



Human Resources Department,  
8<sup>th</sup>Floor, Union Bank Bhavan, 239, Vidhan Bhavan Marg,  
Nariman Point, Mumbai- 400 021

RFP for “Empanelment of firms/companies for providing professional behavioural coaches for executives in AGM & above cadre in the Bank”

### CLARIFICATIONS

Based on the various requests/queries raised by bidders in response to above mentioned RFP (Reference No. HRD: PMO-PMS: 107:2022) in Pre Bid meeting held on 25.05.2022, Bank’s replies are produced here under:

Sl No	Clause No	Page No	Clause	Query	Bank Response
1	5.1.2.	9	Bidder should have minimum average turnover of Rs. 50.00 Lakhs (Rupees fifty lakhs only) during the last three financial years (2018-19, 2019-2020 & 2020-2021).	As per the RFP, Union Bank of India has asked for turnover for FY 18-19,19-20,20-21. Can we include turnover for FY 2021-2022?	The firm/company may submit the turnover details for FY 2021-22 in addition to other documents, however for eligibility conditions the average turnover mentioned in RFP documents will only be considered.



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2	5.1.2.	9	Bidder should have minimum average turnover of Rs. 50.00 Lakhs (Rupees fifty lakhs only) during the last three financial years (2018-19, 2019-2020 & 2020-2021). This must be the individual firm/company turnover and not that of any group of companies (Copies of the audited financial statements of the firm/company showing the same are to be submitted)	The Financial statement for 18-19,19-20,20-21 are non Audited as Embrace Consulting were by law not required to get it audited. However, since we have a GST number, the turnover can be cross-checked if required for authentication purposes and we can also submit our Income tax returns. Will that be allowed?	CA certificate about the turnover in the mentioned financial year along with the clause under which the exemption is provided, may be submitted. GST returns are to be submitted as supporting document.
3	5.4.	10	Bidders are required to provide duly authenticated supporting documents like company's MOA, AOA, Certificate of incorporation, certificate of business commencement, audited balance sheet, P&L account statement, purchase order/ work orders, work experience certificate, GST returns etc. The documents are required to be signed by the authorized signatory of the company with the company's seal/stamp.	Since we are a proprietary firm we don't have an AOA/MOA as required in the RFP document. Please confirm if any other document should work instead of AOA & MOA or can we submit the RFP without it.	AOA & MOA are not applicable to proprietorship firm. However other relevant documents pertaining to proprietorship firm need to be submitted.



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4	5.1.1.	9	The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership under the Limited Liability Partnership Act 2008 / a proprietary firm in India and should be in existence for the last 4 years from the date of issuance of RFP	Proprietorship - Our GST was obtained in May 2019 which makes our existence only for 3 years. Can we include the 2018 income tax returns where the Founder worked as a consultant to count for a minimum of 4 years?	Please be guided by RFP
5	Annexure XV	66	List of Documents	There is no separate registration for a Proprietor firm like ours though our firm has GST, TAN, and MSME registrations, and we also file our Income-tax Returns. Hence, some documents requested by you for proof of registration will be missing. Is this ok?	Relevant documents for Proof of Registration of the proprietorship firm are to be submitted.
6	NA	NA	NA	How many employees to be covered and how many levels? What would be the grade levels for the assessment?	Presently, scale V & above executives are planned to be covered. The number may range from 80 to 900 per year. Exact requirements will be mentioned in the Request for Quote.



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7	7.7.5	14	Enable in-house capability building for the bank across dimensions such as digital mindset and customer focus	What is the expectation from the empanelled partner here	The firms/companies may be required to develop in-house capabilities of Bank employees to perform as behavioural coaches to other employees in the Bank. However exact details will be mentioned in Request for Quote(RFQ).
8	Point 5.1.4	9	The bidder should have a track record of successfully completing at least one (1) similar project of providing professional behavioural coachings to executives of organizations in BFSI sector in the last 5 (five) years.	Is it mandatory to have at least 1 assignment in BFSI sector?	Yes
9	Point 5.1.5	9	The bidder should have managed at least 100 executives as part of previous coaching engagements in any of the preceding 3 financial years	This experience can be from non-BFSI sectors as well, please clarify?	Yes
10	NA	NA	NA	What is the number of AGM and above cadres who will be undergoing coaching sessions?	The no. may range from 80 to 900 per year. Exact requirements will be mentioned in the Request for Quote.



