REQUEST FOR PROPOSAL (RFP) FOR

Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version

REF: CO/HRM/01/R1/2018-19
DATED 13-11-2018

INDIAN BANK
HUMAN RESOURCES MANGEMENT DEPARTMENT
CORPORATE OFFICE
254-260 AVVAI SHANMUGAM SALAI
ROYAPETTAH
CHENNAI –600014

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SECTION – I

INVITATION FOR BIDS (IFB)

Indian Bank, a Premier Nationalised Bank having its corporate Office in Chennai has national presence with over 2800 Branches apart from 50 Administrative Zonal Offices and 10 training centres. All the domestic branches have been brought under CBS. The Bank has overseas presence through one Branch each in Singapore, Colombo & Jaffna besides 229 Overseas Correspondent banks in 69 countries. Bank has also sponsored three Regional Rural Banks. Bank has been serving the nation with a team of dedicated staff for more than 100 years.

The Bank has various delivery Channels like Internet Banking, Mobile Banking, Indpay Mobile Application, UPI Application etc., and also a pioneer in introducing the latest technology in Banking including introduction of ATMs, Core Banking Software etc. Bank also has more than 2811 ATMs besides large number of ATMs of other banks under shared network. Bank has achieved more than one crore ATM card base. Bank is also a part of Real Time Gross Settlement System (RTGS). Bank is also partnering various e-governance initiatives of Govt of India and State Governments.

The Bank has been a front runner in specialised banking and a leader in Rural development. Besides Maestro Debit Cards and Visa Credit Cards, the Bank has also introduced an exclusive Credit Card for the common man, namely Bharat Card, the first of its kind in the banking industry. Further, the Bank is in the process of taking Technology to the common man through Customer Relationship Management (CRM) at CBS Branches, wherein individual customer requirements are identified and addressed.

Excellence in performance and uniqueness in customer service form the central core of the Bank's organizational culture. The growing confidence of its clientele is well reflected in the Bank's performance in all critical areas of its operations all through the years.

During the past decade, Bank has strengthened its IT infrastructure and has enabled marketing of technology based products and services. Bank has always recognized that Information Technology is an essential part of Banking. The Bank has been in the forefront amongst Public Sector Banks in deploying the latest available technology, in a way that technology acts as an enabler in the development of business and ensures that customers are benefited and delighted.

The Functions of the Department are as under

1. **Employment** – Recruitment, Placement, Retention, Contractual Employment
2. **Career Management**-Staff Development, Training, Transparent Objective Performance Management, Right person for right job.
3. **Good Governance**-Participative Management style, Administration of justice- Conduct and discipline
4. HRMS – Information Management.
5. Study the best HR practices in the Banking Industry and adopt the same.
6. Set standards for measuring performance.
7. Compensation and benefits.
8. Staff Welfare.
9. Incentivise performance and impose disincentive for non-performance.
10. Constantly improve the system for recognizing good performance.

Bank is using SAP-HRMS ECC 5.0 since Jan 2006. The HRMS SAP software is running with HP Hardware along with HP UNIX Operating System. The primary site is located at Data Centre;

Chennai and Disaster recovery site is located at Hyderabad. Presently the servers and Storages are under the support of M/s IBM. HRMS implementation has been done using SAP HRMS ECC 5.0 and Oracle Database 11.2.0.1.0. Since the contract has come to an end, Bank is in the process of identifying new vendor.

Techno-Commercial Bids from eligible bidders are invited for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version. **The solution is to be implemented in the new Server IBM Power 8/9 OS Aix 7.2 and DB setup as Oracle 12c.**

The Bank invites Proposals ("the Proposals") for Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version.

The bidders desirous of taking up the project are invited to submit their proposal in response to this RFP. The criteria and the actual process of evaluation of the response to the RFP and subsequent selection of the Successful Bidder (SB) will be entirely at bank's discretion. The bidders should have necessary experience, capability and expertise to perform, as per the scope of work and to adhere to the Bank's requirements / terms and conditions / time frame outlined in the RFP. The bidder is expected to read all instructions, forms, terms of reference and specifications in this bidding document. Failure to furnish all information required by this bidding documents may result in the rejection of its bid and will be at the Bidder's own risk.

The RFP is not an offer by Indian Bank, but only an invitation to receive responses from the bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of Indian Bank and a Successful Bidder.

Bid related details are given below:

1.	Date of issue of RFP	13.11.2018
2.	Last date for written queries from prospective bidders	17.11.2018 before 3.00 P.M.
3.	Date of Pre bid meeting	19.11.2018 at 11 A.M at Indian Bank, Corporate Office, Royapettah, Chennai -600 014
4.	Last Date of submission of bids	05.12.2018 before 3.00 P.M.
5.	Date of opening of Technical Bids	05.12.2018 at 3.30 P.M.
6.	Place of opening of Technical Bids	Indian Bank Corporate Office 254-260 Avvai Shanmugam Salai Royapettah Chennai - 14
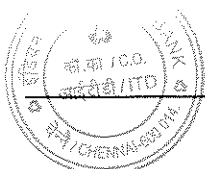
7.	Address for communication	Assistant General Manager Indian Bank Corporate Office Human Resources Management Department 254-260 Avvai Shanmugam Salai Royapettah Chennai -600014
8.	Place of Submission of Bid	Indian Bank Corporate Office Expenditure Department 254-260 Avvai Shanmugam Salai Royapettah Chennai 600014
9.	Earnest Money Deposit (EMD)	Rs. 25,00,000/- (Rupees Twenty Five Lakhs Only) in the form of Bank Guarantee in favour of Indian Bank payable at Chennai. **EMD should be enclosed along with Technical Proposal**

SECTION II – INSTRUCTIONS TO BIDDERS

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SECTION – II

INSTRUCTIONS TO BIDDERS

Introduction: The bidder is expected to read the instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

Pre-bid Meeting:

a. A pre-bid meeting is scheduled to be held at the following address at 11:00 hours IST on 19.11.2018. Bidder's designated representatives (maximum two persons with the requisite DD) may attend the pre-bid meeting.

> **Indian Bank
> Corporate Office
> 254-260, Avvai Shanmugam Salai
> Royapettah, Chennai 600 014.**

b. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.

c. The bidder is requested to submit any queries/ Clarifications requests to the Bank at least two days through e-mail (given below), before the date of meeting.

> Email id: jayapriya.j@indianbank.co.in
> prashantrprabhu@indianbank.co.in

d. Bidder has to submit DD for Rs. 10,000/- at the time of pre-bid meeting. If the bidder is not attending the pre-bid meeting then DD should be submitted along with Technical Bid. **Under no circumstances the Bidder would be permitted to attend the pre-bid meeting without submitting the DD.**

e. The text of the questions raised (without identifying the source of enquiry) and responses given, together with amendment to the bid document, if any, will be ported in the Bank's Website and informed to all the purchasers of the bidding documents.

1. BID FEE:

The bidder shall submit the bid along with a Demand Draft in favour of Indian Bank payable at Chennai for Rs. 10,000/- (Rupees Ten thousand only) (non-refundable) as bid fees. Bid submitted without the DD will not be considered. Bidders who have submitted DD for attending pre bid meeting are not required to submit the DD for cost of Bid Document along with technical bid (Part-I).

MSMEs are exempted from payment of cost of bid documents and submission of bid security. However, necessary proof for the same should be submitted by such bidders with the bid document

2. AMENDMENT OF BIDDING DOCUMENTS

2.1 At any time prior to the deadline for submission of bids, the bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder(s), may modify the bidding document by amendment(s).
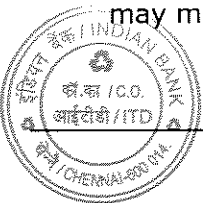
2.2 The details of the amendments and clarifications will be ported on the banks' website. Signed copy of the amended document should form part of the Technical Bid.

3. TWO BID SYSTEM

Sealed Envelopes Containing Technical Proposal (Technical Bid) should be clearly super scribed as **"Technical Bid RFP for Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version** RFP No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018. All the documents constituting the Technical Bid should be submitted in **hard copy and softcopy (in CD or DVD) except commercial Bid.**

"Commercial Bid" will be finalized through online reverse auction. **No commercial information should be available in the Technical Bid. Any Technical bid with commercial information will be disqualified.**

Sealed Envelopes Containing Indicative Commercial bid should be clearly super scribed as **"Indicative Commercial bid RFP for Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version** - RFP No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018.

Both the Technical bid sealed envelope and the Indicative bid sealed envelope have to be enclosed in another sealed envelope super scribed as "Technical and Indicative Commercial bid - **RFP for Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version** RFP No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018 and should be submitted at the address given below.

**Asst. General Manager (Expenditure)
Expenditure Department,
Indian Bank, Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai – 600014**

The envelope shall bear the project name and a statement: **"DO NOT OPEN BEFORE 05.12.2018",** to be completed with the time and the date specified below.

Formation of Technical Bid (PART-I):

  I. The technical bid will be evaluated for

    i. Evaluation as per ANNEXURE – I: **Evaluation Process for Technical Competence and Capability of Bidder.**

    ii. Bidders' Competence and capability for fulfilment of other terms and conditions mentioned in RFP

  II. It should include introduction to the project.

  III. It should include background of the bidder.

  IV. It should include profile of the bidder.

  V. It should include the details of all OEMs and a brief write up on partnership of bidder with SAP and all OEMs.
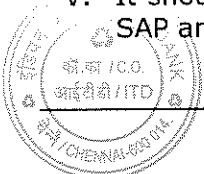
VI. It should include a brief summary of understanding of the banks requirements, vendor(s) capabilities.

VII. It should include statement of compliance/acceptance letter.

VIII. It should include necessary documentation in support of corporate structure, founder and related history of the Bidder Company, ownership structure, and number of years in business and relevant business lines, specific certifications (SEI--CMMI Level 5, ISO 17799, BS 7799, etc.)

IX. It is mandatory to provide the functional & technical details in the exact format as given in the RFP. The offer may not be evaluated by Bank in case of non-adherence to the format or partial submission of technical details.

X. It should include Fees for tender document (if already submitted at the time of pre-bid meeting copy of the same need to be enclosed) and EMD amount in the form of a Bank Guarantee.

XI. It should include compliance with all functional requirements without deviations

XII. It should include compliance with all technical requirements without deviations

XIII. It should include detailed architecture of the proposed implementation with various features / migration of data and SAP program/ functioning of the system/ sub-system including fail over methodology, replication methodology with bandwidth and network requirements and strategy at both Primary & DR site.

XIV. It should include details of service support infrastructure of proposed solution.

XV. The soft copy of the technical bid document (in MS-Word/PDF format) also should be provided to the Bank in a CD/DVD/ at the time of submission of technical bid. The contents of the softcopy should be same as that of hardcopy submitted in the same order. In case of discrepancy between the softcopy and hardcopy, the version of the hardcopy submitted shall prevail.

XVI. The bidder should submit hard copy of the RFP along with with any/all amendments and clarifications, subsequently published by the Bank, duly signed by the authorized person with company seal for having accepted the terms and conditions in it. Declarations as per formats annexed to be submitted confirming the acceptance of the terms and conditions without any deviations.

XVII. Compliance to be provided for the facility Management and training needs as per the requirement of the RFP. No Addition/alteration to the RFP and its formats is permitted unless the Bank specifies the same to all the Bidders.

XVIII. As part of their bid, the bidder should submit documents supporting the bid's terms and conditions.

Formation of Indicative Commercial Bid

Vendor / Bidder has to provide indicative bid price as per the format of **PART-II** in a separate sealed envelope clearly superscribed as **"Indicative Bid Price – RFP for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including SAP LMS Solution at Primary and DR site along with migration from existing SAP"** RFP NO CO:HRM:01/R1:2018-19 Dated: 13/11/2018. This document may be used by the Bank for ascertaining the indicative project cost.

Formation of Commercial Bid

I. After technical evaluation, only the eligible Bidders will be communicated of the date and time of Online Reverse Auction Process, Business Rules for the Auction and the details of

the Agency who shall conduct the Reverse Auction. **The bidder should have valid digital certificate to participate in the online reverse auction.**

II. The prices should be quoted in Indian Rupees only.

III. Post Reverse Auction Commercial Bid format as per **PART II** to be filled and submitted by the successful bidder which should include the following:

a. Cost of Implementation, Customization, Migration and Maintenance for the full contract period — SAP HRMS including LMS Solution (at Primary Site and DR site) including onsite Manpower Support.

b. Cost of Man-days for Change Requests - Indicative (in case of fresh change request as per the tender terms for single person).

IV. Commercial bid (attached as ANNEXURE – II) should include cost for warranty till date of go live of all the phases and AMC/ATS for a period of 4 years from the date of go-live of all the phases for the software implementation, SAP HRMS including LMS, customization, migration (programs and database) from the existing SAP version, maintenance of the customized application and onsite Manpower support for 4 years from the date of completion of implementation i.e. from the date of go-live of all phases. Man-hour cost for change requests as given in the commercial bid format valid for next 4 years. Future releases and upgrades/ patches for the entire solution should be at no cost to the bank till the end of contract period.

V. Quoted price should include all charges including delivery, installation, implementation, onsite support, etc. inclusive of all duties, levies, freight, insurance, warranty/AMC/ATS, etc. and exclusive of all applicable taxes. Octroi/Entry Tax if any, will be reimbursed on submission of original receipts. Applicable TDS will be deducted from the payment.

VI. Bank will not pay any other charges including travelling charges / visit charges / hotel stay for any travelling/ training undertaken by the Bidder's staff / personnel throughout the project.

VII. If the bank finds that the AMC cost is disproportionate to the Total Cost of Ownership(TCO) the bank has the right to disqualify the successful bidder/bid.

4. BID SECURITY (EARNEST MONEY DEPOSIT)

4.1 The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs. 25,00,000/- (Rupees Twenty Five Lakhs only) and valid for Two Hundred and Twenty Five (225) days (i.e. Bid validity 180 days + 45 days = 225 days from the last date for submission of bid). Bank may seek extension of Bank Guarantee, if required.

4.2 Unsuccessful bidders bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after signing of contract with the L1 bidder, whichever is earlier.

4.3 The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance security.

4.4 The bidder will forfeit the bid security,

a. If a bidder withdraws its bid during the period of bid validity specified on the bid form. Or

b. in the case of a successful bidder, if the bidder fails to sign the contract or to furnish performance security.
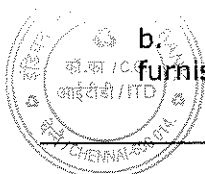
5. PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for the period of 180 days after the last date for submission of technical bid prescribed. A bid valid for a shorter period shall be rejected by the bank as non-responsive. Bids must clearly state the validity of the bid and its explicit expiration date. Bank may seek the extension of bid validity, if required.

6. AUTHORIZATION TO BID

Responses submitted by a Bidder to this RFP (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the Tender document. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney / authority letter authorizing the signatory to sign the bid.

7. DEADLINE FOR SUBMISSION OF BIDS

7.1 Deadline for bid submission is 05.12.2018, 03:00 P.M. The bid document along with required enclosures should be submitted at the place mentioned in clause No. 3 either in person or it can be sent by post but it should reach the concerned officer on or before 03:00 P.M. on 05.12.2018.

7.2 In the event of the specified date for the submission of bids, being declared a holiday for the bank, the bids will be received up to the appointed time on the next working day.

7.3 The bank may, at its discretion, extend this deadline for the submission of bids by amending the bid documents, in which case all rights and obligations of the bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

7.4 Any bid received by the bank after the deadline for submission of bids prescribed by the bank will summarily be rejected and returned unopened to the bidder.

8. OPENING OF BIDS BY BANK

8.1 The bids received will be opened on 05.12.2018 at 03:30 P.M. The bidder may send representative to participate in the opening process.

8.2 The bidders' names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except late bids, which shall be returned unopened to the bidder.

8.3 The technically qualified bidders will be intimated to participate in the Online reverse auction process (PART II), to identify Lowest Quoted (L1) bidder. Online reverse auction procedures and timings will be informed separately. Technically qualified bidders will be informed the modus operandi for this purpose and bidders will have to abide by the e-business rules.

9. CLARIFICATION OF BIDS

During evaluation of the bids, the bank may, at its discretion, seek clarification(s) from the bidder(s). The request for clarification and the response from bidders shall be in writing/email, and no change in the substance of the bid shall be sought, offered, or permitted.
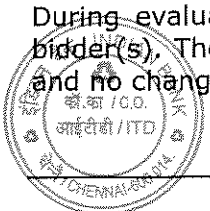
10. AMENDMENTS OF RFP DOCUMENT

Bank reserves the right to amend the RFP any time prior to deadline for submission of bid. The same shall be ported on the banks' website and such amendments shall be binding on the bidders.

11. EVALUATION CRITERIA

11.1 General Evaluation

a) The Bank will examine the bid to determine whether they are complete, whether the documents have been properly signed and whether the bid is generally in order.

b) The bank may waive any minor infirmity, non-conformity, or irregularity in a bid which does not constitute a material deviation.

c) Prior to the detailed evaluation, the bank will determine the substantial responsiveness of bid documents. For the purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the bid documents without material deviations.

11.2 Technical Evaluation

a) The Bids will be evaluated against the qualification criteria as mentioned in SECTION V of this bid, proof for the same has to be submitted.

b) The Technical competence and capabilities of the bidder will be evaluated against the Evaluation Matrix as per Evaluation Process For Technical Competence And capability Of Bidder ANNEXURE – I. The bidder has to score a minimum of 75 % marks for qualifying for Reverse Auction.

c) The bidder who complies with the Qualification criteria will be invited to make detailed presentation of the proposed solution at our Corporate Office Chennai.

d) Bank will visit any of the two reference site(s) in India which is submitted by the bidder where they had satisfactorily implemented SAP HRMS solution and SAP LMS solution. Bank will give one week notice in advance to the bidder for arranging reference site visit. The bidder has to take the necessary approvals for arranging reference site visit to the reference sites submitted by bidder from the officials of the respective sites. However, Bank will incur the cost towards travel, boarding and lodging (if required) of their staff for site visits.

11.3 Commercial Evaluation

a) Technically qualified bidders alone will be intimated to participate in the Online reverse auction to identify L1 bidder for awarding contract.

b) The comparison of prices among the vendors shall be between the total price quoted in the online reverse auction which is inclusive of

- all duties, levies

- warranty till date of go live of all the phases for software customisation, implementation and customization, migration charges, onsite maintenance support for 4 years.
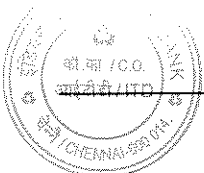
• but exclusive of taxes only. Octroi/Entry tax if applicable will be paid on submission of required documents and will not form part of the commercial bid. TDS as applicable will be deducted from the payments.

12. PROPOSAL PROCESS MANAGEMENT

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof.

Additionally, Bank reserves the right to alter the requirements, in part or whole before the bid submission without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and any other meetings during the process.

13. LIABILITIES OF BANK

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank 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 successful bidder.

14. BID AND PROPOSAL OWNERSHIP

The Bid submitted and all supporting documentation/templates are the sole property of Indian Bank and should not be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, interalia cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of Indian Bank and will not be returned.

15. BID PRICING INFORMATION

By submitting a signed bid, the Bidder certifies that the Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP. No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

16. DISCLAIMER

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

17. NEGOTIATION

The Bank reserves the right to further negotiate on the price offered, with the L1 vendor, if the price quoted is found unreasonable or in any exceptional circumstances. Further, Bank reserves the right to negotiate with the successful bidder if the price breakup quoted in the **Part-II** is not matching with the market prices.

18. COVERAGE OF ALL BANKS UNDER THE EPF & MP ACT 1952:

In case of an Audit conducted by any of the authority(s) of Government of India, the Successful bidder has to submit attendance, salary, appointment details etc. of all the employees for any type of services engaged either through contractors or directly, to the concerned authority. If engaged through contractors, list of all the contractors engaged for any/all services and whether

the said contractors are covered independently under the EPF & MP Act 1952. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted to the concerned authority.

19. SIGNING OF CONTRACT

Within fifteen (15) days of receipt of Purchase Order, the successful bidder shall sign the contract and return it to the Bank.

20. AWARDING OF CONTRACT

Acceptance of purchase order along-with authorisation letter should be submitted within 5 working days from the date of receipt of purchase order. If for any reason L1 bidder backs out or the purchase order issued to the L1 bidder does not get executed in part / full, the bank shall invoke the Bank Guarantee issued for EMD and performance bank guarantee if applicable and blacklist the bidder for a period of one year.

ANNEXURE – I

EVALUATION PROCESS FOR TECHNICAL COMPETENCE AND CAPABILITY OF BIDDER

The Bank will evaluate the technical bids received in response to the RFP as below:

Bidders will be evaluated against the qualification criteria mentioned in SECTION V QUALIFICATION CRITERIA. The bidder has to comply with all the qualification criteria without fail. Technical Competence and Capability of Bidder will be evaluated as per the Evaluation Matrix given below:

Evaluation Matrix: - I (Solution requirements)

S No.	Description	Evaluation rules	Max. Marks	Marks obtained
1.	**SI/ bidder implementation capabilities**	(total of 1.1,1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10 1.11 and 1.12)	400	
1.1	Number of consecutive years the Bidder has implemented SAP HRMS Solution (as on 30.11.2018).	Above 8 years – 30 Marks 5 to 8 years – 25 Marks 4 years – 15 Marks 3 years – 10 Marks	30	
1.2	Number of consecutive years the Bidder has implemented SAP LMS Solution (as on 30.11.2018).	Above 4 years – 10 Marks 4 years – 8 Marks 3 years – 6 Marks 2 years – 4 Marks	10	
1.3	References where Bidder has implemented the SAP HRMS solution with more than 10,000 employees	Abroad India 3 Clients 15 30 2 Clients 10 20 1 Client 5 10	30	
1.4	References where Bidder has implemented the SAP LMS solution with more than 5,000 employees.	Abroad India 3 Clients 8 10 2 Clients 6 7 1 Client 4 5	10	
1.5	References from Government dept./Public Sector Undertaking /scheduled commercial bank/ insurance company certified by IRDAI/Non – Banking Financial Company where the Bidder has successfully implemented SAP HRMS solution	India 3 Clients 30 2 Clients 25 1 Clients 15	30	
1.6	References from Government dept. /Public Sector Undertaking/ scheduled commercial bank/ insurance company certified by IRDAI/Non – Banking Financial Company where the Bidder has implemented SAP LMS solution	India 3 Clients 10 2 Clients 8 1 Clients 6	10	

1.7	Number of References under SI's post implementation support for SAP HRMS solution being provided for the last 3 years	Abroad India 3 Clients 15 30 2 Clients 10 25 1 Client 5 15	30	
1.8	Number of References under SI's post implementation support for SAP LMS solution being provided for the last 2years	Abroad India 3 Clients 8 10 2 Clients 6 7 1 Client 4 5	10	
1.9	Number of Implementation experts & Consultants available in India with the Bidder having more than 2 years of experience in implementation, customization and migration of SAP HRMS solution.	51-or more 30 35-50 25 26-34 20 20-25 15	30	
1.10	Number of Implementation experts & Consultants available in India with the Bidder having more than 2 years of experience in implementation, customization and migration of SAP LMS solution.	26-or more 10 20-25 8 15-19 6 10-14 4	10	
1.11	Visit to reference site	Based on the visit to reference site (based on the satisfactory letter provided), marks will be allotted. SAP-HRMS 70 Marks LMS 30 Marks	100	
1.12	Presentation and Live Demonstration of the proposed Solution	As per Scope of the Project	100	

*The bidder has to provide compliance for eligibility criteria under **SECTION V QUALIFICATION CRITERIA**, technical requirements under **ANNEXURE – I Evaluation Process for Technical Competence and Capability of Bidder** and must secure a minimum of 75% marks in Evaluation Matrix I to qualify for Reverse Auction.*

* The bidder has to provide necessary documentary evidence to score for all the above-mentioned points.

SECTION – III

CONDITIONS OF CONTRACT

SECTION – III

CONDITIONS OF CONTRACT

1. Definitions:

a. "Bank" means Indian Bank, constituted under "Banking Companies (Acquisitions & Transfer of undertakings) Act 1970", which has invited the bids for consultancy services, and with which the selected bidder signs the contract for the services to be rendered and to whom the selected bidder shall provide services as per the terms and conditions of the contract.

b. "Group" collectively include the Bank, the subsidiaries of Bank , Associates of Bank and foreign branches

c. "Bidder" means the Firm or Entity who is submitting its proposal for providing services to the Bank.

d. "Successful Bidder" means the firm or Entity who has been selected by the Bank for performing the obligation and Services under this contract

e. "Proposal / Bid" means the "Technical Proposal" and the "Commercial Proposal".

f. "RFP" means this "Request for Proposal".

g. "Services" means the services provided as per the scope of this RFP and all other services that are incidental or ancillary thereof;

h. "Terms of Reference"(TOR) means the document included in the RFP which explains the scope of work, activities, tasks to be performed, etc.

i. "Contract/Agreement" means the contract signed by the parties and all the attached documents and the appendices.

j. "Day" means Calendar Day.

k. "Parties" – Party or Parties means Bank or Bidder / Selected Bidder / Consultant or both, as the case may be.

2. Interpretation

(i) Headings in this document are inserted for convenience only and shall be used for indicating the contents following the same.

(ii) Unless the context requires in this document,

- *Words used in Singular or Plural number also denote Plural or Singular Number respectively.*
- *Words denoting any person may include all genders*
- *The Terms "written" and "in writing" include any means of visual reproduction.*
- *The Terms "thereof", "hereof", "hereto" and similar words refer to this entire document and not any particular clause or any subdivision in this document.*
- *References to any "Person" include any natural person, association, partnership, corporate body agency or authority*

- *References to "Clause" or any other text in this document shall be construed as references to the Clauses governing this RFP or such other document of similar nature as may be amended or supplemented from time to time and shall include a reference to any document which modified or supplements it made or given pursuant to the release of this RFP document.*

3.   USE OF CONTRACT DOCUMENTS AND INFORMATION

3.1   The Bidder shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

3.2   The Bidder shall not, without the purchaser's prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the contract.

4.   INTELLECTUAL PROPERTY RIGHTS

The intellectual property rights for the development and customization made in the application software by the successful bidder during implementation will be with the purchaser, it is required that successful bidder shall provide documentation on the customizations & operational procedures to bank for bank's exclusive use without limitation. The successful bidder shall place the source code of customizations done for the bank in the application software and the procedures necessary to build the source code into executable form to the bank.

5.   PERFORMANCE SECURITY

5.1   Within 15 days of receipt of Purchase Order, the Bidder shall furnish to the Purchaser the Performance Security equivalent to 10% of the Contract Amount excluding AMC,ATS and manpower cost (Total Cost of Ownership for Bank excluding AMC, ATS and manpower cost for the contract period) in the form of a Bank Guarantee issued by a Scheduled Commercial Bank located in India, valid for 72 months(with further one month of claim period). Bank may seek extension of Bank Guarantee, if required.

5.2 The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Bidders failure to complete its obligations under the Contract.

5.3 The Performance Security will be discharged by the Purchaser and returned to the Bidder after expiry of claim period.

5.4 In case of project getting delayed, Bank will seek extension of the Performance bank guarantee

6.   INSPECTIONS AND TESTS

6.1   The Purchaser or its representative(s) shall have the right to inspect and / or test the Goods to confirm their conformity to the Contract specifications. The Purchaser shall notify the Bidder in writing, of the identity of any representatives retained for these purposes.

6.2   Any charges payable to the Purchaser's representative designated for inspection shall be borne by the Purchaser.

6.3   The inspections and tests may be conducted on the premises of the Bidder, at point of delivery and / or at the Goods' final destination. If conducted on the premises of the Bidder, all

reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.

