

**Request for Proposal (RFP)  
For  
Supply, Customization, Deployment, Maintenance and  
Support of an Integrated Human Resource Management  
System (HRMS)  
For  
Paschim Banga Gramin Bank**



**RFP NO: PBGB/HO/DIT/RFP/1655/2017-18 Dated: 10/10/2017**

**Issued By**

**Paschim Banga Gramin Bank**

Head Office : I T Department

Natabar Paul Road, Chatterjee Para More,  
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## Disclaimer

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The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of Paschim Banga Gramin Bank (PBGB) and will not be returned. The Bank reserves the right to amend, rescind 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.

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## Section-I: Bid Details-Control Sheet Table

1	Tender Reference	PBGB/HO/DIT/1655/2017-18
2	Date of Issue of RFP	10-10-2017
3	Pre-bid queries to be received by email on or before	18-10-2017( <b>E-Mail:-ho.dit@mail.pbgb.co.in</b> )
4	Reply to Pre-bid queries	23-10-2017
5	Late date, time and Venue for Submission of Bid Documents	01/11/2017 15:00 HOURS (Monday) at Paschim Banga Gramin Bank, Head Office, DIT Natabar Paul Road, Chatterjee Para More, Tikiapara, Near T8 Bus stand, Howrah 711101, W.B.
6	Date and Time of Technical Bid and Commercial Bid Opening	1. Technical Bid: 01/11/2017 15:30 HOURS 2. Date of Commercial Bid opening will be intimated to the bidder(s) qualifying in Technical Bid
7	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.
8	Address for Communication	General Manager Paschim Banga Gramin Bank, Head Office, DIT Natabar Paul Road, Chatterjee Para More, Tikiapara, Near T8 Bus stand, Howrah 711101, W.B.
9	Cost of RFP Document	Rs. 10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft/Bankers' Cheque/Pay Order in favour of Paschim Banga Gramin Bank payable at Kolkata. It should be submitted along with the Technical Bid.
10	Earnest Money Deposit (EMD)	Rs. 2,00,000/- (Rupees Two Lacs Only) in the form of Demand Draft/Bankers' Cheque/ PayOrder/ Bank Guarantee in favour of Paschim Banga Gramin Bank and shall be valid for 180 days from the date of submission.

**Note:**

Bids will be opened in presence of the bidders' 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 West Bengal, the bids will be received till the specified time on next working day and will be opened at 3:30 p.m. on the next day.

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## **PURPOSE**

UCO Bank sponsored Paschim Banga Gramin Bank, hereinafter called "PBGB 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 / 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.

## **INTRODUCTION & OPERATIONS**

The Paschim Banga Gramin Bank (PBGB) is fully computerized and networked in order to achieve the effective and efficient customer services and Back office operations.

Paschim Banga Gramin Bank(PBGB) with its network of 230 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 1080 plus and an expected expandability of 1500 in the next three years.

### **Broad Scope of Work**

1. The proposed solution should be in conformity to the general and functional requirements laid down 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.
2. 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.
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 (if bank wants).

4. The bidder shall have to recommend the hardware and any other middle ware required for functioning of the system. It should not be part of the commercials.
5. 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.
6. 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.
7. 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.
8. 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.
9. HRMS Mobile Application on android and apple platform

### Eligibility Criteria

Sl. No.	Clause	Documents Required
1	The bidder must be a Limited Company, registered in India under the companies Act (Proof required).	Certificate of Incorporation to be submitted.
2	The bidder should be principal service provider of HRMS Software and should support during the period of contract with the Bank.	Supporting testimonies to be submitted.
3	The bidder should be in existence for 5 years as on 30th June, 2017. (In case of mergers/ acquisitions/ restructuring or name change, the date of establishment of earlier/Original firm would be taken into consideration.)	Certificate of Incorporation, Certification of commencement of business.  Reference of Act/Notification/Registration Certificate etc.
4	The <i>lead</i> bidder should have average revenues in excess of Rs. 10 Cr. for the past 3 financial years i.e. 2014-15, 2015-16 & 2016-17. The <b>lead</b> bidder should have a positive net worth in the last three (3) Financial years (Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up Preference shares + Free reserves) – (Accumulated balance of loss + balance of deferred revenue expenditure + other intangible assets).	Copy of audited balance sheets and profit and loss statements for last three financial years – 2014-15, 2015-16 & 2016-17.
5	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.	Self Declaration to be provided on letterhead. In case or consortium, proper supporting documents to be enclosed.

6	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 centers in Howrah/Kolkata HOs of PBGB are in Howrah/Kolkata respectively.	Details of Support Centers in West Bengal to be provided.
7	The Bidder shall be the owner / certified or authorized agent / reseller / partner of the solution offered.	Manufacturer's Authorization Form to be provided in case of authorized agent / reseller / partner of the solution offered.
8	The bidder shall be engaged in providing and managing such type of solution in India from last 3 years.	Work Orders / Completion Certificates to be provided.
9	The similar solution offered should be running successfully in at least two PSU/Government Unit / Schedule Commercial Banks including Regional Rural Bank in INDIA at the release date of the RFP. At least one reference out of these two references should be processing payroll with a user base of at least 1000+ Users. <ul style="list-style-type: none"> <li>• Name of the project :</li> <li>• Name of organization:</li> <li>• Contact Person Name and his contact details:</li> <li>• Location:</li> <li>• No. of users:</li> <li>• Status of implementation: Live</li> </ul>	Bidder should provide Satisfactory Performance Certificate/Go Live Certificate from at least 2 Clients referred in their proposal.
10	The bidder should not be involved in any litigation which threatens solvency of company.	Self Declaration to be provided on letterhead.
11	The solution should have been assessed for Vulnerability and penetration tested performed.	Relevant 3 <sup>rd</sup> party certificate to be provided.
12	System proposed should be 100% web-enabled solution so that there is no need of any client / software to be loaded on the system of users (as some of the users of bank might be in remote locations using low-end systems)	Self Declaration to be provided on letterhead.
13	Bidder must have domain expertise in HR consulting so as to bring knowledge of global HR best practices in the project.	Self Declaration to be provided along with the profile.
14	Product support from the OEM would be available for the version of the HR system quoted to the bank for 6 years from its General Availability date.	Self Declaration from the bidder/OEM.

## FUNCTIONAL REQUIREMENTS

### INTRODUCTION

There is a need for an extensive Human Resource Management System that will enable the Paschim Banga Gramin Bank (PBGB) 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.

### 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:

The bidder should provide response to the below table as "S" – Standard Feature or "C"- Customization required( the bidder needs up to 15 Days with no extra charge) or "N"- not available and will not be provided by the bidder or need customization of more than 15 days or attracts extra charge and weightage will be given accordingly. Full allocated marks will be given for "S", 50% of the allocated marks will be given for "C" and no marks will be given to "N".

**Note:-If at the time of product demonstration/delivery/implementation it is found that the claim is not substantiated by the actual product, then the performance guarantee will be forfeited and the agency concerned will be barred from any future bid of the bank.**

ID#	Requirements	Mandator y (Y/N)	Mark s	Bidder's Respon se (S/C/N)	Bidder's Remark s
<b>Organization Structure</b>					
<b>1</b>	<b>Organization Structure</b>	<b>Y</b>	<b>(21)</b>		
1.1	Provision to define organization entities with an "Effective From" date.	Y	1		
1.2	Provision to define Departments.	Y	1		
1.3	Provision to define multiple Department hierarchies for an Organization.	Y	1		
1.4	Provision to define Work Locations.	Y	1		
1.5	Provision to define Grade Set.	Y	1		

1.6	Provision to define Grades under a Grade Set.	Y	1		
1.7	Provision to define pay Scales.	Y	1		
1.8	Provision to maintain Scales in multiple currencies.	Y	1		
1.9	Provision to Map Scale to various Grade Sets and Grades	Y	1		
1.10	Provision to define Job Levels	Y	1		
1.11	Provision to define Job and map attributes such as the Grade Set, Grade, Standard Hours, FLSA Exempt.	Y	1		
1.12	Provision to maintain Job Description.	Y	1		
1.13	Provision to Catalog jobs with Job Class, Job Family and Job Level.	Y	1		
1.14	Provision to classify Job as Salaried / Hourly.	Y	1		
1.15	Provision to map the competencies required for a Job	Y	1		
1.16	Provision to map the Qualifications required for various Jobs	Y	1		
1.17	Provision to define Positions, which would be a combination of a Department and Job	Y	1		
1.18	Provision to specify the number of posts for a Position	Y	1		
1.19	Provision to map the competencies required for various Positions	Y	1		
1.20	Provision to map Qualifications required for various Positions	Y	1		
1.21	Provision to maintain Position Control.	Y	1		
<b>2</b>	<b>Employee Information</b>	<b>Y</b>	<b>(2)</b>		
2.1	The HRM Software should maintain Employee Information under two sections : 1. Employee Personal Information, catering to employee as an	Y	2		

	individual and 2. Employment Information, catering to employee as a part of the organization. Software should also cater to Employee Movements.				
<b>3</b>	<b>Employee Personal Information</b>	<b>Y</b>	<b>(25)</b>		
3.1	The HRM Software should meet the following requirements in maintaining Employee Personal Information.	Y	1		
3.2	Provision to assign a unique employee code and create an employee file.	Y	1		
3.3	Automatic and manual employee code generation.	Y	1		
3.4	Provision to maintain different employee types such as Contract, Regular etc..	Y	1		
3.5	Workflow for authorization of Employee File.	Y	1		
3.6	Provision to create an User login automatically on employee file creation.	Y	1		
3.7	Provision to modify Employee - User login mapping.	Y	1		
3.8	Provision to maintain basic personal information of the Employee.	Y	1		
3.9	Provision to maintain employee Photographs.	Y	1		
3.10	Maintain unlimited personal information history.	Y	1		
3.11	Provision to record the details of Military service of the employee including specific field assignments details	N	1		
3.12	Provision to capture the Employee Identification Information.	Y	1		
3.13	Provision to capture Disability Information, if any, of the Employee	Y	1		
3.14	Provision to record Information relating to the	Y	1		

