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NATIONAL PENSION & PROVIDENT FUND
THIMPHU: BHUTAN

NPPF/HRAD/2018-19/07/6108

6th December, 2019

Request for Proposal

The National Pension and Provident Fund invites Request for Proposal(RFP) from eligible consultant (s) for "Organizational Climate Satisfaction 2020."

Interested and eligible organizations can download the complete set of RFP from NPPF website www.nppf.org.bt with effect from 9/12/2019 to 9/1/2020. Proposal must be delivered in hard copy to the address stated in the RFP on or before 11:00 A.M on 6th January 2019.

Chief, HRAD

Head Office & Customer Care Centre in Thimphu: Post Box No. 1046, Tel: 02324140 & Fax: 02324306;
P/Ling RO: Tel - 05253532 & Fax - 05251121; S/Jongkhar RO: Tel - 07251153 & Fax: 07251492;
Gelephu RO: Tel - 06252034; and Mongar RO - Tel: 04641520 & Fax: 04641521.
website: www.nppf.org.bt and toll free no. 1039

RFP: Organizational Climate satisfaction survey 2020

1. Background

The National Pension and Provident Fund (hereafter referred to as client) manages retirement schemes of the civil servants, armed forces and government corporations and investment of fund.

The following is a brief description of the client:

- Provides pension and provident fund benefits to civil servants, corporate employees and members of the armed forces;
- Currently, there are about 65,267 members and 7,224 pension beneficiaries;
- Delivers services to 891 government agencies, corporate entities and armed forces;
- Provides loan facilities such as housing, education, member and student loans to its members. Currently, there are over 14,000 loan clients. It also finances projects, joint ventures and other entities;
- Head office of NPPF is in Chubachu, Thimphu. It has four regional offices, i.e. in Phuntsholing, Gelephu, S/Jongkhar and Monggar;
- Has over 74 pension delivery points through BOB, BNB, BDBL, and Bhutan Post; and,
- Provides housing to 953 tenants in four Dzongkhags (Thimphu, Phuentsholing, Samdrup Jongkhar and Samtse)

In this regard, the client has engaged human resource personnel to carry out these works in a prudent manner to achieve the objectives of the NPPF;

2. Scope of Work

The scope of the work is to conduct the Organizational Climate Survey for the financial Years 2018-2020 with an objective to study the organizational climate of NPPF, measure the employee satisfaction and determine employee engagement. In turn, the evidences and findings generated through this survey to help the management to take informed decisions on how to improve its existing organizational climate. All the employees of NPPF will have to be surveyed.

3. Eligibility criteria:

Registered firms or licensed individuals in relevant field shall be eligible to apply.

4. Submission of proposal/bids:

The proposal shall have two components:

- A. Technical proposal
- B. Financial proposal



Each of these proposals shall be enclosed in separate sealed envelopes. These two separate envelopes – one containing technical proposal marked as “Technical Proposal” and the other containing financial proposal marked as “Financial Bid” shall be clearly specified on the outer sealed envelope to prevent re-opening. Each of these three sealed envelopes (2 inner sealed envelopes and 1 outer sealed envelope) shall bear the firm’s seal and address with proper and valid contact number. The outer envelope containing the two proposals shall be marked as “Organizational Climate Survey” and shall not to be opened before 11:30 am, 9th January, 2020.

Address to whom the proposal is to be submitted:

A registered firm or licensed individual should submit the proposal to:

Procurement Officer
Human Resources and Administration Division
National Pension and Provident Fund
Changlam, PO. Box#1046
Thimphu, Bhutan

5. Proposal submission deadline and opening of proposal

Proposals must be delivered to the above address no later than 11:00 a.m., 9th January, 2020 and the technical proposal will be opened at 11:30 a.m. (same day), in presence of bidders or their representatives, who choose to attend. The financial bid shall not be opened on this date.

The venue, date and time for opening of the financial bids of those bidders who secure a minimum of 65 percent on their technical proposal shall be intimated to the bidders in due course of time in writing.

A prospective bidder requiring any clarification of the terms of references shall notify the same to the client in writing to *Ms. Sherab Tshomo* (sherab.tshomo@nppf.org.bt).

6. Content of the technical proposal

The technical proposal should include the following information

- a. Sealed and signed integrity pact – Annexure;
- b. Methodology to conduct the survey
- c. Consultants’ relevant experiences – supported by evidences;
- d. Relevant qualifications and experience of the key staff proposed to be engaged supported by evidences;
- e. Earnest money deposit (EMD) of Nu. 20,000/- in the form of cash warrant or bank guarantee or demand draft payable to the Chief Executive Officer, NPPF, Thimphu, valid for a period of not less than 90 days from the submission of bid opening date;