



Request for Proposal (RFP)
For
Supply, Customization, Deployment, Maintenance
and Support Of An Integrated Human Resource
Management System(HRMS) and Head Office Module

For

Two RRBs Sponsored by UCO
BANK

Viz.

Paschim Banga Gramin Bank
&
Bihar Gramin Bank

RFP NO: PBGB/HO/RFP/2522/2015-16
Dated: 28/08/2015

Issued By

Paschim Banga Gramin Bank
Head Office : I T Department
Natabar Paul Road, Chatterjee Para More,
Tikiapara, Near T8 Bus stand, Howrah 711101, W.B.

Bid Details – Control Sheet Table

1.	RFP Reference Number	PBGB/HO/DIT/HRMS/2015-16
2.	Date of issue/publication of tender	28-August-2015, Friday
2.	Pre-bid Queries to be submitted on or before	04-September-2015, Friday
3.	Last date, time & Venue for submission of Bid Documents	15-Sep-2015 , Tuesday, 15:00 HOURS At Paschim Banga Gramin Bank, Head Office, DIT Natabar Paul Road, Chatterjee Para More, Tikiapara, Near T8 Bus stand, Howrah 711101, W.B.
4.	Date and Time of Technical Bid & Commercial Bid Opening	15-Sep-2015, Tuesday, 15:30 HOURS (Technical) 22-Sep-2015, Tuesday, 15:30 HOURS (Commercial)
5.	Place of opening of Bids	Paschim Banga Gramin Bank, Head Office, DIT Natabar Paul Road, Chatterjee Para More, Tikiapara, Near T8 Bus stand, Howrah 711101, W.B.
6.	Address for communication	General Manager, IT Paschim Banga Gramin Bank, Head Office, Natabar Paul Road, Chatterjee Para More, Tikiapara, Near T8 Bus stand, Howrah 711101, W B
7.	Cost of RFP document	₹5,000/= (Rupees Five Thousand Only)
8.	EMD	₹2,00,000/= (Rupees Two Lacs Only)

Note: 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.

DISCLAIMER

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by PBGB or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by PBGB, but an invitation for supplier/service provider's responses. No contractual obligation on behalf of PBGB, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of PBGB Bank and the Bidder.

The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of Paschim Banga Gramin Bank and will not be returned. The Bank reserves the right to amend, rescind, cancel or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

This document is prepared by Paschim Banga Gramin Bank for Supply, Customization, Deployment, Maintenance and Support Of An Integrated Human Resource Management System(HRMS) and Head Office Module. It should not be reused or copied or used either partially or fully in any form.

1. PURPOSE

UCO Bank sponsored RRBs (Paschim Banga Gramin Bank and Bihar Gramin Bank), hereinafter called "PBGB and BGB" or "Bank" issues this "Request for Proposal" hereinafter called "RFP"

- i) Bank proposes to implement a Centralized Human Resource Management System for its operations.
- ii) This RFP is limited to Original Equipment Manufacturers (OEM) / Product Bidders of Financial Solutions, and Bidders that are authorized by the OEM/ Product Bidders.
- iii) A bidder submitting the proposal in response to RFP for Implementation of the solution shall hereinafter be referred to as "Product Bidder / OEM / Bidder / Bidder / System Integrator / SI" interchangeably.
- iv) This RFP document is neither an offer letter nor a legal contract, but an invitation for Request for Proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this RFP process unless and until a formal contract is signed and executed by duly authorized officers of PBGB and the bidder.
- v) Bank can modify any / all of the terms of this RFP giving due notification through the Bank's website and shall be entitled to entertain Request for Proposal' (RFP) only from the eligible bidders who will be selected based on the requirement and laid out norms as set out in this document.
- vi) Bank will not be liable for any costs incurred by the bidder.