	Qualifications of the Employee				
3.15	Provision to maintain Employee Competency Information.	Y	1		
3.16	Provision for supervisor to assess Employee Competency Information.	Y	1		
3.17	Provision to record Employee Work Experience Information.	Y	1		
3.18	Provision to record the Employee's Proficiency in different languages	Y	1		
3.19	Provision to record information on the Hobbies pursued by the Employee	Y	1		
3.20	Provision to Record Information on the References supplied by the Employee	Y	1		
3.21	Provision to generate a snapshot view of Employee Personal Information.	Y	1		
3.22	Provision for Employee to request for changes in Personal Information through Self Service. The user should be able to request for changes in all the above specified areas of Personal Information.	Y	1		
3.23	Workflow for authorization/rejection of changes in Personal Information.	Y	1		
3.24	Provision to capture details about company property issued to an employee (e.g. PC's, mobile phones, etc.)	Y	1		
3.25	Provision to manage company property assigned to employee	Y	1		
<b>4</b>	<b>Employment Information</b>	<b>Y</b>	<b>(20)</b>		
4.1	The HRM Software should support a template to map the following employment attributes to an employee: Business Unit, Regulatory Region, Department, Work Location, Grade Set,	Y	1		

	Grade, Job, Position.				
4.2	Provision to maintain multiple assignments for an employee	Y	1		
4.3	Provision to capture the terms and conditions related to employment. Probation period, training agreements, notices period (while separation) are some of the information, which should be captured as a part of employment terms and conditions.	Y	1		
4.4	Provision to maintain a supervisor for each assignment.	Y	1		
4.5	Provision to maintain matrix reporting relationships.	Y	1		
4.6	Provision to alert HR on expiry of contract/probation period.	Y	1		
4.7	Provision to make effective dated changes and thereby support history maintenance.	Y	1		
4.8	Provision to view employee hierarchy	Y	1		
4.9	Employee should be identified with the unique Employee Code and Assignment number combination throughout the HRM Software.	Y	1		
4.10	Provision to define the competency/competencies required for performing the assignment	Y	1		
4.11	Provision to define the qualifications required for performing the assignment	Y	1		
4.12	Assignments for non-regular employees	Y	1		
4.13	Provision for the user to record the reward and award details of the employee for a particular assignment	Y	1		
4.14	Facility to record the official membership details of the employee	Y	1		

4.15	Workflow for authorization of Employment information.	Y	1		
4.16	Provision to classify the employee as hourly paid	Y	1		
4.17	Provision to classify the employee as salaried	Y	1		
4.18	Provision to classify the employee as FT/PT	Y	1		
4.19	Provision to classify the employee as eligible for overtime	Y	1		
4.20	Provision for multiple payroll groups?	Y	1		
<b>8</b>	<b>Employee Compensation Information</b>	<b>Y</b>	<b>(8)</b>		
8.1	Provision for setting the Base Salary at assignment level for an employee.	Y	1		
8.2	Provision to maintain base salary in different Currencies for different assignments.	Y	1		
8.3	Provision to default a scale associated with the employee's grade.	Y	1		
8.4	Provision for recording Base Salary attributes for Non-regular Employees	Y	1		
8.5	Provision to view internal equity: This feature should allow the user to view the Compensation Details of other employees in the organization with attributes similar to that of the selected employee. The attributes should be Job Level, Department, Job, Grade Set-Grade, Qualifications and Work Experience . This should help the HR user to make a better decision on arriving at a Base Salary of the selected employee.	Y	1		
8.6	Provision to maintain history in employee compensation information.	Y	1		
8.7	Workflow for authorizing compensation information.	Y	1		
8.8	Flexibility for employees to	Y	1		

	manage pay package				
<b>9</b>	<b>Employee Movements</b>	<b>Y</b>	<b>(14)</b>		
9.1	Provision for promoting an employee within an Employment Unit or across Employment Units.	Y	1		
9.2	Provision to transfer an employee across Employment Units.	Y	1		
9.3	Provision to Promote and Transfer an employee simultaneously	Y	1		
9.4	Provision to terminate/seperate an employee.	Y	1		
9.5	Provision to maintain exit interview details.	Y	1		
9.6	Provision to capture the last date of availability and reasons for separation.	Y	1		
9.7	Provision to mark an terminated/seperated employee as eligible for rehire.	Y	1		
9.8	Provision to rehire an employee.	Y	1		
9.9	Provision to maintain the same employee code on rehire.	Y	1		
9.10	Provision to assign a new employee code on rehire, if need be.	Y	1		
9.11	Provision to create checklist for promotion,transfer & separation	Y	1		
9.12	Provision for bulk change in reporting relationships.	Y	1		
9.13	Workflow for authorizing Employee Movements.	Y	1		
9.14	Alert the concerned employees on Authorization of movements.	Y	1		
<b>10</b>	<b>Reports</b>	<b>Y</b>	<b>(20)</b>		
10.1	Competency Mapping Listing	Y	2		
10.2	Competency Master Listing	Y	2		
10.3	Employee Competency Report	Y	2		
10.4	Employee Directory Report	Y	2		
10.5	Employee ID Due to Expire	Y	2		
10.6	Employee Salary History	Y	2		
10.7	Employee service details	Y	2		

10.8	Exit employee details	Y	2		
10.9	Contract Expiry Report	Y	2		
10.10	Future Retirements	Y	2		
<b>ID#</b>	<b>Requirements</b>	<b>Mandatory (Y/N)</b>	<b>Marks</b>	<b>Bidder's Response (S/C/N)</b>	<b>Bidder's Remarks</b>
<b>Payroll and Compensation, Tax deductions and Reporting</b>					
<b>1</b>	<b>Payroll</b>	<b>Y</b>	<b>(18)</b>		
1.1	Can we set up different types of Cost components in the system?				
i. 1.2	Earnings/Allowances (total of +/- 999 different earning types) e.g. Special Area Allowance, Handicapped Allowance, Qualification Allowance, Special pay etc.	Y	2		
1.2	Deductions (total of +/- 999 different deduction types)	Y	2		
1.3	Company Cost (total of +/- 999 different company cost types)	Y	2		
1.4	Other Cost/Fringe Benefits (total of +/- 999 different other cost/fringe benefits types)	Y	2		
2	Each component has usually its own rule/requirement/ or auto load (automatic creation). The system can allow for these requirements?	Y	2		
3	The rules per component can be down to field level and can differ between business units/divisions or job category.	Y	2		
4	The values must be reflected in the current month's reports/GL Interface.	Y	2		
5	Cost components must be linked to the GL Account number.	Y	2		
6	Provision to provide access to payroll user to employees of specific grade/location	Y	2		
<b>7</b>	<b>Payroll : Import of Data Facility</b>	<b>Y</b>	<b>(4)</b>		
7.1	Facility to import bulk payroll input documentation from business units, departments into the system without manual capturing actions.	Y	2		



7.2	Does the system have a facility available to import payroll information into the system?	Y	2		
<b>8</b>	<b>Payroll : Fast Entry Screen</b>	<b>Y</b>	<b>(4)</b>		
8.1	Requires a fast entry screen for bulk capturing of the payroll information from employees.	Y	2		
8.2	The system should verify/check the data capture (employee number, if the cost component code exists, etc.) before saving the data.	Y	2		
<b>9</b>	<b>Payroll Withhold of Pay</b>	<b>Y</b>	<b>(4)</b>		
9.1	Facility to with hold the salary of an employee. (The user needs to stop the salary of an employee)	Y	2		
9.2	Could the salary be withheld at the last moment before the final run is activated?	Y	2		
<b>10</b>	<b>Payroll : On-Screen Pay Slip Results</b>	<b>Y</b>	<b>(12)</b>		
10.1	Individual Salary Slips - View salary payslip results on the screen without printing a payslip.	Y	2		
10.2	Please specify below payroll pay slip matters. Provision to different code types separately i.e	Y	2		
i.	I Allowances	Y	2		
ii.	Deductions	Y	2		
iii.	Leave Balance	Y	2		
iv.	Other Cost	Y	2		
<b>11</b>	<b>Payroll : Salary Structuring</b>	<b>Y</b>	<b>(6)</b>		
11.1	Facility to provide different salary structures like :				
11.1.1	Cost to company (CTC)	Y	2		
11.1.2	Normal Pay.	Y	2		
11.2	Can the system handle different salary structure? – Branch/Controlling Office/Head Office wise Salary (Basic Pay, Dearness Allowance, Other Allowances/Other components of salary)	Y	2		
<b>12</b>	<b>Payroll : Retro,Arrears Calculations</b>	<b>Y</b>	<b>(12)</b>		

12.1	Does the system allow the user to correct the input in the pay month where it was incorrectly calculated/paid?	Y	2		
12.2	Does the system allow the user to "retro calc" an employee's payroll result where necessary?	Y	2		
12.3	Does the system auto re-calculate all implications on the retro transaction i.e.	Y	2		
12.4	Original GL Interface amounts not to be changed by the retro but included in the current pay month?	Y	2		
12.5	The system to provide retro reports	Y	2		
12.6	Retro Payments/deductions to be reflected on final pay payslip of the new pay month?	Y	2		
<b>13</b>	<b>Payroll : Split of Payroll Cost into Different Cost Centers/Project Numbers</b>	<b>Y</b>	<b>(2)</b>		
13.1	Does the system allow for the splitting of payroll cost into different cost centers? E.g. the work of overtime must be at another cost center and not to the employee's main cost center?	Y	2		
<b>14</b>	<b>Payroll : Payment after Termination Date</b>	<b>Y</b>	<b>(4)</b>		
14.1	Does the system has flexibility to take care the outstanding payments/allowances after the employee termination take place	Y	2		
14.2	Can the values reflected in the current month's reports/GL Interface?	Y	2		
<b>15</b>	<b>Payroll : Payment of Net Pay Salaries</b>	<b>Y</b>	<b>(8)</b>		
15.1	Can the system make payments via EFT for net salaries	Y	2		
15.2	Does the system allow the user to create a bank file which can be used for the net pay distributions?	Y	2		
15.3	Can the system indicate which employees are paid by cheque or cash?	Y	2		
15.4	Can payment be made into more than one bank account if the employee needs to split his / her net pay amount ?	Y	2		