6.4 Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Bidder shall either replace the rejected Goods or make alterations necessary to meet specification requirements at no additional cost to the Purchaser.

6.5 The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods' shipment.

7. DELIVERY AND DOCUMENTS

Delivery of the goods and services shall be made by the Bidder in accordance with the terms specified in the schedule of requirements. The Bidder has to make their own arrangements to deliver the goods and services at the sites provided by Bank. The details of shipping and / or other documents to be furnished by the Bidder are as follows.

(i) Copy of the Bidder Invoice showing contract number, goods, description, quantity, unit price, total amount;

(ii) Delivery Note, acknowledgement of receipt of goods from the Consignee;

(iii)Insurance Certificate if any;

(iv)Manufacturer's / bidder's Warranty Certificate;

(v) License Certificates if any.

8. COMPREHENSIVE ONSITE WARRANTY

8.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current model(s) and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Bidder has to provide onsite comprehensive 24*7*365 maintenance support under warranty till the go live of all the phases. further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Purchaser's Specifications) or from any act or omission of the Bidder has to provide onsite comprehensive 24*7*365 maintenance support under warranty till the go live of all the phase., that may develop under normal use of the supplied Goods (software and customisations) in the conditions prevailing in the country of final.

8.2 The Bidder has to provide onsite comprehensive 24*7*365 maintenance support under warranty till the go live of all the phase, followed by 4 years of onsite comprehensive 24*7*365 maintenance support under ATS/AMC with back to back OEM support (Letter to be submitted by bidder along with technical bid declaring that the Bidder will take back to back support for the goods and services), upto the entire contract period. The successful bidder will submit proof of back to back OEM arrangement for goods and services for the entire contract period. However, Bank reserves the right to enter into AMC with other vendor.

8.3 Bidder shall with all reasonable speed, coordinate with OEM for troubleshooting, applying necessary fix/patch provided by the OEM for fixing the issue. In case of some error/issue in the customization made by the Bidder in the application software, then the Bidder has to make necessary changes in the customization for arresting the issue, without cost to the Purchaser.

8.4 If the Bidder, having been notified, fails to remedy the defect(s) within period as mentioned under Section III Clause No. 15 Table A, the Purchaser may proceed to take such
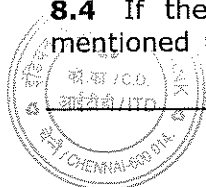
remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract as per the SLA.

8.5 The Bidder has to provide onsite comprehensive 24*7*365 maintenance support under warranty till the go live of all the phase and subsequently AMC/ATS for 4 years after go live of all the phases for all the development/configuration, customisation done by vendor during implementation.

9. CONTRACT PERIOD

The contract period will commence from the date of acceptance of the Purchase order and will be valid up to a period of four years from the date of go live of all the phases. The contract is extendable / renewable further period at the discretion of the Bank on mutually agreed rates

10. PAYMENT TERMS

The Bank shall make payments as follows:

A. Migration, Customization, Implementation and Support

S. No.	Milestones	Payment Terms
1	Study of Banks' SAP implementation, submission of the environment study report and after acceptance of the same by Bank	10% of implementation cost
2	On submission of the Software Requirement Specification Document and blueprint document (consisting of the proposed solution architecture, timelines for implementation of various phases, etc.) for the up gradation, implementation, and customization of the application software to be done for Indian Bank. Existing Database Migration and testing.	10% of implementation cost
3	User Acceptance Testing using the Development/Quality setup and bank's application UAT setup on the use cases mutually agreed between bank and the successful bidder of Phase I.	10% of implementation cost
4	On completion and Go-Live of phase 1	10% of implementation cost
5	User Acceptance Testing using the Development/Quality setup and bank's application UAT setup on the use cases mutually agreed between bank and the successful bidder of Phase 2.	10% of implementation cost
6	On completion and Go-Live of phase 2	10% of implementation cost
7	User Acceptance Testing using the Development/Quality setup and bank's application UAT setup on the use cases mutually agreed between bank and the successful bidder of Phase 3.	15% of implementation cost
8	On completion and Go-Live of phase 3	15% of implementation cost
9	4 successful completion of DR Drill after Go-Live(minimum 2 per year or as per the regulator guidelines)	2.5% of implementation cost on successful completion of each DR drill. (Total 10%)
10	Onsite manpower support for a period of four years from the date of go live of all phases (up to Go-live, the cost of manpower should be part of implementation).	Quarterly payable in arrears.

Note:- Go Live date for each phase will be after completion of a stabilization period of two months for the respective phase.
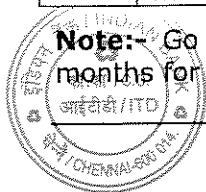
Onsite Man power support should be available from 09:30 AM to 6:30 PM on all Bank working days during the various Implementation phases. Also Onsite support should be provided from 09:30 AM to 6:30 PM on all Bank working days for a period of four years from the date of go live of all phases. All payments will be released only after submission of the proof of completion of milestone (listed above) along with the invoices, request for payment and other related documents.

The successful Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the bank.

The bank shall have the right to withhold any payment due to the bidder, in case of delays or defaults on the part of the bidder. Such withholding of payment shall not amount to a default on the part of bank.

11. CHANGE ORDERS

a. The Purchaser may at any time, by a written order given to the Bidder make changes within the general scope of the Contract in any one or more of the following :

    a. the delivery timelines for the phases; and / or
    b. the deliverables for the phases;
    c. the method of shipment or packing;
    d. the place of delivery; and / or
    e. the Services to be provided by the Bidder;

If any such change causes an increase or decrease in the time required for, the Bidders performance of any provisions under the Contract, an equitable adjustment shall be made in the delivery schedule, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the Bidders receipt of the Purchaser's change order.

12. DELAYS IN THE BIDDER's PERFORMANCE

    a. Delivery of the Goods and Performance of Services shall be made by the Bidder in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.

    b. If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery of the Goods and performance of Services, the Bidder shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Bidders notice, the Purchaser shall evaluate the situation and may at its discretion extend the Bidders time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amending the Contract.

13. LIQUIDATED DAMAGES

The Bidder must strictly adhere to the schedules for completing the assignments. Failure to meet these Implementation schedules, unless it is due to reasons entirely attributable to the bank, may constitute a material breach of the Bidders performance. In the event that the purchaser is forced to cancel an awarded contract (related to this RFP) due to the successful Bidders inability to meet the established delivery dates, the purchaser may take suitable penal actions deemed fit in addition to invocation of performance guarantee.

Liquidated Damages on delay in Implementation: For delay beyond the implementation schedule, The Bidder shall be liable to forgo 0.5% of the cost payable for respective phase/milestone of implementation, as per the project implementation timelines mentioned in Section IV – Clause No 2 PROJECT IMPLEMENTATION TIME AND SCHEDULE OF DELIVERY, for

every week or part thereof subject to maximum of 10% of cost payable for respective phase for the delay solely not attributable to purchaser. Once the total penalty crosses 10% of the cost of the project, purchaser reserves the right to cancel the contract.

14. GUARANTEES ON SOLUTION UP-TIME

The Up-Time of the software provided by the successful bidder relating to the HRMS including LMS solution should provide continuous and guaranteed level of service and functionality as defined in this document (except the down-time due to the Bank's network or UPS failure). The successful bidder undertakes and guarantees a **Solution Up-Time of 98.00% monthly** during the contract period.

Penalty Clause applicable on non-adherence to Solution Uptime:-

Type of Error	Overall monthly Uptime for solution	Penalty
Critical	**98.00%**	0.10%-0.25% of the total cost of Project implementation exclusive of manpower cost for every 0.1% drop in uptime or part thereof.

Where Critical errors are defined as the Errors that require/cause the Bank to shutdown the server or stop all or majority of the services through the server or the application working is stopped.

The replacement of the respective software is at the bidder's own cost for solving the errors. The penalty shall be adjusted as maintenance credit against the amount payable by the Bank to the successful bidder. In case the penalty crosses amount payable, bank reserves the right to invoke the performance guarantee and/or cancel the contract and black list the vendor.

The penalty applicable under this clause is in addition to the penalty applicable under the Section III Clause No. 15 Table A. However the vendor's aggregate liability under the contract, including all the penalties will be limited to a maximum of the contract value. But this limit shall not apply to

1) The penalty or fine which the Government or the regulator(s) may impose / charge to the Bank for the failure of the successful bidder's services.

2) Any third party claims for

   a) IP Infringement indemnity

   b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor(s)' gross negligence (For the purpose of the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender).

15. GUARANTEES ON RESPONSE TO ERRORS

The Bank will classify all issues in production region in three categories:

* Severity 1: Any issue which results into downtime of the application solution and affects the normal functionality of the bank.

* Severity 2: Any issue which results into failure of multiple modules in the HRMS/LMS solution but only limited functionalities of the overall HRMS/LMS solution are affected or any issue resulting in an impact on the performance of the system.

* Severity 3: Any bug or issue whose impact is limited to certain functionalities in a module and which does not impact the functionality of the HRMS/LMS solution.

The successful bidder undertakes and guarantees that all the errors will be resolved in the
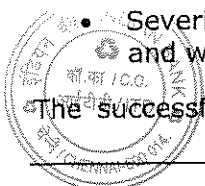
production environment; and any failure will be subject to the penalty clause stipulated below. The classification of error types by the bank is final and is binding on the successful bidder.

Table A

Issue Classification	Warranty Period (After reporting problem)		Post-Warranty Period(After reporting problem)	
	Response Time	Resolution Time	Response Time	Resolution Time
Severity 1	0.5 hours	2 hours	2 hours	4 hours
Severity 2	1 hour	4 hours	3 hour	6 hours
Severity 3	2 hours	8 hours	4 hours	12 hours

*A penalty of Rs. 2,000/- shall be charged per hour for non-conformance with the aforementioned table. Maximum penalty for non-conformance would be capped at 20% of the cost of the project.

16.   TERMINATION FOR DEFAULT

The Purchaser, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Bidder, may terminate this Contract in whole or in part :

  a. if the Bidder fails to deliver any or all of the Goods and services within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser;

b. or

  c. if the Bidder fails to perform any other obligation(s) under the Contract and fails to cure the same within the curing period provided by the purchaser in writing.

d. or

  e. If the Bidder, in the judgement of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.

  c. In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Bidder shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Bidder shall continue performance of the Contract to the extent not terminated.
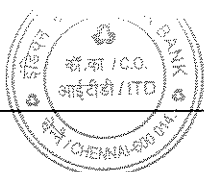
17. FORCE MAJEURE

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidders fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the successful bidder shall hold performance in an endeavour to find a solution to the problem.

Notwithstanding the above, the decision of the Bank shall be final and binding on the successful Bidder.

18. TERMINATION FOR CONVENIENCE

The Purchaser, by 90 days written notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Bidders receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

a.   to have any portion completed and delivered at the Contract terms and prices; and / or

b.   to cancel the remainder and pay to the Bidder an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Bidder.

19. SETTLEMENT OF DISPUTES

If any dispute or difference of any kind whatsoever shall arise between the purchaser and the Bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the purchaser or the Bidder may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the Parties to seek redressal/other legal recourse.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.
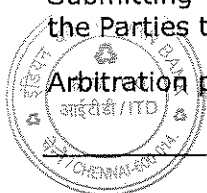
The dispute resolution mechanism to be applied shall be as follows:

(a)   In case of dispute or difference arising between the Purchaser and a domestic Bidder relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Bidder; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.

(b)   If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Foreign Bidder as well as Indian Bidder, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

(c)   Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(d)   The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

(e)   Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

(f)   Notwithstanding any reference to arbitration herein,

> i. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and

> ii. the purchaser shall pay the Bidder any monies due to the Bidder.

20. CONFIDENTIALITY

The Bidder will be exposed by virtue of the contracted activities to internal information of Bank, affiliates, and/or business partners. Disclosure of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract, or legal action against the Bidder for breach of trust. Successful bidder has to enter into Non-disclosure agreement (as per format enclosed) with the Bank. Besides the successful bidder, the employees/representatives of the Bidder who are responsible for the implementation of the project are also required to enter into a Non-disclosure Agreement (as per the NDA format prescribed by the Bank for functionaries) in their personal capacity.
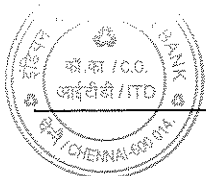
21. RIGHT TO AUDIT

Bank has the right to conduct audits, by serving advance written notice, on the Bidder whether by its internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the Bidder in conjunction with the services performed for the bank. The Bidder should allow the Reserve Bank of India (RBI) or persons authorized by it to access the Bank's documents and other necessary information given to, stored or processed by the Bidder within a reasonable time. The Bidder should permit RBI to cause an inspection to be made of and its books and account by one or more of its officers or employees or other persons subject to written notice provided to Bidder.

22. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of India. Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

23. INSTALLATION REQUIREMENTS

The Bidder will test all software operations after upgrading, implementing and customizing the application software and accomplish all adjustments necessary for successful and continuous operation of the software solution install at all sites.

24. MAINTENANCE

The Successful Bidder must provide uninterrupted availability of the systems and application solution and ensure that the problem is resolved within the time schedule as prescribed in the Section III Clause No. 15 Table A Also, the successful bidder agrees to maintain the entire supplied HRMS/LMS solution with customization, other 3rd party utilities supplied with the proposed solution on a 24*7*365 basis and co-ordinate with OEMs to ensure meeting the terms under Section III Clause No. 15 Table A. For any major break down such as application crash, system crash, etc., the successful bidder must arrange for immediate onsite support for recovery and resumption of operations. The re-installation of any software including RDBMS (Relational Database Management System) if required is the sole responsibility of the successful Bidder, which should be treated as service provided under Warranty and AMC/ATS. Maintenance support will also include installation of system updates and upgrade, installation of HRMS including LMS application updates and upgrades, providing corresponding updated manuals, and follow-up user training. During the contract period, all updates and upgrades must be implemented without any additional cost to the bank. The Bidder has to monitor that the versions installed must not be End of life / support and in case, if the version installed is going for end of support, then the Bidder has to alert the bank and plan for upgrade to the latest version. All softwares installed must be maintained with latest patches and fixes free from any known bugs, vulnerabilities, etc. All the software supplied must be maintained under back to back support from the respective OEMs Certificate for the same should be submitted to Bank by the successful bidder. During the contract period, all regulatory / statutory requirements /modifications to existing solution should be done without any additional cost to the Bank.

25. TRAINING

25.1. End User Training

Please provide the below mentioned details for Training:

1. The Bidder should provide training to personnel identified by bank from HRM Department on end user aspects of HRMS/LMS application solution.

2. The duration of the training should be minimum of 4 days.
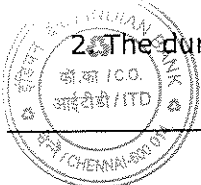
3. The Bidder should provide the End - User Training.

4. The training program has to be provided to 50 officers of bank in at least 2 batches not exceeding 25 officers each

5. Training should include training aids such as online tutorials, manuals, etc

6. The Bidder should provide detailed training plan for this purpose as part of the deliverables

7. The Bidder should also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.

25.2. Technical and Operations Training

Please provide the below mentioned detail for Training:

1. The Bidder should provide training to personnel identified by purchaser from IT team Technical, operational and administrative aspects of HRMS/LMS solution.

2. The duration of training for each batch should be minimum of 12 days (spread over a time period).

3. The training has to be led by the instructors from the OEM.

4. The Bidder should provide the following trainings:

    a.   System Administration Training

    b.   Version upgrade Trainings

    c.   Project Implementation Trainings

5. The training program has to be provided to 30 officers of bank.

6. Training should include training aids such as online tutorials, manuals, etc.

7. The Bidder should provide detailed training plan for this purpose as part of the deliverables

8. The Bidder will also provide training material for an on-line training course which can be undertaken by employees as an e-learning program.

9. Training in usage and development of the customized controls/ modifying parameters to be given separately to all officers who are attending training.

26. SUB CONTRACTING

The Bidder should not subcontract or delegate or permit anyone other than the Bidders' personnel to perform any of the work, service or other performance required of the Bidder under this agreement without the prior written consent of the Bank.

27. SERVICE LEVEL AGREEMENT (SLA)

The Bidder shall be required to sign Service Level Agreement (SLA) covering all terms and conditions of this tender and Purchase Order within 30 days from the date of issuing the purchase order.

28. EXIT REQUIREMENTS

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance(complete documentation) and help to the Bank and to any new vendor engaged by
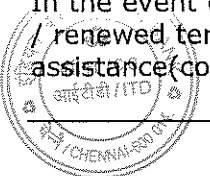
the Bank, for the smooth switch over and continuity of the Services, and will bear all the cost incurred by the bank.

29. INDEMNITY

The successful bidder will indemnify the Bank against all actions, proceedings, claims, suits, damages and any other expenses for causes attributable to the successful bidder. The successful bidder shall also indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof without any limitation.

30. LIMITATION OF LIABILITY

Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

a) IP Infringement indemnity
b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the vendor that gave rise to claim, under this tender.

31. INTEGRITY PACT

Bidders should submit Integrity Pact (IP) (in Rs.100/- Stamp paper along with the bid. Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. IP should cover all phases of the contract.

32. TRANSFER OF OWNERSHIP/TITLE

The successful bidder shall pass the title of ownership of the source code developed for implementation and customization of the HRMS/LMS application for bank under this Contract to Indian Bank on delivery of the material at the location(s) specified by bank and completion of the implementation of all the phases specified by bank.

33. TECHNICAL DOCUMENTATION

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the software supplied. The language of the documentation should be English. The Bidder, at the time of customization and implementation shall deliver to the Bank required copies of the object code version of the Software and the associated Program Documentation including operation manual, job cards and training material. The Bidder, after customization shall deliver to the Bank required copies of the object code version of the customized Software and the associated Program Documentation including operation manual, job cards and training material. The Bidder, after modifications, updates or new versions shall deliver to the Bank required copies of the revised object code version of the latest Software and the revised associated Program Documentation including operation manual, job cards and training material. The Program Documentation shall consist of required number of User Manuals per user group, Data Centre and Disaster Recovery Centre. The program documentation shall be supplied by the Bidder to the Bank both in hard copy except where hard copies are not available and soft copy. The operational manual shall be provided by the Bidder under help menu in the software as dynamic online documentation / help files, wherever applicable. The object code version of the Software, executables and required run-time files shall be on Compact Disc or on any such media as desired by the Bank as may be applicable. The language of the documentation should be English.
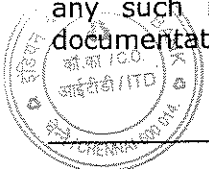
SECTION IV – SCOPE OF THE PROJECT

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SECTION – IV

SCOPE OF THE PROJECT

1. SCHEDULE OF REQUIREMENTS / DELIVERABLES:

The HRMS implementation shall include (but is not limited to) the following key deliverables:

d. **Software:** Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of all necessary Software including environmental software for implementation of SAP HRMS with LMS.

e. **Customized Application:** Customization should be done as per the Banks' requirements and these should be documented properly. The title of ownership of the source code developed for implementation and customization of the HRMS application for bank under this Contract to be transferred to Indian Bank on completion of the implementation of all the phases specified by bank before or just after go live stage.

f. **Migration of Data and SAP Programs :** The following Modules are customised and implemented in SAP and being used by Bank

    i) Employee Records
    ii) PF module
    iii) Pension & Settlement module

These modules with data has to be migrated from the older SAP version i.e. ECC 5.0 to the latest version, along with changes/modifications as per banks' requirements.

g. **Implementation Services:** The Bidder must develop a comprehensive and detailed approach and strategy for the implementation of the HRMS solution. The plan should be scalable, flexible as per the following strategy, but not limited to the following (Bidder can also propose better plan , based on their strategy / methodology):

- Requirement Gathering and documentation (SRS)
- Overall integration plan and work plan (in phases)
- Architecture plan and diagrams
- Installation plan
- Migration plan
- Training plan
- Testing plan
- Cut-over and decommissioning plan
- BCP for unplanned and planned drills

h. **Testing Services:** Conduct testing for the system, application and any customised components. Testing shall include, but is not limited to the following (Bidder may propose others, based on their strategy / methodology):

- Development of suitable testing methodology / testing strategy document
- Development of test plan
- Development of test cases
- Development of entry and exit criteria for the testing
- Development of detailed test scripts
- Document the gaps, errors, bugs observed during testing and rectification/resolution
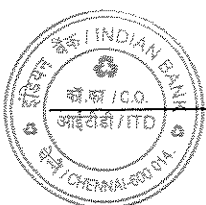
- Conduct unit testing, System Integration Testing (SIT) of the entire functionally of the solution.
- User Acceptance Testing (UAT) Facilitation
- Interface testing

i. **Documentation :** Provide all necessary documentation relating to the implementation including, but not limited to the following (Bidder can also propose better plan , based on solution offerings) :-
    - Project charter
    - Detailed SRS (System Requirement Specifications) Document
    - Solution architecture and design
    - Architecture / technical diagrams
    - User manuals / User Management Guide
    - System flow documentation
    - Deployment Plan Document
    - Technical manuals
    - Training manuals
    - Test Plans
    - Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested)
    - UAT test scripts
    - Change Management Methodology Document
    - Standard Operational Procedures
    - Security Guide
    - Techno – Functional Risks and Mitigation Document
    - DR FAILURE Over Procedures
    - Release Notes

j. **Training:** The successful bidder has to provide training as per the Section III clause No. 25.

k. **Warranty/Post-Warranty Services :** The Bidder must support the solution implemented (HRMS and supporting software) under the contract for the HRMS/LMS Solution under the warranty support till the go-live of all the phases in solution and AMC/ATS for four years from the date of go live of all the phases.

The Bidder must submit a detailed plan including the manpower to be deployed during the post-implementation support of the solution. Manpower can be changed only with personnel with similar experienced substitute, after taking prior approval from the Bank.

The Company should provide Resume/Curriculum Vitae and Background Verification of the personnel/ engineer assigned at Indian Bank to be part of the Implementation/Onsite support for HRMS solution. Also, the personnel/engineer will be interviewed by Indian Bank. Indian bank reserves the right to disqualify any personnel/engineer if the personnel do not match Indian banks' requirements

2. PROJECT IMPLEMENTATION TIME AND SCHEDULE OF DELIVERY

The schedule of delivery and activities towards implementation of the project is given below:

Phases	Implementation/ Integration	Period	Cumulative Period from the date of acceptance of PO
Study Phase	Study of Indian Bank SAP implementation and submission of the environment study report.	4 weeks from the date of acceptance of PO	4 weeks
SRS and blueprint phase	On submission of the Software Requirement Specification Document and blueprint document (consisting of the proposed solution architecture, timelines for implementation of various phases, etc.) for the upgradation, implementation, and customization of the application software to be done for Indian Bank.	7 weeks	11 weeks
Migration	Existing Database migration and testing and installation of new SAP	4 weeks	15 weeks
Phase 1 (Go Live on completion)	Employee Record management, Fitment and Increments , Leased Accommodation/ Bank Quarters , Award Staff Group , Leave Management Online facility , Payroll , Provident Fund ,Executive Information System /Management Dash Boards, MIS Reports, Online Portals for staff & Pensioner, ESS/MSS - Part 1 (all the modules in this phase should be configured in ESS/MSS also), Reports & Formats	16 Weeks	31 weeks
	Stabilization and additional customisation/modifications (if any) of the modules developed and interfaced in phase-1	3 weeks	34 weeks
Phase 2 (Go Live on completion)	Provident Fund, Pension, Gratuity, TA Bills and Medical Bills, Reservation rosters Combined TDS Module, Recruitment, Transfers, Promotions, Career Planning, Deputation / Attachment Record maintenance, Postings Management , Seniority Lists , NOC & Service Certificate , Performance Management , Industrial Relations Division , Discipline and Vigilance Matters , Legal Department , Staff Reimbursements, Manpower planning, APAR and Welfare ,MIS Reports, Executive Information System /Management Dash Boards/Notes, Online Portals for staff & Pensioner, ESS/MSS - Part 2(all the modules in this phase should be configured in ESS/MSS also).	16 Weeks	50 weeks
	Stabilization and additional	3 weeks	53 weeks

	customisation/modifications (if any) of the modules developed and interfaced in phase-II		
Phase 3 (Go Live on completion)	Performance Management, Overseas posting, Training & Development , Learning Management System Features Mobile based Leave request & Approval, Executive Information System /Management Dash Boards, Simple Trouble Ticketing, SMS/Mail Alerts, ESS/MSS - Part 3 (all the modules in this phase should be configured in ESS/MSS also), Reports & Formats and digital library of Circulars/Notes/Sanctions.	16 weeks	69 weeks
	Stabilization and additional customisation/modifications (if any) of the modules developed and interfaced in phase-III	3 weeks	72 weeks
Total implementation period			72 weeks

The Deliverables of the phases are subject to change on mutual agreement between purchaser and Bidder.

3.   MONITORING & AUDIT

Compliance with security best practices may be monitored by periodic computer security audits/Information Security Audits performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of access and authorization procedures, backup and recovery procedures, network security controls and program change controls. The successful bidder must provide the Bank access to various monitoring and performance measurement systems. The successful bidder must provide the Bank access to the auditing menu through the application itself and facilitate the audits. The successful bidder has to remedy all discrepancies observed by the auditors at no additional cost to the bank.

For service level measurement, as defined in SLA, data recording is to be captured by the industry standard tools implemented by the successful Bidder. These tools should be a part of the proposed solution.

4.   USER ACCEPTANCE TEST OF SOFTWARE

The Bank shall conduct User Acceptance Test (UAT) for the upgraded HRMS solution to ensure that all the functional requirements are available & functioning as per RFP. It will be the successful bidder's responsibility to create the testing environment, test plan and share possible test cases for the Bank's users for testing the features and the bidder will be required to assist the Bank in the entire testing phase. The BANK will accept the developed/ customized software only after implementation of the software with successful conduct of acceptance testing by its users, including load and performance test. Software will be considered to be accepted only after the BANK issues an acceptance letter to the successful bidder. New Software may be audited for risk analysis and security features by Bank's IS Audit team or a third party bidder appointed by the BANK, if so desired by the BANK. Support is to be provided for fixing such findings.

5.   CUSTOMIZATION OF THE SOFTWARE

On awarding the contract, the successful bidder should discuss with core users of the Bank for understanding the functioning of the existing system and gap analysis. The successful bidder shall prepare a customization document based on the gap analysis and other requirements of

the RFP. The successful bidder shall undertake to obtain Bank's approval of the customization documentation and associated project plans before software customization work commences. The customization document should provide the plan in detail based on the criticality of the requirements.

The bidder has to ensure everytime that

The base version of SAP   +   Code customization provided = Running version in the Bank
to bank under Escrow

6.   LICENSES (SAP User License and Runtime DB License)

Currently, Bank is holding the below mentioned SAP software licenses running on HPUX:

S.No	Description	Quantity
1	SAP Developer License	1 User
2	SAP Professional License	100 Users
3	SAP Limited Professional License (For MSS Functionality)	249 Users
4	SAP Employee Self Service License	7500 Users
5	SAP Payroll Processing	23000 Records

And the present staff strength is as detailed below:

Officers (6000 are Managerial staff)	10283
Clerks	9338
Sub-staff	1683
Part Time/Full Time Sweepers	358
Total	**21662**
Pensioners	13631
Additional Officers recruitment	324

Also, the details of year wise retirement till 2020 are given as under.

Year	Retirements
2018	966
2019	1083
2020	1039

Any additional licenses will be procured by the bank as and when need arises. We are planning to install the new licenses and version on AIX platform.

7.   DISASTER RECOVERY SITE

The successful bidder is required to establish the Disaster Recovery (DR) setup for the proposed solution at Hyderabad. DR setup will be mirror image of the Primary setup.

