



## **PASCHIM BANGA GRAMIN BANK**

**HEAD OFFICE: Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah- 711 101**  
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Date: 19th Dec'2015

To,

**ALL THE PROSPECTIVE BIDDERS (RFP Ref No. PBGB/HO/RFP/3581/2015-16 DATED 07/12/2015)**

Dear Sir (s),

**Sub: Corrigendum to 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.**

In cancellation to our earlier reply dated 18-12-2015 bank append below the replies to all Pre-Bid queries received on or before 14-12-2015 from the prospective bidders.

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

**Reply to Pre-bid queries for RFP Ref No. PBGB/HO/RFP/3581/2015-16 DATED 07/12/2015**

Serial No	Page	Clause ref	Clause title	Clause details	Observations	UCO-RRB(PBGB & BGB) Response
1	9	12	100% Web Enabled Solution	System Proposed should be 100% Web-Enabled Solution so that there is no need of Client/Sw to be loaded on system of User.	<p>As per the Clause the Bank Required <b>Fully Web Enabled Solution</b> for HRMS System. But For Parameter Defining &amp; Data Processing Point of View, Salary Processing or any data processing through a Web Based System Consume More Network Bandwidth. As per Bank, Consuming the More Network Bandwidth for HRMS System i.e for Data Processing rather than Banking Transaction is not good Sign. So instead of Fully Web Enabled HRMS System We Offer the <b>Centralised Client-Server System</b> for Defining Parameter &amp; Salary/Data Processing Purpose. Because Parameter Definition for HRMS &amp; the Salary part would be handled by HRDM Department Only. So it would not affect to CBS Network Bandwidth. After Processing the Data/Salary, Data would be sent to <b>Online Intranet Web portal</b> for Individually Accessing data through the HRMS System.</p> <p>As per above Solution, HRMS System not affect your Banking Transaction and as per the Point 1. Discussed in BID Documents under the Board Scope Of Work about ""User Should be provided with a Web based access through which they can access the System." Would be covered.</p>	100% Web-Enabled Solution means end user or bank staff will access the HRMS URL on their system without installing any third-party software and only internet explorer is sufficient to access the URL.
2	8	4	Eligibility Criteria	<p>Eligibility Criterion : The lead bidder should have turnover of INR 10 Crores in each year of consecutive last three financial years (2012-13, 2013-14, 2014-15).</p>	<p>There are many new companies who are providing software solutions. We were merged with HCL Infosystems Ltd. in 2008 and have started operations again this year. We request you to kindly consider the bidders terms as follows :</p> <ol style="list-style-type: none"> <li>1. In existence for last three years</li> <li>2. Positive net worth</li> <li>3. Turnover in last year to be more than Rs. 1 crore.</li> </ol> <p>This is also in synchronization to the guidelines of CVC whereby the Bidder or the team implementing the solution should turnover should be equivalent to around 30% of the implementation cost not covering the OEM component.</p>	No change in RFP clause
3	8	5	Eligibility Criteria	The bidder or other consortium members should have not been blacklisted at any time by the Central /any of the State Governments in India or any Financial Institutions in India	The bidder or other consortium members should have not been blacklisted at anyof the Central /any of the State Governments in India or any Financial Institutions in India at the time of bidding.	No change in RFP clause
4	8	9	Eligibility Criteria	The similar solution offered must be running successfully in 2 PSU / commercial bank including Regional Rural Bank and Co-operative Bank in INDIA at the release date of this RFP. At least one reference of these 2 references should be processing payroll with a user base of 1000+ users	All public sector HR rules are covered comprehensively in our solution and the same is successfully implemented in many PSU's in India. Request you kindly relax the condition to 500 users from any 3 PSU implementations.	Agreed