<b>16</b>	<b>Tax deductions/calculations</b>	<b>Y</b>	<b>(4)</b>		
16.1	To allow the employees to calculate the "what if" scenarios on individual level , the system should allow the employee to calculate tax results without running payroll runs.	Y	2		
16.2	Is functionality in the system available to calculate the income tax of an employee?	Y	2		
<b>17</b>	<b>Tax Declarations</b>	<b>Y</b>	<b>(4)</b>		
17.1	Provision to declare employee investments	Y	2		
17.2	Provision to submit tax proofs online	Y	2		
<b>18</b>	<b>Payroll : Time and Attendance System</b>	<b>Y</b>	<b>(2)</b>		
18.1	Can the system interface with Time and Attendance systems?	Y	2		
<b>19</b>	<b>Payroll : Pay Slip</b>	<b>Y</b>	<b>(8)</b>		
19.1	Can the system generate electronic pay slips?	Y	2		
19.2	If so, can the pay slips be distributed via employee self service/the E-mailing system?	Y	2		
19.3	Do you have flexibility in the system to provide a detail breakdown of the amounts being deducted for separate garnishees, insurances, etc. (to reflect reference numbers next to the deduction) in the pay-slip	Y	2		
19.4	Payslip layout is flexible	Y	2		
<b>20</b>	<b>Payroll : Integration with Financial systems</b>	<b>Y</b>	<b>(8)</b>		
20.1	Can the system interface to the General Ledger system?	Y	2		
20.2	A nominal ledger code can be allocated against each expense code?	Y	2		
20.3	The cost of an employee can then be split over more than one cost center at a ratio/percentage that you have defined?	Y	2		
20.4	Ability to split the cost of an employee over more than one cost center automatically based on the number of hours worked/gross pay at each cost	Y	2		

	center or business unit?				
<b>21</b>	<b>Superannuation Benefits</b>	<b>Y</b>	<b>(12)</b>		
21.1	The system should support all processes related to superannuation and retirement. The broad provisions required are:	Y	2		
	Gratuity	Y	2		
	Leave Encashment	Y	2		
	Provident Fund Accumulation	Y	2		
	GSLI Accumulation	Y	2		
	Pension Payment	Y	2		
<b>22</b>	<b>Payroll : Company Loans</b>	<b>Y</b>	<b>(46)</b>		
22.1	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				
i.	Housing	Y	2		
ii.	Conveyance	Y	2		
iii.	PCL	Y	2		
iv.	Education	Y	2		
v.	Bridging Loan	Y	2		
vi.	Festival Advance	Y	2		
vii.	Staff Overdraft	Y	2		
22.2	Does the system has loan module and can provides below types of loans:	Y	2		
<b>i</b>	<b>Interest Free loans</b>				
I	The user to record the capital amount	Y	2		
li	Record the date of the loan	Y	2		
a.	Interest prime rate % or	Y	2		
b.	Interest other rate %	Y	2		
c.	Record the repayment amount	Y	2		
d.	To have a reference field or comments field for general comments	Y	2		
<b>ii</b>	<b>Interest Bearing loans</b>				
23.1	The user to record the capital amount	Y	2		
23.2	Record the date of the loan	Y	2		
23.3	Record the repayment amount	Y	2		
23.4	To have a reference field or comments field for general comments	Y	2		

23.5	To reflect the interest separately for general ledger purposes.	Y	2		
23.6	The system to carry balances of the loans	Y	2		
23.7	The system to calculate tax implications	Y	2		
23.8	The system to allow for the change of loan installments on employee choice	Y	2		
23.9	Usually with bonus payments, the employee wants to pay more towards the loan.	Y	2		
<b>23</b>	<b>Group Loan Insurance, (Premium payment of Staff)</b>	<b>Y</b>	<b>(2)</b>		
<b>24</b>	<b>GSLI Premium</b>	<b>Y</b>	<b>(2)</b>		
<b>25</b>	<b>Loan Installment recovery</b>	<b>Y</b>	<b>(2)</b>		
<b>26</b>	<b>Payroll : Bonus</b>	<b>Y</b>	<b>(6)</b>		
26.1	Does system has facility to structure a bonus within the salary package.	Y	2		
26.3	Does the system has facility to make bonus payable with a particular pay month's net pay?	Y	2		
26.4	Does the system has facility wherein bonus can be paid out immediately when the employee is terminated or when the employee restructures his/her salary package?	Y	2		
<b>27</b>	<b>Increment</b>	<b>Y</b>	<b>(2)</b>		
<b>28</b>	<b>Wage Revision</b>	<b>Y</b>	<b>(2)</b>		
<b>29</b>	<b>Arrears Calculation</b>	<b>Y</b>	<b>(2)</b>		
<b>30</b>	<b>Contributory provident fund</b>	<b>Y</b>	<b>(2)</b>		
<b>31</b>	<b>Leave :Link to Payroll</b>	<b>Y</b>	<b>(10)</b>		
31.1	Does the system allow the pulling of leave data through to the salary detail tables automatically?	Y	2		
31.2	Does the system capture and consider below leave related scenarios for the payroll processing :				
25.4.1	Unpaid leave	Y	2		
25.4.2	Resignations - Leave pay	Y	2		
25.4.3	Maternity leave	Y	2		
31.3	Does the Payslip quote all unpaid leave (minus amount and days)?	Y	2		
<b>32</b>	<b>Reports</b>	<b>Y</b>	<b>(56)</b>		
32.1	Report on Payroll Exceptions	Y	2		
32.2	Report on Payroll-Allowance / Deduction	Y	2		

32.3	Report on Processed Arrears Listing	Y	2		
32.4	Report on New Joiners Payroll Listing	Y	2		
32.5	Report on Payroll Summary – Employee wise	Y	2		
32.6	Report on Payroll Summary – Department wise	Y	2		
32.7	Report on Payroll Summary – Overall	Y	2		
32.8	Report on Attendance	Y	2		
32.9	Report on Payslip	Y	2		
32.10	Report on YTD Employee Earning	Y	2		
32.11	Report on Exit Employee Pending Claims	Y	2		
32.12	Report on Payroll Reconciliation	Y	2		
32.13	ESI - Form 6 - ESI register	Y	2		
32.14	ESI remittance	Y	2		
32.15	IT - FORM 16	Y	2		
32.16	IT - Form 16AA	Y	2		
32.17	IT - Form 12BA	Y	2		
32.18	PF - FORM 5	Y	2		
32.19	PF - Form 10	Y	2		
32.20	PF - Form 3A	Y	2		
32.21	PF - Form 6A	Y	2		
32.22	PF - PF challan	Y	2		
32.23	PF - Form 12A	Y	2		
32.24	PT - Form 5	Y	2		
32.25	PT - Form 5A	Y	2		
32.26	PF summary report	Y	2		
32.27	ESI monthly statement	Y	2		
32.28	ESI Form 5	Y	2		

ID#	Requirements	Mandatory (Y/N)	Marks	Bidder's Response (S/C)	Bidder's Remarks
<b>Claims &amp; Reimbursement</b>		<b>Y</b>	<b>(12)</b>		
1	Provision to create any number of claim items	Y	2		
2	Provision to group items	Y	2		
3	Provision to specify the limit for each claim item	Y	2		
4	Provision to capture dependent details	Y	2		
5	Provision to payout claims through payroll	Y	2		
6	Provision to route the claim request to single/multiple levels of	Y	2		

	authorization				
<b>7</b>	<b>Reports</b>	<b>Y</b>	<b>(4)</b>		
7.1	Report on Reimbursement Claim Summary	Y	2		
7.2	Report on Reimbursement Expenditure	Y	2		

<b>ID#</b>	<b>Requirements</b>	<b>Mandatory (Y/N)</b>	<b>Marks</b>	<b>Bidder's Response (S/C)</b>	<b>Bidder's Remarks</b>
<b>Time and Attendance Management</b>		<b>Y</b>	<b>(48)</b>		
1	Can the system set-up below leave type's rules with the relevant payment requirements for them?				
1.1	Casual Leave	Y	2		
1.2	Earned/Privilege leave	Y	2		
1.3	Annual leave	Y	2		
1.4	Medical/Additional Sick leave	Y	2		
1.5	Unpaid leave	Y	2		
1.4	Maternity leave	Y	2		
1.5	Family Responsibility leave	Y	2		
1.6	Paternity & Extraordinary leave	Y	2		
1.7	Study leave	Y	2		
1.8	Special leave	Y	2		
1.9	LFC	Y	2		
1.10	Shop steward leave	Y	2		
1.11	Long service leave	Y	2		
2	Provision to define calendar based and non-calendar based leave types	Y	2		
3	Provision to define Entitlement, Posting (availment), Carry forward and encashment rules/conditions for each leave types.	Y	2		
5	Entitle employee with leave units for each calendar	Y	2		
6	Provision for employee to apply leave once entitlement is done	Y	2		
7	Provision for availing session based leave	Y	2		
8	Complete integration with time management schedules.	Y	2		
9	Self service provision for leave encashment	Y	2		
10	Provision for leave adjustment and leave regularization	Y	2		
11	Configure workflow based on conditions	Y	2		

