



PASCHIM BANGA GRAMIN BANK

HEAD OFFICE: Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah- 711 101
Phone No.: 2667-0052/6078/9327/9961, Fax No: 2667-0051/9589

Date: 15th Sept'2015

To,

ALL THE PROSPECTIVE BIDDERS (RFP Ref No. PBGB/HO/RFP/2522/2015-16 Dated 28-08-2015)

Dear Sir (s),

Sub: Pre-Bid responses-RFP for "Selection Of Service Provider For Undertaking The Work Of Supply, Customization, Deployment, Maintenance And Support Of An Integrated Human Resource Management System(HRMS) And Head Office Module In Paschim Banga Gramin Bank And Bihar Gramin Bank"

Please refer to our RFP Ref No. **PBGB/HO/RFP/2522/2015-16 Dated 28-08-2015** for selection of service provider for undertaking the work of supply, customization, deployment, maintenance and support of an integrated human resource management system(HRMS) and head office module in Paschim Banga Gramin Bank and Bihar Gramin Bank. However the bank has decided to seek bids from prospective vendors for **HRMS module** only and **HEAD OFFICE MODULE** is excluded from the RFP Ref No. **PBGB/HO/RFP/2522/2015-16 Dated 28-08-2015**. Thus all clauses and points related to **HEAD OFFICE MODULE** in question stand deleted (Please find details in Pre-bid Responses).

Bank has received certain queries from the prospective bidders and accordingly Pre-Bid responses to those queries are given here below.

We hope that the pre-bid response would certainly satisfy the queries raised by the prospective bidders and would help them to participate in the bid process as per schedule. All other terms & conditions, clauses, of the subject RFP remain unchanged.

Yours sincerely,

Sd/-

General Manager

Sr. No.	Page / Point Ref. or Clause no.	RFP Clause	Queries / Clarification Sought	CLARIFICATION
1	Pg.01 1j)	Bank proposes to implement a Centralized Human Resource Management System for its operations.	HRMS will be centralized and can be accessible from all the all the branches but payroll should be processed from HO only as per standard practice.	YES
2	Pg.02 3.1. XXVI	Centralized Clearing	Is this part of HO module? In general it is part of CBS application.	The clause stands deleted
3	Pg.02 3.1. XXVIII	Other Accounting Module.	Please specify the modules.	Please refer clarification Sl. No. (2)
4	Pg.02 3.1.XXV	MOC module	Please clarify in details	Please refer clarification Sl. No. (2)
5	Pg.03 3.2.2	The system should have provisions for calculating the leaves and recording the attendance of employees.	Please clarify bank is looking for BIO Metric based attendance or to provide interface with existing BIO METRIC Device?	Interface with existing BIOMETRIC Device to be provided subsequent to implementation of HRMS module
6	General	IT Infrastructure of Bank/Platform details	Please clarify the platform detail/preference of bank. OS and RDBMS preference.	Shortlisted Bidder will share specs,which to be agreed both by the Bidders and the Bank.Bank will prefer open source software
7	General	Last date, time & Venue for submission of Bid Documents:..... 15-Sep-2015 , Tuesday, 15:00 HOURS	Please extend 10 days from 15th September'15.	Please find the below revised dates: Last date & time for submission of Bid Documents: 22-Sep-2015 , Tuesday, 15:00 HOURS Date and Time of Technical Bid Opening: 22-Sep-2015 , Tuesday, 15:30 HOURS
8	Pg.01 Clause No : 2, Point (a)	Regional offices and Head Office spread across the 4 District (Howrah, Hooghly, Burdwan and Suri) of West Bengal has been delivering Banking services to its 30,00,000 customers. PBGB has total staff strength of 1000 plus and an expected expandability of 1500 in the next three years.	Pl advise we should give commercial for 1000 or 15000 user (licenses cost)	Please refer RFP clause 31, S/No :1
9	Pg.01 Clause No : 2, Point (a)	Bihar Gramin bank is a promising bank in Bihar having 351 branches and four Regional Offices (Begusarai, Samastipur, Lakhisarai and Bhagalpur) spread across 9 districts of Bihar (Bhagalpur, Banka, Munger, Jamui, Lakhisarai, Sheikhpura, Khagaria, Begusarai and Samastipur). Its total staff strength is 1393 with an expected growth of staff @ 10% every year and thus reaching to 1900 staff with total 500 branches at the end of next three years.	Pl advise we should give commercial for 1393 or 1900 user (licenses cost)	Please refer clarification Sl. No. (8)
10		General	provide me contact person name & mobile no as phone no given in RFP	MR J CHOWDHURY(General Manager,DIT)(03326679655)
11	Pg.02 3.1./ XIV	Annual Property Return	We Request you to kindly give us more information about this functionality	Format to be filled and uploaded by all Users once in a year
12	Pg.02 3.1/XVI	Other HRM Tools	We request you to please give us specific requirements under the other HRM tools	Will be intimated as and when implemented
13	Pg.02 3.1 XXVI	Centralized Clearing	Please explain the functionalities of the bank with us to cover under this requirement.	Please refer clarification Sl. No. (2)
14	Pg.02 3.1 XXVIII	Other Accounting Module	We request you to please give us specific requirements under other Accounting Module	Please refer clarification Sl. No. (2)
15	General	General	Who will provide the Hardware & System Software	Please refer clarification Sl. No. (6)
16	Pg.06 5.5	The Bidder should be Profit making company for the past three financial years.	The Bidder should be Profit (PBT/ Operating Profit) making company for the past three financial years.	No change in RFP clause.
17	Pg.06 5.8	The bidder should have implemented the product in at least one Commercial Bank/Cooperative Bank in India.	Proposed Solution/ Similar solution have implemented the product in at least one Commercial Bank/ Cooperative Bank in India / PSU / GOVT Org in India.	Please read the clause as "bidder should have implemented the product in at least one commercial/co-operative bank/PSU/Govt Org in India"
18	Pg.02 3.1XX	Basic feature also include certain functions other than HRMS such as Sundry Debtors/Sundry Creditors, Account Payables/Account receivable etc.	Is there a requirement of a Comprehensive Finance module that need to be integrated with HRMS. Evaluation of Finance Module is part of same RFP?	Please refer clarification Sl. No. (2)
19	Pg.05 3.4	Document Management.	Is the requirement of Document Management specific to Employees i.e. to capture Employee specific documents or is it a generic Document Management System.	Employee Specific Documents