Recovery Point Objective (RPO) for DR	15 min
Recovery Time Objective (RTO) for DR	1 hr

Bank will arrange for the network/WAN link between DC (PR) and DR Sites. Bandwidth requirement has to be specified clearly to meet the specified RPO and RTO as above. For a DR Drill, Bank may plan to shift functioning of all the systems from PR to DR which would include

the SAP HRMS including LMS solution also. Modalities for such Switchover/switchback need to be finalized. The maximum number of DR drills is presently two (one per half year). This will be subject to requirement from time to time.

The solution architecture should support 3-way DR setup, if the Bank decides to go for Near DR in future.

8.   ON-SITE SUPPORT

The successful bidder shall provide 09:30 AM to 6:30 PM onsite Man power support on all Bank working days for the solution from the date of Go Live of all phases of the solution for a period of 4 years and can be extended for further period at mutually agreed terms. The successful bidder needs to provide the price breakup of the resources allocated during the 4 year onsite support period. During onsite support period of four years post go live of all the phases, on banks' request,

the successful bidder is bound to increase the onsite support resource at the cost specified in the price breakup till completion of the onsite support of 4 year post successful implementation and go-live of all the phases.

The services to be provided are as follows:

• From the beginning of implementation of Phase I, resources should be deployed from 09:30 AM to 6:30 PM on all Bank working days.

• After completion of all the phases of the implementation, two resources will be deployed from 09:30 AM to 6:30 PM per day on all Bank working days for a period of 4 years.

• The scope for the on-site engineers will include solution configuration changes, version upgradations, performance monitoring, trouble shooting, patch installation, database administration and tuning, and liaison with OEM for various support issues, taking periodic backup of the database, support for day to day HRM department functional and technical operations, etc.

• Providing bank with daily hardware utilization reports and alerting bank in case of any performance issues or hardware upgradation requirements

• Switching to the DR site in case of system failure (after getting necessary approval from bank).

The onsite personnel should be having adequate experience & expertise in the relevant fields. They should be able to provide the necessary services defined under the scope, handle and resolve the issues within the time frame specified in Guarantees on Response to Errors (Section III Clause No. 15 Table A), troubleshoot the related problems and to co-ordinate with OEMs and the personnel from Indian Bank.

Apart from onsite support, the successful bidder should provide at least 100 man days of onsite OEM support usable within the first two years from the date of acceptance of purchase order. If any number of days is left unutilized, the same may be utilized in the subsequent years during the course of the Project. OEM support will be utilized by the Bank for additional trainings, troubleshooting as well as implementing best practices for the solution. **Additionally, the successful bidder must get the SRS approved by the OEM prior to implementation at each phase as well as pre GO Live check.**

Immediately before Go-Live and every year thereafter, the OEM should perform one health check of the implementation and verify best practices and provide ways of achieving the same to bidder, under copy to the Bank.

The bidder should provide Resume/Curriculum Vitae and Background Verification of the personnel/ engineer before being posted at Indian bank. Also, the personnel/engineer will be interviewed by Indian Bank. Indian bank reserves the right to disqualify any personnel/engineer if the personnel do not match Indian banks' requirements.

9.   DOCUMENTATION

The following minimum documentation (hard copy and soft copy) on any proposed software components must be made available in English:

1. General functional description

2. Set up and installation guide

3. User guide including:-

   a. Screen layouts

   b. Report layouts

   c. Transaction processing rules

   d. Operation authorization descriptions

   e. Error correction procedure descriptions

4. Error tracking and defect resolution documentation process

5. System administrator guide including:-

   a. System audit trail guide

   b. Glossary of terms

   c. Necessary training for version upgrades / system maintenance

   d. Changes in usage of the system in case of major upgrades

   e. Detailed SRS (System Requirement Specifications) Document

6.   High Level Architecture Document.

7.   Techno – Functional Risks and Mitigation Document

8.   Functionality Traceability matrix

9.   High Level Design Document

10.   Proof of Concept for the solution

11.   Low Level Design Document

12.   Test Plans

13.   Comprehensive Test Cases Document (Unit, Integration and UAT Test Cases tested)

14.   Deployment Plan Document

15.   Content Management Guide

16.   Change Management Methodology Document

17.   Security Guide

18.   User Management Guide

19.   Release Notes

20.   BCP Guide

10. SCOPE OF WORK

1. Install, Configure, Test, Migrate (data and program), Integrate & Commission all the necessary software modules with necessary and required customization (preferably use out of the box functionality suiting the banks' requirement), modification, patches, upgrades, utilities, tools etc to achieve full functionality with features required in the HRMS solution as specified in the functional requirements.

2. The Bidder is also expected to carry out and document a detailed current assessment for all business activities, and services performed by the Bank's HRM Department to gain understanding of the Bank's existing business and operations. The Bidder is expected to help the Bank to parameterize the product and provide valuable inputs at the time of system parameterization based on the current state assessment undertaken by the SI. Also, the HRMS core team training conducted by the Bidder should reflect the understanding of the Bank's current products and processes as a result of conducting the current assessment. The Bidder would be responsible for ensuring that the BPD/Parameterization exercise is as per the plan.

3. On-Site maintenance of software with Database and related products with customization, change management, addition of new reports as required and desired by the Bank. Performance tuning of application, necessary and adequate patches, upgrades, utilities, tools etc. after successful GO-LIVE of the SAP HRMS including LMS solution at the Bank, penetration testing, failover testing etc. required for the commissioning of the Servers and services without single point of failure.

4. Module Integration :-
   a. The Bidder is expected to build integration between the modules under the scope.
   b. For such activity, the Bidder would have to make a system study, identify gaps, resolve the same, test all such scenarios and then implement the same into production.
   c. So as to ensure the total integration and functionalities of the system, the Bidder needs to integrate all the software modules. The Bidder will be responsible for fault detection and rectification. The Bidder is responsible to ensure that the integrated systems are fully functional.

5. Seamless integration of customized, developed HRMS software for Indian Bank to meet the Bank's Functional, Operational, Risk Management, **Regulatory** and MIS requirements of HRM department with all required interfaces. Integrate the proposed solution with Bank's Core Banking Solution B@NCS24, mail messaging solution, Banks SMS Gateway and biometric management solution with necessary interface **on real time basis**.

6. Program and Data Migration :-
   a. Formulating the Data Migration strategy and process documentation
   b. Performing data mapping exercise with the existing electronic data vs. new HRMS application
   c. Providing checkpoint reports to ensure thorough reconciliation of the data, while ensuring data integrity
   d. Developing a Data Extraction tool (to extract data from existing standalone applications)

 e. Furnish the data in a format that can be loaded into the proposed HRMS application

 f. Perform the Data Upload activity

 g. Assist in performing checks to ensure data migration success (by way of providing comparator tools, etc.)

 h. Major Requirements

 i. The Bank expects the Bidder to migrate the entire data pertaining to the employee accounts (from hire to retire for the time the data is available)

 j. The majority data is available in electronic format while there is some information available in physical forms

7. Phased Implementation :-
   a. The Bidder has to implement the integrated HRMS in a modular and phased manner.
   b. The Bidder will be responsible for installing the applications with all the customizations.
   c. The Bidder will set all the parameters in the production environment as accepted in the test environment. The Bidder shall be responsible for accuracy of the parameters set according to the business needs of the Bank.
   d. Bidder will be responsible to migrate the HRMS data as explained in —Data migration section.

8. Undertake application management. The scope for application management is mentioned below (but not limited to):-
   a. Performance Monitoring & Management of application.
   b. Installation & configuration of application
   c. Availability installation & configuration
   d. Application Patch management and version control.
   e. Capacity Management.
   f. Deployment of objects in Application server.
   g. Up gradation & migration
   h. Troubleshooting Application server product related issues
   i. Troubleshooting Patch Management.
   j. Manage Application Server services.
   k. Configure and manage Application Web server.
   l. Configure and manage HTTP.
   m. Configure and use monitoring tools provided for Application Server.
   n. Un-installation
   o. SIP & performance management.
   p. Vendor management (Logging a call with product Vendor)
   q. Version migration, testing and implementation
   r. File Level Backup for Application Server
   s. Backup & restoration management of application server.
   t. Portal/content management.
   u. User management
   v. Support to known errors and problems
   w. Monitor web / Application server availability
   x. Monitor alert notifications, checking

9. Coordinate and assisting the bank officials in patch management. The scope for application management is mentioned below (but not limited to):-
   a. Rollout planning.
   b. Obtain Sign-off for Patch release implementation.
   c. Communication, preparation and training to the team for Patch implementation.
   d. Storage of controlled software in both centralized and distributed systems.
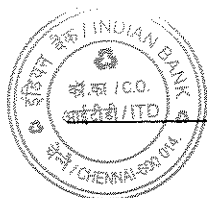
e. Patch Release, distribution and installation
f. Compliance & Adherence to Security Control Points as communicated by Bank.

10. On-Site maintenance of HRMS solution and related products with customization, change management, addition of new reports as required and desired by the Bank. Performance tuning of application, necessary and adequate patches, upgrades, utilities, tools etc. after successful GO-LIVE of all the phases of the HRMS solution at the Bank, inclusive of providing support for day to day functional and technical support to the HRMS department.

11. The following test activities should be carried out:
*   To design and execute test for load balancing/ high availability testing (periodically)
*   Submit all the test reports to the Bank authorities for vetting and approval.
*   Vulnerability assessment & Penetration Testing (minimum two times a year)

12. To provide complete training on the entire solution with all its components as enumerated in Section III clause No. 25.

13. Prepare and submit facilities management policy and implement the same. Monitoring, entire proposed IT infrastructure mentioned herein to ensure smooth running of the SAP HRMS including LMS solution using this infrastructure as per prescribed performance standard for each item. Also to interact with Bank to address the operational issues with respect to the infrastructure.

14. Bidder will be the single point of contact and responsible for facilities management, warranty and AMC/ATS with back to back support from OEMs, for all components, software, etc. provided as part of the project.

15. All Risk based supervision (RBS-RBI) reports, and data points.

16. Coordinating and assisting bank in Creating, Installation, configuration and commissioning of Backup plan/ policy.

17. Maintaining history of all additions, modifications, deletions and parameter changes etc. as Audit Trails.

18. The HRMS solution should provide (if not available as standard feature, the same has to be achieved by customizing the software) for Maker and Checker concept for transaction processing and authorization. Solution should also provide for a workflow to facilitate various levels of authorization.

19. SMS/ e-mail alerts to be configured for all the modules (wherever applicable and required).

20. Mobile apps to be configured for all the modules (wherever applicable and required).

21. Single Sign-On to be configured for all the modules.

22. Providing application maintenance for error fix, fixing any vulnerability, patch management, up-gradation, additions / modifications, enhancement in the application to cater changes to data sources and /or new reporting requirements, backup restore testing, New release/New versions, Diagnostics and troubleshooting, Configuration changes, tracking and documentation, during support and AMC/ATS period.   The

AMC/ATS for the services would be for the applications, database, servers and other infrastructure provided by the bidder under this RFP.

23. The Bidder should study the requirements of the bank including customization and provide a Systems Requirement Study (SRS) report to the bank.

24. The Bidder will be required to implement all required environments for the solution i.e. Production, DR, Development/ Quality, etc.

25. The vendor has to migrate complete data from existing version of SAP(on HP) i.e. ECC 5.0 to ECC 6.0 EHP 8.0(on AIX) or latest version announced by M/s SAP.

26. All data/files transmitting through various interfaces should be in encrypted form.
27. Any new regulatory requirement during/after implementation must be covered.

28. Necessary support should be provided to the IS auditor appointed by the bank for conducting Vulnerability Assessment & Penetration Testing on the solution supplied.

29. Closure of all VAPT/ IS AUDIT observations pertaining to the HRMS solution within time frame stipulated by Bank without any additional cost to the Bank. The observations may be made at any frequency by the bank or bank appointed external system audit team.

30. Bidder will be required to provide root cause analysis for all performance and availability problems that occur. Formal root cause analysis should be delivered within 5 days of problem occurrence, including-
    a. Explanation of the root cause
    b. Actions taken to resolve the problem
    c. Action plan to prevent recurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of Bank's responsibilities in the correction process.
31. The implementation of HRMS solution should be in line with ISO 27001:2013 standards

32. Undertake the following Access Control activities (indicative):
    a. User account Creation/deletion as per access policy of the organization
    b. Creating/modifying/deleting groups
    c. Administering user rights, roles and passwords of all the relevant subsystems.
    d. Maintaining data access security etc.
    e. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by Bank

33. Undertake the following Performance Tuning activities (indicative):
    a. Methodically carry from diagnosis to solutions.
    b. Assist in device safe and secure procedures for enhancing performance of critical production systems/databases in a competitive, policy based environment in co-ordination with application vendor.
    c. Identify, correlate and isolate the performance bottlenecks in components of software solution.
    d. Carry out performance tuning of solution application and databases on regular basis.
    e. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank.
    f. Any repetitive procedure (Performance monitoring/Application Monitoring/SAPS) should be automated.

34.   Undertake the following application administrator activities (indicative):
   a. Orderly start-up and shutdown of application as per laid down procedures.
   b. Application tuning.
   c. Solution software Re-installation in the event of system crash/failures
   d. Ensure proper configuration of application parameters.
   e. Periodic system performance tuning.
   f. Addition, deletion, re-configuration of devices, additional users etc.
   g. Implementing security patches on servers at all levels.
   h. Security management - Configuring account policy, access rights, password control as per Bank's security policy.
   i. Ensure all critical services are running properly on the servers. Schedule and optimize these services.
   j. Maintain lists of all system files, root directories and volumes.
   k. Performance monitoring of server resources (CPU, Memory, disks, io, etc.)
   l. Performance tuning of servers and other equipments
   m. Monitoring access logs and application logs
   n. Purging of temporary Files, logs in accordance with Bank's policies
   o. Virus protection, detection and cure.
   p. Intrusion detection and protection.
   q. Firewall/IPS/IDS Policy formulation and implementation in the system supplied.
   r. Data backup and restoration planning and implementation
   s. Regular and proper backups of all Servers & Storage to protect against data losses
   t. Regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications, etc. Applying service packs, hot fixes and security rollouts. The system administrators shall also ensure that the logs are backed up and truncated at regular intervals.
   u. Customizing login scripts
   v. Troubleshooting Problems etc.
   w. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank

35.   Integration with Microsoft Active Directory services at Bank.

36.   Undertake the following Backup management activities (indicative):
   a. Installation, configuration and commissioning of Backup plan/ policy
   b. Configure Backup for automatic backup of Application and Data.
   c. Backup procedure schedule.
   d. Onsite/Offsite backup
   e. Verify integrity of backup periodically
   f. Media Logs/Replacement
   g. Recovery of Data in case of necessity etc.
   h. Regular submission of various reports for all activities undertaken at periodicities, formats and activities etc. as decided by and at the discretion of Bank

37.   Monitoring and confirming the DR replication and performing DR:
   a. Ensuring the SLA for RPO and RTO as per the tender terms.
   b. Performing switchover and switchback operations for DR drills as per the RFP terms.
   c. Performing failover and fallback operations during disasters.
   d. Documentation of the detailed procedure for switchover/failover and switchback/fallback operations to be performed during DR drill/Disaster.
   e. Data protection, complete data backup and other data safeguards including disaster recovery in respect of the project.
   f. Disaster Recovery and Business Continuity Management as per the SLA.

39.   The Bidder should provide Solution Administration manual(s), User / operational manual(s), regular training manuals and all related manual(s), service guides and handbooks, which shall be used by the Bank to run the ideal production environment. This should include how the various parameters should be monitored and tuned in the live system. Manuals should be provided in printed duly hard bounded form and 2 sets in soft copy duly labeled and indexed working CD/DVD.

40. All installation and configuration reports, documents, diagrams etc are to be supplied before commissioning.

41. Compliance to Indian Bank's policies like IT policy, Security policy.

42. All professional services of the vendor required for complete installation, commissioning and maintenance shall be included in the scope of work.

43. The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

44. Solution must comply with industry best practices for high availability within and across the site at every component level

45. Solution must integrate with the Bank's existing security solutions like DATABASE ACTIVITY MONITORING SOLUTION (DAM), PREVILEGED IDENTITY MANAGEMENT SOLUTION (PIM),SIEM, SECURITY INCIDENT AND EVENT MANAGEMENT SOLUTION(SIEM), VULNERABILITY ASSESSMENT SOLUTION (VAS)

46. In case of higher utilizations(SAPS) Bidder has to suggest to the bank to upgrade / replace the same to achieve desired levels.

47. Undertake immediate bug fix actions in the event of software failure causing an interruption of HRM department operation as per the response / resolution times defined in Table A. The Bidder should assist bank in making the solution fault resistant i.e. during the event of any failure (software), the solution should continue to function seamlessly and no transactions should be lost.

48. Notify about all the detected software errors and correct them in the shortest possible time.

49. The Bidder will be responsible for notification of new versions / releases of the SAP HRMS including LMS software and supervise their implementation in mutually agreed deadlines without any additional cost to the bank

50. Enter into the obligation that in the event OEM releases a new version of software, and bank is using one of the previous versions, OEM should provide the full scope of services to the version used by bank for the period of at least 4 years from the date of completion of all the phases(Go-Live).

51. The SAP HRMS including LMS software service must be conducted in a manner not compromising the security and integrity of Bank's data and not compromising the quality of operation of HRM department, particularly the services rendered to staff.
52. The maximum number of DR drills is presently two (one per half year). This will be subject to requirement from time to time. During the entire contract period, DR Drill and Fail Over onsite support is required from bidder.
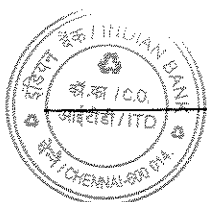
53. Requirement gathering for customization of the Upgraded HRMS solution, migration from the current solution to the proposed solution and preparation of Software Requirement Specification document.

54. The scope for the on-site engineer will include configuration changes, version upgradations (HRMS including LMS solution), performance monitoring, trouble shooting, patch installation, database tuning for improving performance of HRMS including LMS application, and liaison with OEM for various support issues.

55. Modification would include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.

56. Routing the transactions through the backup system in case the primary system fails

57. Resolution of the issues as per the Service Response and Resolution time for the onsite support services mentioned in Section III Clause No. 15 Table A.

58. Coordinating with the bank team and the vendor assigned by bank for exposing services and integration with the Enterprise Service Bus (whenever implemented), performing customization in application for the same (if required any) at no additional cost.

59. The major responsibilities as specified above are indicative only and are not exhaustive in any manner.

60. In the event of bank prefers to change the SAP to other solution, the bidder has to provide the support for the migration to new system during the contract period.

11. Disaster Recovery

Bidder must support Disaster Recovery Drill plans as follows:
1. Allow fail over to a DR Site.

2. Provide complete procedure for Disaster Recovery.

3. Disaster Recovery design to support that "No transactions are lost".

Peak: The peak utilization of the components mentioned above should not cross 70% of its installed / activated performance parameters even at peak load for the entire contract period.

12. OTHER TERMS AND CONDITIONS

i.   Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the bank.

ii.   Bank reserves the absolute right to reject the bid if it is not in accordance with its requirements and no further correspondence, whatsoever, will be entertained by the Bank in the matter

iii. Each bid should specify only a single solution which should meet the tender specifications and should not include/suggest any alternatives.

iv.   The bidder shall also indemnify Bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software(s) or any part thereof in India and abroad.

v.   To assist in the scrutiny, evaluation and comparison of offers Bank may, at its discretion, seek clarifications from the bidder(s). The request for clarification and the response shall

be in writing/through e-mail and no change in the price or substance of the bid shall be sought, offered or permitted.

vi.   The authorised official of the successful bidder shall submit a non-disclosure agreement on behalf of the bidder. Additionally, NDA in individual capacity for all its employees engaged in this project to be submitted by the vendor.

SECTION V

QUALIFICATION CRITERIA

(Bidder should furnish a statement furnishing the compliance details. If a separate sheet is enclosed for details, relevant page number should be mentioned against that item)

The Bid will be rejected and will not be processed further, if the Bidder is not satisfying following **eligibility criteria:**

1. The Bidder should be a limited company and should be in existence in India for the last 5 years as on 30.11.2018. (Copy of Certificate of Incorporation)

2. The Bidder should have active partnership agreement with SAP (Manufacture Authorisation form SAP India Pvt Ltd. to be submitted).

3. The Bidder should be having Net profit in the following three financial years of the Bidder 2015-16,2016-17,2017-18 (Copy of audited Balance Sheet for the respective financial years).

4. The annual turnover should be Rs 100.00 Crores or above in each of the following three financial years of the Bidder 2015-16,2016-17,2017-18 (Copy of audited Balance Sheet for the respective financial years).

5. The Bidder should have satisfactorily implemented SAP HRMS (ECC 6.0 and above) and its support services in a BFSI/PSU with more than 10,000 employees. Copy of Purchase orders issued by the Organisations and a recent satisfactory letter (date of the letter should be later than the RFP date) issued by the organisation, signed by the Head of the Department/Project Manager, stating date of implementation, current status of the project and support services extended by the Bidder should be submitted along with Technical Bid

6. The Bidder should not have been blacklisted by any Government Dept/PSU/Banks currently. A self declaration to be submitted.

7. The Bidder should have support centres in Chennai and Hyderabad. Declaration to be provided by the SI.

8. The Bidder should have a minimum SEI--CMMI Level 5. Necessary documentary proof to be submitted.

9. The Bidder must have a team of at least 20 SAP HRMS consultants on its rolls having experience in implementing all the major modules/solution components.

Photocopies of relevant documents / certificates, duly stamped and signed must be submitted as proof in support of the claims made. The Bank reserves the right to verify /evaluate the claims made by the Bidder independently. The decision of the Bank in this regard shall be final, conclusive and binding upon the SI. The Bidder should submit a copy of the RFP along with clarification /amendment if any duly signed by the authorized person with seal on every page for having accepted the terms and conditions without any deviations.

SECTION – VI

FUNCTIONAL REQUIREMENT

S. No		Functional Requirement	E/C/N E-Eligible C-Customizable N-Not Available
		1.Employee Record Management	
1.1		Employee ID Generator with Suffix, Prefix and Number Generator(as per bank's logic)	
1.2		The system should record basic Master Data for an Employee in the Contacts Management System/Database for following areas along with all related and incidental information which contains at least the following (data fields should be configurable to include drop down lists and logic to assist with rapid fill techniques):	
1.3		Details of spouses such as Name, Date of Birth, Occupation, name of the organization the spouse is working with, type of organization (state government, central government, public sector, private sector, local body, own) and is the spouse liable for transfer or not, Income	
1.4		Details of the dependents such as Name, Date of birth, relationship, occupation, Income , Contact No.	
1.5		Details of dependents of Ex-Serviceman, Details of Service of ex-servicemen, Completed years of service in defence	
1.6		The system should record details of the employee in the service of Bank such as	
	1	Employee Name	
	2	Employee code	
	3	Employee First Name	
	4	Employee Last Name	
	5	Date of Birth	
	6	Employee's photo,	
	7	Gender	
	8	Religion	
	9	Marital status	
	10	No of Children, their name, age, details of study, disability if any	
	11	State	
	12	Nationality	
	13	Languages known, with details of speak, read and write separately	
	14	Blood group	
	15	Identification marks	
	16	Address for communication(Permanent, current residence)	
	17	State	
	18	Native Place for LFC purposes	
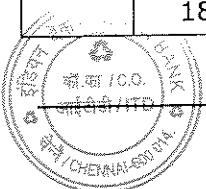
	19	Native state and place of birth	
	20	Contact details	
	21	Email ID	
	22	Govt of India issued ID Type and proof No.	
	23	Bank account details	
	24	PAN details	
	25	Power of Attorney No.	
	26	Appointment type (Open , Campus, Sports, Compassionate , Contract)- Dynamic	
	27	Passport details	
	28	category(SC/ST/OBC/GENERAL)	
	29	Caste	
	30	Sub caste	
–	31	Specimen Signature Code	
	32	External influence brought by the employee into the Bank	
	33	Father's name	
	34	Mother's name	
	35	Spouse name	
	36	Branch/office	
	37	Designation	
	38	Date of joining at Bank	
	39	Probation period	
	40	No of years in deputation to other branches	
	41	Date of confirmation	
	42	Details of caste certificate/police verification details	
	43	Category (General/special -HR, IT, Law, Marketing etc)	
	44	Scanning and storing and easy retrieval of Employee photo, Signature with unique signature id/Specimen Signature No and other docs (eg: caste certificate, education certificate)	
	45	Educational Qualification should be bifurcated into two heads viz.	
	46	Basic qualification	
	47	Professional qualification	
	48	Education Qualifications should includes the details of name of the examination passed, university/Institute, month & year of passing, percentage of marks, grade/class obtained, Major Subject	
	49	Previous employment details, Name of Organization, position held, Duration in Years & months	
1.7		Deputation, temporary transfers	
1.8		Due date for Increment/Confirmation/Relieving under VRS& Resignation	
1.9		Major health problems with provision to capture the details of sickness	·
1.10		Promotion details (career path)	
1.11		Separation details (Separation date, Mode of separation, Reason for separation, Assets to be returned by the employee,	
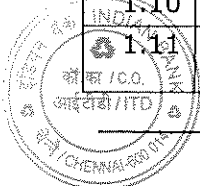
		intimation to HR, etc.)	
1.12		The system should record Union / Association Information (if applicable)	
1.13		Pension Optee details - PF optee /Penion Optee/New Pension Optee /NPS (applicable for those joining on or after 01.04.10)	
1.14		Transfer details	
1.15		Name of the branch/office with branch type (Rural, Semiurban, Urban, Metro)	
1.16		Nature of transfer (policy/request transfer/others)	
1.17		Date of joining and date of relieving at different branches/offices	
1.18		Number of times transferred but cancelled / kept in abeyance	
1.19		Present place of posting including name of the Branch/office, Region, Present designation, Scale, Department, etc.	
1.20		Employee Transfer Request	
1.21		Cancellation of Employee Transfer request	
1.22		Views of information on user-defined criteria like(Report Generation)	
	1	Date –wise	
	2	State wise employee details with cadre (sub staff, clerk, officer, etc)	
	3	Category-wise	
	4	Qualification-wise	
	5	Experience-wise	
	6	Gender wise	
	7	Designation wise	
	8	Age group wise	
	9	Branch classification wise – Rural / Semi-Urban/Urban/Metro	
	10	Service in Administrative Office/ Branch/ Corporate Office/Head Office	
1.23		Employee class such as	
	1	Permanent employees	
	2	Contract workers	
	3	Probationer	
	4	Foreign employees	
1.24		The system should be capable of maintaining the date of changes in the nature of branch (rural to semi urban, semi urban to urban, etc) which impacts employee reimbursements and benefits	
1.25		History of training attended by employee	
1.26		Facility to maintain desired old employee, executives record	
1.27		The system should record details of the employee's relative in the service of Bank such as their	
	1	Name	
	2	SRNO	
	3	Branch/office where working	
	4	Designation	

	5	Relationship	
1.28		The system should record Date of termination/Scale down/Cadre down/reinstatement	
1.29		Languages known, with details of speak, read and write separately	
1.30		Personal email addresses - the system should also be capable of intimating contact via this email address	
1.31		The system should allow employees to change their own details on the system through the self service portal They should be able to view all captured data on their file (subject to legal requirements where they should attach the relevant supporting)	
1.32		Any changes to employee data should automate intimation to the employee's manager and appropriate HR person advising of the change.	
1.33		Maintain promotion details of part time staff (receiving 1/3, 1/2, 3/4 or full salary)	
1.34		Calculation of service period of part time employees eg 1/2,1/3,3/4 etc. The system must capture data of joining, date of regularization etc	
1.35		Capability to parameterise maintenance of the personal information under various types	
1.36		Facility to maintain concurrent jobs for employees with additional responsibilities / special duties/On deputation in addition to regular responsibilities	
1.37		Increments released should automatically be integrated with the payroll module and other relevant modules. All the increments including stagnation increments/Graduation Increment/Automatic Switchover increment released and other components like FPP, PQA, GDA as the case may be, should be stored along with effective date.	
1.38		Support generation of increments Annual / Special / Stagnation due for each month or for user defined period for employees – cadre wise/scale wise/ other user defined combination	
1.39		Support to obtain clearance from other departments like Vigilance/Audit etc., for increment release	
	1	Support approval for Generation of Increment letter from the system	
	2	Support Generation of Increment letter from the system	
1.40		Facility to reduce the basic pay in case of any punishment and automatic restoration of the same after completion of the punishment period and maintain such records. Facility to effect Scale reduction , downgrading etc.	
1.41		Capability to carry out automatic salary processing either in case of time bound increments or merit linked increments	
1.42		Capacity (Capability) to provide data to Actuary to arrive the organization's future liability in connection with Gratuity Payment, Leave Encashment payment, Pension payment for employees now in service with additional information with regard to projected salary/leave balance for encashment	

1.43		Capacity (Capability) to provide data to Actuary to arrive at the organization's future liability in connection with Pension	
1.44		Facility to generate reminder letter to branch / office for non-submission of monthly/quarterly performance report of Probationers with due recommendation for confirmation	
1.45		Facility to generate reports on employees working in sensitive areas during a given period/as on a particular date	
1.46		Flexibility of additionally capturing any information relating to employee at a later date	
1.47		Capability to configure various types of actions along with the reasons including additional action / reasons	
1.48		Capability to maintain job related and personal information with effective dates	
1.49		Responsibilities / special duties in addition to regular responsibilities	
1.50		Maintenance of details of I.D. cards issued to employees, updation/deletion on resignation, death, retirement, etc	
1.51		Appreciation letter to be generated by Bank in case of additional qualification achieved by employee	
1.52		Aadhar number, Voter ID Number, Driving License Number	
1.53		Rented House Details - House number, rentals etc	
1.54		Provision to enter outstanding achievements- with date, Branch/Office, particulars, performance, reference etc.,	
1.55		Automated processing of applying/Issuance of NOC/permission for Serving Officers for (Passport/VISA/Visit Abroad, Standing as Co-borrower/ Guarantor, to take up Part time/ correspondence course, apply for outside job) and Experience/ Service Certificate and updating the same in personal record based on pre defined workflow.	
1.56		Quarters/ Leased accommodation - Online Submission, Processing of Application for sanction of leased accommodation and allotment of Bank Quarters with ability to generate MIS thereon - link should be available with Payroll	
1.57		Creation of position in branches/offices & preparation of office order.	
1.58		A&L of the employee to be maintained	
1.59		Option for Conversion of Specialist to Generalists	
1.60		Automatic Deactivation of SAP User ID on employee transfer/separation	
1.61		Auto-updation of employee position on account of suspension or long leave(employee is not entitled for salary) sanction	
2.Man power Planning			
2.1		The system should have function to define requirement plans (periodic) in terms of specific skills, job descriptions, Qualifications, experience, designation, etc.	
2.2		Facility to support analysis of the zone-wise (general, specialist) / branch or office- wise / department–wise proposed staff strength based on branch/ZO categorization and defined parameters	

2.3		Facility to support analysis of proposed (planned) manpower strength, existing working strength and the gap for which recruitment / promotion is required	
2.4		The system should capture the data relating to resignations / retirements/ VRS/CRS/dismissals/death etc.	
2.5		Capability to prepare post based roster to arrive at recruitment backlog , if any, for the SC/ST/OBC categories (Reservation Roster)	
2.6		No of positions to be defined for each branch/ office as per defined Org structure and posting of additional manpower to be with specific approvals.	
2.7		Provision to upload board approved manpower and recruitment plan	
2.8		Provision for mainstream, specialist and part time employee recruitment	
2.9		Facility to update the Business figures, Productivity of the Branch/ Extension Counters	
2.10		Facility to capture online data based on bank defined parameters and develop rules pertaining to branch business for assessing the staff requirements. Provision to modify /add/delete/cancel the parameters. given by the Branch like average number of slips handled, number of loan/deposit accounts etc	
2.11		Based on the information available, assessing the requirement of staff under various cadre based on the given parameters	
2.12		Facility to prepare Note to competent authority for getting approval to sanction the assessed staff requirement and automatic generation of communication to the concerned Branch / Zonal Office	
2.13		Facility to update the staff strength sanctioned under various cadre to arrive at the vacancy position	
2.14		Provision to arrive at the staff position of the Bank on a given particular date and generation of various reports viz, Cadre-wise, Area wise, with further classification as to Sex-wise, category , Religion, Scale-wise (in case of Officer cadre), Branch/Offices ZO wise/State wise/ Dist wise	
2.15		Preparation of post based roster to arrive at the backlog, if any under various reserved category and to prepare note to competent authority for getting approval	
2.16		Facility to allow receipt of projected manpower from all Administrative Units and create a finally approved manpower plan. Capability to generate consolidated manpower plan (Unit wise) for Approval.	
	2.16 a	Facility to upload the format in which the data is to be collected from other organizational units.	
2.17		Capabilities to auto calculate vacancies based on rules e.g. upward movement/wastages/ position/upgrades/ downgrades/ available manpower in the particular grade (provision for user intervention).	
2.18		Capability to project vacancies for specific period and also populate probable candidates	

2.19		Capability to re-calculate the vacancies and probable candidates with different options for promotion policy modelling	
2.20		Capability to automate Manpower Requirement/ Planning based on competencies, skill, experience, qualification and other criteria, Budget.	
2.21		Capability to make provisions for direct employment/promotion/ recruitment to specialist categories/ part time or contractual	
2.22		Capability to analyze the unit-wise, cadre-wise, grade-wise resources available and required and do a gap analysis with specific time frame.	
2.23		Capability to issue alerts before any position falling vacant due to retirement/ term of temporary or contractual employee getting over.	
2.24		Capability to generate a consolidated Manpower Plan (Institution wise/Unit-wise) for approval through work flow.	
2.25		Capability to integrate with the recruitment/promotion module for filling up of vacancies.	
2.26		All types of Vacancy assessment	
3.Recruitment			
3.1		Provision for generation of vacancies in each cadre of employees in terms of (1) Qualifications, (2) Work Experience (3) Skills/competencies (4) Professional Qualifications (5) Locations	
3.2		Provision for Special Recruitment for SC/ST/OBC/ Physically Challenged/ Sportspersons / Ex-servicemen etc. by taking into account the relaxations in eligibility criteria.	
3.3		Provision for Recruitment under compassionate grounds	
3.4		Template for drafting Advertisement for various posts in different cadres and facility to define the specification of the vacancy in terms of qualifications, work experience, location considerations, skills / competencies required, additional certifications/ professional qualifications etc.	
3.5		Facility to upload documents / credentials in soft form as a part of the application.	
3.6		Provision to capture detailed information of the applicant / candidate	
3.7		Provision to capture results for pre-exam training	
3.8		Generation of call letters for pre-exam training / test / interview, regret letters and Offer of Appointment letters through both manual as well as electronic modes and preservation of scanned copies	
3.9		Capability for auto short listing of candidates based on the specifications at every stage of the selection process viz. preliminary short listing, test, interview etc and drawing Merit List.	
3.10		The system should have the provision to map the interview schedule as per the identified panel members, date and location of interview. Facility to record interview/ test evaluation results online in the system and attach scanned copy of the rating sheet.	-
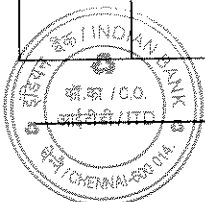
3.11		Provision for recording payments made to the panel members / invigilators / candidates / advertising agencies / VBO's etc.	
3.12		Provision to records comments of screening committee / selection committee, DPC	
3.13		Facility to maintain references and carry out references check by third party on antecedents, character / Police verification / Caste & educational qualification verification etc. and preserve scanned copy of the same	
3.14		Tracking for fulfilment of various requirements related to joining viz., fitness certificate, testimonials, caste certificates, other relevant certificates, etc.	
3.15		System should auto generate Service Registration Numbers once the recruits are cleared in verification process and allowed to attend training	
3.16		Facility to update the bio-data and other details of the candidates who have been issued with the Offer of Appointment (system should cross verify the information already given by the candidate while applying for the post)	–
3.17		Facility to automatically transfer the information collected from the recruits into employee master once the SR No is allotted.	
3.18		There should be provision to record Board approved vacancies, indent made for recruitment, shortfall/backlog vacancy, Allotment received, joined / not joined / withheld for want of information / not eligible	–
3.19		There should be a provision in the system for updating in employee profile information about nomination of employees for various recruitment related activities for utilizing them in future for such activities.	
3.20		The system should support co-ordination of induction training of new recruits; including grouping	
3.21		Capability to issue alerts before any position falling vacant due to retirement / resignations /promotions / contract termination. Alert should be issued to OICs at least six months (or user defined period) and again as per user defined period before the position falling vacant.	
3.22		Alert for:	
	1	Cancellation of Offer of Appointment of those who did not join	
	2	Due date of joining of candidates under extension of joining time	
	3	User defined time & activity schedule for any tasks	
	4	Provision to record Indent information to IBPS	
	5	Storing the data of allotment received from IBPS	
	6	System based generation of the following letters and record keeping of	
	7	Generation of appointment Offer & mailing	
	8	Cancellation of appointment Offer of those candidates who did not join & mailing	
	9	Note for Extension of joining time, request for Zone change	
	10	Letter for degree verification and police verification & reminders	
3.23		Repository for	–

	1	Notes	-
	2	Policies	-
	3	Notifications / Advertisements	-
	4	GOI guidelines	-
	5	Legal opinions	-
	6	Police verification reports	-
3.24		Facility to track probationers due for confirmation and send reminders for requisite progress report (CR) / other reports like Police verification	
3.25		Capability to prepare Post Based Roster State-wise for Award Staff Employees and on all India basis for Officer cadre employees for (1) Direct Recruitment (2) to arrive at the backlog, if any under various reserved category	
3.26		Provision for dynamic querying for report generation	
3.27		Checklist of documents in each employees file	
3.28		Recording the details of selection committee members, name, designation, honorarium paid etc	
3.29		Provision to upload the following files for future reference: - Allotment from IBPS - Advertisement - Application - Offer letter - Request for extension - Joining Forms – Bond/ Educational qualification / Experience / Medical certificate etc - Joining letter - Police Verification Report - Clearance for Confirmation	
		4.Transfers	
4.1		The system should have automation of transfer process and related workflow with facility to configure rules. Transfer details shall include Transfer Request entry, acknowledgement , Place of Request, Transferee Branch, proceedings, relieving Date, Reporting date, date of taking charge , to record details of discrepancies noted while taking over the charge and generation of various related reports, details of Temporary transfer etc.	
4.2		Ability to link Transfers with the Transfer Policy.	
4.3		The system should identify vacancy posts identified as per Manpower Plan to be filled through internal transfers	
4.4		Maintenance of request transfer registers for officers and subordinate / Office Assistant staff separately and facility to generate list of eligible candidates for transfers based on criteria fixed.	
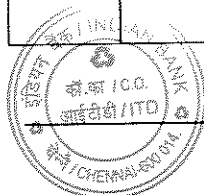
4.5		Maintenance of transfer records of specialist transfer, identification of vacancies and issue of transfer orders based on the recommendations received from the respective specialist departments	
4.6		Identification of vacancies and preparation of transfer list based on the user defined criteria – eg. Officers who completed 3 years at one place/Zone etc	
4.7		Provision to track manpower / transfer details for reserved categories (SC/ST/OBC etc.). If such transfers are outside the parameters of the policy, reason for that should be captured in mandatory field.	
4.8		The system should have facility for Transfer/redeployment of officers based on requirement/sanction strength of different Parameters	
4.9		Transfer/redeployment of officers based on their specialization and expertise in any particular area.	
4.10		The system should maintain full transfer history of employee including name of the branch/office with branch type (rural, urban, semi-urban, metro) , Zone wise (surplus/deficit) region wise (within region/ out of region transfer), date of joining, date of relieving etc	
4.11		The system should be capable of maintaining the date of changes in the nature of branch (rural to semi urban, semi urban to urban, etc) which impacts employee service history and promotions	
4.12		The system should generate proposed transfer list on employee seniority levels for transfer based on user defined criteria – such as completion of tenure in specific RO/2-3 years in deficit area/surplus area, transfer on promotion etc as per the Bank's policy	
4.13		The system should prioritise transfer/redeployment of employees based on their specialization and expertise in a particular area drawn from the performance appraisal reports	
4.14		Maintain transfer posting information on employee promotion	
4.15		The system should maintain temporary transfer/transfer abeyance on compassionate grounds/bank exigencies/spouse transfer and also generate report on overdue cases	
4.16		The system should facilitate logging of employee transfer request which should follow the automated workflow for sanction if any, from the competent authority	
4.17		The system should facilitate generation of note for transfer approval from competent authority with all essential information	
4.18		Linkage of transfer type to transfer specific allowances for auto incorporation in the payroll	
4.19		Transfer/redeployment / deputation / attachment of officers based on requirement/sanction strength of different zones including appeal against transfers	
4.20		Support online updation of relevant particulars (e.g. date of relieving etc.) of the employee by the relieving branch to the joining branch. The joining branch will provide a second online update for joining particulars / new Departments etc.	
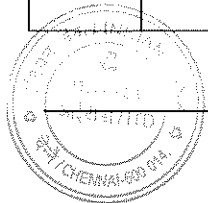
4.21		The system should generate transfer orders to be issued to the present posting controlling authority (Zonal Manager/Dept. Head)to initiate relieving process	
4.22		The system should support online updation of joining details from the new place of posting	
4.23		The system should track relieving /joining delays and generate reminder letters for the controlling authorities to follow up on the transfer implementation	
4.24		Recording handing over and taking over charge of branch/office with provision to record remarks (if any)	
4.25		Intra-ZO transfers initiated by regional managers should be logged online to keep track on intra-Zonal transfers made	
4.26		The system should be able to track the details of employees on deputation within/outside the bank (date of deputation, period of deputation etc)	
4.27		Provision to generate employees who have requested for a given town with special weight age for user defined criteria. Cancellation of request of the employee as per the option of the employee	
4.28		Updation of the request entry once the same is considered and order is issued	
4.29		Posting / transfer of officers upon employee's promotions	
4.30		Maintenance of records for officers transferred to hardship centres and also officers to be transferred back to preferred centres on completion of required tenure at hardship centres.	
4.31		Maintenance of transfer diary for award staff as per the union agreement conditions and also diary for request transfers	
4.32		Provision to maintain transfer details on special circumstances like compassionate/health grounds and generation of compassionate/health grounds and generation of overdue case	
4.33		Provision to record the transfer orders cancelled/ deferred/ modified and follows up with the respective zonal offices for implementation. Provision to record & generate warning letter for external influence resorted.	
4.34		Provision to record Relieving & reporting dates including extensions.	
4.35		Provide transfer / promotion / confirmation history of employees	
4.36		Generation of all related reports and also dynamic query facility	
4.37		Provision to maintain the details of verbal communications between HR employees and prospective transferee employees during transfer exercise.	
4.38		Provision for recording inter-departmental transfer within the same branch.	
4.39		Deputation of officers to external agencies with maintaining details such as Name of organisations, tenure of appointment, start date, end date, brief T&C, etc.	
4.40		Provision to record Transfer Grievances	
4.41		Should maintain number of transfer requests rejected, number of transfer requests/rejections upheld and reason for the same etc	

4.42		Provision for approval of Note and signing of orders with digital signature to be provided	
5.Promotions			
5.1		Support full promotion processes from sub staff to Clerk, Clerk to officer and from officer one scale to another amongst officer/executive cadres. Capturing the channel of promotion - Fast Track/Normal.	
5.2		Eligible candidate list for promotion both under normal channel and fast track channel. System should be able to capture required eligibility norms as per Govt. guidelines to identify employees for fast track and normal channel. For promotion eligibility module should consider CAIIB only once. Provision to get tabulated average of last specified number of years OPAS/Half yearly performance report marks. Origination of call letters with system generated roll numbers with the pattern followed by the Bank. To capture details like date, Grade/Scale, fixation of new pay etc.	
5.3		The system should allow defining rules on % of vacancies to be filled through normal track / Seniority track / merit track / fast track. Based on the calculated positions, it should generate number of employees to be shortlisted as per policy norms	
5.4		Ability to define the rules for promotion eligibility in terms of tenure, consistent achievement of high performance grades, etc	
5.5		Ability to define additional rules specific to service in terms of suspensions, disciplinary actions	
5.6		Provide transfer / promotion / confirmation history of employees. Provision to track manpower / transfer details for reserved categories (SC/ST/OBC etc.)	
5.7		The system should allow defining promotion eligibility criteria for each grade based on tenure, tenure in a specific posting (rural/semi urban), specific qualification completed, performance appraisal ratings for the past years etc. It should support relaxation for JAIIB/CAIIB/Other qualifications once in the service.	
5.8		The system should support preparation of lists of eligible candidates based on user- defined criteria	
5.9		Link to Industrial Relation module	
5.10		The system should support obtaining clearance from departments like DP Cell, vigilance etc.	
5.11		The system should support generation of note for sanction by the competent authority which can be uploaded	
5.12		System should support Online application for promotions ie	
	1	a. Sub staff to clerk	
	2	b. Clerk to JMGS-1 & all cadres	
5.13		The system should support inviting applications online from eligible candidates and evaluate the details.	
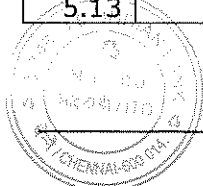
	5.13 a	It should include option for relaxation of eligibility criteria. Provision to implement the relaxation after obtaining the approval.	
5.14		The entry module should have all validations such as length of service, relaxation for certain category of employees, age factor, qualification, disqualification etc.	
5.15		The system should facilitate online capturing of shortlisted employee's (of specific scales) willingness to participate in the promotion process	
5.16		Facility to store data related to conducting written tests, interviews, etc for the employees identified as a part of the eligibility list	
5.17		Ability to generate the roll number for the test based on certain pre-defined rules.	
5.18		The system should allow workflow of written test schedule involving communication with external agency such as IBPS	
5.19		Capturing the details of interview committee members	
5.20		Capture details of Switchover / Promotion	
5.21		The system should capture marks for written test and generate merit lists	
5.22		The system should capture interview / Group Discussion performance and generate list of candidates selected for promotion based on the user-defined criteria and category-wise (like general, SC/ST, OBC etc.)	
5.23		The system should support preparation of seniority list/ merit list / waiting list / empanelled list etc.	
5.24		Arriving at the final select list...who are falling within the Z.O.C. also including the benefits of Z.O.C. for SC/ST candidates.	
5.25		The system should support advising salary fitment on promotion. The fitment made should automatically go to payroll module	
5.26		The system should have functionality of issuance of posting orders on promotion as per policy guidelines and updating promotion/posting details of employees	
5.27		The system should intimate employees of promotion / rejection through mail / workflow / letters (call letter, promotion letter, rejection letter etc)- Digitally signed	
5.28		Ability to capture the list of candidates attended the test	
5.29		Provision to give consent in electronic mode, which can be uploaded	
5.30		Provision to enter the consent received in physical format	
5.31		Support issue letters to candidates who refused promotion/not attended interview etc.- • Digitally signed • SMS /Email alert to candidates	
5.32		The system should store all the information related to promotion refusal/reversion and thereto issue necessary letters to candidates who refused promotion indicating the consequences like barring to participate in next process etc	

5.33		The system should maintain and track retirements, resignations, other vacancy positions	
5.34		The system should have the capability to handle backdated promotions with due sanction workflows as per policy	
5.35		The system should be able to generate reports on shortlisted employees, employees attending written tests/interviews, Test/Interview scores, grade wise/category wise promotions made, out of turn promotions, promotion refusals with reason	
5.36		The system should maintain resource profiles available with the Bank(like specialist officers, Forex officers, faculty, IT Officers, ZCCs , Credit officers, Law officers, Marketing officers, Dealers in Forex/Treasury department employees.	
5.37		The system should maintain details of the allocation of resources at various critical departments	
6. Career Planning			
6.1		To assess adequacy of Officer, Award staff in an Office/ Department/ Branch in accordance with approved policies and user defined parameters.	
6.2		Ability to define grade advancements within a level on the basis of time as well as merit	
6.3		Existing confirmation process of the Bank to be incorporated in the system	
6.4		Should create standard career paths in the organization in terms of various possible moves from the current level / grade in the organization	
6.5		The system should enable the Bank to improve and leverage the knowledge, skills, and abilities of the workforce.	
6.6		The system should maintain details of the allocation of resources at various critical departments	
6.7		The system should facilitate managers to use competency data for recruiting, performance and development, training and succession planning activities.	
6.8		Generation of appraisal reports for confirmation	
6.9		Auto effect of Strike / Loss of Pay/ Unauthorized absence etc on due date for confirmation during probation and the date should be preponed or postponed automatically.	
6.10		Inclusion of Police verification for Confirmation	
7.Fitment and Increments			
7.1		Increments released should automatically be integrated with the payroll module and other relevant modules. Automated workflow for approval, updation and employee intimation for all types of increments including reduction/restoration of pay on punishment. All the increments including stagnation increments/Graduation Increment/Automatic Switchover increment released and other components like FPP, PQA, GDA as the case may be, should be stored along with effective date.	
7.2		Capability to update the Pay Scale as and when revised (pay revision)	
7.3		Support generation of increments forecast for each month or for user defined period for employees – cadre wise/scale wise/ other	

		user defined combination	
7.4		Refixing of increment on account of LLOP/UAA/Sabbatical Leave/ EOL and increment due during Punishment period.	
7.5		Support to obtain clearance from other departments like Vigilance/Audit etc., for increment release (switchover increment)	
7.6		Sanction of Special increment for acquiring JAIIB/CAIIB/Graduation/Post Graduation. Online request submission for Qualification updation. After the processing and updation of JAIIB/CAIIB qualification , increment to be processed accordingly)	
7.7		Fitment and rescheduling of increment due to promotion.	
7.8		Capacity to reduce the basic pay in case of any punishment and automatic restoration of the same after completion of the punishment period and maintain such records. Auto alerts to concerned immediately on awarding punishment.	
7.9		Capability to carry out automatic salary increase either in case of time bound increments or merit linked increments	
	7.9a	Ability to link salary increment with payroll to automatically process the salary.	
7.10		Capacity (Capability) to provide data to Actuary to arrive the organization's future liability in connection with Gratuity Payment, Leave Encashment payment, Pension payment for employees now in service with additional information with regard to projected salary/leave balance for encashment	
7.11		Capacity (Capability) to provide data to Actuary to arrive at the organization's future liability in connection with Pension and Gratuity.	
7.12		In case of separation , after the updation , all the concerned desks to be intimated	
7.13		Application / Sanction of SBL online	
8.Deputation / Attachment Record maintenance			
8.1		The system should be able to track the details of employees on deputation within/outside the bank (date of deputation, period of deputation etc)	
8.2		The System should be able to review employees' qualifications and skills to identify the best qualified candidate to send on deputation.	
8.3		System should have ability to support employee deputation to other organizations and there should be online forms available to capture and maintain such details	
	8.3a	System should have ability to support employee deputation from other organizations and there should be online forms available to capture and maintain such details	
8.4		Maintaining records of attachment of officers with outside agencies such as Name of organisations, tenure of appointment, start date, end date, brief T&C, etc.	
8.5		Maintaining similar records of officers on deputation	
8.6		Alerts one week / 15 days /one month before date of relieving / end of tenure.	
8.7		Record of Deputation to other branches needs to be maintained	

		without affecting the employee's service, with respect to the area of service/payroll etc	
8.8		System should allow processing of request fir Leave/LFC of officers on deputation on secondment basis.	
9. Postings Management			
9.1		Maintenance of records for officers transferred out of native state / linguistic zone and also generation of list of eligible officers to be transferred back to home state on completion of required tenure	
9.2		Maintenance of exemptions given in transfers with a facility to record the reasons for the same	
9.3		Automatic trigger to CBS system for de-activating the User ID once the status is updated by relieving branch on relief of the employee.	
9.4		Based on the online updation by the joining branch, automatic trigger to CBS system to re-activate the user ID of the joining employee and to Payroll system for change in HRA/Lease/Quarters. Trigger to payroll System to effect changes in CCA,HRA based on rate etc.	
9.5		Trigger to payroll system to affect changes in CCA, HRA type etc..	
9.6		Provision to record Transfer Grievances	
10.Seniority Lists			
10.1		System should be able to give details on the seniority list of Officers Scale wise, Clerks. Seniority meaning the employee who is working for a longer time than his colleagues in a particular grade.	
10.2		Ability to maintain and generate seniority of employees of different grades and cadres based on certain criteria like	
10.3		Ø Promotion (Special / Reserved Category)	
10.4		Ø Switch-over from category	
10.5		Disciplinary Action (Fixation of seniority should be based on user defined criteria and provision for manual intervention to fix seniority should be available)	
10.6		Ability to generate combined seniority lists	
10.7		Ability to generate seniority lists on the basis of different parameters viz., Interview ratings, performance appraisal ratings, cadre entry date and date of birth.	
10.8		Using the seniority lists for promotion exercises. Generation of main list and contingency lists. Again, this is a report program.	
10.9		Ability to change seniority due to:	
	1	Retirement/resignation/dismissal from the service	
	2	Fresh appointment	
10.10		Preparation & Maintenance of Rosters for recruitment , for promotions - for Officers,Office Assistants ,Office Attendant ,PTS separately	
10.11		Roster for officers/Employees	
11.NOC & Service Certificate /VRS & Resignation/Superannuation			