12	Provision to handle leave adjustment	Y	2		
13	Provision to handle leave regularization	Y	2		
<b>14</b>	<b>Leave :Employee Termination (Procedure)</b>	<b>Y</b>	<b>(6)</b>		
14.1	System should automatically shows "Nil" leave balance when employees are terminated	Y	2		
14.2	Can the system automatically calculate the values when employees are terminated?	Y	2		
14.3	Pay the employee the leave balance value in the Payroll module of the system?	Y	2		
<b>15</b>	<b>Leave :Fast Entry Screen</b>	<b>Y</b>	<b>(4)</b>		
15.1	System should have fast entry screen for bulk capturing of leave forms from the employees.	Y	2		
15.2	The system should verify/check the data capture (employee number, for overlapping dates, is the "from date" not after the "to date" field, etc) before saving the data.	Y	2		
<b>16</b>	<b>Leave : Public Holidays</b>	<b>Y</b>	<b>(4)</b>		
16.1	The system must cater for all the different public holidays in year calendar	Y	2		
16.2	Where the leave rules exclude public holidays in the taken total, the system should calculate the totals correctly.	Y	2		
<b>17</b>	<b>Leave :Leave Management reports</b>	<b>Y</b>	<b>(10)</b>		
17.1	Leave taken reports	Y	2		
17.2	Full leave management report by individual Employee (full history)	Y	2		
17.3	Leave/sick balances	Y	2		
17.4	Monday/Friday absence report	Y	2		
17.5	Leave Liability (provision) report	Y	2		
<b>18</b>	<b>Leave : Client Specific Absence Requirements</b>	<b>Y</b>	<b>(26)</b>		
18.1	Absence can be viewed on a calendarised display.	Y	2		
18.2	User can define absence types e.g. accident at work, long term illness etc.	Y	2		
18.3	System will automatically note request for a doctors certificate beyond company policy	Y	2		
18.4	System informs relevant personnel if key person is absent	Y	2		
18.5	Does the self-service inform the manager if the employee applies for leave?	Y	2		



18.6	System can advise when an employee moves from paid to unpaid leave.	Y	2		
18.7	System can record projected start and end dates.	Y	2		
18.8	System can record actual start and end date.	Y	2		
18.9	System can record reason for leave.	Y	2		
18.10	System can record if leave is paid, unpaid, or partially paid.	Y	2		
18.11	System can record the amount of leave accrued.	Y	2		
18.12	System can record leave entitlements.	Y	2		
18.13	System can record leave taken.	Y	2		
<b>19</b>	<b>Attendance</b>	<b>Y</b>	<b>(8)</b>		
19.1	The system should have the feasibility of being integrated with RFID/Biometric based attendance systems as and when deployed by the Bank	Y	2		
19.2	Provision to schedule shifts	Y	2		
19.3	Provision to view employee wise schedule	Y	2		
19.4	Provision to link employee schedule with leave and training process	Y	2		

ID#	Requirements	Mandatory (Y/N)	Marks	Bidder's Response (S/C)	Bidder's Remarks
<b>Performance Appraisal</b>		<b>Y</b>	<b>(14)</b>		
1	Provision to set objectives at organizational & employee level	Y	2		
2	Provision to map multiple appraisers to employee	Y	2		
3	Provision to do self appraisal online	Y	2		
4	Provision to record appraisal rating online	Y	2		
5	Provision to record recommendations	Y	2		
6	Provision to record training needs	Y	2		
7	Provision to normalise appraisal ratings	Y	2		
<b>8</b>	<b>Reports</b>	<b>Y</b>	<b>(22)</b>		
8.1	Report on Appraisal Form	Y	2		
8.2	Report on Appraisal Exception	Y	2		
8.3	Report on Consolidated Appraisal	Y	2		
8.4	Report on Employee Appraisal Status	Y	2		
8.5	Report on Employee Appraisal Rating Details	Y	2		
8.6	Appraisers Recommendation	Y	2		
8.7	Normalization Reports	Y	2		

8.8	Option for Managers to pull out reports of their respective teams	Y	2		
8.9	Training Attended Report - Employee Wise	Y	2		
8.10	Training Requirements Report - Employee Wise	Y	2		
8.11	KRA Score Evaluation Report	Y	2		

ID#	Requirements	Mandatory (Y/N)	Marks	Bidder's Response (S/C)	Bidder's Remarks
<b>Administration (Benefits)</b>					
<b>1</b>	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:	<b>Y</b>	<b>(34)</b>		
1.1	Medical Aid	Y	2		
1.2	Overtime/Closing Allowance	Y	2		
1.3	Medical Claims	Y	2		
1.4	Conveyance Allowance/Fuel Charges	Y	2		
1.5	Travelling Allowance	Y	2		
1.6	LFC Claims	Y	2		
1.7	Festival Advance	Y	2		
1.8	Telephone / Mobile charges	Y	2		
1.9	Facility for News Paper Reimbursement	Y	2		
1.10	Facility for Briefcase Reimbursement	Y	2		
1.11	Facility for Furniture fixture / Flat allotment	Y	2		
1.12	Facility for meals to executives to be taxed	Y	2		
1.13	Provision of separate account for rent cheque issue ( monthly payments)	Y	2		
1.14	Facility for issuing ID Cards to staff	Y	2		
1.15	Facility for access control cards	Y	2		
1.16	Facility for Home & Dormitory	Y	2		
1.17	Report of employees on completion of 25 yrs of service	Y	2		
<b>2</b>	<b>LFC Management</b>	<b>Y</b>	<b>(40)</b>		
2.1	Facility to apply online for LFC by the employees	Y	2		
2.2	Support online approval for LFC by concerned authority	Y	2		
2.3	Support LFC cancellation, extension, postponement, etc.	Y	2		
2.4	Ability to facilitate actual LFC type within a given period of years	Y	2		

2.5	Ability to sanction Encashment of LFC instead of availing it by actually traveling as provided in the settlement	Y	2		
2.6	Ability to maintain air/railway/transport rates with respect to distance covered	Y	2		
2.7	Sanctioning the LFC HA/TA based on the entitlement being arrived from the approved distance for different cadre by parameterising the eligible distance	Y	2		
2.8	Sanction of advance against the LFC application and generation of vouchers and accounting entries	Y	2		
2.9	Processing the calculation of final LFC bill as per the eligibility and payment of amount if the advance availed is less and recovery in case of advance availed is more	Y	2		
2.10	Generation of reminder letters if LFC, Final bill is not submitted within the prescribed time	Y	2		
2.11	Payment of local conveyance charges to the award staff as per LFC eligibility	Y	2		
2.12	Follow up of outstanding suspense entries with staff members – Letter generation	Y	2		
2.13	Passing of all accounting entries, generation of vouchers and maintenance of all relevant registers	Y	2		
2.14	Generation of all relevant reports and MIS reports	Y	2		
2.15	Advance payment for self and dependents should be accepted in LFC in single block. LFC for different blocks but availed in same year should be accepted	Y	2		
2.16	Bill payment in part amount should be possible	Y	2		
2.17	Entry should be adjusted or be recovered if LFC Claimed in advance should be cancelled due to any reason	Y	2		
2.18	Facility of extending the LFC block	Y	2		
2.19	Authorization from respective department is done online	Y	2		
2.20	Modification of entries is possible through officer and above cadre	Y	2		

ID#	Requirements	Mandatory (Y/N)	Marks	Bidder's Response (S/C)	Bidder's Remarks
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<b>Training</b>					
<b>1</b>	<b>Course Master</b>	<b>Y</b>	<b>(6)</b>		
1.1	Define Course	Y	1		
1.2	Group course into module and Program	Y	1		
1.3	Define minimum and maximum trainees	Y	1		
1.4	Maintain Feedback parameters specific to each course	Y	1		
1.5	Maintain list of qualified trainers	Y	1		
1.6	Maintain evaluation and post training evaluation setup	Y	1		
<b>2</b>	<b>Course Scheduling:</b>	<b>Y</b>	<b>(34)</b>		
2.1	Courses	Y	1		
2.2	The minimum/maximum course numbers per course detail	Y	1		
2.3	Venues	Y	1		
2.4	Faculty	Y	1		
2.5	Sessions	Y	1		
2.6	The system should assist the user with :	Y	1		
2.7	Course Bookings:	Y	1		
2.8	Cancellations	Y	1		
2.9	Waiting lists	Y	1		
2.10	The system should assist the user with :	Y	1		
2.11	Course Completions:	Y	1		
2.12	Results	Y	1		
2.13	Assessments (immediate and post training after 'x' number of days	Y	1		
2.14	Generation of certificates	Y	1		
2.15	Update employee records	Y	1		
2.16	The system must allow the user to record internally and externally training courses.	Y	1		
2.17	Internal Courses(name)	Y	1		
2.18	External Courses(name)	Y	1		
2.19	Cost of Courses	Y	1		
2.20	Date of course	Y	1		
2.21	Be able to store exam results per course taken	Y	1		
2.22	Be able to view availability of resources (tutors/Assessors/facilities)	Y	1		
2.23	Is the system able to store and maintain information on training service providers - be able to group according to courses offered	Y	1		
2.24	Can the system store feedback (faculty and trainee) on the courses run?	Y	1		
2.25	Keep track which mandatory training courses are available for certain job categories	Y	1		
2.26	The system should cater for a training budget whereby it can be maintained and reported.	Y	1		

2.27	Can the system provide a total course training cost based on various costing factors for example:	Y	1		
2.28	Venue cost	Y	1		
2.29	Course cost	Y	1		
2.30	Resource cost	Y	1		
2.31	Direct or indirect cost	Y	1		
2.32	Can the training cost be allocated to the appropriated cost centre?	Y	1		
2.33	Can the system accommodate the on-line registration of employees and produce automatic e-mail authorizations?(workflow)	Y	1		
2.34	Does the system cater for the automatic sending of confirmation notification?(workflow)	Y	1		
<b>3</b>	<b>Reports</b>	<b>Y</b>	<b>(18)</b>		
3.1	Report on Course Cost Expenses Head	Y	1		
3.2	Report on Course Cost Summary	Y	1		
3.3	Report on Employee Absent	Y	1		
3.4	Report on Individual Staff Training History	Y	1		
3.5	Report on Internal Faculty	Y	1		
3.6	Report on Staff Attended One Training Program Each Financial Year	Y	1		
3.7	Report on Training Plan	Y	1		
3.8	Report on Training Program Attendance Summary Details	Y	1		
3.9	Report on Training Schedule for a Period	Y	1		
3.10	Report on Training Summary (Budget Vs Actuals)	Y	1		
3.11	Report on Training Summary - Staff Wise	Y	1		
3.12	Report on Course Participants	Y	1		
3.13	Report on Training Details	Y	1		
3.14	Report on Training Imparted to Employee	Y	1		
3.15	Monthly Training Hour Report	Y	1		
3.16	Monthly Accrual Report	Y	1		
3.17	Monthly Training Activity Report	Y	1		
3.18	Monthly Report – Training cost incurred per month	Y	1		