Sr. No.	Page / Point Ref. or Clause no.	RFP Clause	Queries / Clarification Sought	CLARIFICATION
20	Pg.05 3.5.1	Data Migration.	Data Migration is required for Current Year only or for previous year also? If previous year data is also required to be migrated what is the no of years for which Data Migration is required?	Only data in the legacy database should be migrated.
21	Pg.02 XXVIII 3.1	Other Applications.	Is there any system other than Finacle (For Finance), Bank Legacy System and Attendance Record System that needs to be integrated with HRMS.	Only Bank Finacle needs to be integrated with HRMS
22	General	functional specification document	Request you to share functional specification document.	Please refer clarification Sl. No. (39)
23	Pg.02 3.1.xvii	Treasury and Investment	Do we have to deliver new treasury?	Please refer clarification Sl. No. (2)
24	Pg.02 3.1.XIX	Centralized General Ledger	Do you have any existing system in place or we have to propose new solution?	Please refer clarification Sl. No. (2)
25	Pg.05 3.4	Document Management	Do you have any existing document management system running?	No
26	Pg.06 4.iii	The disaster recovery site	What will be the Up time SLA for the DR Setup? Do you need High Availability at DR or should be 50% of DC?	No DR setup is required now. Only backup is required.Back up to be maintained by the Vendor through any media at the sole discretion of the service provider/bidder.However such back up to be shared to Bank.
27	Pg.12 17.a	Delivery, Implementation Schedule & Penalty Clause	Request to cap penalty at a maximum of 5% of the contract value.	No change in RFP clause.
28	Pg.15	Limitation Of Liability	Request you to cap the liability to a maximum of 5% of the contract value And also request consider "Vendor shall also not be liable for any delay, default, failure, breach of its obligations under this agreement, if the same is caused to any acts or acts of omission of the Bank or any third party acting on behalf of the "Bank"	No change in RFP clause.
29	Pg.17	Payment Terms	There are no payment terms mentioned in RFP. We propose below payment terms:For perpetual License: (i) 100% Against the delivery of products implementation charges (ii) 25% on solution mapping (iii) 50% on completion of UAT (iv) 25% on go live on live AMC Annual in Advance against the submission of PBG	The Bank's payment terms are as follows: • 30% On delivery & installation of the HRMS software. • 50% On completion of pilot run and its acceptance. • 20% on go live
30	Pg.12 17 (c)	Penalty for delay in Annual Technical Support	Request to cap penalty at a maximum of 5% of the contract value.	No change in RFP clause.
31	Pg.02 3.1	FUNCTIONAL REQUIREMENTS	Do you want to run a payroll engine for processing or just payroll ESS	Payroll Engine
32	Pg.02 3.1	FUNCTIONAL REQUIREMENTS	What kind of benefit administration you want.	Please refer RFP clause 3.2.4.
33	Pg.02 3.1	FUNCTIONAL REQUIREMENTS	We do not cater the following : 1. Training 2.Disciplinary Proceedings 3.Treasury and Investment Management System 4.Cash Management 5.Centralized General Ledger 6.Sundry Debtors/Sundry Creditors 7.Accounts Payable (AP)/ Accounts 8.Bank Reconciliation 9.Fixed Asset Management Module 10.Centralized Balance Sheet management Module 11.MOC module 12.Centralized Clearing 13.Borrowings 14.Other Accounting Module This all will come under customization, can we still submit the proposal	For Point No:1 & Point No2,Customization is required.Other points stand deleted