11.1		Provision for online Request, Recommendation by BM/ZM, generation of note and communication of approval/decline with provision to upload relevant documents	
11.2		Application for job in Outside Institutions	
11.3		NOC to stand as Co-borrower/ Guarantor for Education loan to children, other borrowings from Indian Bank and outside borrowings (verification of NTHP, A&L Statement and details of NOC given earlier)	
11.4		NOC for Passport (New/ Renewal), VISA and Visit abroad (DP clearances from Vigilance, DP Cell & S A Cell)	
11.5		NOC for pursuing Higher Studies, Part-time/ correspondence course	
11.6		NOC for any other purpose as required by OSR/ Government guidelines	
11.7		Experience/ Service Certificate to Serving & separated staff.	
11.8		All such NOC issued to be noted in personal record and reference to be made for processing subsequent requests	
11.9		Processing of request for VRS/Resignation (online application and processing)	
11.10		Superannuation & Cessation – Online note generation and letter generation	
12.Leased Accommodation/ Bank Quarters			
12.1		Online application with declaration that Leased accommodation/ Quarters provided earlier is surrendered and Officer/ Executive is not owning House/Flat in the present place of working in own/spouse and dependent children's name.	
12.2		Details of Bank Quarters at different centres (with details of occupant) at any point of time	
12.3		Interface with Payroll package for recovery of rent/ Stopping HRA, termination of lease/ transfer outside.	
12.4		Online request/ processing of Retention of Quarters/ leased accommodation	
12.5		Processing of leased accommodation from application/sanctioning/ initiation of payment of rent/ recovery of TDS/GST to be system driven.	
13.Overseas posting			
13.1		Selection of personnel, maintenance of leave record, salary details, sanction of Overseas leave & maintenance of leave record, payment of outfit allowance	
13.2		ESS to be enabled to employees of the Bank working overseas	
14. Award Staff Group			
14.1		Single screen for capturing the complete personnel details of the employee as well as Dependents & Nominee	
14.2		Completed number of years of service (centre wise) to be displayed like Officers	
14.3		Display of spouse employment details.	
14.4		Field to be included for ex-servicemen employees to record the total number military service.	
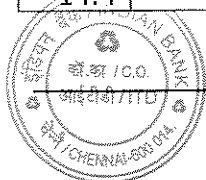
14.5		Pay details in defence service to be captured and to be used for fixation of pay	
14.6		Field to be included to capture the active sportsperson details & sports category & their availment of leave against the quota (availed / quota). – Sportsperson to be classified as active/inactive	
14.7		Field to be included to capture the percentage of disability in the case of PWD employees. (useful for payment of eligible/enhanced conveyance allowance)	
14.8		System should have Field for displaying the total number of days of LLOP/UAA / Sabbatical Leave / EOL / ML / Paternity Leave availed as on date in the Bio data.	
14.9		System should have facility to have auto generation of LFC Block (2 / 4 years).	
14.10		System should have facility to apply online for transfer.	
14.11		Menu for processing the request transfer / postings for new branches & issue of Circular. Request for transfer to branches which are closed not to be allowed.	
14.12		Generation of transfer orders based on input given for effecting transfer.	
14.13		Field to be included to update the undergoing / undergone Periodical Transfer-Outside centre	
14.14		Field to be included to update the exemption details from effecting periodical transfer-outside centre.	
14.15		Calculation of cost to company (C2C) of employees while effecting inter-zone transfers	
14.16		Validation to ensure the number of request transfer availed under various categories against GEN (Max-4) / SJS (Max-2) / IST (Max-2) / Compassionate Grounds (Max-2) for each award staff.	
14.17		Generation of report for the clerical employees who are liable to be transferred on periodical transfer (same centre / Other centre) as per policy in vogue.	
14.18		Generation of report on redeployment of clerical staff – shifting the excess to other pocket / area & branch as per policy guidelines.	
14.19		On transfer / promotion, the existing pending request / management / periodical transfer order to be cancelled by the system.(data cleaning)	
14.20		Provision for recording Office Order	
14.21		System should auto generate capability level based on the position of the employee as per Office order and same should be auto enabled in CBS	
14.22		Generation of eligible staff for promotion as per policy.	
14.23		System should have facility to apply online for promotion and the facility to authorize the same.	
14.24		Promotion details (career path) to be updated for Award Staff employees (like Officers)	
14.25		Fitment of pay on promotion from Sub-staff to Clerical cadre to be updated as per policy. For clerical to officer / Reversion to former grade	

14.26		Restriction on joining on promotion/selection/conversion at the new place of posting after the stipulated cut-off date (last date)	
14.27		System should have facility to submit / review/accept online performance report / Midterm review report separately for clerks.	
14.28		System should have facility to apply online for issue of NOC for passport/Visa/visit abroad, NOC for application for employment outside, NOC to avail loan outside etc. System should also have the facility to authorize the same online and capturing of the said date in personal profile and generation of note for the same.	
14.29		System should have facility for staff to apply online for seeking permission to stand as guarantor for loans sanctioned.	
14.30		Provision to capture the Direct and Indirect liability of the employees from CBS	
14.31		System should have facility to apply online for all staff loans and advances.	
14.32		Provision for capturing the loan availed from other institutions	
14.33		Field to be included to enter the loan default details (including other bank)	
14.34		Field to be included to capture the Court Notice/IT Notice served on the employees. The complaints received from spouse/private companies/others	
14.35		Provision to maintain the elevation details of part time employees.	
14.36		Provision to calculate the service period of part time employees.	
14.37		Revision of basic pay on enhancement of PTS scale wages (1/3rd to 1/2 scale, ½ to 3/4th, 3/4th to FTS)	
14.38		Report of employees who are on deputation / temporary transfer	
14.39		Automatic processing of increments on the anniversary dates (including JAIIB/CAIIB/graduation/stagnation)increments after factoring LLOP/UAA if any. All sanctioned increments/ reduction of increment should reflect in salary automatically.	
14.40		Postponement of anniversary increment dates due to LLOP/UAA/Sabbatical Leave/EOL/Punishment – Reduction of increment due to punishment.	
14.41		Generation of flash report on DP contemplated / pending	
14.42		Subject to DP / LLOP check, the stagnation increment to be updated by the system.	
14.43		Restoration of pay on expiry of punishment period	
14.44		Revision of pay on conversion of PTS to Housekeeper-cum-Peon & lower scale to higher scale wages on elevation after reckoning the service in lower scales.	
14.45		Re-fixation of pay for Ex-servicemen after reckoning eligible salary components drawn in Military Service as per GOI norms. Facility to be provided to record if ex-servicemen quota is used.	
14.46		Pay fixation on account of reversion to former cadre (Officer to Clerk; Clerk to Sub-staff)	
14.47		FPP to be sanctioned on completion of 20th stage subject to date of joining on or before 01.11.1993.	

14.48		On updation of Graduation/PG qualification, the eligible PQP to be sanctioned in SAP after completion of 20th stage	
14.49		Incentive memo to be generated for IIBF courses and hit the Bancs for credit to employee's account.	
14.50		Generation of report on advancement of stagnation increment for those who have completed JAIIB/CAIIB/Graduation after reaching 20th stage of pay.	
14.51		Provision to update the qualification of JAIIB/CAIIB/Graduation and sanction of eligible increments /Note generation for JAIIB/CAIIB	
14.52		Sanction of all pay and allowances to be auto fed in CPP for generation of salary.	
14.53		Provision for employees for submission of online applications for VRS/Resignation. Online clearance to be obtained from attendance and salary section.	
14.54		Provision for Manager/Zonal Manager/Competent Authority at Corporate Office to process the application online.	
14.55		System should have facility for application of online request for resignation / VRS as per policy and should also generate MIS on VRS and resignation.	
14.56		Provision to record whether the employee is opting to serve notice period or not	
14.57		Provision to remind the due date for separation(to be made available to ZO)	
14.58		Provision to generate letter of acceptance by the competent authority and also relieving letter on the due date along with provision to generate VRS note.	
14.59		There should be a provision to see the number of resignations/ VRS applications from various zones at any given point in time	
14.60		Provision for employees to withdraw Resignation/VRS online.	
14.61		System should have facility for auto processing of superannuation cases, three months before due date for clearance.	
14.62		Daily report on the status of VRS / Resignation for accepted employees.	
14.63		System should have facility to all branches / offices to separate employees on acceptance of resignation / VRS / retirement on due date.	
14.64		Facility to submit online information on death of employee.	
14.65		Facility to process the T.B for deceased employee.	
14.66		Auto processing of terminal benefits.	
14.67		Provision to generate and authorize Note for routine matters, such as.	
	1	Name Change	
	2	DOB Change	
	3	Marital Status Change	
	4	Address change	
	5	Dependents Inclusion	
	6	Hindi / Qualification	

	7	Passport/Visa	
	8	NOC for Loan from other Bank	
	9	New Branch Posting Circular / Compassionate Transfers / Temporary Transfers / Deputation	
	10	Office Order/Relieving letter	
	11	Extn of Sabbatical Leave	
	12	Special Leave	
	13	EOL/LLOP > 365 days	
	14	fixation letters	
14.68		Provision for submission of Assets & Liability as per Lokayukta Act and also submission of A&L statement as defined by the Bank	
14.69		Provision to ZO to see the retiree list month wise and accordingly submit the DP report.	
14.70		PI encashment processing/ subsistence & conveyance allowance for employee separated under CRS	
14.71		Online application /sanction of Sabbatical / Extraordinary leave	
14.72		Sub staff to clerical promotion – The complete process from online application to promoting the employee and effecting the fitment to be done in the system	
14.73		Provision to effect Periodical transfer	
14.74		Online facility to receive requests for transfer and process the same according to norms	
14.75		Tracking of VRS/Resignation application	
14.76		Provision to record Action against Unauthorized absence	
14.77		Provision to calculate active service of an employee taking into consideration the sabbatical leave/extraordinary leave/ loss of pay / unauthorized absence.	
14.78		Provision in system to ensure that only the employee eligible and in first position is transferred to a branch under request transfer. Out of turn transfer should not be allowed.	
14.79		For staff under temporary transfer bio data and particulars of the staff should be accessible by home branch/ zone	
14.8		Retirement forecast	
14.81		Deemed confirmation	
14.82		Manpower assessment in SAP	
14.83		Generation of report of staff who are on continuous leave more than specified no of days (given as input) and as on a given date (given as input) along with generation of notices to be sent to employees	
14.84		In built validation to ensure joining time of award staff is availed only for 6 calendar days and to not be combined with any other type of leave	
14.85		Generation of note for retirees	
14.87		Provision in system to convert part time sweepers to	

		housekeeper-cum-peon	
14.88		Provision in system to convert full time sweepers into sub-staff	
14.89		Generation of notice in case of voluntary cessation	
14.9		ESS to download transfer orders / cancelled orders	
14.91		Provision to view the turn of transfer to branches based on requests received	
14.87		Provision to view employee's waitlist position for branch	
14.88		Online Clerical performance appraisal	
14.89		Provision to intimate death of an employee to Zonal office and corporate office from branch online and provision to send condolence letter to branch	
15. Training & Development			
15.1		Provision to maintain and track the training budget under different training heads (such as in-house/external , within india/overseas training)	
15.2		Capability of training needs analysis as per business needs	
15.3		Training needs from performance appraisal, employee requests, department requests received in predefined format to be considered during training demand planning	
15.4		The system should be capable of capturing qualification/training completed by the employee externally or prior to joining the organisation. This should include trainings attended internally as well. The employee/Personnel Dept should be able to input this information.	
15.5		The system should have accept / reject / hold capability for the registration received. System should also be capable of obtaining online approval from the respective line managers	
15.6		Capability to record competency development needs basis competency assessment done during appraisal process	
15.7		Capability to publish training calendar for in house and other external trainings	
15.8		Capability to prepare an inventory of national and international training institutes for different verticals (general banking, specialised training, behavioural training etc) linked to training needs assessed	
15.9		The system should allow viewing of the calendar details /external trainings available including details on course content, location , no. of days, target group etc	
15.10		The system should be capable of capturing external training which has been scheduled, in progress and finalised	
15.11		The system should facilitate self nomination with due approvals from reporting manager	
15.12		The system should facilitate generation of note for nomination approval from competent authority and track status of approved training nominations	
15.13		The system should generate training letters to be issued to the Training institute, participating employee and controlling office manager	

15.14		Capability to of generating letters through print/browser/email/mobile with features of on line confirmation, cancellations, explanation for non attendance as well as communication on re-scheduling of training courses	
15.15		Maintenance of course fees paid to external training institutes	
15.16		Linkage to overseas allowance disbursement as per policy to employee attending overseas training	
15.17		Track the training budget status under different training heads with tracking of training expenses at employee level, institute level, Zonal Office etc	
15.18		The system should maintain minimum and maximum number of candidates per course.	
15.19		Provision to create wait list as per course class size and auto enrollment features in case of cancellations	
15.20		Provision to record reason for non attendance and permission granted thereby and also recovery of notional cost for non attendance without valid reason.	
15.21		Provisions to maintain employee feedback on training attended and consolidate participant's feedback for evaluation on the course and faculty effectiveness.	
15.22		The system should capture details of courses held at different centres, batch-size, faculty and participant details, participant attendance details, feedback and evaluation	
15.23		The system should capture and maintain history data of external instructors. External instructors also includes our own staff drawn from other departments/centres /branches and also their profiles	
15.24		The system should capture and maintain number of personnel trained - month wise, cadre wise, ZO, in-house-external training wise, training category wise etc and categories like Gender ,SC/ST/BC/PH/Ex-serviceman and religion etc	
15.25		The system should be capable of charging costs associated with courses to cost centre training codes - it should be possible to do this automatically and/manually.	
15.26		The system should maintain a single history of all the training programs taken by the user whether they are class room training or self study through E – Learning	
15.27		Capability to monitor post training utilization in the area trained through reporting manager feedback taken online	
15.28		There should be a facility to update the employees profile upon his/ her successful completion of the training programme and in accordance with the provisions of Recruitment, Induction, Training, Placement, Promotion, Transfer and Exit Policy provisions from time to time. (The system should automatically update the profile and no manual intervention needed)	
15.29		The system should enable The Bank to improve and leverage the knowledge, skills, and abilities of the employees. It should facilitate Managers to use competency data for recruiting, performance and development, training and succession planning activities.	

15.3		The Software shall support a three level classification of training courses: program, module and course level.	
15.31		Course level details should include number of sessions, maximum / minimum employees that can be enrolled, maximum wait listed employees, and based on mapping module and program should be automatically updated.	
15.32		Enrolling an employee into a program could be on the basis of pre requisites or by an organizational policy that details eligibility parameters. Eligibility parameters could be years in service, exposure in different business verticals, trainings undergone in recent past, cadre/grade in management, or such other employee profile determining parameters.	
15.33		Facility for storing the reference material for a program, module or a course with details such as author name, available at (venue), publications etc should be provided.	
15.34		Training objectives for program, module, and course should be definable. Session details for capturing the number of sessions to break up into training time should be captured.	
15.35		Infrastructure booking details such as capturing the venue and resources should be possible. Venue can be internal or external.	
15.36		Faculty and resource persons captured in Faculty Master can be internal or external. If faculty is external then, skills are captured separately. This is mandatory to shortlist faculty to impart a particular course.	
15.37		Feedback on course and infrastructure availability should be available on all relevant screens. Course request and training needs are available as a look up.	
15.38		Capability Training need analysis and skill Gap identification by the Business Vertical Heads at Corporate level and Zonal Levels as per the strategic business plans.	
15.39		Training Needs from Performance Appraisal Report, mentors and Self are considered and linked to a suitable training program.	
15.4		Capability to receive training Need Analysis forms from mentors Zones/branches for creation of a training plan.	
15.41		Capability to make competency assessment on pre designed metrics and should facilitate in employee development initiatives	
15.42		Recording of competency and proficiency required for each job matching with the available competencies of employees.	
15.43		This performance determination should result in an automatic upgrade of employee upgrade profile.	
15.44		Capacity to use training as a tool for development for the employee's functional and behavioural competence.	
15.45		Capability of hosting a virtual university for e learning which would include e-learning content management, nomination by the management/self, programme search/content search/online testing and certification interaction with faculties, resource persons, interactive helpdesk,	

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		faculty/group evaluation on the basis of feedback etc.	
15.46		Capability of undertaking training need analysis for various cadres/management grades/business verticals for creating a training plan using multiple tools e.g. performance management, competency management, succession planning, self nomination etc.	
15.47		Capability to prepare and publish training calendar and seek nominations/recommendations online.	
15.48		Capability of conducting in-house/external/customized training programme based on the training need analysis.	
15.49		Ability to assess faculty/resource person competencies for conducting particular courses.	
15.50		Capability of tracking the trainings to employees in institutions including training abroad.	
15.51		Cost benefits analysis-External/Internal training institute, for various types of courses enrolments viz., employee enrolment, management enrolment, training needs identification from performance Appraisal System, online.	
15.52		Support the process of Induction training for new recruits by integrating with the recruitment module. Provision to generate letters for trainings	
15.53		Provision to enrol at individual level as well as group level including facility for self nomination with recommendation from appropriate authority i.e. management, mentors etc.	
15.54		Capability to maintain training budget at employee level, unit level, institution level and track the training costs and track various type of training expenses and income from training to employees from outside organizations.	
15.55		Capability of generating the training letters through print/ESS/E-Mail including features like on line confirmation, cancellations, explanation for non attendance and rescheduling of training courses.	
15.56		Capability to record and review trainee feedback for various parameters viz. Training facility, faculty and course material and generate consolidated report for information of the management online.	
15.57		Maintain feedback from employees, faculty, mentor as well as controllers on training for assessment of training effectiveness and impact.	
15.58		Provision to conduct entry level tests and exit tests.	
15.59		Maintenance of history on number of personnel trained-monthly, quarterly, half yearly, yearly and cumulative-region wise/state wise/training centre wise separately for all cadres/grades of employees.	
15.60		Capability to run virtual class room training on remote link basis for faculty led virtual class room and at the designated time permits the faculty to initiate the virtual class session by taking control of the desk tops/laptops of those who have joined the course and consent to transfer the control rights for the session available. Faculty shall also have the ability to	

		transfer communication rights to any participant to raise a question or use white board facility to make a point for collaborative learning.	
15.61		Facility to record the virtual classroom proceedings and upload for the purpose of those who could not attend and for those taking self paced courses.	
15.62		Generation of all types of related reports and dynamic querying facility across the functionalities.	
15.63		Provision to record the permission for non attendance and reasons thereof.	
15.64		Capability to monitor and evaluate post training utilization and retention in the area trained of employees	
15.65		Tracking training costs for each employee with provisions for total training cost incurred cumulatively for all types of trainings.	
15.66		Facility to support preparation of yearly (or user defined) training calendar	
15.67		Track and schedule courses for both in-house and external courses	
15.68		Facility to receive —Training Needs Analysis forms from various regions / branches for the purpose of creating a training plan	
15.69		Support to identify training needs from the Performance Appraisal system based on the development areas identified	
15.70		Plan and schedule course sessions either in own facilities or at a vendor's premises	
15.71		Bank's own training college/centres	
15.72		Outside institute within country	
15.73		Institute located abroad	
15.74		Provision to enrol at individual level as well as at group level	
15.75		Provision to maintain minimum and maximum number of trainees per course and create waiting lists if enrolments exceed maximum number of trainees	
15.76		Provision to auto enroll waitlisted trainees	
15.77		Identify competencies that employees gain from completing a course and provide for automatic updation of employee competency inventory	
15.78		Generate and email training letters to trainees, including course confirmation, cancellation, and rescheduling	
15.79		Facility to record test results conducted as a part of the training certification	
15.80		Record and review trainee feedback for various parameters viz., training facility, instructor, and course materials	
15.81		Support preparation of summary reports based on feedback and evaluation	
15.82		Track training budgets for budget periods	
15.83		Track various types of training expenses, including course expenses, trainee Incurred expenses, and tuition reimbursements	
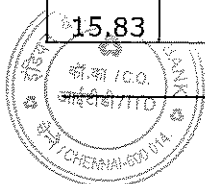
	15.83a	Automatically mark attendance for employees nominated for training outside the premises.	
15.84		Compare planned and real costs	
15.85		Maintenance of history on number of personnel trained – monthly, quarterly, half yearly, yearly and cumulative – Region wise / state wise / training centre wise separately for officers / award staff / category wise / scale wise etc	
15.86		Generation of all types of related reports and dynamic querying facility across the functionalities	
15.87		Provision to record the permission given by the division for nonattendance	
15.88		Provision to evaluate post training utilization	
15.89		Provision to monitor retention of employees in the area trained	
15.90		Provision to generate letters calling for explanation from the absentees after reckoning the permission given for non attendance	
15.91		Provision to record reasons for non-attendance.	
15.92		Ability to capture individual components of training expenditure such as inhouse , external within India, training abroad etc. for maintaining training costs.	
15.93		Ability to track training cost based on different levels and categories of training. E.g. cost of training on joining the bank, training on promotion, specialized training based on skill sets.	
15.94		Facility to access training details of a particular staff by only entering employee number and / or name .	
15.95		Facility to access name of employees who have gone for a particular training.	
15.96		List of staff along with their total number to be segregated based on different criteria like	
	1	Sex: Male/Female	
	2	Religion : Hindu,Muslim,Christian,Parsi,Sikh etc.	
	3	Minority : SC,ST,OBC etc.	
	4	Category : Ex-serviceman, Phy.handicapped etc.	
	5	Working hours for PTSK : <3,3<6, etc.	
	6	Age wise & scale wise & cadre wise list of staff.	
	7	Retirement for next 05 years.	
	8	List of VRS.	
	9	List of death, termination , resignation , VR	
	10	List of people on Deputation to/from various institutions	
	11	Report of State wise , Cadre wise, scale wise staff	
	12	Staff at Administrative offices & branches (all types).	
15.97		Training Administration	

	1	Training including need analysis and feedback assessment	
	2	Training feedback on the training, faculty, effectiveness, relevance etc.	
15.98		Training Need	
	1	Facility to capture inputs for —Training Need Analysis from employees through Self Service Module for the purpose of creating a training plan.	
	2	Database of job profile and Training Cards	
	3	Identify training needs based on TNA and recommendations in Performance Appraisal system	
	4	Facility to generate list of employees to be trained and the area of training based on recommendations by competent authority (in TNA and PAR)	
	5	Support the process of recording the training requirements identified by Trainees / Employee groups / Training establishments.	
	6	Provide a mechanism to identify training needs based on a comparison of organization requirements and employees' skill profile and book employees into appropriate training courses.	
	7	Receipt of requests from officers for specific training programme	
	8	Training Calendar & Design of Course	
	9	Creation of annual training calendar from the TNA for approval by Syllabus Committee (keep in view the holidays)	
	10	Track and schedule courses for both in-house and external courses.	
	11	Scope to add programmes outside TNA	
	12	Perspective planning / calendar for courses and their schedules	
	13	Details of calendar of programmes	
	14	Linking of the Competency mapping, TNA, Annual Training plan	
15.99		Training Programmes	
	1	Facility to capture programmes available	
	2	Capturing the course contents of each training course	
	3	Capture details of channel-wise, program-wise courses	
	5	Programmes conducted by the training establishments/HO/RO	
	6	In-house programmes conducted by training establishments	
	7	Programmes conducted for special categories	
15.100		Training Infrastructure	
	1	Listing of organizations and maintainence of Institute profiles –	
	2	Provision to check training room and instructor availability.	
	3	Facility to conduct Entry/Exit tests online and consolidation	
15.101		Nominations	
	1	Identification of the staff for programs on the basis of the recommendations in various systems/processes on a set criteria	

	2	Participants / nominating authority to verify the pre requisites before enrolling for a course through online module.	
	3	Generation of note for approval of nominations by competent authority ensuring conformity to Policy guidelines. Sending nomination advice to the employee, consulate	
	4	Obtaining the confirmation of the nomination from both the dept/ZO/ officer online.	
	5	On-line allotment of room – being able to choose a room.	
	6	Scope for nominating officers ineligible for programs to be nominated	
	7	Receipt of queries on related issues	
	8	Preparation of list of officers not attended training programme. Generating of notes for nomination/cancellation	
	9	Receipt of feedback from officers	
	10	Reminder to officers for not submission of feedback/utility reports	
	11	Statement of officers deputed abroad for training - Name-wise/ Cadre- wise/ RO-wise	
15.10.2		Participation Details	
	1	Provision to capture details of courses held at different centers, batch-size, faculty and participant details, participant attendance, feedback and evaluation	
	2	System should generate following reports :	
	3	Details of candidates who participated in training programs, department- wise, centre-wise, cadre-wise, scale-wise – quarterly, half-yearly, yearly and cumulative, Institution-wise.	
	4	Maintenance of history on number of personnel trained – monthly, quarterly, half-yearly, yearly and cumulative – department-wise / region- wise/ RO-wise/ channel-wise/training center-wise separately for officers / award staff / category-wise / group-wise etc.	
	5	Seat utilization by Zonal Office / Department of Head Office at each of the Bank's training establishments	
	6	Maintaining training history (training cards) of all employees with effective dates including programs cancelled /not attended with reasons – automatic updates once attendance is marked.	
	7	Displaying cases of repeat participation trainee-wise during a specified period	
	8	Facility to enter data/text in Hindi and generate programme-wise participation certificates in Hindi or bilingually	
	9	In the database of programme attended introduce separate folders for (i) workshops /seminars and (ii) Training programmes /Exposure visits	
	10	Include details of workshops conducted by HODs along with list of participants and expenditure incurred.	
	11	Automated Workflow for the Brochures received from approved Institutions such as NIBM, CAB, IDRBT, IIBF etc. - Workflow include Brochure forward to respective HOD, preparation of Note with details relating to recommended nominee, Course details (Date, Venue, Fee etc.), conformity to norms, air travel request etc., updating approval/decline, Intimation to the Institute, call	
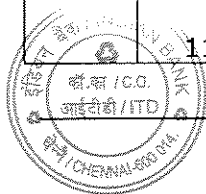
		letter to nominee with copy to reporting/ controlling authrity, Approval for payment and updation of aFeedback.	
	12	Reimbursement of Course Fee: Preparation of note to Competent authority (for reimbursement of cousrse fee, cost of Books & incentive), Expenditure memo to CO.Expenditure Dept., updation of personal record and intimation to the officer.	
	13	Permission for Project Work: Generation of note, intimation to the concerned and keeping a master of such sanction for MIS purpose.	
15.10 3		Guest Faculty	
	1	Maintaining a panel of guest faculty with various specializations with their biodata and address, tel no., email id.	
	2	Sending them mails	
	3	Details of the visitors to Bank and reasons of the same. Include expenditure incurred for the visits	
15.10 4		Other features	
	1	Details of visit of dignitaries from foreign/ Indian institutes.	
	2	Maintain and Track instructors, training facilities, contract vendors, standard equipment required for courses and equipment available at training facilities.	
	3	Details of Books and other study material etc purchased and issued to participants	
	4	Capture and analyze sessions handled by Members of Faculty and Guest Faculty	
	5	Listing of organisations and maintenance of Institute profiles - programmes offers/level of participation/contact information etc.	
	6	Scope for entering - date, venue, details of organisations, programme module, target group etc in the scrutiny note.	
	7	Biodata of officers to include profile, qualification, appreciation, special assignments	
	8	Design of customised programmes	
	9	Database of attachments/personal study visits abroad availed by officers.	
	10	Track the training courses and their schedule	
	11	Listing of payments made to visiting faculty - Bank/OUTSIDE	
	12	Booking of expenditure under R&D fund and other funds	
	13	Generating scrutiny note for permission for taking up higher studies - biodata of the officers/Fees and other relevant details.	
	14	Monitoring the budget sanctioned and release of funds against sanctions	
	15	Approval note for inviting guest faculty	
	16	No. of copies of each session plan supplied to participants	
	17	Preparation of Reading Material	
	18	No. of new handouts prepared	
	19	No. of new case exercises prepared	
	20	No. of new case studies prepared	
15.10 5		Sessions handled	