2. INTRODUCTION & OPERATIONS

UCO Bank has sponsored two Regional Rural Banks (RRBs) in order to mobilize financial resources from rural/ semi-urban areas and grant loans and advances mostly to small and marginal farmers, agricultural laborers and rural artisans. The area of operation of RRBs is limited to the area as notified by Government of India covering one or more districts in the State. The sponsored two RRBs are as under:

- a. Paschim Banga Gramin Bank, West Bengal
- b. Bihar Gramin Bank, Bihar

The Sponsored RRBs are fully computerized and networked in order to achieve the effective and efficient customer services and Back office operations.

- a) Paschim Banga Gramin Bank with its network of 226 branches, 4 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.
- b) 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.

3. FUNCTIONAL REQUIREMENTS

3.1 INTRODUCTION

There is a need for an extensive Human Resource Management System that will enable the PBGB and BGB (UCO Sponsored RRBs) to process and manage HR related activities centrally. The system should provide the facilities to support the various processes like payroll and compensation, time & attendance, performance etc. The system should provide adequate fields and a proper workflow to support these processes.

The basic features that the system should support are:-

- i. Payroll and Compensation
- ii. Tax deductions and reporting (including Form16, Form16A, Form24Q, Form26Q & Income Tax returns)
- iii. Time and Attendance and Leave maintenance
- iv. Performance Appraisal
- v. Benefits Administration
- vi. Superannuation Benefits and Pension
- vii. Staff Loan Processing
- viii. HR Management Information System and Staff Records
- ix. Recruitment
- x. Analysis and Reporting
- xi. Training
- xii. Promotion Process
- xiii. Postings and Transfers
- xiv. Annual Property Return
- xv. Disciplinary Proceedings
- xvi. Other HRM Tools
- 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

3.2 General Requirements

The Bank wishes to introduce the best-practiced processes and techniques in HR in managing its workforce. For improving its HR management and Payroll systems, the Bank wishes to use a Web enabled centralized solution with security features. The new technology and practices in the areas of Human Resources Management System should enable the Bank to achieve the objectives of operational efficiency, Streamlined process and work flow automation in respect of various HR functions including the following:

3.2.1 Salary

The system should support all the features related to payroll and compensation viz.:

1. Branch/Controlling Office/Head Office Wise Salary(Basic pay, Dearness Allowance, Other allowances/Other components of salary)
2. Individual Salary Slips
3. Increment
4. Wage Revision
5. Arrears Calculation
6. Contributory Provident Fund
7. GSI Premium
8. Group Loan Insurance, (Premium payment of Staff)
9. Tax Deductions/Calculations
10. Loan Installment recovery
11. Generation of individual Form 16, Form 16A & income tax returns
12. Hill & Fuel
13. Special Area Allowance
14. Handicapped Allowance
15. Special Pay
16. Qualification Allowance

3.2.2 Time and Attendance

The system should have provisions for calculating the leaves and recording the attendance of employees. There should be provision for recording all leave types like Casual, Earned/Privilege, Medical/Additional Sick Leave, Maternity, Paternity & Extraordinary, Special Leave, LFC etc. The provision for submitting and approving leaves through the system should be in place. The system should have the feasibility of being integrated with RFID/Biometric based attendance systems as and when deployed by the Bank.

3.2.3 Performance

All processes related to Performance and Appraisals should be taken care of by the system. The system should be able to maintain the hierarchical structure of the organization besides being able to record and maintain the Performance Appraisals and Performance Records.

3.2.4 Benefits Administration

Besides having a salary/compensation package the system should also have provision for recording, maintaining and administering any additional benefits that are currently available in the organization. The main benefits available are:

- i. Medical Aid
- ii. Over Time/Closing Allowance
- iii. Medical Claims
- iv. Conveyance Allowance/ Fuel Charges
- v. Travelling Allowance
- vi. LFC Claims
- vii. Festival Advance
- viii. Telephone/Mobile Charges

3.2.5 Superannuation Benefits

The system should support all processes related to superannuation and retirement. The broad provisions required are:

- a) Gratuity
- b) Leave Encashment
- c) Provident Fund Accumulation
- d) GSLI Accumulation
- e) Pension payment