ID#	Requirements	Mandatory (Y/N)	Marks	Bidder's Response (S/C)	Bidder's Remarks
<b>Recruitment</b>					
<b>1</b>	<b>Recruitment</b>	<b>Y</b>	<b>(108)</b>		
1.1	Provision to raise hire request against a position.	Y	2		
1.2	Workflow to approve/reject the	Y	2		

	hire request.				
1.3	Provision to assign recruiter for every hire request to manage the hire process.	Y	2		
1.4	Provision for vacancy allocation (for ex-service men, handicapped etc).	Y	2		
1.5	Provision to maintain Sourcing agencies master.	Y	2		
1.6	Provision to assign applicant sources (internal/external) to hire request.	Y	2		
1.7	Mark the hire request for internal applicants.	Y	2		
1.8	Mark the hire request for employee referral.	Y	2		
1.9	Ability to maintain customized evaluation setup for each hire request.	Y	2		
1.10	Ability to maintain standard evaluation setup.	Y	2		
1.11	Provision to map the standard evaluation setup to hire request	Y	2		
1.12	Provision to schedule the interview process.	Y	2		
1.13	Self service for internal applications.	Y	2		
1.14	Resume capture - Capture exhaustive information about applicants such as Education, Work Experience etc.,	Y	2		
1.15	Provision to maintain Resume bank	Y	2		
1.16	Screening of resumes based on user defined criteria	Y	2		
1.17	Provision to save the screening criteria	Y	2		
1.18	Provision for multiple level screening of resume.	Y	2		
1.19	Provision to maintain resume on hold.	Y	2		
1.20	Provision to blacklist resume.	Y	2		
1.21	Provision to mark resume for future reference	Y	2		
1.22	Applicant evaluation	Y	2		
1.23	Selection and offer letter support	Y	2		
1.24	Provision to record salary fitment.	Y	2		
1.25	Provision to record joining details.	Y	2		
1.26	Transfer of resume information to employee database on applicant	Y	2		

	joining.				
1.27	Ability to transfer the salary fitment details to employee compensation information.	Y	2		
1.28	Provision to by-pass the usual hire process. Ability to "Quick hire" applicants.	Y	2		
1.29	Provision to maintain the following masters: Panel of interviewers, External evaluators, internal evaluators, evaluation exercises, venue.	Y	2		
1.30	Online resume capture.	Y	2		
1.31	Collaboration with placement agencies	Y	2		
1.32	Document attachments	Y	2		
1.33	On-line searches for qualified applicants and employees based on requirements from the resume bank.	Y	2		
1.34	Tracking of applications by personal data, skills, education, training, and test results	Y	2		
1.35	Tracking interview results	Y	2		
1.36	Word processing interface for customizing recruitment letters	Y	2		
1.37	Applicant flow statistics	Y	2		
1.38	Access to the job portals & interface with job advertisements in portals & OPI web site	Y	2		
1.39	Sending mass emails from the system	Y	2		
1.40	Conducting Test	Y	2		
1.41	Recording of the Interview Process Flow	Y	2		
1.42	Candidate Salary Fitment as per Matrix-variation details	Y	2		
1.43	Project Wise tracker to update test & interview details	Y	2		
1.44	Mechanisms to identify whether the candidate is reappearing for interview	Y	2		
1.45	Appointment Letter Tracker	Y	2		
1.46	Offer Letter Preparation	Y	2		
1.47	Status on Offer Rejection with Reasons	Y	2		
1.48	Background Verification-Interface with BC Vendor Software	Y	2		
1.49	Medical Examination &	Y	2		

	Background Check Tracking				
1.50	Employee File Tracking	Y	2		
1.51	Employee New Joinee Induction	Y	2		
1.52	Joining Formalities & BOA Submission	Y	2		
1.53	Scanning/Uploading of Personal Documents	Y	2		
1.54	Review of Confirmation Status & Preparation of Confirmation Letters	Y	2		
<b>2</b>	<b>Reports</b>	<b>Y</b>	<b>(38)</b>		
2.1	Consolidated Reports on Request for Hiring	Y	2		
2.2	Recruitment Analysis	Y	2		
2.3	New report reporting for work	Y	2		
2.4	Interview Process	Y	2		
2.5	Uploading MIS reports	Y	2		
2.6	Weekly Recruitment Report	Y	2		
2.7	Monthly Recruitment Report	Y	2		
2.8	Manager Wise Report	Y	2		
2.9	Recruiter Wise Report	Y	2		
2.10	Project Wise Report	Y	2		
2.11	Source of Recruitment Report	Y	2		
2.12	On Time Matrix Report	Y	2		
2.13	Monthly Joinee Details	Y	2		
2.14	Project Billability Report	Y	2		
2.15	Internal Job Postings Reports	Y	2		
2.16	Reward & Recognition Nominations	Y	2		
2.17	Time & expenses	Y	2		
2.18	Background Check Report	Y	2		
2.19	Medical Check Report	Y	2		

ID#	Requirements	Mandatory (Y/N)	Marks	Bidder's Response (S/C)	Bidder's Remarks
<b>Relationship/ Disciplinary Proceedings</b>		<b>Y</b>	<b>(30)</b>		
1	The system should allow the user to record information related to:				
i.	Grievances?	Y	1		
ii.	Disciplinary actions?	Y	1		
2	Can the employee record their grievance through self service?	Y	1		
3	Can the system maintain Grievance type such as Facilities, Working Environment, Salary payout etc.	Y	1		
4	Can the administrator assign a employee to address a particular grievance type?	Y	1		



5	Can the system perform automatic routing of the grievances to the corresponding administrator ?	Y	1		
6	Can routing of grievance to another employee for addressal be possible?	Y	1		
7	Can the system record the observations made by senior employees?	Y	1		
8	Can the system support maintenance records of disciplinary actions taken against employees?	Y	1		
9	Where lost time due to accidents can be recorded?	Y	1		
10	Generation of Attendance Report in the required format	Y	1		
11	Leave Schemes to be included as per OPI leave policy and requirement	Y	1		
12	Updation of Leave records	Y	1		
13	PCH & Comp Off Report from HRIS	Y	1		
14	Linking Attendance & Leave to generate payroll data	Y	1		
15	Linking of Log Data & Swipe data to generate attendance	Y	1		
16	Attendance Regularisation	Y	1		
17	Auto Debit of leave in case of leave taken with out applying/ LOP to be calculated on unauthorised leave	Y	1		
18	Updation of Mediclaim for Employees & Dependents	Y	1		
19	Mediclaim - Inclusion & Deletion List	Y	1		
20	Parents Premium Recovery List	Y	1		
21	Updating the Resignation & Absconding Details	Y	1		
22	Separation Clearance Form	Y	1		
23	Exit Interview Form	Y	1		
24	Issuing of Experience Service Certificate & Relieving Letter	Y	1		
25	Updation of Employee Database	Y	1		
26	Calculation of Leave Encashment & Recovery if any	Y	1		
27	Submission of Settlements to Accounts	Y	1		
28	Sending the Final Settlement to Ex-Employees	Y	1		
29	Maintenance of Ex-employee Documents	Y	1		
<b>30</b>	<b>Reports</b>	<b>Y</b>	<b>(23)</b>		
30.1	Report on Grievance	Y	1		
30.2	Report on Grievance Response	Y	1		
30.3	Report on Grievance Status	Y	1		
30.4	Report on Grievance Resolution	Y	1		
30.5	Report on Grievance Legal Action	Y	1		

	Details				
30.6	Report on Grievance Status Details	Y	1		
30.7	Report on Disciplinary action details	Y	1		
30.8	Report on Disciplinary action status	Y	1		
30.9	Report on Disciplinary action activity details	Y	1		
30.10	Daily, Monthly, Yearly Attendance Report	Y	1		
30.11	Project Wise Attendance Reports	Y	1		
30.12	Leave Balance Report for different leave types	Y	1		
30.13	LOP Report for Payroll	Y	1		
30.14	Absentee Report	Y	1		
30.15	Mediclaime Nomination Report with details	Y	1		
30.16	Headcount Report - Location Wise	Y	1		
30.17	Attrition Report - Location Wise	Y	1		
30.18	Various Employee Details Report	Y	1		
30.19	Resignation list	Y	1		
30.20	Exit Analysis Report	Y	1		
30.21	Daily Headcount Report	Y	1		
30.22	Anniversary List - Birthdays & Tenure	Y	1		
30.23	Department/Project wise Headcount Report	Y	1		

ID#	Requirements	Marks	Bidder's Response (S/C/)	Bidder's Remarks
<b>1</b>	<b>Career Planning</b>	<b>(6)</b>		
1.1	Identify employees for career planning based on qualification, work experience, performance rating etc.	1		
1.2	Define Career Paths for various jobs.	1		
1.3	Provision to specify job sequence in career path.	1		
1.4	Employee self service to record employee career aspirations.	1		
1.5	Record and monitor employee career plan.	1		
1.6	Record training needs and areas of development.	1		
<b>2</b>	<b>Succession Planning</b>	<b>(8)</b>		
2.1	Perform succession planning for an employee or position	1		
2.2	Short-list potential successors on competency match count, qualifications, experience, age, level, and personal preferences	1		
2.3	Short-list potential successors based on career aspirations of employees.	1		

