will be carried out. The technical offers would be evaluated out of a total score of 100 points/ marks. The technical bids/ proposal scoring at least 70 per cent points/marks would be considered responsive for financial evaluation. A technical proposal failing to achieve 70% of the marks shall be rejected.

Presentation Marking System is as follows:

SI. No.	Evaluation Item	Marks
1	1st Stage Presentation to Evaluation Committee	40
2	2nd Stage Presentation to ICSIL Higher Management	60
Total		100

In presentation, ICSIL will evaluate bidder understanding of the requirement, approach towards work, prior work experience, skills, qualifications etc.

- c. Only those bidders whose Technical Proposals get a score of 70 (seventy) marks or more out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest

to the lowest on the basis of their technical score.

Normalization of Technical Score of bidders: The Bidder with highest qualifying Technical bid (H1) will be awarded 100% score. Technical Score will be normalised for other than H1 Bidder using the following formula: **Normalised Technical Score of a Bidder (Tn) = {(Technical Score of that bidder/Technical score of the H1 Bidder) X 100} (adjusted to 2 decimal points In the Second stage of evaluation, ICSIL will open and evaluate the Commercial proposals of the technically qualified bidders.**

The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified on the basis of point (c) above). **Financial Scores for other than L1 Bidders will be evaluated using the following formula: Normalised Financial Score of a Bidder (Fn) = {(Commercial Bid of L1/Commercial Bid of the Bidder) X 100} % (adjusted to 2 decimal points).** Cost excluding taxes shall be considered for above.

d. Combined and Final Evaluation

The technical and financial scores secured by each Bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.

The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows: -
 $B_n = 0.70 * T_n + 0.30 * F_n$,

Where, B_n = overall score of Bidder ; T_n = Normalised Technical score of the Bidder ; F_n = Normalized financial score of the Bidder.

ICSIL will award the contract to the bidder, whose bid has been determined to be substantially responsive to the bidding documents and **the proposal with the highest weighted combined score (quality and cost) shall be selected.**

In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

e. NOTE: If a bidder quotes the price below 1 Lakh, it will be considered as an invalid/nonresponsive bid and will be rejected, to attract Quality bidders only.

Commercial Bid/ Price Bid

Name of the Bidder /Consultant: _____

Address for Correspondence: _____

Contact details: _____ -

I/we hereby submit the commercial bid for **preparation of HR Manual for ICSIL** as per the Scope of work given in this RFQ document within the time specified and in accordance with the terms and conditions of this RFQ.

The Price proposal for RFQ No ICSIL/02/47/Tender HR Policy Manual ICSIL/Vol.-I/2021-22 dated 13.07.2022 is as follows:

Sr. No. (A)	Description (B)	Cost (in Rs.) (C)	Tax (in Rs.) (If any) (D)	Total Cost (in Rs.) (E) = (C) + (D)
1	Preparation of HR Manual			
			Total Cost	

Total Cost in Words: _____

Signature of Authorized Signatory:

Name of Authorized Signatory:

Date:

Place: