

RFQ Reference: 41/04/HR/2024-ISA

Date: 30 April 2024

Subject: RFQ for Provision of Human Resource Services to International Solar Alliance (ISA)

SECTION 1: REQUEST FOR QUOTATION (RFQ)

ISA kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This Request Letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

The ISA recognizes the importance of valuing diversity and promoting inclusion in all our work programs and partnerships. The ISA highly values engaging with organizations and/or teams that reflect its geographical and diverse nature.

Thank you and we look forward to receiving your quotations.

Issued by: Vishal Pratap

Signature: _____

Title: Procurement Unit

Date: 30/04/2024

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by ISA. This RFQ is conducted in accordance with the ISA Financial Regulations and Procedures and ISA Procurement Manual</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by ISA. ISA is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>ISA reserves the right to cancel the procurement process at any stage without any liability of any kind for ISA, upon notice to the bidders or publication of cancellation notice on ISA website</p>
Deadline for the Submission of Quotation	<p>May 21, 2024 by 2300 HRS IST</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering</p> <p><input checked="" type="checkbox"/> Dedicated Email Address</p> <p><input type="checkbox"/> Courier / Hand delivery</p> <p><input type="checkbox"/> Other Click or tap here to enter text.</p> <p>Bid submission address: procurement@isolaralliance.org</p> <ul style="list-style-type: none"> ▪ File Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 10 MB ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. <p>Mandatory subject of email: RFQ for Provision of Human Resource Services to International Solar Alliance (ISA)</p>
Cost of preparation of quotation	<p>ISA shall not be responsible for any costs associated with a Bidder's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the ISA Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the ISA. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://isolaralliance.org/images/ISA%20Supplier%20Code%20of%20Conduct_14.4.2023.final%20version.pdf</p> <p>Moreover, ISA strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of ISA vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation.</p>
Gifts and Hospitality	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to ISA staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, ISA: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the</p>

	<p>vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a ISA contract.</p>
Conflict of Interest	<p>ISA requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to ISA if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have an undisclosed conflict of interest shall be disqualified.</p> <p>The ISA shall have the discretion to disqualify or proceed with a bidder who has disclosed a probable conflict of interest subject to further evaluation and review of various factors such as access to sensitive information which may confer unfair advantage as against other bidders. The decision on a probable conflict of interest shall be made in the best interest of the work of the ISA.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of ISA staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to ISA's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p><input type="checkbox"/> https://www.isolaralliance.org/images/ISA_GTB.pdf</p>
Special Conditions of Contract	<p><input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 10 days</p> <p><input type="checkbox"/> Others [pls. specify]</p>
Pre-bid Conference	<p>Not Applicable</p>
Eligibility	<p>A vendor who will be engaged by ISA may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to ISA whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by ISA.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by ISA.</p> <p>Bidders must have the legal capacity to enter a binding contract with ISA and to deliver in the country, or through an authorized representative.</p> <p>The organization should have specialization and experience (minimum 5 years) in the area of Talent Acquisition, Talent Management and related services, preferably in UN/ major multilateral or bilateral programmes / International Organizations/development sector/private sector.</p> <p>The organization should have working knowledge and understanding of ISA's systems (or closely equivalent). A closer match will be well-regarded</p>

	<p>The organization should have a team of highly qualified, service-oriented, competent, and experienced HR consultants, and possessing a minimum of 5-7 years of relevant experience.</p> <p>This experience should demonstrate a good understanding of physically operating within the Indian and global contexts - matching the multicultural expectations of both ISA and potential talent across National and International staffing.</p> <p>The organization should have a minimum of three ongoing or completed contracts for the same or similar services executed in the last 5 years.</p> <p>At least one of such contract should have been performed for an International organization and be of a minimum contract value of US Dollars 20,000 per annum.</p>
Currency of Quotation	Quotations shall be quoted in Indian Rupees (₹)
Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between ISA and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 22 – 27 under Solicitation Process in the Procurement Manual (will be provided on request) for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>b) they have the same legal representative for purposes of this RFQ; or</p> <p>c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process;</p> <p>d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or</p> <p>e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
Duties and taxes	<p>The United Nations (privileges and immunities) Act, 1947 is applicable to ISA pursuant to a notification by the host country. Therefore, ISA is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use in India. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <p><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input type="checkbox"/> be exclusive of GST and other applicable indirect taxes</p>
Language of quotation	<p>English</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <p><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</p> <p><input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1</p> <p><input checked="" type="checkbox"/> Company Profile.</p>