2.4	Short-list potential successors based on a complex business logic. (Combination for various employment/personal attributes).	1		
2.5	Identify potential successors to position or employee.	1		
2.6	Rank potential successors	1		
2.7	Record training needs and areas of development.	1		
2.8	Provision to specify probable succession date.	1		
<b>3</b>	<b>Manpower and Salary Planning</b>	<b>(14)</b>		
3.1	Provision to define flexible manpower planning period.	1		
3.2	Ability to maintain any number of versions of manpower and salary plan.	1		
3.3	Provision to perform manpower plan at any level. (Company, Business unit, Department, Job, Position, Grades etc).	1		
3.4	Provision to build business factors such as attrition into the system to calculate the manpower requirement. I.e. if the attrition percentage is specified, the system should generate the manpower requirement. Similarly, other business factors should be incorporated.	1		
3.5	Provision to view the increase in salary budget graphically.	1		
3.6	Provision to view the effect of manpower plan on salary budget based on the current compensation paid to that particular job.	1		
3.7	Provision to view the effect of manpower plan on salary budget based on user defined compensation.	1		
3.8	Ability to review the manpower requirements, and then prepare the consolidated Manpower Planning requirement and the total estimated costs for the same.	1		
3.9	After the Manpower Planning process is completed and updated in the HR system, a system notification along with an email Alert will be sent to Recruitment Manager.	1		

3.10	Any point of time, the Recruitment head can get an updated view of the existing status of Manpower in any department; and the number of new recruits that are required at job/position level, and at Department level.	1		
3.11	The system will have the facility to get a view of the existing headcount available at the department/job level. The concerned department head can login through the Employee Self Service, and view the existing status of the manpower available.	1		
3.12	On the basis of the existing headcount, the concerned heads will be able to decide on the projected manpower for department, and can also calculate projected cost based on the manpower cost calculator available in the system.	1		
3.13	After the manpower requirements forecast and the associated budget is prepared and submitted by the concerned Department head, it will move through system workflow to the HR department.	1		
3.14	The HR Department will get the consolidated manpower requirements and the associated budgets as prepared by the concerned heads. The system should facilitate this consolidation process.	1		
<b>4</b>	<b>Travel Planning</b>	<b>(8)</b>		
4.1	Facility for Online application seeking approval by the employee for official work	1		
4.2	Facility to provide online sanction by the authority. Generation of sanction number for tracking subsequent activities	1		
4.3	Facility to seek permission from competent authority to travel by a mode of travel other than permitted one	1		
4.4	Online application facility to seek travel advance based on sanction number	1		
4.5	Online sanction of travel advance by concerned official	1		

4.6	Provision to process the Claim with all validations and classifying the claim under different category viz., on duty claim, cash remittance claim, LFC claim, Transfer claim etc., with further break up as to Transportation expenses, Lodging Expenses, Boarding Expenses and other expenses	1		
4.7	Facility to adjust the advance (after filing the claim and sanctioning the same by the concerned official) through the employee's account and passing necessary entries to the employee's account and passing necessary entries in the books of accounts	1		
4.8	On full adjustment of advance, sanction number must be closed	1		
<b>5</b>	<b>Reports</b>	<b>(10)</b>		
5.1	Vacancy Report	2		
5.2	Salary Planning Report	2		
5.3	Manpower Planning Report	2		
5.4	Travel Itinerary Report	2		
5.5	Travel Expense Report	2		

**Other features should be in HRMS package:-**

1. Resignation Process
2. Pay fitment and increment
3. Status report on staff related court case
4. No objection Certificate
5. Payment of Part time Sweeper, daily wages of Casual workers and outsourced persons.
6. List of eligible employees for renewal of Gratuity and GSLI.
7. Details of Resigned Employees and Deceased Employees.
8. Payment of Exgratia benefit in lieu of Compensation.
9. Report for Claim settlement of Deceased Employees.
10. Branch wise employee Details

## TECHNICAL REQUIREMENTS

The bidder should mention as Yes/NO in the column and also mention remarks/response under "Response/ Remarks of Bidder". Remarks/response are mandatory in case of "NO".

ID#	Requirements	Compliance (Y/N)	Marks	Bidder's Remarks/Response
1	Workflow		(70)	

1.1	Provide security to control workflow process of different functions to different users.		5	
1.2	Provision to Set Authorization Option for every task (Ex: Request for recruit).		5	
1.3	Support authorization options such as No Authorization, Single and Multiple levels of authorization.		5	
1.4	Provision to define document routing path.		5	
1.5	Provision to define multiple steps in each path.		5	
1.6	Provision to define complex workflow paths.		5	
1.7	Provision to enable notification messages		5	
1.8	Ability to maintain user profile.		5	
1.9	Provision to configure alerts.		5	
1.10	Provision to maintain "To Do" list for managers.		5	
1.11	Provision to define and edit messages.		5	
1.12	Provision to maintain employee email id information.		5	
1.13	Provision to define workflow escalations.		5	
1.14	Workflow engine should be open for interface with exchange servers.		5	
<b>2</b>	<b>Self service</b>		<b>(25)</b>	
2.1	Provision for managerial users to see the applications pending for authorization in single shot.		5	
2.2	Provision to view workflow alerts and messages.		5	
2.3	Provision for users to define alternate users for a particular period.		5	
2.4	Provision for users to re-route the documents.		5	
2.5	Provision for users to view the status of applications.		5	
<b>3</b>	<b>Security</b>		<b>(40)</b>	
3.1	Provides Access level security (Function [screen] and Role [workgroup] levels). Ability to define user's access rights at the function level and at a role level.		5	
3.2	Support complex scenarios in granting permission to access employee data.(Combination of various factors)		5	
3.3	Ability to maintain exception list at user level.		5	
3.4	Provision to maintain security group.		5	
3.5	Provision to grant group level permission.		5	
3.6	Provision to grant permission for Login-		5	

	Role Combination.			
3.7	Provision to grant permission to access employee data for a particular function (such as Career Planning).		5	
3.8	Provision to set Read, Read-Write permissions.		5	
<b>4</b>	<b>Ad-hoc report builder</b>		<b>(20)</b>	
4.1	Provision to build ad-hoc reports.		5	
4.2	Multiple level of data drill down ability.		5	
4.3	Easily uploadable to excel.		5	
4.4	Provision to view graphical charts.		5	
<b>5</b>	<b>Quick Codes: Quick Codes aid the process of parameterization, in as much they ensure a finite set of outcomes to an action. In some instances, they are system defined and maintained. In some instances, the user may add or even create new ones</b>		<b>(25)</b>	
5.1	The system should carry the pre-defined parameters, parameters upon which the system code and site specific business rules would know to operate. The system should limit prohibit user intervention in form of alteration/augmentation as such an act would be tantamount to the alteration of what is broadly accepted as ground rules in the HR Function. Such a facility should be available in transactions such as:		5	
5.2	Employee Transfers and Movements		5	
5.3	The system should carry the pre-defined parameters, allow for user defined parameterization upon which site specific business rules may know to operate. These parameters should be extensible as a consequence of user preference, in transactions such as:		5	
5.3.1	Termination		5	
5.3.2	User Defined Fields		5	

ID#	Requirements	Compliance (Y/N)	Marks	Bidder's Remarks
<b>Technical Features</b>			<b>(172)</b>	
1	Type of software use i.e. open source or other		5	
2	Webserver IIS 6.0		5	
3	Software should run in 3 Tier Architecture.		10	

4	Solution should be easily deployable over the web and flexible enough to support Microsoft Internet Explorer.		10	
5	The 3 tier architecture should be capable of existing in 1/2/3 separate physical servers.		10	
7	The HRM Software should be committed to Distributed Component Architecture strategies.		10	
8	HRM software should work with Crystal Reports writer.		7	
9	The system should provide the users a tool to easily query data and create reports including pie and bar charts.		5	
10	HRM Software should support a Workflow engine through which requests can be routed. Requests can be tracked by the "Status" of the request set in various levels.		10	
11	Standard <i>Look and Feel</i> Approach. The application provides a standard look and feel approach through all the screens and functions.		5	
12	HRM Software should support CSS (Cascading Style Sheet) based user interface. Style sheet parameters can be changed to change the look and feel of the application's user interface.		5	
13	System should be XML-enabled so as to allow 3rd parties to easily interpret data streams.		5	
14	HRM Software should support an interface utility for supporting interface with third party softwares.		5	
15	Ability to set session time-out applicable for all users.		5	
16	Provision for access Time Restriction. A mechanism to restrict the system access for predefined times and dates.		5	
17	Should provide Master Data Upload Formats to help its customers prepare their legacy data for upload into software.		5	
18	Single database instance fully integrated with all modules of your software, i.e. single point of entry for all data such as address change.		5	
19	Logon functionality		5	
20	Password expiry functionality. Defining an expiry period on users' passwords.		5	



21	Change Password mechanism. Providing end users with the ability to change their passwords on their demand.		5	
22	Password Confidentiality – Ensuring the protection and encryption of password.		5	
23	Software should be capable of supporting LDAP/ADS Interface		5	
24	Centralized data management		5	
25	Customization of Bank's HRMS workflow and processes as per Banks policy		5	
26	Graphical User Interface-based		5	
27	Highly parameterizable. Front end-parameterization required. Back-end/code change parameterization is not desirable		5	
28	The application should be deployable centrally without any requirement of a Client. It should be accessible on all the standard browsers.		5	
29	Modular SOA compliant		10	

ID#	Requirements	Compliance (Y/N)	Marks	Bidder's Remarks
<b>Other Activities</b>				
1	Data Migration		<b>(10)</b>	
1.1	Migrating the data available in the existing/legacy system to answer queries arising on the transactions at a later date		5	
1.2	Integrating the data available in the in-house legacy system		5	
2	Interface		<b>(11)</b>	
2.1	<b>CBS</b> - 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		6	

	system onto Finacle.			
2.2	<b>MIS/ADF</b> - The system should keep a provision of future expandability for generation of data as per pre-defined format for Banks MIS and ADF requirements.		5	

**Qualified Bidders may be asked for product features demonstration.**

## Hardware and Software requirements

The bidder shall have to recommend the hardware and any other middle ware required for functioning of the system. Complete Bill of Material to be provided in the technical proposal. Bank may decide to procure hardware and system software from the selected bidder or may go through separate procurement procedure.