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11	Point 7.4	13	The selected vendor would be required to do the impact assessment of the coachings as well	Please clarify, what do you mean by impact assessment?	Vendor will be required to assess the impact of coaching initiatives on the executive. Bank will depend upon vendor's expertise for doing the assessment.
12	NA	NA	NA	What all assessment reports and data will the Bank provide the consultants before the coaching sessions?	Individual Developmental Plan reports (IDP) of the executives showing areas of strengths & weaknesses will be provided before the coaching sessions.
13	Point 7.7.1	13	Provide expert-led, engaging and inclusive executive coaching; 2-3 sessions per eligible employee. The session may be increased/decreased as per bank requirement	2-3 coaching sessions are not enough to get the desired results, will the bank seek inputs from the consultants before deciding on the number of coaching sessions when the need arises.	It will be at Bank's discretion to decide the number of coaching sessions for each executive. Exact details will be mentioned in Request for Quote(RFQ)
14	Point 7.7.5	14	Enable in-house capability building for the bank across dimensions such as digital mindset and customer focus	Please elaborate, “Enable in-house capability building for the bank across dimensions such as digital mindset and customer focus”, would this somewhere relate to training.	The firms/companies may be required to develop in-house capabilities of Bank employees to perform as behavioural coaches to other employees in the Bank. No, it does relate to training. Exact requirement will be mentioned in Request for Quote(RFQ).



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15	5.1.4.	9	<b>Respondents Eligibility Criteria:</b> The bidder should have a track record of successfully completing at least one (1) similar project of providing professional behavioural coachings to executives of organizations in BFSI sector in the last 5 (five) years. (Work order/certificate from client clearly indicating the scope, duration and completion of engagement is to be submitted)	We “Resurgent India Limited” are a team of 100+ Senior Banker, Academicians & Professors, Industry & Technology experts, specialized in all kinds of BFSI & Behavioural Training.  We have successfully conducted Several Behavioural Training Program for Senior Executives of Public Sector Banks. These Programs include One to One Coaching and a Personal Growth Map for Individual as part of our mentoring to Participants.  We request you to kindly consider the same for meeting this eligibility Criteria.	Please be guided by RFP
16	5.1.5.	9	<b>Respondents Eligibility Criteria:</b> The bidder should have managed at least 100 executives as part of previous coaching engagements in any of the preceding 3 financial years	In Addition to our request mentioned in point no. 5.1.4, We have successfully managed Training Program for Leading Public Sector Banks/ Undertakings and Trained more than 5000 participants. These Programs Included Action Plan for One-to-One Coaching and Mentoring for 30-60-90 Days as part of Training Program to help trainees put the learning to action at work.  Hence We request you to kindly consider the same for meeting this eligibility Criteria.	Please be guided by RFP



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17	1.B	25	<b>Evaluation Matrix</b> Number of different organizations served for coaching in last 5 years-- Greater than 10 - 10 Marks-- 6 to 10 – 8 Marks-- Less than 6 – 6 Marks	In Addition to our request mentioned in point no. 5.1.4 & 5.1.5 We have successfully conducted training programs for 50+ PSU’s including the regulatory Reserve Bank of India on Several Behavioural Topics & the feedback of the program is highly appreciated by the participants.Hence We request you to kindly consider the same for meeting this eligibility Criteria.	Please be guided by RFP
18	2.A	26	<b>Evaluation Matrix:</b> ICF certification status of the Coaches provided in Annexure VII (Score for each coach for the highest certification will be as follows: MCC : 1, PCC: 0.75, ACC: 0.50)	<p>We “Resurgent India Limited” are a team of 100+ Senior Banker, Academicians &amp; Professors, Industry &amp; Technology experts, specialized in all kinds of BFSI &amp; Behavioural Training.</p> <p>Our faculty member consisting of MD/ED/CGM/GM level trainers from Industry, Subject matter experts and professors from best B-Schools having Certification in Different Subjects including Behavioural.</p> <p>We Offer tailor made programs based on need analysis &amp; requirement &amp; each program is designed in guidance of expert Board of Advisors, Faculty members &amp; Subject Expert.</p>	Please be guided by RFP



				<p>We provide critical inputs in an easy to follow manner so that knowledge gained could help them in taking informed decisions</p> <p>Our Teaching methods consist of case studies, project presentations, group discussions, activities, quiz and interaction with industry experts besides class room teaching.</p> <p>Our programs enable participants to identify new business opportunities and markets to stay relevant triggering growth and profit.</p> <p>We request you to kindly consider the same for meeting this eligibility Criteria.</p>	
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