Sr. No.	Page / Point Ref. or Clause no.	RFP Clause	Queries / Clarification Sought	CLARIFICATION
34	Pg. 7 Point 8	<p>Performance Guarantee The Bank will require the selected Bidder to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 15% of the order value. Performance Guarantee shall be kept valid till warranty period.</p>	Request to change PBG to 10 % which is a standard practice in Banking Sector	No change in RFP clause.
35	Pg. 12 Point 17.a	The final "Drafted SLA" should be submitted by the bidder within one month of acceptance of order, to the bank for vetting. After getting SLA Sign-Off from the bank, the required software product will be delivered to the bank within 3 months. Any delay in providing deliverables will attract penalty of 2% of product cost per week (maximum of 15% of product cost) for late delivery from agreed schedule. If the delay exceeds 2 months then Bank reserves the right to cancel the order, blacklist the company and recover any payment made by invoking the BG as penalty. Besides downloadable form, the software should also be provided in CD/DVD/Hard Disk.	Request bank to change Penalty to 0.5% per week for the undelivered part to a maximum of 10% of product cost.	No change in RFP clause.
36	Pg.12 Point 17.b	The shortlisted bidder should implement all the listed functionalities of the solution in live environment within 1 month from the date of the UAT Sign-off. Penalty is also applicable in case of delay in live implementation* of the software product. 2% of the implementation cost will be deducted as penalty per week for delaying in implementation as per schedule, with a maximum of up to 10% of implementation cost.	Request bank to change Penalty to 0.5% per week for delayed / incomplete part of implementation to a maximum of 10% of implementation cost.	No change in RFP clause.
37	Pg.12 Point 17.c	Resolution of the problem is expected within 24 hours of escalation by the Bank as per the support matrix provided by the Bidder. Delay in providing resolution will attract penalty at 2% of the ATS per week subject to a maximum of 20% of the ATS for the year. The bank reserves the right to terminate the contract after giving 30 days' notice, in case the support is not satisfactory.	This sort of SLA (within 24 hours) will attract huge cost in the commercials. Since the application is not as critical as CBS, call will be attended within 24 hours of reporting and resolution time may differ depending on the issue. Request bank to revise penalty to 0.5% per week to a maximum of 10% of ATS for the year.	No change in RFP clause.
38	Pg.15 Point 31	<p>Format Of commercial Bid Perpetual Licence Fee (Un-limited Use)</p>	Two RRB'S have total Staff strength of Current - 1000 + 1393 = 2393 Expected (3 years) - 1500 + 1900 = 3400. Need to put some cap on the Licences. Or we can provide slab-wise pricing for additional licenses	No change in RFP clause.
39	Pg.2 Point 3.1	<p>FUNCTIONAL REQUIREMENTS xiv. Annual Property Return xvii. Treasury and Investment Management System xviii. Cash Management xix. Centralized General Ledger xx. Sundry Debtors/Sundry Creditors xxi. Accounts Payable (AP)/ Accounts Receivable (AR) xxii. Bank Reconciliation xxiii. Fixed Asset Management Module xxiv. Centralized Balance Sheet Management Module xxv. MOC module xxvi. Centralized Clearing xxvii. Borrowings xxviii. Other Accounting Module</p>	None of these features are a part of standard HRMS process. Please specify what is required from HRMS for each of the functionality mentioned.	For Point No:1,formats to be uploaded by Users once in a year.Other points stand deleted