## 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. Bidders to provide all updates and upgrades at no extra charges during the contract period. Support for the proposed solution should be available throughout the contract period.

## Tender Document and Fee

A complete set of tender document can be downloaded from Bank's website [www.pbgbank.com](http://www.pbgbank.com). A non- refundable fee of 10,000/- (Rupees Ten Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of **PASCHIM BANGA GRAMIN BANK**, payable at **Kolkata/Howrah** shall have to be attached with the bid.

## Earnest Money Deposit

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Bankers' Cheque/Bank Guarantee (as per format provided in Annexure) in favour of **PASCHIM BANGA GRAMIN BANK**, payable at Kolkata for an amount mentioned hereunder valid for 180 days:

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:
  - i. To sign the contract in the form and manner to the satisfaction of The Bank.
  - ii. To furnish performance Bank Guarantee in the form and manner to the satisfaction of the Bank.

## **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 10% 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.

## **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)**

**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.

**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.

## **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.

## **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.

## **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.

## **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.

## **ERASURES OR ALTERATIONS**

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

## **BID OPENING AND EVALUATION CRITERIA**

Technical offer will be opened on the date and time given in Bid Detail- Control Sheet Table in the presence of the Bidders who choose to attend on the said date and time. The offered scanners shall comply with all the technical specification approved by the OEM for the product.

Commercial Bids of only technically qualified Bidders will be opened in the presence of the technically qualified Bidder's representatives who choose to attend on date and time to be communicated to the qualified Bidders.

## **CLARIFICATION OF OFFERS**

To assist in the scrutiny, evaluation and comparison of offers/bids, THE BANK may, at its sole discretion, ask some or all Bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of THE BANK in this regard shall be final, conclusive and binding on the Bidder/ tenderer.

## **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.

## **Evaluation Process**

### **Technical Bid Evaluation**

Technical evaluation would be done to examine whether offered HRMS Package matches the specifications as asked for. Product Specific certifications, Support Centers, Qualification / Competence of Support staff, vendor's delivery

capability will also be considered. The weightage of above criteria and the basis of technical evaluation would be as under:

Bank reserves right to disqualify any bidder at any phase of evaluation should it find incomplete documentation/incomplete response or clarification from the bidder/any mis-representation of information/un-acceptability of Terms & Condition of the RFP.

Deviation from specifications stipulated may make the offer liable for rejection. However, Bank, at its sole discretion, may waive any minor deviation in an offer and this shall be binding on all vendors.

**There will be scores on certain eligibility criteria other than the functional and technical requirements as follows:**

Sl. No.	Clause	Documents Required	Scoring	Maximum Score
1	The bidder should have experience of implementing web based HRMS solution for large scale use ( at least 1000 users ) in a rural environment in India	Supporting testimonies to be submitted.	No marks for urban or less than 1000 users 5 for 1000 users. 2 for each additional 500 users up to 20 points	<b>20</b>
2	Number of users of the HRMS package proposed in any single earlier instance of implementation in Government/PSU/Bank	Supporting testimonies to be submitted.	5 points for less than 5000 users. 10 points for 5000 users 5 points each for each additional 5000 users	<b>30</b>
3	The bidder should have made profit during the last 3 financial years	Copy of audited balance sheets and profit and loss statements for last three financial years – 2014-15, 2015-16, 2016-17	4 points for profit in one year 10 points for profit in 2 years 20 points for profit in each of the three years	<b>10</b>



4	The number of IT professionals in the company should be more than 20 Turnover	Certification from HR Department of the bidder organization	10 points for 20 IT professionals 15 points for 40 IT professionals 20 points for 50 and above Number of IT Professionals	<b>20</b>
<b>Total</b>				<b>80</b>

**Total evaluation marks:** The total score of the technical and functional requirements described in the section above is as follows:

Sr.No	Evaluation Criteria	Marks
1	Functional Requirements	947
2	Technical Requirements	373
3	Other Requirement	80
Total		1400

### Short-listing of Vendors:

Bank will create a short-list of vendors satisfying the prequalification requirement and thereafter create another shortlist of the technically evaluation qualified vendors i.e.75% of Total evaluation marks.

### Financial & Final Bid Evaluation:

Bank may proceed with commercial bid opening of bidders technically qualified. The commercial bid will be fully examined and the shortlist vendor will be announced by the bank on the basis of Lowest Commercial Bid, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

In case the number of bidders shortlisted in technical evaluation is less than the desired number, bank reserves the right to take any decision going ahead with the technical eligible bidder through negotiation process or re-tender it depending upon the decision of the Bank. No query from bidders will be entertained and the decision of Bank will be final.

## Delivery, Implementation Schedule & Penalty Clause

Milestone	Timeline
Delivery of Software License and Media Kit	Within 2 weeks from release of Purchase Order
Installation of the Software License	Within 3 weeks from release of Purchase Order
UAT of the complete system	Within 10 weeks from the release of Purchase Order
GO-LIVE of complete system	Within 16 weeks from the release of Purchase Order

The total time for full HRMS project implementation will be 4 months from the date of issuance of purchase order. Vendor is required to adhere to full project implementation schedule of 4 months. Bank expects the vendor to submit a detail project plan for implementation.

### 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 2 weeks. Any delay in providing deliverables will attract penalty of 1% of product cost per week (maximum of 10% of License value) 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.

### Implementation Schedule

The shortlisted bidder should implement all the listed functionalities of the solution in live environment within **6 weeks from the date of the UAT Sign-off**. Penalty is also applicable in case of delay in live implementation of the software product. 1% 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.

### 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 1% of the ATS per week subject to a maximum of 10% 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.

### 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 Kolkata. 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 Kolkata.

### **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.

### **Resolution of Disputes:**

Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

### **Jurisdiction:**

The jurisdiction of the courts shall be Kolkata only.

## **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.

## **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.

## **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.

## **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.

## **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.

## **Upgrades and updates**

The bidder shall be required to provide all future updates and upgrades for the solution provided free of cost. Implementation of such updates and upgrades can be discussed and finalized. 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.

## **Taxes**

The Unit Cost should be exclusive of GST

The rate of the applicable GST should be informed. TDS as applicable will be deducted from the payments.

## **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.

## **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.

## **ORDER CANCELLATION (TERMINATION)**

THE BANK reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by THE BANK under the following circumstances: -

1. The selected Bidder commits a breach of any of the terms and conditions of the bid.
2. The Bidder goes into liquidation, voluntarily or otherwise.
3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
4. If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
5. Performance issue / delay in delivery even after the deductions on account liquidated damages or penalty exceeds more than 10% of the total contract price notwithstanding that the bank has effected deductions on account of liquidated damages/penalty up to the stipulated/ceiling limit.
6. In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, THE BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
7. After award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, THE BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which THE BANK may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

## CONSEQUENCES OF TERMINATION

1. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], THE BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.
2. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by THE BANK, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as THE BANK may specify including training, where the successor(s) is a representative/personnel of THE BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
3. Nothing herein shall restrict the right of THE BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to THE BANK under law or otherwise.
4. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

## PAYMENT TERMS

Terms of Payment will be as under:

- No advance payment will be made.
- License Cost – 50% after delivery and installation; 50% after successful UAT
- Implementation Cost – 50% upon UAT Sign off and 50% upon GO-LIVE of one or more modules
- ATS / AMC – Annually in advance against bank guarantee of equivalent amount. Else, annually in arrears after deduction of any penalty if applicable.

## Pricing and Payments

The price offered to the Bank must be in Indian Rupees, exclusive of GST, packing, forwarding, import and custom clearance, transportation to respective sites, insurance till delivery at sites, cost of installation, commissioning and comprehensive on-site maintenance services under warranty.

## Annexure 1

(Tender offer forwarding letter in Bidder's Letter Head)

Tender Reference No.:

Date:

The General Manager (IT)  
Paschim Banga Gramin Bank,  
Department of Information Technology (DIT),  
Natabar Paul Road, Chatterjee Para More,  
Tikiapara, Near T8 Bus stand,  
Howrah 711101, W.B.

Dear Sir,

Sub: Your RFP for "Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) for Paschim Banga Gramin Bank"

With reference to the above RFP, having examined and understood the instructions including all annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) for Paschim Banga Gramin Bank mentioned in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) for Paschim Banga Gramin Bank as per your purchase order.

In the event of our selection by The Bank, we will submit a Performance Guarantee for a sum equivalent to 10% of the order value in favour of Paschim Banga Gramin Bank.

We agree to abide by the terms and conditions of this tender offer till 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 any bid as per the Terms and condition mentioned in the RFP.

We enclose the followings:

1. DD/PO No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs. 10,000.00 (Rupees Ten Thousand only) as Tender Fees.
2. DD/PO/BG No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs. 2,00,000/- (Rupees Two Lac only) as EMD.

DDs/PO/BG is issued in favour of Paschim Banga Gramin Bank  
by..... Bank, ..... Branch  
payable at Kolkata.

Dated this day of 2017

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of



## Annexure 2

### MANUFACTURERS' / PRODUCERS' AUTHORIZATION FORM

No.

Date:

To:

Dear Sir:

**Ref: Your RFP for “Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) for Paschim Banga Gramin Bank”**

We who are established and reputable manufacturers / producers of \_\_\_\_\_ having software development facilities at (address of facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation for the complete contract period.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as The Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. In the event of termination of production/support of such Products:

- i. Advance notification to The Bank of the pending termination, in sufficient time to permit The Bank to procure needed requirements; and
- ii. Following such termination, furnishing at no cost to The Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract. In case the bidder fails to deliver or provide support, we, as software developer, will provide direct support at no additional cost than the cost finalized herewith.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer/Producer and should be signed by a person competent and having the power of attorney to bind the manufacturer/Producer. The Bidder in its Bid should include it.

