



## PASCHIM BANGA GRAMIN BANK

HEAD OFFICE: Natabar Paul Road, Chatterjee Para More, Tikiapara, Howrah- 711 101

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Date: 31th October, 2017

To,

**ALL THE PROSPECTIVE BIDDERS (RFP Ref No. PBGB/HO/DIT/1655/2017-18 Dated 10th October, 2017)**

Dear Sir (s),

**Sub: Pre-Bid responses- RFP for Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS)**

Please refer to our RFP Ref No. PBGB/HO/DIT/1655/2017-18 Dated 10th October, 2017 for selection of eligible vendor for undertaking the work for Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) for Paschim Banga Gramin Bank.

In this context, we would like to inform you that bank received certain queries from the prospective bidders, accordingly bank has prepared the Pre-Bid responses and the same are given here below.

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

Yours sincerely,

**General Manager**

Sr. No	RFP Ref Page No	RFP Clause NO	Existing Clause Details	Clarifications Sought	Bank Response
1	10	1.8	Provision to maintain scales in multiple currencies	Is the implementation proposed for business entities in other countries than India.	Yes, Provision should be there
2	14	8.1	Provision for setting the base salary at assignment level for an employee	Is there an association of assignment with base salary or base salary varies irrespective of assignment changes.	Assignment with base salary or base salary varies irrespective of assignment changes.
3	15	10.5	Employee ID due to expire	How can an employee ID generated can expire	Expire means Retirement or Resignation from the Bank
4	24	19.1	The system should have the feasibility of being integrated with RFID/Biometric based attendance systems as and when deployed at bank	RFID/Biometric based attendance data for all banks stored in centralized database or individual database across each bank	Biometric based attendance data will store in Centralized Biometric server and there should be a provision for connecting in HRMS solution with BAS.
5	24	19.4	Provision to link employee schedule with leave and training process	Please explain this functionality	Yes, Provision to link employee schedule with leave and training process.
6	30	1.31	Collaboration with placement agencies	Please explain this functionality in detail. Let us know with which placement agencies, banks are currently working and the scope related.	Provision is required for future requirement.
7		General		Is the bank preferring/looking for in-premise implementation or hosted/cloud based solution? DR required or only DC?	Hosted or Cloud based, only one place, DR requirement will be on future with same feature.
8		General		If in-premise, please let us know the DC and DR location for implementation purpose.	May be at Kolkata/Howrah/Mumbai/Bangaluru
9		General		If Cloud Based, then bank to take care of connectivity from our DC/DR to CBS DC/DR. Kindly confirm. Will connectivity form part of TCO if Cloud solution is quoted? Any changes in CBS for integration will be bank's responsibility.	Bank wants only HRMS package license.

10		General		For Cloud based solution, Is bank also looking for Disaster recovery site? In different seismic zone as per RBI regulations? Or bank wants the bidders to consider DC site only?	Bank wants only HRMS package license.
11	49	Delivery, Implementation Schedule & Penalty clause		In case of Cloud Solution, Licenses and media kit will not be provided as it will be on a shared infrastructure model. However, user based usage certificate can be provided to the bank.	Bank wants only HRMS package license ,implemented in dedicated cloud server.
12	42	Data Migration	Migrating the data available in the existing/legacy system to answer queries arising on the transactions at a later date	Kindly let us know the volume of existing data to be migrated and which data Bank wants to migrate. Also, number of years data which has to be migrated.	Yes, Migration of approx. 1000 employees will be from February,2007
13	62	Commercial Bid Format		Please specify number of user licenses required. It is not specified anywhere in the RFP. Also, Enterprise license will be costly.	Bank wants Enterprise license but any one can provide the licensing cost as per USER based of 2000 user .
14	7	Eligibility Criteria - Point No. 4		Request bank to increase the average revenue from Rs. 10 Crs. To Rs. 100 Crs to invite healthy competition. In case of lower revenue, bank might get bids from many smaller instable companies	The lead bidder should have average revenues in excess of Rs. 7 Cr. for the past 3 financial years i.e. 2014-15, 2015-16 & 2016-17 except The Annual turnover of the MSME Registered Agency/Service Provider for last financial year (2016-2017) should not be less than Rs. 3.0 Cr.
15	7	Eligibility Criteria - Point No. 9		Request bank to change the second part of the clause from "At least one reference out of these two references should be processing payroll with a user base of at least 1000+ users" to "At least one reference out of these two references should be processing payroll with a user base of at least 1500+ users". Bank should look at least one similar implementation experience.	Please read the clause as "At least one reference out of these two references should be processing payroll with a user base of at least 650+ users" to "At least one reference out of these two references should be processing payroll with a user base of at least 1000+ users". Bank should look at least one similar implementation experience."
16		General		Request bank to consolidate the queries and send a common response to all the participants so that all have same assumptions and understanding	Bank will host all quarries in Bank website