	<input checked="" type="checkbox"/> Registration certificate of CA firm <input checked="" type="checkbox"/> Company Profile.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> Within 30 days upon ISA's acceptance and receipt of invoice.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Goods & Services, based on full compliance with RFQ requirements. <input checked="" type="checkbox"/> 100% Submission of final audited report to ISA.
Contact Person for correspondence, notifications and clarifications	E-mail address: procurement@isolaralliance.org Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. Any delay in ISA's response shall be not used as a reason for extending the deadline for submission, unless ISA determines that such an extension is necessary and communicates a new deadline to the Proposers.
Clarifications	Requests for clarification from bidders will not be accepted any later than 2 days before the submission deadline. Responses to requests for clarification will be communicated through email.
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Terms of Reference <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input type="checkbox"/> Others Click or tap here to enter text.
Right not to accept any quotation	ISA is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, ISA reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Type of Contract to be awarded	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Expected date for contract award.	07 June 2024
Publication of Contract Award	ISA will publish the contract awards valued at USD 100,000 and more on the ISA website.
Policies and procedures	This RFQ is conducted in accordance with ISA Financial Regulation and Procedures and ISA procurement manual
Other Provisions	The ISA is striving to achieve gender parity in all its activities. In this regard, female-owned organizations and/or teams with significant gender diversity are strongly encouraged to submit a proposal.

	<p>The ISA recognizes the importance of valuing diversity and promoting inclusion in all our work programs and partnerships. The ISA strives to engage with organizations and/or teams that reflect its geographical representation and diversity.</p>
--	--

ANNEXURE 1: TERMS of REFERENCE

Objectives of this Role

- Assist in developing and executing personnel procedures and policies, providing guidance and interpretation for business operations
- Facilitate and support ISA's Talent (General, National and International) Acquisition, onboarding, induction, and performance programs including metrics, queries, and standard reports for other ongoing requirements.
- Support Training and Development support (e.g., Learning and Development Plans)
- Assist in administering benefits, compensation, and employee performance programs.
- Support with the ISA's Performance Management and Assessment Framework
- Suggest new procedures and policies to continually improve efficiency of the HR department and organization, and to improve employee experience
- Ensure legal compliance of regulations and applicable employment laws, and update policies and/or procedures as required

Daily and Monthly Responsibilities

- Prepare paperwork, schedule, and facilitate smooth recruitment and new hire onboarding process, coordinating with cross-functional departments to deliver an exceptional onboarding experience.
- Handle all administrative tasks for onboarding, new hire orientation, and exit interviews, including entering data into HR information systems and maintaining and auditing for accuracy and compliance.
- Support ISA with outsourced roles (e.g., short-term support staffing) if and when required.

Skills and Qualifications

- Qualified Professionals with Post Graduate Degree(s) and HR Experience supporting multinational organisations (preferably within the Renewable/Environment/Green businesses and or Multilateral agency/Private Sector)
- Knowledge of the ISA Systems (for the above processes) or closely equivalent systems. (the closer the relevance, the better regarded)
- Personnel being allocated to ISA must display excellent communication skills, interpersonal skills, ethics, and cultural awareness
- The agency should be resourceful, with a problem-solving aptitude and thorough knowledge of HR procedures and policies
- Advanced knowledge of MS Office, a HRIS systems, and comfortable adapting to new technical systems.

Preferred Qualifications

- Proven experience delivering Multi-suite HR services in a multinational environment (India and international)
- Exhibit strong interpersonal and communication skills
- Strong detail-oriented and resourceful Service experience
- Knowledge of an ERP system
- Knowledge of HR laws and legislation

Technical Specifications for Services as mentioned above:

Item No	Minimum technical requirements	Unit
1.	Postgraduate In Human Resource Management	3
2.	Knowledge and experience of ISA's TA/TM systems or equivalent ¹	2
3.	Staff outsourcing and placement experience (preferably in India)	-
4.	Certified Membership of global Best Practice HR Institution	-
5.	Qualified Personal, Certified & Experienced ERP / HR Systems	1
6.	Director experience	3

¹ The closer the relevance, the better the experience would be regarded

ANNEXURE 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Is your company a member of the UN Global Compact	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEXURE-3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- a brief methodology, approach and implementation plan;

Financial Offer

THE UNIT PRICES PROVIDED BELOW SHOULD BE ALL-INCLUSIVE BASIS CONSIDERING Monthly/ Daily fee. NO ADDITIONAL COST LINE SHOULD BE ADDED TO THE TABLE.

Currency of Quotation: INR

Item No	Description	Daily/ Monthly Rate	Qty	Unit price	Total price
1.					
2.					
3.					
4.					

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Minimum Technical Specifications	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Term	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

<p><i>Exact name and address of company</i></p> <p>Company NameClick or tap here to enter text.</p> <p>Address: Click or tap here to enter text. Click or tap here to enter text.</p> <p>Phone No.:Click or tap here to enter text.</p> <p>Email Address:Click or tap here to enter text.</p>	<p>Authorized Signature:</p> <p>Date:Click or tap here to enter text.</p> <p>Name:Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory:Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>
---	---