Serial No	Page	Clause ref	Clause title	Clause details	Observations	UCO-RRB(PBGB & BGB) Response
5	8	8	Eligibility Criteria	The bidder shall be engaged in providing and managing such type of solution in India from last 3 years.	The bidder / OEM shall be engaged in providing and managing such type of solution in India from last 3 years.	No change in RFP clause
6	9	13	Eligibility Criteria	Bidder must have domain expertise in HR consulting so as to bring knowledge of global HR best practices in the project.	Bidder / OEM / Consortium partner must have domain expertise in HR consulting so as to bring knowledge of global HR best practices in the project.	No change in RFP clause
7	8	6	Eligibility Criteria	The bidder should have an established set up with support of adequate IT staff to support the proposed solution and implementation. The bidder/OEM should have support center in Howrah/Kolkata and/or Begusarai as both HOs of PBGB & BGB are in Howrah/Kolkata & Begusarai respectively.	The bidder should have an established/ Establish a set up with support of adequate IT staff to support the proposed solution and implementation. The bidder/OEM should have support center in Howrah/Kolkata and/or Begusarai as both HOs of PBGB & BGB are in Howrah/Kolkata & Begusarai respectively to support Bank's requirement.	The Clause should read as: "The bidder should have an established/establish a set up with support of adequate IT staff to support the proposed solution and implementation. The bidder/OEM should have support center in Howrah/Kolkata and Begusarai as both HOs of PBGB & BGB are in Howrah & Begusarai respectively."
8	7	2	Broad Scope of work	The bidder shall have to build seamless interfaces (wherever needed).	What are the interfaces the bank expected the vendor to develop and interfaced?	Selected L 1 bidder shall study the existing application of Bank and shall have to build customization/interface as per Bank's requirement, wherever needed.
9	7	3	Broad Scope of work	DC and DR setup and maintenance	Will this be in part of proposed commercial or this can be deliberated only with the selected vendor with a separate contract and commercial.	Separate negotiation will be made with selected L 1 bidder, if bank wants.
10	7	6	Broad Scope of work	Training	How many training cycles the bank is looking for? Normally the vendor provide a training session for the designated people.	One training session for users and one training program for trainer to be provided.
11	40	1	Technical features	Software should run on MS SQL(Marks-2)/My SQL (Marks-3 ) Database	We request the bank to relax this condition. We suggest the bank to include support based open source DB for maintaining the critical information of the bank staff. We prefer to include Postgre SQL supported version for the DB.	No change in RFP clause
12	40	8	Technical features	HRM software should work with Crystal Reports writer.	Does the vendor need to quote for crystal reports writer. Please let us know whether the bank is looking for enterprise license or named user license.	No need to quote for crystal reports writer.
13	9	11	Eligibility Criteria	The solution should have been assessed for Vulnerability and penetration tested performed.	We request the bank to relax this condition. As per banks requirement, We would like to certify our solution with a 3rd party vendor upon selection.	Please see SI No (19)
14	63		Commercial bid format	Commercial bid	Since the bid is for two banks and only one commercial bid format is given. Please clarify whether bank want single application license for both the banks or two separate application licensees will be considered by the bank.	Single application license for UCO-RRBs (PBGB & BGB)

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15	7 & 10-37		Broad Scope of Work & Functional requirements in tabular format	The bidder upon selection has to study the existing business process and IT infrastructure at Bank and parameterize the offered solution to accommodate the process flow of the bank	There seems to be a conflicting requirement specification. Is the RFP seeking a ready solution with the features in the requirement table or a custom built solution made after studying the whole system?	Selected vendor is required to provide HRMS solution as per RFP requirement to accommodate the process flow of the bank.
16	7		para2	The bidder shall have to build seamless interface with identified existing applications of bank	What is the platform on which the present applications are running?	Linux and Oracle stand-alone system.
17	7		para6	The bidder has to conduct end user training at a central location	The training infrastructure like class room etc. will be provided by the bank or will have to be procured by the bidder?	Bank will provide training infrastructure.
18	8	9		...running successfully in at least two PSU/Schedule Commercial Banks...	Our suggestion is to include government department/organization also to broaden the scope of competition	Agreed but experience at PSU/Schedule Commercial Banks will get preference.
19	9	11		The solution should have been assessed for vulnerability and penetration tests performed	Our suggestion is that the 3rd party certification should best be obtained before roll out and after customization as the vulnerability may change after customization Also, the cost of third party certification may be taken as a part of the financial proposal	Before deployment in production, selected vendor requires to conduct VAPT testing in presence of banking officials and provide certificate to bank.
20	47		BID OPENING AND VALUATION CRITERIA	The offered scanners shall comply with all the technical specifications.....	As there is no hardware being sought at this stage, we understand, this is a typing error. Kindly confirm.	Read "scanner" as "solution"
21	48	1	Evaluation Criteria of bids	Bidders may be called to give a POC/demo of their solutions with its capabilities at their own cost	We would like to request a ten days' notice before the presentation/demo is scheduled.	Agreed
22	50		Milestone	Delivery of Software Licence and Media Kit	We would like request a timeline of 8 weeks as there will be some customization concerned	No change in RFP clause