## Annexure 3

### Performance Bank Guarantee

**Paschim Banga Gramin Bank**  
**Head Office**  
**Department of Information Technology**  
**Natabar Paul Road, Chatterjee Para More,**  
**Tikiapara, Howrah – 711 101, West Bengal**

In consideration of Paschim Banga Gramin Bank (hereinafter called "the Customer") which expression shall, unless repugnant to the context or meaning, thereof include its successors, representatives and assignees, having placed Purchase Order no. \_\_\_\_\_ on M/s \_\_\_\_\_, having its registered office at \_\_\_\_\_ (hereinafter called "the Supplier") for the purchase of "**Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) for Paschim Banga Gramin Bank**" for the term and conditions set out inter alia in RFP & Service Level Agreement dated \_\_\_\_\_ (hereinafter referred to as SLA), valued at \_\_\_\_\_ and the same having been unequivocally accepted by the SUPPLIER and the SUPPLIER having agreed to provide a SLA Performance Guarantee for the faithful performance of the entire "SLA" including the warranty obligations /liabilities under the SLA Equivalent to 10% of the said value of the Contract if any, to the PURCHASER amounting to Rs. \_\_\_\_\_ as SLA Security in the form of a Bank Guarantee.

We, \_(Bank Name & Address)\_\_\_\_\_ hereinafter referred to as the "Bank which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, representatives and assignees do hereby irrevocably guarantee and undertake to indemnify, or pay for the losses and damages that may be caused to or suffered by the CUSTOMER in the event of continuous and consistent non-performance of the software supplied by the SUPPLIER as per terms and conditions of the above referred SLA. the PURCHASER merely on demand without any previous notice and without any demur and without referring to any other source, any and all monies payable by the SUPPLIER by reason of any breach by the said SUPPLIER of any of the terms and conditions of the said CONTRACT including non-execution of the "SERVICE LEVEL AGREEMENT" to the extent of 10% of the Contract price at any time upto AMC period or upto \_\_\_\_\_ whichever is later. Any such demand made by the PURCHASER on the bank shall be conclusive and binding, absolute and unequivocal not withstanding any disputes raised/pending before any court, tribunal, arbitration or any other authority. The Bank agrees that the guarantee herein contained shall continue to be enforceable till this sum due to the PURCHASER is fully paid and claims satisfied or till the PURCHASER discharges this Guarantee or till the expiry of this bank guarantee ....., whichever is earlier. The Bank further undertakes not to revoke this guarantee during its currency without the previous consent of the PURCHASER. This guarantee will not be discharged due to the change in the constitution of the bank or the SELLER (S)

This guarantee is valid till \_\_\_\_\_

For the successful and satisfactory operation of the software's furnished and installed under the said SLA as per the specifications and documents.

Notwithstanding anything contained herein above

1. Our liability under this bank guarantee shall not exceed Rs. \_\_\_\_\_.
2. This Bank guarantee shall be valid up to \_\_\_\_\_
3. We shall be liable to pay any amount under this Bank Guarantee or part thereof only if we receive (if you serve upon us) a written claim or demand under this guarantee on or before \_\_\_\_\_ at \_\_\_\_\_ (Bank Name & address).

This guarantee will be returned to us as soon as the purpose for which it is fulfilled. All claims under the guarantee will be payable at \_\_\_\_\_ (Bank Name & address).

Signature

.....

Name

.....

.....

(in Block letters)

Designation

.....

(Staff Code  
No.).....

Official address:

(Bank's common Seal)

Attorney as per power of  
Attorney No.

Date:

WITNESS:

1.....

(Signature with Name, Designation & Address)

2.....

(Signature with Name, Designation & Address)

## Annexure 4

### Format of EMD/Bid Security Bank Guarantee

To

**Paschim Banga Gramin Bank**  
**Head Office**  
**Department of Information Technology**  
**Natabar Paul Road, Chatterjee Para More,**  
**Tikiapara, Howrah – 711 101, West Bengal**

Dear Sirs,

In response to your invitation to respond to your RFP reference No. \_\_\_\_\_  
Dated \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter  
called the „Vendor“) wish to respond to the said RFP and submit the proposal for  
**“Supply, Customization, Deployment, Maintenance and Support of an Integrated  
Human Resource Management System (HRMS) for Paschim Banga Gramin Bank” as  
listed in the RFP document.**

Whereas the “Vendor” has submitted the proposal in response to RFP, we, the  
\_\_\_\_\_ having our head office \_\_\_\_\_ hereby irrevocably guarantee  
an amount of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as bid security as required to be  
submitted by the “Vendor” 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 Vendor withdraws his proposal during the period of the proposal validity; or
- 2) If the Vendor, 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 Rupees Two Lakh 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 vendor.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed Rs. \_\_\_\_\_ Lakhs (Rupees \_\_\_\_\_ only).
- 2) This Bank guarantee will be valid up to \_\_\_\_\_ 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 \_\_\_\_\_.

**Note: To be issued in a stamped paper duly affixed with requisite stamp value as applicable at the place of issue.**

## Annexure 5

### Technical Bid Format

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

- i. Index
- ii. Letter of Authorized representative signing the bid or POA
- iii. Covering letter (Annexure –1)
- iv. Manufacturer Authorization Letter (MAF) (Annexure – 2)
- v. Undertaking to be submitted by authorized signatory in Bidder's letter head stating that the user requirements as per scope of work mentioned in RFP is clearly understood by the bidder.
- vi. Compliance of Eligibility Criteria mentioned in RFP on bidder's letter head along with all supporting documents.
- vii. Compliance of technical & functional specifications on bidder's letter head along with all supporting documents, if any.
- viii. General Details of the Bidder (Annexure –6)
- ix. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- x. Valid Bank Draft / Pay order/ Bank Guarantee as EMD (Bank Guarantee as per format in Annexure 4).
- xi. Valid Bank Draft/ Pay order as Tender Fee.
- xii. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.
- xiii. Hardware & System Software Bill of Material. This table should not contain any price information.
- xiv. Any other compliance document asked in the RFP
- xv. Product Brochures

**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.

## Annexure 6

### General Details of the Bidder

#### Profile of the Bidder

1. Name of bidder:
2. Location  
Regd. Office:  
Controlling Office:
3. Constitution:
4. Date of incorporation & Date OF COMMENCEMENT of business:
5. Major change in Management in last three years:
6. Names of Banker / s:
7. Bidder's Representative Contact Name and details for this bid:

#### Financial Position of Bidder for the last three financial years

	2014-15	2015-16	2016-17
Paid Up Capital			
Total Net worth (Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up Preference shares + Free reserves) – (Accumulated balance of loss + balance of deferred revenue expenditure + other intangible assets).			
Total Outside Liabilities/Tangible Net Worth			
Net Sales of the Company as a whole.			
Gross Profit			
Net Profit (Profit After Tax)			
<b>Summary of Financial Position and working results</b>			
Growth in Operations (%)			
Growth in profitability (%)			

**N.B. Enclose copies of Audited Balance Sheet along with enclosures**

#### References

Details of similar solution provided to PSU / Banks/ Private/State or Central Government organization in India specifying the number of user base with module wise break up of functionality being used. A minimum of two references is required as per Eligibility Criteria. Please refer to Eligibility Criteria.

Description	Bidders Response
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Person Name and Designation	
Contact Person's Email id & Telephone No.	

What is or was the role of the above contact person in the implementation of the project?	
State the duration of the implementation	
UAT Completion Date	
GO LIVE Date	
Which modules and version of the software are being currently used?	
What version of Operating System, database etc. is in use? Are there any other system used in conjunction with the application software like front end systems etc.? Please provide details if any.	
State number of offices/branches using the software	
State the number of employees and users using the software.	
State, if any, interfaces to external systems are implemented	
State, if any, interfaces to CBS System and/or other systems are implemented	
State number of payroll processed every month	

**Support Center Details:**

Bidder to provide details of Support centers in West Bengal and Bihar in the format below.

Location	
Complete Address	
Contact Person details	
Type of Office: Sales / Support or both	
Owner: Bidders / OEM's	
No. of Engineers supporting HRMS application	

Dated this day of 2017

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of

**Annexure 7**  
**Warranty Compliance Statement**

Date :

**The General Manager**  
**Paschim Banga Gramin Bank**  
**Department of Information Technology**  
**Head Office**  
**Tikiapara, Chatterjee Para More, Natabar Pal Road,**  
**Howrah – 711 101**

Dear Sir,

**Subject: Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) for Paschim Banga Gramin Bank”**

This bears reference to your RFP Ref.-----

Dated -----.

1. We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.
  
2. For the preventive and corrective maintenance support offered to you, both during the warranty and post warranty period we shall ensure that the downtime shall be as prescribed in the para 25 of the RFP. In case we fail to meet the above standards of maintenance, there will be a penalty as specified in para 26 of the RFP. These penalty charges will be deducted from the Performance guarantee and or security Deposit and or Earnest Money Deposit at the rate prescribed in RFP.
  
3. Further, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

Signature  
(Name & Designation)



**Annexure 8**  
**Commercial Bid Format**

**Part A:-**

S. No.	Particulars	Cost (In Rs.)
1.	License Fee	₹
2.	Implementation Charges (Onetime)	₹
<b>Total Cost(excluding all taxes)</b>		₹

Price validity of licenses including additional licenses should be till the end of the period of contract. Prices should include 2 resources for handholding post implementation for one quarter/three months at Kolkata location.

**Part B:-**

S. No.	Particulars	Cost (In Rs.)
1	AMC Year 1	₹
2.	AMC Year 2	₹
3.	AMC Year 3	₹
4.	AMC Year 4	₹
5.	AMC Year 5	₹
<b>Total Cost(excluding all taxes)</b>		₹

<b>Total Cost(excluding all taxes) including Part A +Part B</b>	
In Figure	
In word	

Dated this day of 2017

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of