Sr. No.	Page / Point Ref. or Clause no.	RFP Clause	Queries / Clarification Sought	CLARIFICATION
40	Pg.5 Point 3.4	Document Management	All requirements mentioned for Document Management does not exists in HRMS. Request bank agree to consider partial Document Management solution.	No change in RFP clause.
41	Pg.7 Point 7.b	7.Earnest Money Deposit b.If the Bidder makes any statement or encloses any form which turns out to be false,incorrect and/or misleading at any time and/or conceals or suppresses material information.	As any offering or functionality being offered to the bank will be part of our Technical proposal, bank needs to remove the point misleading & suppress as these words are too generic to be standardized. We assume we will be able to deliver as per our commitment in Tech proposal	No change in RFP clause.
42	Pg. 12 Point 17.a	After getting SLA Sign-Off from the bank, the required software product will be delivered to the bank within 3 months	Standard product (AS IS) will be delivered within 3 months. In case customizations are elaborated/extended during proess study will the timelines for delivery be extended.?	No change in RFP clause.
43	Pg. 2	Bids will be opened in presence of the bidder's representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in J&K under the NI Act, the bids will be received till the specified time on next working day and will be opened same time on that day	Any relevance of J&K?	Please read J&K as West Bengal
44	Pg. 5 Point 3.5.1	Migration of Data available in existing system	Kindly provide details of existing application - Product, Data Size, what data needs to be migrated. Bank should ensure that the system is under AMC and support from the current vendor is provided as and when required.	Legacy needs to be migrated.Support available.
45	Pg. 6 Point 4.3	The bidder will also have to do the necessary setup at both Primary site as well as the disaster recovery site separately maintaining the same performance characteristics of the system.	Is bank open to look at hosted/cloud solutions? Please provide clarity and implementation location in case DC & DR set up is required.	Please refer clarification Sl. No. (26)
46	Pg. 6 Point 5.4	The bidder should be in existence for a minimum period of 5 years.	Request change to: All Bidders should be in existence for at least 5 years (in case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier / original partnership firm / limited company can be taken into considerations)	Bank can consider the case if satisfactory document is there. However it's totally depends on Bank's tender committee decision.
47	Pg. 6 Point 5.6	that the name of the legal entity specified on the Proposal must correspond to the name on the financial statements.	Request change to: The bidder must ensure that the name of the legal entity specified on the Proposal must correspond to the name on the financial statements or Bidders can provide financial statements of the parent company in case of merger/acquisitions/restructuring or name change and proposal from De-merged/re-structured company.	Please refer clarification Sl. No. (46)
48	Pg. 12 Point 18	Resolution And Disputes The venue of the arbitration shall be Delhi.	Kindly confirm the venue of arbitration - Kolkata / Delhi?	Venue of arbitration should be Kolkata
49		Submission Date 15th Sept, 2015	Request bank to provide a minimum of 10 days from the date of Bank's response to our Pre-bid queries	Please refer clarification Sl. No. (07)
50		General	Pg 5, Sec 3.1 - Basic Features : Point no. 17 to 28 refer to accounting and the fixed asset module requirements. But in Sec 3.2 which provides details these are not covered. Also, since the RFP is also mentioning of an HRMS system only, is the bank requiring the accounting and the fixed asset maintenance module? In such a case, can you also provide the detailed requirement in these modules?	Bank goes only with HRMS module in present RFP

Sr. No.	Page / Point Ref. or Clause no.	RFP Clause	Queries / Clarification Sought	CLARIFICATION
51		General	We have implemented our HRMS solution in many leading public and private sector organisations in India. All public sector HR rules are covered comprehensively in our solution. As HR systems are not completely industry specific and one of the eligibility criteria is that the "bidder should have implemented the product in at least one commercial/co-operative bank in India". Can you please consider to relax the condition to "bidder should have implemented the product in 2 PSU's in India".	Clause should be read as "bidder should have implemented the product in at least one commercial/co-operative bank/PSU/Govt Org in India"