		1	Total number of sessions scheduled (including outstation programmes, sessions handled jointly in computer lab / presentation skills & sessions handled in Bank)	
		2	Avg. no. of sessions handled per faculty per week No. of sessions handled by outside guest speakers No. of sessions handled by resource persons from RO/HO	
		3	Percentage of sessions handled by Guest Speakers	
		4	No. of Guest Speakers who received highest rating from participants	
		5	Total Amount of honorarium paid (Rs.)	
15.10 6			Studies Conducted	
		1	No. of on-site bank-specific programmes conducted No. of TNA studies conducted	
		2	No. of Impact Evaluation Studies conducted No. of Special Studies conducted	
		3	No. of ODIs / GOPP / PLI conducted	
15.10 7			Expenditure (Rs.)	
		1	Total cost (both capital and revenue) incurred	
		2	Revenue expenditure incurred on account of training, consultancy, research projects etc	
		3	Income earned from training, consultancy, research, etc.	
		4	Whether in case of controllable items, expenditure exceeded budget allocation	
15.10 8			Usage of Library	
		1	Total stock of library books (number)	
		2	Total no. of journals subscribed	
		3	No. of participants/delegates visited library No. of staff members visited library	
		4	No. of books/CDs borrowed during the month by the participants and staff	
		5	No. of diff. types of programmes planned for the year	
		6	The system should track the completion of induction training and also re-schedule for those who have not attended the assigned training session	
15.10 9			Mandatory Certification Course	
		1	Maintain List of Mandatory/Non Mandatory course along with the reimbursement details of Exam/Course/Tuition/Class room/Incentive to be paid.	
		2	Staff to apply for the reimbursement through online and approval to be provided based on the rules provided by the Bank	
		3	Release of payment to the staff	
		4	Maintain the certification information in the Employee master.	
			16. Performance Management	
16.1			The system should be able to generate online performance appraisal formats for the employee based on his cadre / job posting and agreed upon performance goals (at the beginning of the year)	
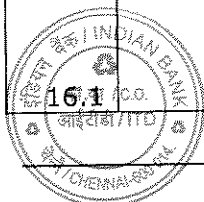
16.2		The system should be able to map KPIs listed in the performance to the business reports for each staff in order to verify performance	
16.3		Provision for Approval of KRA by authorities	
16.4		The system should support online secure access to officers, Clerks to complete performance self appraisal and also appraising, reviewing and accepting. It should be possible to upload documents where online connectivity is not possible.	
16.5		The system should map appraising, reviewing and accepting authority to each employee to facilitate appraisal process based on reporting structure irrespective of current posting of officers.	
16.6		Facility to review set goals and change them during the performance year – particularly during transfer / promotion in the middle of the year	
16.7		The system should be able to map the KRAs of the employee, capture personal profile and APAR formats based on his present job posting. Business targets specific to branch should be acknowledged by the system	
16.8		The system should support performance management tools such as 180 degrees, 360 degree appraisal	
16.9		Provision to submit multiple APAR during the year on transfer / retirement of self / authority	
16.10		Provision to generate the list of officers / appraising / reviewing / accepting authorities retiring in the next 2-3 months	
16.11		Tracking & reporting	
16.12		The system should support maintenance of history of performance appraisals and promotions	
16.13		Provision to return the APAR to officers to modify / authorise the appraising, reviewing, accepting authorities at Zonal Office/ Corporate office under dual control	
16.14		Provision to enter / authorise provisional marks for review/ acceptance wherever pending review/ acceptance, under dual control	
16.15		The system should be able to identify list of employees whose promotion is dropped on account of last 3 years (or user defined period) performance ratings and track the same on a year on year basis	
16.16		The system should be able to identify employees who need not submit APAR during a year and provision to record the same. Leave records to be linked to APAR.	
16.17		The system should have direct integration to the training needs analysis which can be used as input in training calendar design as well as employee nomination	
16.18		The system should support generation of reports/ reminder letters /mails/workflows to the employees / appraising / reviewing / accepting authorities and Zonal office/Corporate Office in case of non submission of self appraisals / non	

		completion of APAR process etc.	
16.19		The system should support memo letters / mails / workflows to be issued to the employee in case of unsatisfactory performance (average / below average)	
16.20		Support to generate defaulter's list by Zonal Office / Corporate office and also acknowledge submission of performance appraisals and sending SMS at various steps.	
16.21		Ability to define the period for which appraisal is being carried out (Monthly / Quarterly / half yearly / Yearly etc.)	
16.22		Facility to consolidate the overall points and calculate an overall grade for the appraise	
16.23		Display of full / partial APAR of the employees. Communication of APAR to employees	
16.24		Provision for representation after review is over through SAP or email	
16.25		Provision for suo-moto appraisal	
16.26		System should have a repository library of KRAs from where KRAs to be chosen by the appraise officer	
16.27		Seamless integration with external MIS system for automatic dataflow of business units	
16.28		System should have provision to upload documents and authorise.	
16.29		To extract data relating to targets and actual for post assessment automatically	
16.30		Competency Assessment and Potential Appraisal	
16.31		Recording of competencies and proficiency required for each job matching with the available competencies of employees.	
16.32		The system should make competency assessment on pre-designed metrics and should facilitate in employee development initiatives	
16.33		Facility to Compile the comments/ remarks for 5 years	
16.34		Backup data at regular intervals	
16.35		Provision to confirm phone number is system before proceeding with APAR	
16.36		Capturing data related to Power of Attorney	
16.37		Clerical appraisal	
16.38		Automatic generation of list of officers to be reviewed under section 19(1) and 19(2) and related reports , letters for vigilance clearance. A	
16.39		Provision for uploading, submission of formats for Sec 19(1) and 19(2) appraisals to be done by Zonal Managers and Department heads	
16.40		Provision for uploading probationary officers / specialist officers confirmation reports by Zones/branches and Corporate Office	
16.41		System should have a provision to generate inter-se seniority list for generalist / specialist officers	

16.42		System should have a provision to scan and upload specimen signature and maintain the same	
16.43		Biometric login for APAR.APAR of last 5 years should be available in the system	
16.44		Biometric login for APAR.APAR of last 5 years should be available in the system	
		17.Industrial Relations Division	
17.1		Details of strikes /Bandh/Dharna/Curfew in the Bank (Data)- with dates, reasons and branches	
17.2		Details of various Agreements/ Awards on management issues pertaining to the Bank (Data / Information)	
17.3		The system should track strength of union memberships and members of each union on an periodic basis	
17.4		The system should generate note on union membership details , Workmen, Officer representatives - panel nomination, selection of officer director/workmen director etc for communication to relevant authorities after due approval	
17.5		Details of employees on strike / on work / on leave / on tour / on training on a particular date. Collating data from all offices, generating reports. The same to be forwarded same to Govt. of India / Regional Labour Commissioner / Assistant Labour Commissioner etc after approval.	
17.6		Provision to maintain calendar of Industrial Relations meetings, agenda and minutes of the meetings, list of participants, issue of advices to offices for relieving representatives and entry into their respective service/leave records.	
17.7		Generation of Notes for sanction of Special Casual leave for union / Association activities. To be sanctioned on approval only.	
17.8		Details of office-wise monthly labour situation reports to be stored as data.	
17.9		Provision for uploading documents/letters	
17.10		Maintenance of relevant registers, generation of reports, MIS reports.	
17.11		Details of grievances initiated by employees/unions/associations.	
17.12		Generation of mandatory returns	
17.13		Compilation of Monthly Report on labour situation to be sent to Govt such as ER-1,SV-1 etc.	
17.14		Capability to generate reports on Employee union and demands of the union	
17.15		Statewise Holiday list	
17.16		Foreign visit by staff	
17.17		Details of the action initiated on complaints and follow-up with zonal Offices/ HO s	
17.18		Facility to scan and upload the complaints in to the database	
17.19		Maintenance of a complaint register and generation of reports to be submitted to various authorities	
17.20		Staff Suggestion Scheme	
17.21		Working hours of branches	

17.22		All current HR related policies	
17.23		Generation of a list of pending suggestions and initiation of follow-up action	
17.24		The system should maintain rules on suggestion scheme as well as grievance cell	
17.25		The system should maintain history of suggestion entered, action taken, implementation process, reward and recognition etc facilitating report generation on a periodic basis	
17.26		The system should facilitate online logging of suggestions/grievances by employees	
17.27		The system should facilitate online review of the suggestions by competent authority for sanction/rejection on suggestion implementation	
17.28		Capability to restrict the access to information to authorised officials and report through audit trail.	
17.29		The System should maintain Details of Welfare Schemes of Other Banks with feature for comparison of such schemes from other Banks with those of our Bank.	
17.30		The System should maintain details of members of Internal Complaints committee along with annual reports of these committees from each zone and Corporate Office. Reminders must be sent to incumbent Zonal Managers' email and to cohrmirc@indianbank.co.in 1 month before the expiry of tenure of the members of the committee (i.e. 3 years).Provision of updation of subsequent action. Remainder to zonal offices every quarter.	
17.31		A&L modules (normal user, admin and circle admin as available in the website created for the purpose). Additionally, alerts to be sent to vigilance officers of all Zones and cohrmirc@indianbank.co.in on 15th June of every year for follow up.	·
17.32		Zones to update the conduct of staff meeting in Branches in their zone. Departments at Corporate office also to update. It shall be conducted once a month. Only Yes or No needs to be entered fortnightly. It should shoot out mail to Zonal Managers on 16th of every month under copy to cohrmirc@indianbank.co.in with Provision to generate report of zonewise, branchwise in a zone, departments in corporate office, branches scalewise With Facility for respective Branches / Offices to upload the details.	
17.33		Mandatory leave for officers holding sensitive / highly sensitive posts – Quarterly alerts to be sent to Zonal Managers under copy to cohrmirc@indianbank.co.in and at the end of calendar year, to enable Zonal Manager to submit the report without default with provision to generate various report based on data submitted by zones / departments in corporate office	
17.34		The system should maintain Rules and Officer Service Regulations, bipartite settlements, contract copies for review and ease of access	
17.35		Facility to add compliances similar to the above which require follow up from time to time along with provision for generation of reports	

17.36		History of grievances reporting, action taken, resolution process, action taken, redressal date. Above can be in the format of – Issue raised by Unions, Management comments / decision, action taken / follow up made on the comments of Management, final decision on the issue with date.	
17.37		Submission of A&L by all employees	
18. Discipline and Vigilance Matters			
18.1		Details of disciplinary cases initiated & completed against the employees like Reference number, date and duration of disciplinary proceedings, Place of misconduct (branch,Zone), Type of charges, Type of Punishment imposed, Punishment order number & date. Capture details of legal cases against an employee or filed by an employee against the Bank. Provision for generation of the relevant data in the form of statements. Should form part of the bio-data of the employees. Capture other details like date of charge sheet, date of suspension, revocation, explanation date, reply date.	
18.2		Capture details of the dealing officer such as Disciplinary authority ,enquiring authority /Enquiry presenting officer /Management representative, Defence representative etc.	
18.3		Capability to define a presenting officer, enquiry officer, Disciplinary authority, Appellate authority and reviewing authority.	
18.4		Ongoing disciplinary actions (live disciplinary cases yet to be concluded against the employee) capture details of irregularity branch and zone in addition to provisions already available.	
18.5		Generation of standard/user defined – showcause notice/Chargesheet / Suspension Order/ Extension of Service under OSR 20 (3) (iii)/ Note & Order for appointment of Common Disciplinary Authority/ Competent Authority and capture the response from concerned employee.	
18.6		Maintenance of data in respect of all Vigilance/Non-vigilance disciplinary action cases of all Regions in respect of Officers / Award staff and part time employees at Head Office. Maintaining record of Vigilance/Non-Vigilance disciplinary action of all category of employees of Bank on whom penalty / punishment has been awarded by respective Disciplinary authority.	
18.7		Capability to move data from one stage to another The system should support for enquiry proceeding and findings of enquiry officer	
18.8		Capability to define workflows for disciplinary proceedings. For e.g. both workmen as well as officers the disciplinary proceedings are taken care at the zonal office/ head office	
18.9		Maintenance of record on Vigilance/Non- Vigilance Suspension cases. Including date of Suspension, date of revocation and date of reporting for duty	
18.10		Capability to define the appellate authority and competent authority	
18.11		Maintenance of all Appeal cases and their connected reports	

18.12		Maintenance of data in respect of disciplinary action cases of all officers/award staff – Regional Office and total Maintenance of records in respect of all cases under investigation/contemplation, enquiry and noting the periodic progress made	
18.13		Provision to link Punishments to Payroll	
18.14		1. For payment of subsistence allowance in case of suspension	
18.15		2. Capability to enforce reduction freezing of Basic Pay / other allowances / benefits on account of punishment from the date of service of order with cumulative and non cumulative effect.	
18.16		3. Capability to restore original Basic Pay / Benefits / Allowances on account of upholding of appeal / review of punishments of reduction in pay scale.	
18.17		4. Capability to effect another punishment like reduction of pa / stages etc. Where salary is already under effect of punishment like withholding of increment / reduction in stages	
18.18		The system should allow online referencing of cases having vigilance angle to Vigilance Department and seek online comments/confirmations from the CVC with facility to upload relevant supporting documents.	
18.19		The system based on the stage of the proceeding, highlight need for reference to CVC for first stage and second stages	
18.20		The system should facilitate seeking online comments/confirmations from the CVC with facility to upload relevant supporting	
18.21		Maintenance of registers and compilation of periodic statements about pending cases, suspension cases including revocation of suspension, cases dismissed, punishments awarded etc. RO wise, age-wise, scale wise , stage-wise, penalty-wise, date-wise and Cases of less than six months and more than six months need to be generated with reference to the date of the charge sheet	
18.22		Maintaining data of cases pending in Supreme Court, High Courts, Labour Courts, Asst. Labour Commissioners, criminal cases, CBI cases, Police cases in respect of employee category wise and generation of periodic reports	
18.23		Industrial Relations (Punishment and punitive actions)	
18.24		History of Show Causes/ Disciplinary Action like date reported, nature of charge, action taken, action date, resolution process of all officers/award staff - RO/Office/Branch wise and also in consolidation	
18.25		Facility to define workflows for Online Vigilance/ IR Clearance/DAC Clearance.	
18.26		Capability to categorise a case as pending / contemplated / DP may arise / closed and Auto-generation of DP clearances based on current status at Corporate Office and Zonal Offices based on the category on application by the employee.	
18.27		Classification of case forward to vigilance department for onward submission to IAC.	
18.28		Generation of auto intimation through SMS Alerts / Email alerts at each level	
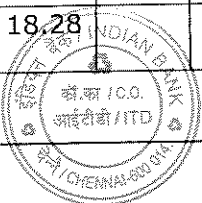
18.29		Various Search options i.e. on date, for a period employee no, name, request id and status etc.	
18.30		Possibility for customisation of reports based on requirements for example sanction and disbursement of loans (Government scheme and Bank Scheme) etc	
18.31		Check number of cases handled by particular defence representative / Enquiry Officer/ Presenting Officer.	
18.32		Capture reviews orders of officers	
18.33		Details of references to CVC/CBI	
18.34		Capture information for submitting notes before departmental promotion committee for review of non vigilance disciplinary cases/CBI Cases, Civil Court Cases	
18.35		Capture information about:	
	1	Cases where fraud is involved and their reporting to regulatory authority	
	2	Cases other than those where fraud is involved.	
	3	Pending disciplinary cases in respect of officers/ executives deputed elsewhere.	
	4	Capture data of Sanction for Prosecution Cases	
	5	Capture data of Employees on Agreed List and Employees of doubtful integrity	
	6	Data in different time-frequencies / or cumulative or on quarterly basis.	
	7	History of disciplinary action like date reported, nature of charge, action taken, action date, resolution process of all officers/award staff – Zone /Office/Branch wise and also in consolidation	
18.36		Capture information about:	
	1	Employees for their involvement in fraud cases	
	2	Other than fraud cases for reporting to statutory authority	
	3	Closure of fraud cases after due processes	
	4	Pending disciplinary cases for reporting to Vigilance Committee Board separately for officers and award staff.	
18.37		Capture information on:	
	1	Anti corruption measures to vigilance cell	
	2	Review of suspension cases	
	3	Action on CVC first stage advice and second stage advice to Vigilance Cell/dept.	
	4	Progress of pending disciplinary cases to Vigilance cell/dept	
	5	Record of inquiries being large, provision for capturing decisions taken in physical file into electronic format with maker checker and approver concept.	
18.38		Provision to capture the case data in detail without space constraints	
18.39		Provision to generate reports – date wise/period wise/srno wise/cases status wise	
18.40		Provision for issue of explanation letters by ZM/DZM/HOD	
18.41		Enabling the employee to submit the reply through SAP	
18.42		Provision to seek first stage advise – Disciplinary authority at	

		zonal office	
18.43		Provision to issue charge sheet by the Disciplinary authority	
18.44		Provision for submission of the reply from CSO/CSE	
18.45		Provision to create note to DA	
18.46		Provision for Enquiry Order	
18.47		Provision for Allotment of case to PO/IA/EO for each case	
18.48		Provision for Issue of Suspension Order with link to Pay Module → Competent Authority GM (HRM), ZM, DZM (5 & above)	
18.49		Provision to capture Details of Enquiry/Proceedings – Enquiry Officer/IA	
18.50		Provision for Submission of PO brief	
18.51		Provision for Submission of Defence brief	
18.52		Provision for Submission of IA/EO report	
18.53		Provision for Preparing Note to DA with tri-column	
18.54		Provision for Disagreement, if any/seeking comments on IA/EO findings	
18.55		Provision for Submission of comments on findings of EO/IA by CSE/CSO	
18.56		Provision for Seeking Second Stage Advice, wherever applicable	
18.57		Provision for Issue of Second Show Cause Notice/personal hearing in case of Award Staff	
18.58		Provision for Punishment order – Link with Pay	
18.59		Provision for Appeal – By Appellant	
18.60		Provision for Note to Appellate Authority by desk officer	
18.61		Provision for Order on Appeal by Appellate Authority – Link with pay	
18.62		Provision for Review Petition	
18.63		Provision for Note to Reviewing Authority by Desk Officer	
18.64		Provision for Review Order by Reviewing Authority – Link with Pay	
18.65		Provision for restoration in employee status/pay details on completion of punishment	
18.66		Provision for Tracking suspension cases / cessation cases	
18.67		Provision to capture ODI list	
18.68		Summary report with DP clearance for promotion / NOC /Retirement / VRS/Resignation	
18.69		Provision for registering complaints received against staff and action taken	
19.Legal Department			
19.1		Court Cases filed by the staff/Ex-staff members against the Organisation, capability to enter, edit, view and print	
	1	Age wise data	
	2	Court wise	
	3	Zonal Office wise	
	4	Case No.	
	5	Year	
	6	Name of the petitioner	
	7	Name of the Respondent	
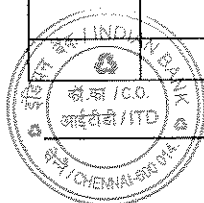
	8	S R No of the Staff	
	9	Court name	
	10	Present position-Note	
	11	Date of hearing - Previous and Next	
	12	Court wise ALC,CGIT,HC,SC, others	
	13	Category wise	
19.2		Option for more than one writ petition by same employee in same court or different court (for e.g. Against termination and gratuity or two diff. Prayers	
19.3		Against each case the system should have the ability to capture the following details	
19.4		Amount of loss and whether recovered or Amount of Claim if any	
19.5		Amount of Claim made by the Petitioner	
19.6		Prayer	
19.7		Option to select whether each case is an Appeal or Not. If Appeal to input additional details	
19.8		Option to Upload multiple documents(doc and pdf) without cap of 10 mb size	
19.9		Amount of loss and whether recovered.	
19.10		Interim stay if any with date and directions Note	
19.11		Date of order of Single Judge and directions Note	
19.12		Date of order of DB and directions Note Date of order of SLP and directions Note	
19.13		Contempt petition if any filed with details	
19.14		Option to add if the case is an Appeal or not	
19.15		Documents Uploaded at Zonal Office	
19.16		Dept. Enquiry cases YES/NO	
19.17		Date of suspension	
19.18		Date of revocation	
19.19		Date of c/s	
19.20		Gist of charge sheet	
19.21		Details of connected cases file, if any	
19.22		Date of Disciplinary Authority order and punishment awarded	
19.23		Date of Appellate Authority order and punishment awarded Note	
19.38		Date of Reviewing Authority order and modification if any Note Additional Information:	
	1	Final outcome and sentence awarded	
19.39		The System should also capture additional Information such as:	
	1	List of empanelled lawyers/advocates as per elgibility criteria	
	2	Data of closed file	
	3	Advocate of the petitioner & Tel. No	
	4	Advocate of the Respondent & Tel. no	
19.40		Advocate Bill Details and payment made so far:	
	1	Financial impact on the Bank and legal charges	
	2	Details of FIR/Criminal case if any filed by the Bank/ filed	

		against employee/ Officer by 3rd party /Govt agenies	
19.41		Ability to capture data pertaining to RTI applications moved by employees such as	
	1	Date of application	
	2	Information sought	
	3	No of applications	
	4	1 st appeal	
	5	2 nd appeal	
	6	Final decision	
19.42		Writ filed by the bank	
19.43		The system should generate note with lawyer fees to seek approval from competent authority before payment	
19.44		Ability to capture the details regarding court cases/consumer cases/suits handled by the Legal department	
19.45		Mail to all Zones at the end of every quarter – confirmation that all data are updated and correct as on the last date of previous quarter	
19.46		Linking electronic documents such as policies, forms etc related to the case	
19.47		Legal opinion upload	
19.48		Authorisation – Provide authorisations to display, amend, change or delete,create etc.	
19.49		CO:file number	
19.50		Every case must have an owner who manages / coordinates the various activities to resolve the case	
19.51		Notification, for every updation committed, as an email must be sent to *notifications_IRC@indianbank.co.in	.
19.52		Coverage sought under scheme of legal assistance - Yes/No	
19.53		Sanction for prosecution by CBI/Police/Agencies - Yes/No – if yes details	
19.54		Details of deposits made in court	
20.Leave Management – Online facility			
20.1		The system should maintain all types of leave like	
	1	Privilege Leave (PL)	
	2	Casual Leave (CL)	
	3	Maternity Leave (ML)/Paternity Leave (PL)	
	4	Sick Leave (SL) Full Pay/Half Pay	
	5	Extraordinary leave (medical and non medical)	
	6	sabbatical leave	
	7	special leave	
	8	Special Casual Leave	
	9	Unauthorized Absence	
	10	Sports Related	
	11	Unavailed Casual Leave (UCL)	
	12	LOP	

	13	Absence without Leave (AWL)	
	14	On Duty Leave	
20.1a		System should have the ability to allow employees to apply leave from mobile	
20.1b		System should have the ability to allow managers to approve leave from mobile	
20.1c		System should have the ability to allow managers to view team calendar before leave approval	
20.2		In case of Sick leave, the system should have the provision of uploading the requisite medical certificate of the employee as per number of leave based on his cadre	
20.3		Facility for Unavailed Casual Leave (UCL) as per Bi-partite settlements/ Officers' Service Regulations.	
20.4		The system should have facility to convert unavailed CL to Special Leave as per the no. of year limits specific cadre wise	
20.5		The system should have the provision to initiate SL of 30 days/year for 18 years and re-initiate SL for max 90 days/year post 24 years of service completion to 26 years of service	
20.6		Provision of sanctioning leave of employee who is on Contract Basis.	
20.7		The system should credit PL annually based on number of days worked (1:11 days of working) with accrual limit of 270 days and send emails to employees on the same	
20.8		The system should store record on the lapsed PL for any future consideration if any	
20.9		Provision to generate a letter to the employee informing him / her the annual P.L credit given to their account	
20.10		Facility to store other types of absence from duty due to on-duty, joining time etc. separately.	
20.11		Provision to enter the staff no. of the office bearers of different unions/associations, no. of days of special leave they are eligible for and provision to sanction the same up to the limit entered.	
20.12		Provision to enter details of strike whenever occurs, and display of an alert message wherever the strike coincides with the leave of the employee.	
20.13		Provision to generate memo to all the employees who have participated in the strike. Provision to generate a list of participants in the strike.	
20.14		Ability to assess bad leave record as per rules and review of leave record for sending warning to the employee.	
20.15		The system should be able to identify all public holidays and Bank holidays as well as log holidays declared as per NI Act in different states which are automatically identified and taken into account when leave is calculated.	
20.16		Bulk updation of holidays for all states in the respective calendar	
20.17		The system should have the provision of leave approvals granted post facto and highlight such cases	

20.18		The system should maintain leave rules for availing leave, encashment of leave, accrual of leave, lapsing of leave, ceilings for accumulation of leave etc. for each categories of employees	
20.19		Provision to sanction encashment of leave accrued at the time of retirement/resignation/death of an employee - i.e., on exit and sanction of permitted percentage of leave at the time of resignation.	
20.20		Provision for reversion of leave encashment and block in case of subsequent modification by employee.	
20.21		The system should maintain leave rules on pre-fixing and suffixing with other leave/holidays and barred combination of leave	
20.22		The system should support exception workflows to support leave requests and sanction/rejection by competent authority keeping Personnel dept. informed	
20.23		The system should record leave availed and balance leave calculation at any point of time and support report generation employee wise, grade wise etc	
20.24		The system should maintain rules on minimum and maximum no of days at a stretch in a specific type of leave and track any deviations in leave request cases	
20.25		Provision to differentiate leave types which will be considered for active service and inactive service for the purpose of credit to ordinary leave balance	
20.26		Link leave management to payroll for recoveries in case of regularisation of absence by post-facto sanction of leave without pay or with half-pay/quarter pay/for payment of encashment of leave	
20.27		Provision to sanction all the back dated leave applications with a procedure for re-calculation of PL due to resultant change in active working days.	
20.28		Capability of record keeping and maintenance of historical data	
20.29		Capability to integrate the time management with leave management	
20.30		Provision to mark attendance on-line through HRMS or through a link to the swipe card/contact less card system/biometric.	
20.31		Capability to integrate with pay-roll module for calculation and recovery of loss of pay etc.	
20.32		The system should interface between attendance captured with that of leave record	
20.33		Capability to provide the Manager consolidated status of present/absent employees working under him/her.	
20.34		Capability to intimate the controlling officer when an employee goes on unauthorized leave (unmarked attendance)/returns back from unauthorized leave/extends leave/reports in the middle of the sanctioned leave period (along with appropriate reduction in sanction)	
20.35		The system should have function of transfer people from one leave structure to another leave structure with balance of leave in previous structure (on promotion from Clerk to officer)	