3.2.6 Staff Loan Processing

The system should have provision for administering the staff loans and their recovery/monthly installments therein. The following main type of loans is to be covered:

1. Housing
2. Conveyance
3. PCL
4. Education
5. Bridging Loan
6. Festival Advance
7. Staff Overdraft

3.2.7 HR Management Information System and Staff Records

All information related to staff and its recording therein should be available in the system. The system should have a robust Management Information System in place and a Decision Support System based on it. The main staff records to be maintained are:

1. Staff Service Book
2. Staff Strength Category Wise
3. Trainings
4. Career Progression
5. Learning Management
6. Attrition

3.2.8 Recruitment and Establishment

The system should support data and processes related to Recruitment and Establishment.

3.3 Reports and Inquiries

ALL MIS reports related to Employees as per the specifications of the Bank to be frozen during SRS (System Requirement Study).

3.3.1 Audit Trials:

The systems should be capable of recording and reporting all the Audit Trials and should be able to enforce maker/checker concept wherever desired by the Bank.

3.4 DOCUMENT MANAGEMENT

The system should support Upload of scanned documents, as and when required, directly. It should allow edit of any imaged document, rearrange pages, insert, delete, split documents. Highlight documents, record annotations directly on documents. All documents automatically indexed to custom document types E- signatures. Automatic tracking of document edits and changes. The documents should be stored in the Database. The system should be able to compress the scanned documents for optimized bandwidth usage.

3.5 Technological Features

- Graphical User Interface-based
- Highly parameterizable
- Centralized data management
- Customization of Bank's HRMS workflow and processes as per Banks policy.
- Web based solution.
- The Data should be stored in an Industry standard Database.
- The application should be deployable centrally without any requirement of a Client. It should be accessible on all the standard browsers.
- Business process orchestration and workflow management; that enables the bank to define the rules and sequence of workflows; BPEL compliant so that workflow and rules are not locked inside the application.
- Message mapping: industry standard interfaces and messaging while supporting proprietary messaging.
- Open development banking platforms (ODBPs) and application PaaS to enable end-user controlled customization.
- Apps (through ODBPs) to enable: 1) customer control and transparency, 2) ability of bank to deploy new capabilities quickly.
- Modular SOA compliant

3.5.1 Data Migration

- Migrating the data available in the existing/legacy system to answer queries arising on the transactions at a later date.
- Integrating the data available in the in-house legacy system.

3.6 Interfaces (Optional)

3.6.1 CBS:

The proposed system should be capable of having seamless interface with the Core Banking Solution (Finacle) deployed at the Bank. The system should support calculation and crediting of salaries, claims etc. The system should also support the deductions of P/F and Loans and its integration with Finacle therein. All the financial transactions will need to be pushed from the system onto Finacle.

3.6.2 MIS/ADF:

The system should keep a provision of future expandability for generation of data as per pre-defined format for Banks MIS and ADF requirements.

4. BROAD SCOPE OF WORK:

- i. The proposed solution should be in conformity to the general and functional requirements laid down in Clause 3 including all the sub clauses and should connect all the branches/offices of the Bank. The users should be provided with a web based access through which they can access the system. The bidder upon selection has to Study the existing business processes and IT infrastructure at BANK and parameterize the offered solution so as to accommodate the process flow of the Bank.
- ii. The bidder shall have to build seamless interfaces (wherever needed) with identified existing applications of BANK or other related entities. The bidder shall have to build customization/interface as per the business requirements of the Bank and build MIS reports which may not be readily available.
- iii. 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.
- iv. The bidder shall have to recommend the hardware and any other middle ware required for functioning of the system.
- v. The bidder shall have to jointly with Bank conduct UAT (User Acceptance Test) of the offered solution and fix all the bugs/shortcomings reported by the Bank in a time bound manner.
- vi. The bidder has to conduct end-user training at a central location for identified group of employees of the Bank. Bidder should also follow a train-the-trainer approach for training using various mediums of communications and training tools.
- vii. The bidder has to Prepare detailed training manuals / presentations containing appropriate flowcharts etc for end user training. End User Training will be conducted at locations specified by BANK.
- viii. The selected bidder will also have to provide post implementation support during the warranty period and post warranty support under AMC as per the terms of the SLA.