17	62	Commercial Bid Format		Request bank to add one row for FMS charges for resource per quarter in the commercial format as you have mentioned we need to provision for 2 resources onsite for two quarters. Is the FMS support required 24/7 or as per bank's working hours? At both RRBs or at any one RRB? Please define the scope of services required.	Not applicable. RFP for only Paschim Banga Gramin Bank.
18	3	EMD		EMD/DD comes with a validity of 3 months/ 90 days. Kindly provide your acceptance for the same as you have requested for a validity of 180 days	Accepted as of 3months/90 days
19		General		Please let us know the version of Finacle CBS running at both RRBs for integration purpose. Also, let us know if bank plans to upgrade the same in near future or within HRMS Contract period. Is the integration with CBS upgraded version part of scope? Any change required at CBS end, will be bank's responsibility.	7.0.18 (Finacle) , in Future bank will upgrade to Finacle 10
20	11	Functional Requirement 3.11	Provision to record the details of Military service of the employee including specific field assignments details	This clause carries "N" and 1 mark is assigned to it. Kindly let us know if this is required or not. In case not required, total marks needs to be adjusted accordingly.	Optional
21		Warranty & AMC		Kindly confirm our understanding that the AMC will start after one year of warranty completion post implementation. Sequence - Implementation completion -> one year of warranty FOC->AMC starts post one year of warranty.Please clarify if otherwise.	Agree
22	49	Implementation Schedule		No DR Set-up required in 4 months timeframe. Kindly confirm.	Bank will inform as and when require.

23	48	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		Since the application is a centralized hosted web based solution, how will rural environment implementation matter to bank. Since the application may be hosted in Bank's premises which is in Urban, request bank to make necessary changes as - "Urban/Rural environment". Almost all PSU / Private banks have branches in Rural India. Please provide bank branch location details of rural areas.	Please read as "Urban/Rural environment". For Branch location Please see our website.
24	48	No marks for urban or less than 1000 users 5 for 1000 users. 2 for each additional 500 users up to 20 points		Request bank to change it to Urban/Rural. Points does not tally with maximum marks.	Please read as "Urban/Rural environment".
25	48	Number of users of the HRMS package proposed in any single earlier instance of implementation in Government/PSU/Bank		Request bank to look for a minimum of two instances	NO CHANGE
26	48	5 points for less than 5000 users. 10 points for 5000 users 5 points each for each additional 5000 users		Request bank to assign 20 marks to 20000+ user implementation	NO CHANGE
27	48	The bidder should have made profit during the last 3 financial years		Request bank to change the same to profit / positive networth. The same is the requirement under Eligibility Criteria.	Please read as "Profit / positive net worth".
28	48	4 points for profit in one year 10 points for profit in 2 years 20 points for profit in each of the three years		Maximum marks against this is 10 marks. However, in the marking criteria it says 20 marks.	2 points for profit in one year 5 points for profit in 2 years 10 points for profit of the three years.