20.36		The system should be able to provide alerts on any deviation from the approved leave and escalate to HR and Reporting manager	
	20.3 6a	The system should be able for auto workflow escalation if manager not approving within specified number of days.	
20.37		Ability to generate alert to the supervisors if someone remains absent without approval for more than a particular no. of days and enable the supervisor to send notice to the employee, if necessary. Letter should be generated by the system itself and automatic mail should go.	
20.38		The system should support online application submission ,approval / rejection after recommendation by appropriate authority, processing by the Leave Section and approval by competent authority and intimation of status of leave application	
20.39		The system should have the provision of uploading of manual application and approval/rejection in case of non connectivity/special circumstances	
20.40		The system should have leave cancellation, leave extension/ amendments advancement and postponement of leave	
20.41		Facility for cancellation/modification of leave wherever permitted as per the existing provisions - automatic credit to balance if accepted by competent authority	
20.42		The system should be capable of conducting analysis of Leave taken by all employees in order to decide leave calendar for next year	
20.43		The system should allow users to view leave balances on any date (past, current or future) and prospective leave should be based on approved, leave pending approval.	
20.44		Provision of calculate the number of days of leave availed by any employee for the purpose of confirmation and active service norms.	
20.45		The system should be able to have leave requests altered at any stage, even after the leave has been approved, or after the leave was taken.	
20.46		The system should have linkage between leave record to payroll module to calculate leave liability (loss of pay)	
20.47		Maintenance of leave register (service sheets) for all types of leave for all employees	
20.48		Leave (counting or not counting for Increment/Qualifying Service). Provision for adding any new leave type.	
20.49		Provision for generation of leave pass sheet of the employee at any given date with all the requisite date.	
20.50		Provision for generation of list of employees availing leave which affects the salary payment of the employee during a month and linkage to salary module.	
20.51		Provision to freeze the leave balance and LTC block of officers on study Leave / on EOL to join spouse.	
20.52		Facility to generate reports of 'blood donation' made by the employees during a particular period basing on the leave taken for that purpose.	
20.53		Maintenance of leave calendars for different types of leave	
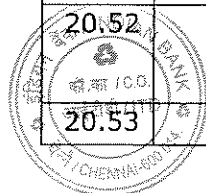
		depending upon the type and scales of the employee	
20.54		Automatic generation of reports as on the beginning of each year in January, containing the details of employees not availing any category of leave during the preceding calendar year.	
20.55		Automatic generation of reports as on the beginning of each year in January, containing the details of foreign visits made by employees on own account/ LTC during the preceding calendar year.	
20.56		The period of unauthorized absence and extra ordinary leave under non medical ground beyond the prescribed leave should be linked to terminal benefit like pension/gratuity, to arrive at the eligibility	
20.57		Provision to process one or more day encashment to contribute to P.M.R.F/other with all validations (letter to be generated)	
20.58		Facility to apply online for LFC by the employees	
20.59		Support online approval for LFC by concerned authority	
20.60		Support LFC cancellation, extension, postponement etc.	
20.61		Support for LFC cancellations/extensions/postponement etc	
20.62		The system should process leave encashment as per policy defined cadre wise limits	
20.63		The system should allow online user application of LFC advances and approvals by competent authority	
20.64		The system should facilitate generation of reminder letters to employees who have not submitted LFC re-imbursement claims within the prescribed time period from LFC availment	
20.65		The system should support passing of all accounting entries, vouchers and maintenance of relevant registers (payments to employee, travel agencies etc) post adjustment of LFC advances taken if any	
20.66		The system should support recovery of LFC advances in case of cancellation of LFC	
	20.66.a	The system should support LFC reimbursement claims for family members.	
	20.66.b	The system should support upload of documents for LFC reimbursement claims.	
20.67		The system should maintain Leave encashment record	
20.68		Management of Leave Fare Concession	
20.69		Management of LFC (Part of Leave & LFC). Details like Block period , sub blocks, type, starting date, ending date, encashment of leave, sanction/rejection with reason- orders to be automatically generated, provision for LFC modification, change in destination and orders	
20.70		Ability to facilitate actual LFC type within a given period of years	
20.71		Ability to sanction Encashment of LFC based on pre-defined parameters separately for different category of employees.	
20.72		Handling of Leave availment when an employee is on deputation to branches in other states	
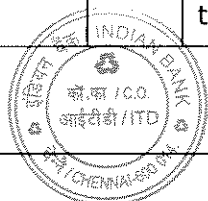
20.73		Sanctioning the LFC TA based on the entitlement being arrived from the approved distance for different cadre by parameterising the eligible distance	
20.74		Sanction of advance against the LFC application and generation of vouchers and accounting entries	
20.75		Processing the calculation of final LFC bill as per the eligibility and payment	
20.76		/recovery of amount after adjusting advance paid, if any.	
20.77		Auto trigger / reminder for non settlement of LFC bill within the prescribed time	
20.78		Payment of local conveyance charges to the award staff as per LFC eligibility	
20.79		Follow up of outstanding suspense entries with staff members – reminder and triggers, including e-mail / sms alerts.	
20.80		Entry should be adjusted or be recovered if LFC Claimed in advance should be cancelled due to any reason	
20.81		Facility of extending the LFC block	
20.82		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.	
20.83		Bill payment in part amount should be possible.	
20.84		Authorization from respective department should be done online.	
20.85		Modification of entries is possible through officer and above cadre.	
20.86		Calculate perquisite value on eligible amount of LFC for visiting abroad / applicable due to any other reason.	
20.87		Generation of all relevant reports and MIS reports	
20.88		Provision to modify / cancel the number of day's encashed.	
20.89		Passing of all accounting entries, generation of vouchers and maintenance of all relevant registers	
20.90		The system should allow maintenance of rail/air fare ticket rates with respect to distance limits as per extant guidelines.	
20.91		The system should allow online re-imbursement claim process with uploading of requisite supporting by the user	
20.92		The system should maintain master of dependents details to check eligibility to LFC ticket supporting	
20.93		The system should ensure the rules of LFC blocks relating to number of years, home town/anywhere in India and distance limits are pre-checked during approval as well as re-imbursement	
20.94		Provision to block the LFC set of the employee in case the spouse is also working in Bank and availing LFC. However, Encashment of leave will be available, if the employee is eligible for such facility, otherwise.	
20.95		LFC Surrender & encashment depending on number of passengers on the eligible mode of transport and cadre	
20.96		Provision of generation of reports on various permutations and combinations as per the Bank's requirement as also the reports	

		as available in the existing leave module.	
20.97		Cancellation of LFC/Leave, system should be able to revert back to the original status. With respect to the encashment of PL for the cancelled LFC, the same should be recovered from the payroll.	
20.98		Provision to generate the following reports :	
	1	Date wise and month wise statistics on Leave applications processed	
	2	Details LTC more than 2 times during the TAX period	
	3	Balance of all leave (PL/SL etc) as on date	
	4	PL encashed	
	5	LTC availed during a given period.	
	6	Encashment of Ordinary Leave	
	7	Ability to Automatically calculate Overtime and pay in Payroll	
	8	Approval procedure for Overtime	
	9	Facility to compute Compensatory Off as an alternative to	
	10	Ability to input Time events (Clock-in , clock-out) on-line or off-line	
	11	Automatic Recalculation of Overtime , Attendance, Leave in case	
	12	Ability to calculate Attendance based Leave earnings like PL	
	13	Provision to get the list of employees sanctioned with leave to visit abroad	
20.99		Change in LFC Block:- Facility to Capture LFC Block Changes and to Process LFC accordingly	
21.100		Facility for automatic generation of Leave Balance at start of new Calendar Year for all leave types	
21.101		Provision to update Local Holiday for selective Branches and processing of leave accordingly	
21.102		Facility to upload manual attendance for employees who are not able to do Biometric Attendance and for branches affected with network issues	
21.103		Facility to update leave and leave balance for employees deputed to and working at IndSetti,CBI and other organisations	
21.104		Facility to change the Already updated Holiday in the system in case of a change in Holiday and system should be able to handle the leaves applied / marked accordingly	
21.105		Automatic updation of leave balance before an employee proceeds on Maternity Leave, Sabbatical / EOL, Suspension	
21.106		Automatic updation of leave balance when an employee joins after availing Maternity Leave, Sabbatical / EOL, Suspension	
21. Payroll			
21.1		Comprehensive payroll management system which should include all the functions mentioned below but not limited to:	

	1	Capability to maintain a single central payroll repository and be able to run and access payroll from any location in a centralized or decentralized manner. System to generate salary of all the employees. The salary is determined by bipartite settlement and Salary revision to officers and varies as and when revision is implemented.	
	2	The dearness allowance is a variable and is determined by the living index declared by the govt, of India from time to time. HRA & CCA calculation as per the percentage based on location/centre. All other allowances such as person specific, area specific and performance related are to be included.	
21.2		DA rates (including history) to be maintained.	
21.3		All provision of BPS and Joint Note to be covered.	
21.4		Provision to pay arrears of salary due to SALARY REVISION / belated sanction of increments / regularisation of leave etc.	
21.5		Provision to make all recoveries from salary like Income Tax, Loan recoveries, PF , NPS, GSLI, SOCIETY dues, LIC premiums, union / association subscriptions / Professional Tax. Provision to handle recoveries on account of Court Order / Garnishee orders etc.	
21.6		Integration with other modules. To ensure seamless flow of data like basic pay, FPP, PQP, INCREMENTS, Centre where the employee is working to determine the CCA & HRA rates, Special area allowance, hill & fuel allowance. Integration with Leave Module for effecting salary recoveries for LLOP, HPSL, UAA etc.	
	21.6 a	Support capture of salary details for employees who have been deployed outside the country.	
21.7		Facility to create / delete new administrative offices to group branches under each office through front end. (such as introduction of regions under Zones etc)	
21.8		Promotions / Fitment on promotions	
21.9		Punishments / reduction of pay / downgrade of scale	
21.10		To generate salary for different zones on different days.	
21.11		Generation of Salary reports – branch wise, Zone wise, consolidated.	
21.12		Generation of pay slips, Income Tax projections to be made available through staff service portal etc.	
21.13		Facility to upload data history from existing system for a number of years/months as decided by the Bank and its updating	
21.14		Support configuration and parameterization of different pay components including facility to add / modify / delete pay components. Flexibility to factor in all the new components / provisions as per BPS / Joint Note.	
21.15		Ability to make changes to rules, tax updates etc. without any code programming	
21.16		Calculation of TDS based on Income Tax rules. Provision to change the rules as and when notified by the GOI. Support for e-filing the TDS data, quarterly filing , Form 26 AS etc.	
21.17		Provision to include PL encashment , LFC encashment , Bonus, Overtime, incentive, compensation etc. for TDS calculation.	
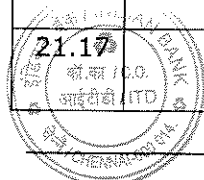
21.18		Calculation and payment of Overtime, Bonus as per law, Incentive as per existing schemes, compensation to officers working on holidays – as per norms and guidelines and linking such payments for overtime calculation	
21.19		Calculation of salary arrears for different Bi-partite periods; Calculation of salary arrears on revision of salary under BPS / Joint Note.	
21.20		Support to define pay structure at various levels	
21.21		Support calculation of different allowances based on user defined criteria like Single Window allowance, Head Cashier, Special Assistant Driver Allowance etc and also cross checking with CBS regarding capability level assigned.	
21.22		Capability to arrive at outer limit of salary for a given employee and check for variation beyond certain user defined percentage and generation of exception report on such occurrence	
21.23		Calculation of overtime and linking such payments with Income Tax calculation	
21.24		Ability to run separate payrolls for different categories of Staff such as Officers, Clerical, substaff etc. depending on the eligibilities and rules applicable for each category	
21.25		Support final settlement of salary based on attendance marked, any other due etc. for the employee who have resigned/retired/deceased	
21.26		Facility to calculate casual labourer wages for a given period	
21.27		Ability to support multiple reruns, if necessary, after resetting, before final payroll generation	
21.28		Support main, supplementary and partial payroll run	
21.29		Support Bipartite Settlements/salary/allowances revision arrears calculation with provision for reconstruction of history files for future calculations.	
21.30		Ability to modify through front-end changes brought in by Bipartite settlements. Alternately, support modifications in Software as and when required in view of bipartite settlements as part of Annual Technical Support (ATS) without any additional charges to the Bank, whatsoever.	
21.31		Support location based payroll run Problem / error tracking of payroll run, through error table, priority list for recovery and maintenance of unrecovered amount with facility to fix future instalments of recovery	
21.32		Audit trails to capture batch modifications to employee payroll information	
21.33		Support to view pay details of current month, pay history, net amount paid, unpaid deductions – employee wise and month wise, financial year wise with a facility to view at CO/ZO/Branch Level	
21.34		Capability to define various formulae and ability to link them to other calculation formulae / elements such that when there is a rule change only the component which has undergone a change will be effected(example HRA/LEASE /Officiating allowance etc)	
21.34a		Ability to maintain India specific payroll details such as HRA/LTA/COA/CLA	

	21.34b	Ability to maintain PF/VPF details against each employee.	
21.35		Capability to enter formulae not as a code but as a rule using a GUI based screen such that the code is system generated.	
21.36		Facility to indicate taxable earnings, deduction priority, carryover of unpaid dues, partial recovery	
21.37		Monthly salary payment calculations and generation of related reports, salary slips, deduction lists, vouchers, tax challans etc. (as per the user- defined criteria like for a branch/ Zones etc.)	
21.38		Pay fixation for all cadres on promotion / annual increments / reduction of pay on account of reversion / punishments	
21.39		Facility to maintain tax rates, standard deduction, investment, rebate, notional rent, perquisites, like furniture and accommodation etc as per the prevailing rules.	
	21.39a	Facility to update tax rates, PF, PTAX, LWF as and when the rule changes.	
21.40		Professional tax deductions with exemptions, arrears and generation of related reports and challans. Professional Tax will vary from place to place and facility to deduct appropriate tax based on centre from salary.	
21.41		Calculation of income tax as per rate slabs & on projected income taking into account all incomes like salary, PL encashment, LFC encashment, incentive, Bonus, Overtime , Compensation, PERQUISITES and any other income declared by the employee	
21.42		Facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically updation of salary record and tax calculation by the system. Provision to upload proof of investment and store it centrally in electronic form after authorisation by competent authority	
21.43		Generation of all types of statutory reports of taxes like Form 16 and Form 24 in the user defined format (16AA, 12BA AND 27A)	
21.44		Generation of employee's individual tax return	
21.45		Generation of ETDS data	
21.46		Tax rules should be configurable without any additional cost	
21.47		Calculation of income tax forecast for each employee based on the employee declaration of savings as well as proof basis etc.	
21.48		Facility to allow income tax exemption & deductions Support calculations of loss of pay, half pay, strike cut etc. and consequent adjustment in income tax payment etc.	
21.49		Provision to recover other charges as defined and configured by the user	
21.5		Support leave encashment on LFC and also on retirement with consequent tax adjustments	

21.51		Submission of application through online for Festival Advance. Processing and disbursement of eligible amount based on the norms. Facility for crediting the amount to CBS. Employee wise recovery position, recovery list and outstanding balances list – month wise or as user defined – maintenance of individual accounts for employees in respect of Festival Advance and generation of statement of account for view by employees in employee self service portal..	
21.52		Payment of medical allowances, recovery and taxation (if any) thereon	
21.53		Support Recovery of union contributions (Union wise)	
21.54		Housing loan recovery of bank and outside agencies and updation of it rebate/deductions under Income Tax Act.	
21.55		Facility to upload proof of savings / investments under 80C through self service portal. Facility to upload all documents in support of claim for exemptions under various sections of Income Tax Act. Submission of data under sec12bb.	
21.56		Facility for capturing PAN & AADHAR details	
21.57		Processing and sanction of Mid Academic Allowance and Automatic stopping of the same on expiry of period. Provision to enter officiating allowance by sanctioning authorities.	
21.58		Support recovery of all other types of loans with reports like recoveries made, overdue list etc	
21.59		Support calculation and payment of incremental arrears with consequent tax adjustments	
21.60		Support calculation and payment of salary arrears as per the industry level settlements with tax adjustments	
21.61		Provide an impact analysis tool for analysis of impact of salary revision	
21.62		Support payment of arrears calculated in user defined instalments or in lump sum	
21.63		Support payment of salary to special appointees, temporary staff etc	
21.64		Support payment of subsistence allowance in case of suspended employees and facility for rephasing various staff loans when on loss of pay and suspension	
21.65		Support reimbursement with regard to conveyance, medical (normal & hospitalization) Payment of deputation allowance. Provision to define any other welfare measure from front end and define rules.	
21.66		Support deduction of Employee contributions to PF, VPF, DCPS and accounting of contribution towards DCPS	
21.67		Support calculation of Employer contributions to PF and DCPS, Remittance to NSDL, Accounting of DCPS, Automatic flow of PF related recoveries data to PF Module.	
21.68		Support passing of accounting entries for salary payments and maintenance of related books of accounts, registers. Generation of month wise, quarter wise, half year and year wise statement of accounts. Reports should be made available to branches ZO/CO etc.	

21.69		Provision for accounting where salary is returned back. Provision for accounting TDS in case of return of salary.	
21.70		Support automatic stoppage of salary in case on superannuation, VRS, Death, dismissal, UAA, LOP	
21.71		Generation of monthly reports like branch wise pay register, pay slips, report of deductions made for professional Tax, LIC premium for accounting and remittance at branch level. All these reports to be made available for viewing and taking print outs at the branch / offices.	
21.72		Facility to calculate Bonus payable based on Payments of Bonus Act and projections for a given period and related statutory returns	
21.73		Facility to adjust following types of employee leave with the payroll	
	1	Casual Leave	
	2	Ordinary (earned) Leave/ Privilege Leave	
	3	Sick Leave	
	4	Maternity Leave	
	5	Special Leave	
	6	Special Casual Leave in lieu of joining time	
	7	Absence without leave	
	8	Sports related leave	
	9	On duty leave	
	10	Extra-ordinary	
21.74		Facility for automatic Voucher generation for tax calculation.	
21.75		Audit trails to capture batch modifications to employee payroll information	
21.76		Online page to enable each employee to view/print his pay slip/Income tax estimation.	
21.77		Facility for employee to enrol for various HRA options like Normal HRA, Capital Cost HRA and Rent reimbursement. Facility for uploading of necessary documents like Rent receipt etc. Provision to capture sanction/ termination of lease details from sanctioning authorities automatically.	
21.78		Facility for various loan deductions through salary like Housing loan, Vehicle loan, personal loan, Festival advance and provision to upload loan instalment demand centrally. Facility for downloading the loan recovery data from CBS and automatic flow of recoveries towards PF loan and RWPF loan from PF module to Pay Module.	
21.79		Facility for calculation and payment of officiating allowance and temporary special pay as per no. of days that employee has officiated from the sanctioning authorities.	
21.80		Facility for direct CBS upload files for salary, loans and PF, DCPS	
21.81		The system should perform tax computation and it should be handled as per Income Tax Act without any need for repeated manual calculations. The tax slabs, rates and surcharges should be maintained by the system and the tax should be computed automatically.	

21.82		Should handle unlimited number of allowances, deductions. Should be able to configure characteristics for payment, taxability, computation and so on to suit Bank's requirements	
21.83		Should compute various benefits provided to our employees such as Leave Travel Allowance, Medical Reimbursement, Medical Insurance, Furniture, House Rent Allowance, Company Cars, Company Housing and other long term reimbursements and general expenses. Eligibility, computation and taxability should be considered.	
21.84		Employees should readily be able to see the above mentioned details online along with their payroll details on their employee profile	
21.85		The system should compute the Provident Fund, Contributions, Labour Welfare Fund and Professional Tax for all states where applicable at the correct frequency	
2.186		The system should give Statutory reports relating to PF, Pension, Income Tax, Profession Tax, Bonus, Overtime whether they are monthly, half yearly or annual should be available.	
21.87		The system should capture/access all types of loan details of an employee and the outstanding balance overdue if any through link with CBS system	
21.88		The system should facilitate perquisite tax calculations as per tax laws and the reports	
21.89		The system should support passing of accounting entries for salary payments and maintenance of related books of accounts, registers. Generation of month wise, quarterly wise, half-yearly and yearly statements of accounts.	
21.90		The system should be configuring various tax rules (e.g. Income tax, Professional taxes etc.) announced by Govt. from time to time.	
21.91		The system should calculate and deduct Income tax, Professional tax etc., at the time of: Accrual and Payment	
21.92		The system should support for all statutory reports/tax returns, based on, but not limited to Classification of Taxes, Accounting entity, location/branch, state and nature of transaction (User modifiable format)	
21.93		The system should support all types of report generation such as :	
21.94	1	Checklist summary of changes made in each payroll cycle	
	2	Report on earnings and deductions employee wise/region wise	
		Tracking report on challan submission, statutory returns submissions	
21.95		Provision to Manually adjust taxable earnings (in case of income from other sources, investments etc.)	
21.96		Facility to upload the overall salary heads of employees in case of non connected branch (for which fixed format has to be generated by vendor)	
21.97		Facility to provide the authorization for any type of posting in payroll.	
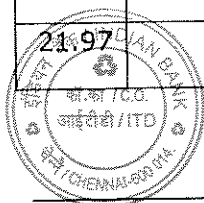
21.98		Income tax & estimation reports should be generated on monthly/user defined periodicity basis along with confirmation reports.	
21.99		Addition/subtraction clause to be included for pays elements i.e. special allowance.	
21.100		Bilingual pay slip generation is required to be created.	
21.101		Ability to run payroll multiple times before finalization	
	21.101a	Ability to create variance report after payroll finalization	
	21.101b	Payslip viewable from mobile device	
	21.101c	Festival advance reports for individuals and department wise is required to be generated.	
21.102		Increment processing & releasing of increment of employee to be made automatically The system must also allow manual intervention for effecting correction, if any	
21.103		Generation of perquisite calculation reports (Interest , car, furniture etc.)	
21.104		Facility for generating Union/Welfare Associations/executives club membership details/records along with monthly subscription.	
21.105		Facility for Generation of tax estimation report as and when required	
21.106		Facility for Generation of Member wise festival advance report.	
21.107		Facility for Generation of Leave Encashment report(Daily report and member wise report)	
21.108		Facility for perquisite calculations.	
21.109		Facility for Furniture perks & deductions basing on the value of furniture provided.	
21.110		Facility for the declaration and details of dependents.	
21.111		Increments, Switchover increments, sanction / reduction/restoration of increments/	
21.112		basic pay in punishment cases, shifting of the date of increment due to LOP etc., special increments for CAIIB /Graduation etc.	
21.113		Salary attachment in case of Court Orders/ Garnishee Orders.	
21.114		Starting & stopping deduction.	
21.115		Provision of Suspending and Restoring deduction of particular Court order on receipt of another order.	
21.116		Reports :	
21.117	1	Member wise orders received.	
	2	Member wise & Order wise ledger.	
	3	Monthly remittance letters.	

		4	Monthly deduction report Member wise & Member cum	
		5	Beneficiary wise	
			Capability to map with New Pension Scheme (NPS) w.e.f. 01.04.2010.	
21.11 8			Calculation of Tax on Terminal Benefits/ Leave encashment.	
21.11 9			Allotment of cars and other vehicles to executives (Part of Establishment & pay roll)	
21.12 0			Facility to restrict the administrative functions to a few select salary users	
21.12 1			Calculation of tax on perquisites given to the employee	
21.12 2			Calculation/ Recording of employees' perquisites and other information relevant in computing their tax liability as tax components	
21.12 3			Defining the tax rules to determine employees' tax liability as per changes by the Central Govt.,/ local statutory legislation for arriving at the actual tax liability of employee	
21.12 4			Automatic calculation and deduction of tax.	
	21. 124 a		Ability to generate payroll/salary register for current month and previous months.	
21.12 5			Capability to provide tax patches /Form 24 Q patches to automatically take care of tax calculations on changes in tax laws	
21.12 6			Projection of the tax liability of an employee for the period within a tax calendar and providing tax planners to the employee	
21.12 7			Provision to record other table earnings (in case of income from other sources, investments)	
21.12 8			Handling of exemptions and rebates as per the Income Tax Rules	
21.12 9			Handling of exemptions and rebates LFC and medical exemptions as per IT Rules	
21.13 0			The system should display the status of the salary calculations	
21.13 1			Scope for multiple times test run of salary, before finalization to ensure accurate pay computation	
21.13 2			The system should have the ability to take deductions in the current period or any pay period or periods selected , in any user defined	
21.13 3			Maintaining the start and stop dates for deductions on the employee master file on user defined employee	
21.13 4			Facility to effect mass changes on deduction amounts, example staff welfare fund deduction, Subscriptions to Association/ Sports clubs	
21.13 5			Reversal of deduction, to be included in next salary if incorrectly withheld or supplementary run	
21.13 6			Deduction of amounts is determined by amount of earnings, percent of earnings	
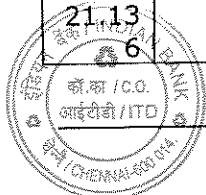
21.137		Prioritization of deduction based on the separate priority numbers allotted to the deductions (statutory/non-statutory)	
21.138		Ability to be prompted by system when employee status changes on account of grade change / transfer	
21.139		The system should have the provision for generation of standard and ad-hoc salary reports	
21.140		The system should have the provision for generating user defined reports	
21.141		Automatic update of salary database for changes in employee record without interfering with salary processing (eg promotions in the middle of month)	
21.142		Automatic update of salary database when pay rate changes occur	
21.143		The system should have the provision for back dated calculations and should have the provision to suspend salary runs (cases of salary not drawn). Provision for deletion/ disable of salary for chronic leave takers from the main salary	
21.144		The system should have the ability to reflect salary adjustments in correct pay period for over time as well as leave adjustments	
21.145		The system should have the capability to deduct the loans and advances in subsequent pay periods with a single transaction	
21.146		The system should have the ability to maintain the salary information i.e. Record of all pay of all activity for each employee for a user specified period	
21.147		The system should have the ability to link with punishments i.e. Suspension should result in subsistence allowance (user defined)	
21.148		The system should have the provision for arrears calculation on account of salary revision, refitment, reinstatement, retrospective release of increments/allowances	
21.149		For retired employees: Provision for salary arrears calculation including gratuity, Calculation of Income Tax and Professional Tax during retirement	
21.150		The facility to support provisions of IT as applicable to different financial years	
21.151		The facility to store the income tax computation of past 3 to 5 years data along with the current year	
21.152		Facility to generate the salary projections every quarter and provide display and print the same for ZOs information	
21.153		Facility to generate the statutory reports or user need based reports as and when required as per statute/as per user	
21.154		Facility to fill the returns online directly from the package into the NSDL application for filing 24Q quarterly returns	
21.155		Facility to download Form 24Q quarterly returns data and file the return manually with TIN facilitators. Various reports related to this module as per the requirement.	
21.156		Facility to load the data manually where the corrections are needed or changes warranted	

21.15 7		Facility to the individual returns online which may be provided through facilities with the TIN providers during the days to come	
21.15 8		Provision to generate the following Income Tax related reports	
21.15 9		Tax deducted for employee for given month Tax deducted for an employee (HO & ZO wise) Income Tax declaration form	
21.16 0		Rent paid details in Form 3	
21.16 1		Other Income for Form 8(1) for deduction u/s 80DDB	
21.16 2		Tax investment report year-wise TDS at source year-wise Annexure to form 12 C	
21.16 3		Salary paid for full year (IT Review - Projection) Annexure 2 form No. 8E	
21.16 4		Annexure 2 form No.8E Arrears or advance salary	
21.16 5		Form for sending particulars of income u/s182 (2B) for year ending 31 March	
21.16 6		Form 8 BA List of users	
21.16 7		Tax deducted for the FY Yearly tax paid details	
21.16 8		Form 24Q deduction details report Form 24Q salary details report Form 24Q section 8 report	
21.16 9		Form 24Q section 16 report	
21.17 0		Form 24Q perks report	
21.17 1		Form 24Q section 80 report Form 24Q section 88 report Income Tax for FY	
21.17 2		Provision to generate the following reports related to E-TDS Details of challans remitted	
21.17 3		Particulars of deductees	
21.17 4		Challan-wise reports (for particular challan with details of TDS remitted through that challan)	
21.17 5		Reports 27 A - Report for filing of TDS returns Details of employees with PAN particulars	
21.17 6		Details of salary particulars with investment / rebate details	
21.17 7		Report on perquisite details paid to the employees	
21.17 8		Provision to generate the following reports related to salary	
21.17 9		Salary calculation error/negative earnings/ subsistence/APF unrecovered/no salary report ZO-wise, slab-wise professional tax recovered report	
21.18 0		Report on PF deductions recovered from the salary to be submitted to PF section	

21.18 1		Maintenance of DCPS on the same lines of PF Master. It should have the month wise details of recoveries from salary and Bank contribution and remittance to NSDL for each employee. Generation of list of employees without PRAN number and the total amount of DCPS held by Bank against each employee. Facility to receive the employees' PRAN number data from Govt Service Business Br. For updation in salary master. Facility for generation of auto reminders to staff who have not obtained PRAN Number.	
21.18 2		Report on various other recoveries deducted from the salary to be submitted to various sections	
21.18 3		ZO-wise report on society deductions recovered from the employees	
21.18 4		Report of the members for all the unions/ societies	
21.18 5		Report on quarters and HRR recovered from the salary	
21.18 6		Administration of Group Saving Life Insurance	
21.18 7		Enrolment of employee into the scheme - inclusion of new insurance schemes	
21.18 8		Recovery of monthly premium from salary - towards insurance schemes availed by employees	
21.18 9		The system must capture at least following insurance details: Policy Number, Risk Covered, Name of the insurer, Period of insurance, Premium paid, Terminal value of settlement	
21.19 0		Provision for remittance of GSLI premium with list of staff to LIC; REMITTANCE of insurance premium deducted from salary at Branch Level/Head Office Level	
21.19 1		Consolidation of GSLI premium and remittance to LIC on a specified period (Monthly, annually, etc)	
21.19 2		Change in premium amount done based on change / revision in policy availed GSLI	
21.19 3		Change in category of members done at the time of annual renewal GSLI	
21.19 4		Generation of Master list at the time of annual renewal GSLI	
21.19 5		Receipt of claims from retired and expired employees GSLI	
21.19 6		Passing of payment to employee on receipt of same from LIC	
21.19 7		The system should support creation and maintenance of the Bank's Branch master which can be directly linked to the payroll	
21.19 8		The system should support calculation of withheld salary of relevant period and also recover the salary which was released earlier for that period basing on leave sanctioned	
21.19 9		The system should calculate salary for the employees who are on long absence on actual attended days	
21.20 0		Previous Months Unpaid salary pay in the current month as Arrears Salary	

21.201		With holding & Release of Salary	
21.202		Provision to capture the details of salary reimbursed to sponsor bank related to the officials deputed from sponsor bank along with the service tax.	
21.203		Online Application for festival advance and sanction, automatic recovery of instalments from payroll	
21.204		Loan EMI deduction must be directly linked from CBS with monthly salary computations	
21.205		Loan EMI deduction must be directly taken from CBS & linked with monthly salary computation and with accounting books.	
21.206		Linkage with Superannuation desk for recovering outstanding balances at the time of superannuation and settlement thereof.	
21.207		Control Reports: comparison of current month salary cadre wise , Head wise with previous month and generation of	
21.208		Maker Checker Ability for all Transactions	
21.209		Tool for migration of the entire data from the present system to new system without any manual intervention.	
21.210		Consolidated TDS	
21.211		Should have the facility to get data from various sources of income like Salary, Pension, Taxable Gratuity, Medical Expenses, Encashment, Travel Expenses, perquisites, Income Tax Savings etc. to arrive at the Income tax.	
22.Provident Fund			
22.1		Integration between PAY Module and PF Module for easy data flow from one module to another.	
22.2		All recoveries from the salary shall be credited directly to the respective PF heads like PF(EC),VPF, PF loan, RWPF loan, Int on PF loan, int on RWPF loan employee wise on the date of salary. This process shall be triggered by Pay Module. In case of PF optees, the system shall credit an amount equal to PF(EC) recovered from salary to PF(BC) of the employee.	
22.3		The system should calculate interest for PF (EC), PF (BC) and VPF on half yearly basis on 30th September and 31st March or on such basis as may be prescribed from time to time at such Rate of Interest as may be prescribed from time to time.	
22.4		At the time of separation, interest shall be calculated up to the date of settlement or 3 months from the date of separation whichever is earlier for PF(EC), PF(BC) and VPF. However for PF loan and RWPF loan, interest has to be calculated upto the date of settlement, whatever be the period. After settlement, the accounts should be closed. In case of PF optees who are punished with dismissal / removal, their PF (BC) should not be paid but credited to the BC Withheld account. Appropriate notes for sanction of PF settlement, generation of PF settlement advice, Receipt etc should be available. Provision to enable "going to be separated staff" to view the details of his terminal benefits as on the date of his separation.	