5. Warranty Period

The contract with the final selected bidder will include a one year warranty and also would involve an Annual Maintenance of the system for a period of five years on completion of warranty period providing for changes/ updation that would be required for the system due to policy changes, new product launches etc. Eligibility Criteria:

- 1.The bidder should be a reputed IT solution provider.
- 2.The bidder should not be blacklisted by any public/Private/Co-operative sector Bank.
- 3.The bidder should have registered office with legal presence in India with a localized development and support center.
- 4.The bidder should be in existence for a minimum period of 5 years.
- 5.The Bidder should be Profit making company for the past three financial years.
- 6.The bidder must ensure that the name of the legal entity specified on the Proposal must correspond to the name on the financial statements.
- 7.The bidder must warrant that the key project personnel to be deployed in this project have been sufficiently involved in at least similar two projects in the past.
- 8.The bidder must have the capability to ramp up the team size (resources)at any time during the Project Life Cycle to meet the project objectives in a timely fashion and maintain the quality.

The bidder should have implemented the product in at least one Commercial Bank/Cooperative Bank in India.

6. Tender Document and Fee

A complete set of tender document can be downloaded from Bank's website www.paschimbangagraminbank.com. A non-refundable fee of 5,000/- (Rupees Five Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of **PASCHIM BANGA GRAMIN BANK**, payable at **Kolkata** shall have to be attached with the bid .

7. Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of **Bank Guarantee (as per format provided in Annexure- 4)** in favour of **BANK or DD** payable at **Kolkata** for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD (INR)
SUPPLY/INSTALLATION/CUSTOMIZATION/TRAINING/SUPPORT OF HUMAN RESOURCE MANAGEMENT SYSTEM	Rs.2 Lacs

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the selection process. The EMD of successful Bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of the technical bid).
- 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; and / or
- c. In case of the successful Bidder, if the Bidder fails:
 - To sign the contract in the form and manner to the satisfaction of The Bank.
 - To furnish performance Bank Guarantee in the form and manner to the satisfaction of the Bank.

8. 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. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected Bidder fails to submit

performance guarantee within the time stipulated, The Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

9. SUBMISSION OF OFFER –TWO BID SYSTEM

Separate Technical and Commercial Bids duly sealed and super-scribed "Quotation for Supply/Installation & Maintenance of Human Resource Management System – Technical Bid" and "Quotation for Supply/Installation & Maintenance of Human Resource Management System – Commercial Bid" shall be submitted as per bid details given in the RFP.

Sealed separate envelopes carrying Technical Bid and commercial bid should be put in a single sealed outer cover duly sealed and super-scribed "Quotation for Supply/Installation & Maintenance of Human Resource Management System" be dropped/submitted at the Bank's address (refer control sheet table) on or before the date and time mentioned in Bid Detail- **Control Sheet Table**. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected.

The Bid shall be typed in English and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the Bids shall put their initials/signatures on all pages of the Bids, except for un-amended printed literature.

Any inter-lineation, erasures or overwriting shall be valid only if they are initialed/signed by the person signing the Bids. The Bank reserves the right to reject bids not conforming to above

All envelopes must be super-scribed with the following information: Name of

Bidder

Offer Reference

Type of Offer (Technical or Commercial)

9.1 ENVELOPE-I (Technical Offer):

The Technical Offer should be completed in all respects and contain all information asked for in the exact format of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. The Bank, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Bidder.

9.2 ENVELOPE-II (Commercial Offer):

The commercial Bid (two copies) should contain all relevant price information and should not contradict the Technical Offer in any manner.

10. PERIOD OF VALIDITY OF BID

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by the Bank. The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, The Bank may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A Bidder acceding to the request will neither be required nor be permitted to modify its bid. A Bidder may refuse the request without forfeiting its bid security. In any case the bid security of the Bidders will be returned after completion of the process.

11. No Commitment to Accept Lowest or Any Offer/Bid

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank has the right to re-issue tender/bid. The Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all Bidders. The Bank will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Bidder.

12. Bank's Right to accept any Bid and to Reject any or All Bids / Cancellation of Tender Process

BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof even after issuance of letter of Intent. Any decision of Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During any stage of evaluation process, if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be summarily rejected by the Bank and no further correspondence would be entertained in this regard. Bank further reserves the right to amend, rescind, reissue or cancel this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them. The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever. Further please note that the bank would be under no obligation to acquire any or all the items proposed. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

13. PRELIMINARY SCRUTINY

- a) The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.

- b) The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
- c) The Bank will first examine whether the Bid and the Bidder is eligible in terms of Eligibility Criteria.
- d) Prior to technical evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Bank Guarantee, Eligibility Criteria, will be deemed to be a material deviation.
- e) The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- f) If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

14. EVALUATION CRITERIA OF BIDS:

- a) Bids of only those Bidders who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. The Bidders who do not meet the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.
- b) The Bank may use the services of external consultants/Advisors for technical evaluation.
- c) The Bank reserves the right to evaluate the bids on technical & functional parameters including visit to a reference site of the bidder and witness demos of the system and verify functionalities, response times, etc. The technical bids will be evaluated inter alia on the basis of the following key criteria:
- No. of existing clients.
 - Compliance with technical specifications laid down in the RFP.
 - Completeness of the Technical bid in all respects and availability of all information / details asked by the Bank.
 - Point to point conformity of the scope / functional requirements mentioned in the RFP.
- d) Bidders who fulfill all qualifications mentioned in Eligibility Criteria of this RFP are eligible to participate in this tender process.
- e) Bank will evaluate the technical and functional specifications responses of the Bidder.
- f) Bidder needs to comply with all the technical and techno functional requirements as given in RFP. Non Compliance to any of the point/clause given therein may entail rejection of the Bid.

- g) Bank reserves the right to waive any of the Technical and Functional Specification during technical evaluation if in the Bank's Opinion it is found to be minor/deviation or acceptable deviation.
- h) During evaluation of the Bids, the Bank at its discretion may ask a bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.
- i) Bidders may be called to give a POC/demo of their solutions with its capabilities at their own cost, which will be taken into account for technical evaluation of the Bidders.

15. Evaluation Process

The selection of the bidders shall be based on Quality cum Cost Based Selection (QCBS) Methodology i.e. the aggregate scores of the prequalification and technical bid (60% weightage) and Commercial bids (40% weightage). The percentage weights that shall be assigned to different modules in case of Technical evaluation are as under:

Evaluation Criteria	Marks
1. Product definition/parameterization/features	40
2. Interfaces	20
3. Reporting	10
4. Document Management	10
5. Technology used	05
6. Client List	10
7. User friendliness	05

16. Financial & Final Bid Evaluation:

Financial bids of those bidders will be opened who obtain minimum qualifying technical scores of 75. The technical score shall be evaluated as per the methodology described in Annexure 3.

Commercial quotes shall be evaluated as per the following procedure:

$$\text{Financial Marks} = (\text{Minimum Financial quote} / \text{Financial Quote}) \times 100$$

Where Financial Marks = Normalized financial marks of the bidder under consideration.

Financial Quote = Evaluated cost of bidder under consideration Minimum

Financial quote = Minimum evaluated cost of any bidder

Final score for Evaluation of bids shall be worked out as under:

$$\text{Final Scores} = (0.6 \times \text{Technical Marks}) + (0.4 \times \text{Financial Marks})$$

Where

Final Scores = Overall evaluated marks (score) of Bidder under consideration Technical Marks =

Technical marks (score) for the Bidder under consideration

Financial Marks = Normalized financial marks (score) of the Bidder under consideration

17. Delivery, Implementation Schedule & Penalty Clause

a) Delivery

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.

b) Implementation Schedule

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.

c) Penalty for delay in Annual Technical Support

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.

