



भारत हेवी इलेक्ट्रिकल्स लिमिटेड

Bharat Heavy Electricals Limited

Invitation for Expression of Interest (EOI)

AA/PSG/ESES/2019-20

25/10/2019

BHEL, intends to engage a service provider for conducting Employee Engagement Survey for their employees in various offices of BHEL.

1) Duration of engagement

Till the completion of Employee Engagement Survey as per the scope mentioned

2) Objective of Employee Engagement Survey

BHEL is planning to reorganize and revamp its operations in the wake of challenges of the changing business environment ushered by the advent of new disruptive technologies and policies which are making business scenario highly complex, volatile & uncertain.

As the focus is shifting from getting turnkey & high value orders with sufficient delivery time to low value orders with highly compressed & challenging delivery schedule, our manpower (approx. 34000 employees) needs to be highly cost competitive, agile & dedicated.

Keeping this in mind, we are endeavoring to check the engagement level of our manpower by conducting Employee Engagement Survey.

This survey would be pivotal in gaining insights into perceptions of organizational culture, team dynamics, leadership, working conditions, motivation at work, resources required to deliver and many other issues relevant to BHEL to meet the challenging business environment.

With bona fide intent of capturing unbiased and candid perception of employee, the survey shall be conducted by consultants who are expert in the domain knowledge for conducting such surveys.

3) Tentative Scope of Work / Expected Deliverables

A brief scope of survey to be conducted by the consultant is detailed as under:

- Sample Size large enough to cover employees from all Units (36) and Major Sites (20) (spread pan-India at multiple locations), Functions (24), Grades (50)
- Survey to be administered Online and Offline as deemed necessary.
- Model Construct and Testing
- Adequacy and Reliability Tests
- Survey to be administered bilingually (English and Hindi) and in three Vernacular languages (Tamil, Telugu, Kannada) as per regional requirement.
- Focus Group discussions to be conducted at Select 5 major manufacturing units / locations
- Submission of detailed analysis on all parameters (Company, Unit, Grade, Function, Category, Gender, Age etc)
- Benchmarking with similar organization
- Factor Analysis: Exploratory and Confirmatory
- Findings and recommendations for achieving BHEL's objectives
- Presentation to the BHEL Management
- Action Plan for ensuing HR Interventions in BHEL context on short term & long term basis

पंजीकृत कार्यालय: बीएचईएल हाउस, सिरी फोर्ट, नई दिल्ली 110049 - , भारत फोन : 66337000, फेक्स: 011- 26493021

Regd. Office : BHEL House, Siri Fort, New Delhi -110049, INDIA Phone: 66337000, Fax: 011 - 26493021



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4) Minimum criteria for eligibility

- Service Provider shall have a minimum of five years of relevant experience.
- Service Provider should have completed Employee Engagement Survey with similar scope in an organization having more than 10000 employees.
- Proposed BHEL Survey shall not be outsourced from any third party.

5) Information to be provided by Service Provider along with EOI

- Proposed Methodology of Survey / Sampling
- Typical IT Infrastructure to be provided by BHEL for conducting the survey
- Any Proprietary IT Tools / Platforms necessarily required to be supplied by Service Provider for conducting the survey.
- Recommendation of Service Provider for “necessity of follow-up survey and its frequency” if any.

6) General Terms

- The EOI process involves seeking willingness of interested parties who make an application in response to this EOI. At the end of this process, BHEL intends to invite interested Applicant(s) for further deliberations, if required.
- Notwithstanding anything contained in this EOI, BHEL reserves the right to accept or reject any Application and to annul the EOI Process in whole or part, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- All costs incurred for participation in the EOI shall be borne by the Applicant (s). Interested service providers are required to submit EOI by 17:00 hours on 15th November 2019, in duly signed hard copy / scanned copy as per the format available.

The EOI with supporting documents shall be addressed to AGM (People Strategy), BHEL, Corporate Office, BHEL House, Siri Fort, New Delhi 110049. Email- ncp@bhel.in, Ph -011-66337161

Format for Expression of Interest (Eoi) for BHEL's Employee Engagement Survey

1. Organization Details

Name of the organization	
Type of Organization (Pvt/ Public /Partnership, etc.)	
Date of Incorporation	
Address of Corporate / Head / Registered Office	
Address of offices in i) Delhi/NCR Delhi ii) other state/UT's	
Phone Number of Registered office	
Website	

2. Contact Person for the Applicant

Name		Designation
Address		Email
Telephone	Office:	Mobile No.

3. Technical credentials of the applicant

Experience of Employee Engagement / Satisfaction Survey during last 5 years											
Sl. No.	Name of the Project	Name of the Customer	Approx. No. of Employees	Approx. % of Employees Surveyed	Scope of Survey	Method of Survey	IT tools use (if any)	Duration of Contract		Contract price / Order value	Remarks
								Start date	End date	(Rs. In lakh)	
1											

4 Financial credentials of the applicant

Financial Year	Annual Turnover (Rs. Crores)	Net Profit (Rs. Crores)	Annual Turnover from Employee Engagement Survey (Rs. Crores)
2016-17			
2017-18			
2018-19			

5. Proposed Solution:

Particulars	Provide responses in not more than 200 words
Methodology proposed by Service Provider for conducting Survey for achieving BHEL's objectives.	
What do you consider as your USP for this project?	

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

* use additional sheets if required

Place:

Name & Signature:

Date:

Company Seal

Designation