29	8	Eligibility Criteria - Point No. 9	<p>The similar solution offered should be running successfully in at least two PSU/Government Unit / Schedule Commercial Banks/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.</p> <p>Name of the project : Name of organization: Contact Person Name and his contact details: Location: No. of users: Status of implementation: Live</p>	<p>The similar solution offered should be running successfully in at least two PSU/Government Unit / Schedule Commercial Banks/Regional Rural Bank/<b>District Co-op. Bank</b> 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.</p> <p>Name of the project : Name of organization: Contact Person Name and his contact details: Location: No. of users: Status of implementation: Live</p>	<p>The similar solution offered should be running successfully in at least two District Co-op. Bank is also eligible</p>
30	7	1-Eligibility Criteria	<p>The bidder must be a Limited Company, registered in India under the companies Act(Proof required)</p>	<p>The bidder must be a Limited / Pvt Ltd. Company, registered in India under the companies Act (Proof required)</p>	<p>Please read the clause as "If bidder is a Limited / Pvt Ltd. Company, registered in India under the companies Act (<b>Proof required</b>)", PSU/Central or State Govt. organisation is also eligible.</p>
31	7	2-Eligibility Criteria	<p>The bidder should be principal service provider of HRMS Software and should support during the period of contract with the Bank.</p>	<p>The bidder should be authorised principal service provider of HRMS Software and should support during the period of contract with the Bank.</p>	<p>The Bidder means Principle Service Provider/OEM/Principle Service Provider/any bidder who provides HRMS</p>

32	7	4-Eligibility Criteria	The lead 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 lead 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).	The lead bidder should have average revenues in excess of Rs. 7 Cr. for the past 3 financial years i.e. 2014-15, 2015-16 & 2016-17. The lead 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).	The lead bidder should have average revenues in excess of Rs. 7 Cr. for the past 3 financial years i.e. 2014-15, 2015-16 & 2016-17 <b>except The Annual turnover of the MSME Registered Agency/Service Provider for last financial year (2016-2017) should not be less than Rs. 3.0 Cr.</b>
33	7	4-Eligibility Criteria	The lead 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 lead 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).	This clause keeps Start-ups from bidding directly and we have to bid with some established player who keeps his margin in the quote thus increasing the overall cost for the customer. We thus request you to kindly reconsider the clause and make it reasonable so that start-ups can bid for these projects which will give a fillip to start-ups, increase We request you to kindly modify it as under : The Annual turnover of the MSME Registered Agency/Service Provider for last financial year (2016-2017) should not be less than Rs. 3.0 Cr.	The lead bidder should have average revenues in excess of Rs. 7 Cr. for the past 3 financial years i.e. 2014-15, 2015-16 & 2016-17 <b>except The Annual turnover of the MSME Registered Agency/Service Provider for last financial year (2016-2017) should not be less than Rs. 3.0 Cr.</b>
34	7	2-Eligibility Criteria	The bidder shall be engaged in providing and managing such type of solution in India from last 3 years.	As OEM's we bid with various partners so request you to consider OEM experience also and kindly modify it as under : The bidder / OEM shall be engaged in providing and managing such type of solution in India from last 3 years.	The Bidder means Principle Service Provider/OEM/Principle Service Provider/any bidder who provides HRMS
35	7	4-Eligibility Criteria	Audited balance sheets and profit and loss statements for last three financial years – 2014-15, 2015-16 & 2016-17.	As Auditing is still going on CA certificate should be acceptable for 2016-17	Acceptable only for 2016-17

36	7	4-Eligibility Criteria	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).	In many cases we bid with companies who are Public Sector Units and due to various reasons their Net Worth may not be positive in certain years. We request you to kindly exempt Government Companies from the clause related to Positive Net Worth or atleast relax it to Positive Net Worth in last published Balance Sheet.	It is not applicable for Central or State Govt. Organisation.
37	3	Section-I: Bid Details- Control Sheet Table	Late date, time and Venue for Submission of Bid Documents	Resonable extension of date is required	15/11/2017 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.
38	3	Section-I: Bid Details- Control Sheet Table	Date and Time of Technical Bid and Commercial Bid Opening	Resonable extension of date is required	1. Technical Bid: 15/11/2017 15:30 HOURS 2. Date of Commercial Bid opening will be intimated to the bidder(s) qualifying in Technical Bid.

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