18. Resolution And Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Delhi. During the arbitration proceedings the Bidder shall continue to work under the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Delhi.

19. Patents Rights

The supplier shall indemnify the bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Rights, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees.

The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

20. Governing Law and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Kolkata.

The bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, obtained. The venue of the arbitration shall be Kolkata.

21. Use of Contract Documents and Information

The bidder shall not, without the banks prior written consent, make use of any document or information provided by Supplier in Bid document or otherwise except for purposes of performing contract.

22. Assignment

The bidder shall not assign, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

23. Delays in The Supplier's Performance

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by bank. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

24. Indemnity

Bidder shall have to indemnify the Bank against any loss/expenditure incurred or any disputes/claims from anybody for having used/using patented design. Any patented design shall be under manufacturer's license agreements and a copy of such agreement authorizing the bidder to manufacture the patented designs shall be given to the Bank.

25. Termination Of Contract

The quality of services given by the bidder will be reviewed every 3 months and if the services are not found satisfactory, the bank reserves the right to terminate the contract by giving 30 days' notice to the bidder. The decision of the bank regarding quality of services shall be final and binding on the bidder.

26. UPGRADES AND UPDATES

The bidder shall be required to provide all future updates and upgrades for the solution provided free of cost. If however, the upgrades is not available then the support for the implemented solution should be available at any point of time. An undertaking to this effect is to be furnished by the Bidder.

27. TAXES

The Unit Cost should be inclusive of all Taxes, statutory levies except Sales tax/service tax/VAT/Octroi/Entry tax. Octroi/Entry tax, if any payable, will be paid to the bidder on actual on production of original receipt.

The rate of the applicable taxes should be informed. TDS as applicable will be deducted from the payments. An amount equivalent to the service tax components will be deducted from the payments, which shall be reimbursed on submission of proof of payment of service tax to the appropriate Authority.

28. Compliance with Statutory and Regulatory Provisions

It shall be the sole responsibility of the Vendor to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP.

29. Intellectual Property Indemnity & Indemnity against Misuse of License

The selected vendor have to undertake to indemnify the Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, licensing arising out of the performance of this contract.

30. Format for Technical Offer/Technical Bid

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

- i. Index
- ii. Covering letter (Annexure –1)
- iii. Conformity to compliance of Broad Scope of Work of the RFP on bidder's letter head.
- iv. Conformity to compliance of eligibility Criteria mentioned in RFP on bidder's letter head.
- v. Conformity to compliance of technical & functional specifications on bidder's letter head
- vi. General Details of the Bidder (Annexure –3)
- vii. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- viii. Valid Bank Draft / Pay order/ Bank Guarantee as EMD (Bank Guarantee as per format in Annexure 4).
- ix. Valid Bank Draft/ Pay order as Bid price
- x. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.

Note: All Claims made by the Bidder will have to be backed by documentary evidence. The bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required or to submit a Bid not substantially responsive to the in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

31. FORMAT FOR COMMERCIAL BID

The Commercial bid shall be submitted as per the following format:

Format of Commercial Bid

S/No	Particulars	Amount
1	Perpetual License Fee (un-limited use)	
2	Implementation Charges (Onetime)	
3	AMC Year 1	
4	AMC Year 2	
5	AMC Year 3	
6	AMC Year 4	
7	AMC Year 5	

Note :

- I. License fee should be quoted inclusive of all taxes
- II. In case of implementation and AMC Service tax shall be paid extra

Annexure 1

Tender Reference No.:

Date:_____2015

To,
The Chairman,
Paschim Banga Gramin Bank, Head Office
Natabar Paul Road, Chatterjee Para More, Tikiapara
Near T8 Busstand, Howrah-711101, W.B.

Dear Sir,

Sub: RFP for SUPPLY/INSTALLATION/CUSTOMIZATION/TRAINING/SUPPORT OF HUMAN RESOURCE MANAGEMENT SYSTEM" Ref No.

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to execute the order for **SUPPLY/INSTALLATION/ CUSTOMIZATION/ TRAINING/ SUPPORT OF HUMAN RESOURCE & MANAGEMENT SYSTEM** as per terms and conditions of the RFP and as per the proposed SLA to be signed with the Bank.

In the event of our selection by The Bank, we will submit a Performance Guarantee for a sum equivalent to **15% of the license fee and implementation cost for a period of 12 months** in favour of the **BANK** effective from the month of execution of Service Level Agreement or successful go live whichever is earlier.

We agree to abide by the terms and conditions of this tender and our offer shall remain valid for 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by The Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that The Bank is not bound to accept the lowest or any offer the Bank may receive. We also certify that we have not been blacklisted by any PSU Bank/IBA/RBI during the last five years and also at the time of bid submission.

We enclose the following Demand Drafts/Pay Orders:

1. DD /PO No.____dated_for INR 5,000/- (Rupees Five Thousand Only) as Cost of RFP Document &

DD/PO/BG No._____dated_____for INR 2,00,000/- (Rupees Two Lacs only) as EMD.
Both DDs are issued in favour of **PASCHIM BANGA GRAMIN BANK** by Bank

..... Branch, payable at Kolkata. Dated this_day of_2015

Signature:_____ (In the Capacity of)

Annexure -3

GENERAL DETAILS OF THE BIDDER

1. Name of Bidder:
2. Location:
3. Regd. Office:
4. Controlling Office:

B. FINANCIAL POSITION OF BIDDER FOR THE LAST THREE FINANCIAL YEARS

	2012-13 (audited)	2013-14 (audited)	2014-15 (audited)
Paid up capital			
Tangible Net Worth (excluding revaluation reserve)			
Total Outside Liabilities/Tangible Net			
Net Sales of the Company as a whole.			
Out of the above Net Sales, Net Sales from services			
Gross Profit			
Net Profit (Profit After Tax)			
Summary of Financial Position and working results			
Growth in Operations (%)			
Growth in profitability (%)			

N.B. Enclose copies of duly signed & stamped Audited Balance Sheets along with enclosures.

Details of similar solution provided to Commercial/ Co-operative banks in India specifying the number of Banks (PSU and Non-PSU) with module wise break up of functionality being used.

S/No	Name of the Bank	TYPE(PSU/ Non- PSU)	List of Modules being used	(Y/N)	Contact Person with Phone

Format for Bank Guarantee

The Chairman,
 Paschim Banga Gramin Bank, Head Office
 Natabar Paul Road, Chatterjee Para More, Tikiapara
 Near T8 Bus stand, Howrah-711101, W.B.

Dear Sirs,

In response to your respond to the RFP for **SUPPLY/INSTALLATION/CUSTOMIZATION/TRAINING/SUPPORT OF HUMAN RESOURCES MANagementsystem** M/s _____ having their registered office at _____ (hereinafter called the '**Bidder**') wish to respond to the said Request for Proposal (RFP) for self and other associated **Bidders** and submit the proposal for SUPPLY /INSTALLATION/ CUSTOMIZATION/ TRAINING/ SUPPORT OF HUMAR RESOURCES MANAGEMENT SYSTEM (HRMS) PACKAGE FOR PASCHIM BANGA GRAMIN BANK and to provide related services as listed in the RFP document. Whereas the '**Bidder**' has submitted the proposal in response to RFP, Bank having our Registered Office at _____ hereby irrevocably guarantee an amount of Rs..... (in words) as security as required to be submitted by the '**Bidder**' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the **Bidder** withdraws his proposal during the period of the proposal validity; or
2. If the **Bidder**, having been notified of the acceptance of its proposal by The Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to **Paschim Banga Gramin Bank** the said amount of 5 Lacs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by **Paschim Banga Gramin Bank** which shall be conclusive and binding on us irrespective of any dispute or difference raised by the **Bidder**.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed INR (INR only).
2. This Bank guarantee will be valid upto _____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

In witness whereof The Bank, through the authorized officer has sets its hand and stamp on this _____ Day of _____ at _____.