22.5		For PF loan and RWPF loan, interest has to be calculated when the principal becomes zero or at the time of settlement on separation. And also when the employee wants to pre-close the loan, the system should calculate interest upto the date of closure. Provision is required to display interest payable on the running PF loan / RWPF at any point of time. The system should support change of ROI for subscription and loans as and when required. Loan interest is 1% higher than SUB. int rate.	
22.6		The system should support receipt of PF Loan / RWPF Loan / Spl Clean Loan / NRW applications online from the employees through Self Service Portal; gather basic pay, fpp, pqp, spl allowance ranking for PF from the Salary data. In case the employee is applying for PF loan when a current loan is existing, the system should check that 6 months have elapsed from the last date of availment ; calculate interest for the existing loan upto the date of sanction of fresh loan and arrive at the amount payable by the employee. Then the system shall arrive at the fresh loan amount (3 times of (basic+fpp+pqp+spl allowance ranking for pf), deduct from it the amount payable for the existing loan and arrive at the net amount payable to the employee. In case of RWPF loan, the employee can avail once in 4 years only. When an application for RWPF is received, the system shall verify whether previous RWPF loan has been fully repaid with interest. If not, overdue amount (principal+interest) shall be recovered from the new loan amount provided 4 years have elapsed from last availment. The system should generate data in the required format for the loans so sanctioned for uploading in the CBS system. The system shall generate the necessary sanction note / minutes / vouchers as per format.	
22.7		Apart from PF loan and RWPF loan, the system shall support Non-Refundable withdrawal of PF + VPF as per norms. The system shall have facility to cancel the NRW, if the employee applies for it before the amount is credited to his account. The system shall generate the necessary sanction note / minutes / vouchers as per format.	
22.8		In case the employee is not eligible as per norms for PF/RWPF/Special Clean Loan/ NRW system to alert with message and the application for the same in the system should not be allowed.	
22.9		Besides PFL, RWPF and NRW, the system should support issuing sanction letters for Special Clean Loan against PF based on certain parameters (i.e. 3 times of Basic+fpa+pqa+spl.all. ranking for PF subject to availability of sufficient PF+VPF balance as per norms). The employees are also entitled for Term Loan against PF for which the System should generate PF balance intimation letter to the employee; When Term loan is sanctioned, lien should be marked on the PF balance. This lien amount shall be reduced from the PF / VPF balance while arriving at the eligibility amount for PF loan / RWPF loan/ Spl clean loan / NRW. The balance intimation letter should be as per format. The Branch should have facility to download the Balance Intimation letter for Term Loan and online facility for marking lien on PF. Similarly, staff should have the facility to apply online for balance intimation letter for availing Term Loan.	

22.10		PF loan amount : 3 times (basic+fpp+pqp+spl all ranking for pf) or PF+VPF balance whichever is lower.	
22.11		RWPF loan : 6 times (basic+fpp+pqp+spl all ranking for pf) or (PF+VPF balance minus lien amount minus 3 times (basic+fpp+pqp+spl allowance ranking for pf)) whichever is less.	
22.12		Spl clean loan: 3 times (basic+fpp+pqp+spl allowance ranking for pf) or (PF+VPF balance minus lien amount minus RWPF balance minus 3 times (basic+fpp+pqp+spl allowance ranking for pf)) whichever is less.	
22.13		NRW: 3 TIMES permitted for one employee. For service 5 to 20 years one option at 50% of PF+VPF. FOR SERVICE 21-25 years II option at 75% of PF+VPF For service above 25 years, 75% of PF + VPF. The eligible amount of NRW is as specified above subject to the condition that the balance 50% / 25% of PF+VPF should cover 3times of (basic+fpa+pqa+ splall) + lien amount + RWPF balance. If there is any shortfall, NRW amount should be reduced to the extent of the shortfall.	
22.14		The amount of NRW shall be reduced from the outstanding PF and VPF balance and appropriate accounting entries shall be passed.	
22.15		Recoveries from salary should go to the credit of respective PF loan / RWPF loan account of the employees. Once the loan balance becomes zero, the system should calculate interest and recover it from salary in 2 instalments for PF loan and 4 instalments for RWPF. Interest amount should be separately shown. In case of preclosure, the system should calculate interest upto the date of closure. When NRW is availed, the staff cannot avail Spl clean loan for 6 months from the date of availment and also the staff has to close the Spl clean loan if any at the time of availing NRW. periodicity of loans : PF loan - 6 months after previous availment; RWPF - 4 years after previous availment. Spl Clean Loan: 10 months after previous availment. The laon should move to closed status when principal becomes zero and interest between zero and -50	
22.16		Generation of Reports	
	1	Generation of Statement of PF(EC), PF(BC) and VPF on Half Yearly / User defined basis for all employees	
	2	Statement of PF loan and RWPF loan account for an employee.	
	3	Settlement calculation sheet	
	4	Settlement payment order	
	5	Settlement covering letter	
	6	Settlement Note	
	7	Notes and minutes for sanction of PF loan, RWPF loan, NRW, Spl clean loan, PF settlement, refund, BC withheld etc.	
	8	NRW receipt and advice	
	9	Spl clean loan sanction letter	
	10	PF balance intimation letter for TL.	
	11	Monthly Statement on staff members for whom no credit was received during the month for all types of PF Loan and RWPF.	

22.1 7		Process flow :	
	1	Refund of excess recovery received in PFL & RWPF	
	2	Direct credit of PF related recoveries in case of deputed staff	
	3	Database required for sundry creditors (others), sundry creditors (BC withheld) & sundry creditors (closed).	
	4	Process for payment/ transfer from sundry creditors (others), sundry creditors (BC withheld) & sundry creditors (closed) and preparation of note thereof.	
	5	CONTRA entries for transfer from principal to interest and interest to principal in case of PF loan and RWPF loan	
	6	Facility for the following contra entries : 1. Debit PF(EC) CREDIT INTEREST 2. DEBIT INTEREST CREDIT PF(EC) 3. Debit PF(BC) CREDIT INTEREST 4. DEBIT INTEREST CREDIT PF(BC) 5. Debit VPF CREDIT INTEREST 6. DEBIT INTEREST CREDIT VPF 7. DEBIT SUN.CRE / SUN.CRE.(CLS) / SUN.CRE.(BC WTHD) CREDIT BANK A/C.	
22.1 8		Cancellation of PF loan, RWPF LOAN & NRW and creating appropriate GL entries. 2. Marking, shifting, cancellation, modifying of lien in case of Term loan against PF.	
22.19		The system should maintain nominee details and payment to nominee in case of death of an employee:	
	1	Create new investment with full details	
	2	Accounting for incentive / Premium / Discount	
	3	Tracking interest receipt and passing GL entries when received.	
	4	Calculate Interest Accrued on investment and pass GL entries.	
	5	Redemption/ partial redemption of investment and passing of GL entries.	
	6	Posting of GL entries in respect of all Investment and interest transactions.	
	7	Put and Call option	
22.20		Generation of Reports	
	1	Holding report	
	2	Investment rating report	
	3	Monthly maturity of investment	
	4	Expired Investment	
	5	Interest Due Report	
	6	Interest Received Report.	
	7	Average yield on investments	
22.2 1		The system should also facilitate checking of any disciplinary action in process against the employee. All Terminal benefits shall be paid only if clearance is received from Vigilance, DP, Staff Accountability besides clearance from zonal offices where officer has earlier worked.	
22.2 2		SR NO is the PF index number of the employee.	
22.2 3		Facility to generate monthly recovery data in case of PF / RWPF Loans and automatic submission to Payroll module for effecting	

		recoveries from salary.	
22.24		Consolidated Statement of Zone-wise contributions received during the month	
22.25		Access to every Employee to view his PF statement of account through Self Service Module.	
22.26		Subscriber-wise Statements for downloading by subscribers through self service portal	
22.27		Provision to arrive at the taxable portion amount (if any) in the interest credited to PF account.	
22.28		Support to credit the amount of interest at prescribed rate to PF accounts (Half yearly or at such periodicity as may be prescribed) depending upon yield earned from investment in securities. The system should handle interest processing	
22.29		Accounting procedure for PF, Pension and Gratuity including generation of Trial Balance, Balance Sheet and Profit & Loss Account for any given date. Closing of Accounts for every financial year	
22.30		Facility to submit Nomination online for PF / Gratuity. Generation of acknowledgement after it is forwarded / authorised. Online approval of nomination submitted. Registration and auto-mailing of confirmation to staff. Maintenance of record of nomination/amendment in nomination for PF, Gratutity etc	
22.31		Marking of lien on PF & Gratuity with reasons thereof.	
22.32		The system should support capturing sundry creditors data with all its sub heads.	
22.33		In respect of all the above financial transactions, appropriate GL entries shall be passed, generation of vouchers and related reports.	
22.34		Posting of GL entries for all transactions, creation of Trial Balance & Balance Sheet on daily basis (assets and liabilities should tally with each other), creation of transaction log.	
22.35		Tool for migration of the entire data and customised programs from the present system to new system without any manual intervention.	
22.36		Settlement of PF on separation. Checking for lien amount, Calculation of interest, closing of PF loan and RWPF loan and arriving at the net Settlement Amount. Generation of PF receipts, vouchers and posting of GL entries on settlement of PF	
22.37		Maker Checker Ability for all Transactions	
22.38		All Process can be system driven. Flow of notes / minutes from one desk to another or from one authority to another through the system with provision for marking remarks and approval through bio-metric / digital signature may be enabled.	
22.39		Salary input for PF loan/RWPF loan recovery to be automatically taken by the system	
22.40		Similarly posting of salary recovery to be done at the time of salary credit	
22.41		However for PF/BC & DCPS/BC reported to received for onward remittance to pension fund and government service branch through system and Placing note to GM for approval of payment	

		of BC (PF & DCPS)	
23.Pension			
23.1		Calculation of first pension and commutation, first family pension, calculation and payment of monthly pension, family pension, ex-gratia pension, spouse ex-gratia, calculation of DA based on the Bi-partite period, Recording of Life certificates, non-marriage and non-employment certificate, Withholding of pension / F.P./ EXG for non-submission of Life Certificate / non-marriage / non-employment certificate as the case may be, restoration of pension upon submission of L.C. and calculation of arrears of pension from the month of withholding to month of restoration, facility to make such payments on any date, recovery of punishment amount from the pension as per the order given by appropriate authority for the specified period and restoration of the same on completion of punishment recovery, closing / expiry of pension, CRS Pension, Provisional pension, option to have different / no fraction of commutation, restoration of commutation, Posting of GL entries, Trial Balance, Balance Sheet, PVO, submission of data to actuary, TDS calculation based on pension, salary, gratuity, PL encashment, 80C savings submitted by pensioners etc., Whole time Directors pension, accounting of CBS rejected entries, provision for recovery of pension in case of punishment after separation, preparation of consolidated notes/minutes for first time pension/ commutation.	
23.2		Online Registering of Pension applications through Self service portal (Normal, Family Pension,VRS, Provisional, Whole time Directors pension, CRS Pension, etc.) . Entering of pension application at branch level and verification at the branch level for correctness of details - to be downloaded at our level	
23.3		Support for Different types of pension like normal, family, VRS, CRS, provisional, ex-gratia, family ex-gratia and Whole time directors pension - calculation, generation of notes, GL posting, CBS data creation etc.	
23.4		Seamless movement of required data for calculation of pension and commutation like last 10 months salary, Date of Birth, Age, date of joining Bank, LOP, UAA, Sabbatical Leave, Extraordinary Leave , DP/VIG/ SAC clearance from the database available in the system to Pension Module. No manual data entry. Integration with other modules required.	
23.5		Pension and commutation calculation sheet, preparation of note for sanction of pension & commutation, calculation of pension arrears, facility to calculate pension arrears across different bipartite period and posting of GL entries. Calculation of family pension and Preparation of sanction notes for family pension, Enhanced family pension, ordinary family pension as per norms. Facility to stop pension. To credit pension recovered.	
23.6		Generation of PPOs with photos after uploading of photos.	
23.7		Preparation of sanction letters for Pension / Family Pension and other types of pension.	

23.8		Preparing revised sanction notes, sanction letters, updation of Pension Pass Books on account of revision of pension due to increments, punishment, wage settlement etc.	
23.9		Handling of representations received regarding pension	
23.10		Entering details of Legal Opinion obtained from Law Department, if required.	
23.11		Maintaining details of sanctions of normal pension, family pension and all other types of pension	
23.12		Calculating revised pension and pension arrears payable on account of revision in pay scales.	
23.13		Capture DA rates in pension module at half yearly intervals for all groups (bipartite groups)	
23.14		Preparation of pension roll for payment of monthly pension using the software package	
23.15		Preparation of data for CBS uploading	
23.16		Capture details of Salary paid upto retirement, Gratuity and Encashment of leave paid during the current financial year from the respective database for assessing the taxable income for the year.	
23.17		Obtain declaration of savings from the pensioners regarding savings to be made by them during the current financial year for the purpose of IT deduction through Self Service Module.	
23.18		Online facility to register Life Certificate at branches and integration with Jeevan Praman, Non-marriage, Non-Employment Certificate from Pensioners/ Family Pensioners. Scrutiny and Review of the certificates and stoppage of pension from January wherever certificate is not in order or not received.	
23.19		Mantaining data base viz. Address, Telephone numbers, e-mail and PAN of Pensioners.	
23.20		Facility for uploading of Sec 80(C) INVESTMENTs by Pensioners in Self Service Portal and Verification of the same at Corporate Office.	
23.21		Assessment of IT and effecting monthly recovery of IT and remittance of the same to IT Authorities.	
23.22		Issue of Form 16, IT review sheets	
23.23		Accessing the required data from the respective modules for disbursement of monthly pension like name, sb a/c no. etc..	
23.24		Generating reports P1 to P5 in respect of all Pension optees, Pensioners and Family Pensioners for actuarial valuation of pension liability. Provision to generate data to be given to Actuary	
23.25		Provision for Pension Revision and calculation of arrears, if any.	
23.26		Linking pension details with salary details of pensioners who are employed in Bank. (Family Pension cases) for TDS purposes	
23.27		Report of all pensioners, separately indicating the types of pensioners, the amount of pension, date of retirement, last drawn pay and other details, for all pension paying branches	
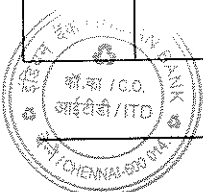
23.28		Report of all family pensioners, separately indicating the rates of pension, the amount of pension, name of employee in respect of whom the family pension is being paid and other details, for all pension paying branches	
23.29		Report of all ex-gratia recipients, separately indicating the date of retirement, last drawn pay and other details, for all pension paying branches	
23.30		Report of all family ex-gratia recipients, separately indicating the name of employee in respect of whom the ex-gratia is being paid and other details, for all pension paying branches	
23.31		Investment	
	1	Create new investment with full details	
	2	Accounting for incentive / Premium / Discount	
	3	Tracking interest receipt and passing GL entries when received.	
	4	Calculate Interest Accrued on investment and pass GL entries.	
	5	Redemption/ partial redemption of investment and passing of GL entries.	
	6	Posting of GL entries in respect of all Investment and interest transactions.	
	7	Put and Call option	
	8	GL positing for LIC	
23.32		The following reports are required (Investment)	
	1	Holding report	
	2	Investment rating report	
	3	Monthly maturity of investment	
	4	Expired Investment	
	5	Interest Due Report	
	6	Interest Received Report.	
	7	Average yield on investments	
	8	Interest Accrued Report for every half year.	
23.33		Retirement Forecast, Restoration report, variation report. Monthly pension / F.P./ EXG paid report.	
23.34		Calculation of Family Pension -- Calculation to be made for enhanced family pension till eligible date and ordinary family pension thereafter wherever eligible	
23.35		Calculation of arrears / revised pension on sanction of stagnation increment after retirement	
23.36		Regarding investments for tax purpose, capturing of account number in case of investments made as deposits in our Bank itself	
23.37		For any information/details entered in the pension site, no modifications shall be allowed, only additions to be allowed	
23.38		Integration with other modules so that all relevant data shall be taken from the modules and no manual data entry shall be made. (Last 10 months basic pay, name of retiree, name of spouse, VIG / DP Clearance etc.)	
23.39		Tax details - deductible, deducted to be stored for ready reference	

23.4		Actuary data - submission of details through system - recording of actuarial valuation reports on receipt	
23.41		Facility to recalculate pension on account of increments, reduction of pay etc after retirement	
23.42		Separate D.A. table for Whole Time Director pension and separate calculation process and procedure.	
23.43		Projecting pension on basis of Pay expected at time of retirement [up-to 5 years in advance] taking into consideration the existing pay and expected pay in the intervening period as per the rules of the Bank.	
23.44		Calculating Total estimated future outgo of pension / ex-gratia on annual basis given the no of retired employees, future retirees and pay and Dearness relief.	
23.45		Calculation of Total outgo as at 16.44 above and the estimated rate of contribution to the Fund calculated on the basis of projected salary	
23.46		SR NO is the Pension index number of the employee.	
23.47		Support to generate pension advices (first time pension settlement and also monthly pension payment)	
23.48		Facility to generate pension register with monthly paid details	
23.49		Provision to maintain nominee details to facilitate processing of family pension.	
23.50		Facility to store the details of family pensioners such as nature of relationship with the pensioner, family pensioner's date of birth etc.	
23.51		Should be integrated with payroll system	
23.52		Facility to calculate revised pension and pension arrears as per Bipartite settlement & Bank Officer Service Regulations	
23.53		Support for revision of DA every Half Year – August & February.	
23.54		Support in linking / integrating pension with calculation of Tax	
23.55		Eligibility and terms for payment and calculation of Ex-Gratia	
23.56		Support for payment of Family Ex-Gratia	
23.57		Details of provisional pension being paid	
23.58		Interface with Pensioners Self Service portal	
23.59		Generate Pension Slip,/PPO	
23.60		Obtain details of Pension, salary if any, PL encashment if any, taxable gratuity if any etc received during financial year. Calculation of Tax by putting admissible deductions in Tax window	
23.61		Update personal details i.e. address, Tel. No. etc.	
23.62		The system should GENERATE Income Tax Forecast Report. Report of pension paid for any given pensioner.	
23.63		The system should support payment of pension to different pensioners on different dates during a month. Suppose, some pensioners are not paid pension on 1st of the month due to non-submission of life certificate, the system should support payment of pension on a different date during the month to such pensioners after receipt of Life certificate.	
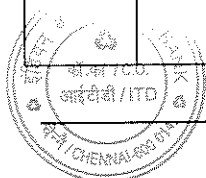
23.64		The system should support all related accounting procedures including generation of vouchers and related reports	
23.65		System should generate the monthly report of pension/family pension disbursements with the details of number of regular pensioners, first pensioners, regular family pensioners, first family pensioners, ex-gratia pensioners, spouse ex-gratia pensioners etc. with the amount disbursed.	
23.66		Posting of GL entries for all transactions, creation of Trial Balance & Balance Sheet on daily basis (assets and liabilities should tally with each other), creation of transaction log.	
23.67		Provision for accounting CBS rejected entries and posting GL entries for the same.	
23.68		Tool for migration of the entire data with customised programs from the present system to new system without any manual intervention.	
23.69		Preparation of Debit authority, reports, Receipts, Calculation sheets, checklists, notes, minutes, vouchers for first pension, commutation, monthly pension, family pension, crs pension, provisional pension etc.	
23.70		Calculation of all types of pension, commutation, recovery for commutation, calculation of dearness relief at different rates for different bi-partite periods, revision of DA rate every 6 months	
23.71		Maintenance of Trust Accounts – preparation of Trail Balance, Income & Expenditure, Balance Sheet, Interest Accrued Report for investment	
23.72		All Process can be system driven. Flow of notes / minutes from one desk to another or from one authority to another through the system with provision for marking remarks and approval through bio-metric / digital signature may be enabled.	
24.Gratuity			
24.1		Verification of DP / Vigilance / Staff accountability /Zonal Clearances through SAP so that the respective dates will be made available in the Minutes	
24.2		Extraction of all relevant details like average salary, last drawn basic, DA, PQP, service details, LOP UAA from the relevant SAP MODULES. Full integration with other modules required. No manual data entry. Leave details may be taken from SAP Module in case of LOP and UAA	
24.3		Generation of reports, Notes, minutes, Receipts, Gratuity calculation reports, Checklist, covering letters, Form L, Trial Balance etc	
24.5		Calculation of arrears due to increments sanction and Bipartite arrears. In the same way provision to be made for recovery of any excess payment. Storing of data relating to payment of arrears, recovery of excess.TDS etc in the data base.	
24.5	1	Create new investment with full details	
	2	Accounting for incentive / Premium / Discount	
	3	Tracking interest receipt and passing GL entries when received.	
	4	Calculate Interest Accrued on investment and pass GL entries.	

	5	Redemption/ partial redemption of investment and passing of GL entries.	
	6	Posting of GL entries in respect of all Investment and interest transactions.	
	7	Put and Call option	
	8	GL positing for LIC	
		The following reports are required	
24.6	1	Holding report	
	2	Investment rating report	
	3	Monthly maturity of investment	
	4	Expired Investment	
	5	Interest Due Report	
	6	Interest Received Report.	
	7	Average yield on investments	
	8	Interest Accrued Report for every half year.	
24.7		Provision may be made to generate reports of Gratuity settled based on SR No. , date of settlement and between two dates. The system should generate all types of reports/registers related to Gratuity management	
24.8		Provisions to be made in punishment cases, details relating to Notices, form M etc	
24.9		Provision for Outstanding liabilities, unclaimed gratuity with GL postings	
24.10		Provision for entering ineligibility gratuity in the system with reason	
24.11		Interface for crediting Gratuity amount in CBS.	
24.12		The system should perform forfeiture of Gratuity in case of dismissals etc.	
24.13		Provision to generate data to be given to Actuary	
24.14		Support calculation of Gratuity payable to employees on separation as per Rules & regulations of Gratuity Act as well as Service Regulations/ Bi-partite settlements. Calculation of TDS as per rules.	
24.15		Provision for calculation and payment of gratuity to Tiny deposit agents who are not our employees and accounting thereof in the books of gratuity i.e. passing of GL entries ets.	
24.16		In case of delayed settlement of Gratuity, interest is payable if the delay is for more than 1 month from the date of separation; the user should have the option to pay or not to pay interest for delayed settlement of Gratuity.	
24.17		Generation of vouchers; Posting of GL entries for all transactions, creation of Trial Balance & Balance Sheet on daily basis (assets and liabilities should tally with each other), creation of transaction log. Income & Expenditure account; Provision to view GL entries / balances.	
24.18		Tool for migration of the entire data and customised programs from the present system to new system without any manual intervention.	
24.19		Maker Checker Ability for all Transactions	

24.20		All Process can be system driven. Flow of notes / minutes from one desk to another or from one authority to another through the system with provision for marking remarks and approval through bio-metric / digital signature may be enabled.	
24.21		Provision to alert regarding ineligibility for gratuity in case of employee (after entering the SRNO) • With less than 5 years of service • Increment due • LOP/UAA	
		25.TA Bills & Medical Insurance Scheme	
25.1		Receipt of application for issue of letter to Hospitals for Health Check-up / Executive Health Check up through Self Service Module.	
25.2		Issue of letters for health check up / executive health check-up through Corporate Office / Zonal Offices to approved hospitals / Laboratories / Diagnostic Centres.	
25.3		System should support entering the details of health check up / Executive Health Check up undergone by staff by Branches / Zonal Offices / Corporate Office. The Corporate Office shall process the entries and make payments to Zonal Offices / Hospitals for the amount of the bill based on the claims entered.	
25.4		The system should not permit to avail the Health Check up more than once during the same calendar year.	
25.5		Submission of dependent details of serving and retired staff to the Insurance Company for Medical Insurance Scheme.	
25.6		Handling of representations from employees through self service	
25.7		Preparation of annual budget for revenue expenditure of HRM / HRD Departments based on the expenditure incurred for the previous year and current year	
25.8		Monitoring of Sundries Receivable entries	
25.9		Employee-wise details for recovery of outstanding / excess advances, if any	
25.10		Facility for Online application seeking tour approval/station leave (by officers) by the employee for official work and to download sanction.	
25.11		Facility to provide online sanction of Tour by the authority. Generation of sanction number for tracking subsequent activities	
25.12		Facility to seek online permission from competent authority to travel by a mode of travel other than permitted one	
25.13		Facility for submission of TA Bill/LFC Bill/ LFC encashment	
25.14		Online application facility to seek travel advance based on sanction number	
25.15		Online sanction of travel advance by concerned official	
25.16		Payment of travel advance via payroll	
25.17		Payment of travel advance via direct payment (Finance)	

25.17 a		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 etc. T A Bill - in warding , date of journey, place of visit, purpose, head wise claim Amount, advance taken, balance amount and sanctioned amount, Full Rejection/partial Rejection with reasons, automatic generation of reports and upload the necessary tickets/vouchers needed. Provision to tag TA proceedings to various groups like training, training centers etc.	
25.17 b		Provision of auto calculation of Per Diem based on city/country	
25.18		Reversal of advance on sanction of T.A. Bill	
25.18 a		On full adjustment of advance, SR-II advance amount to be reversed.	
25.19		Facility to generate online reminder letter for the concerned employee in case of non submission of tour expense claim within a fixed time period especially when advance has been paid.	
25.20		Facility to generate separate sanction number when employee wish to avail LFC facility for dependents separately and self separately	
25.21		Payment of Medical Aid on declaration basis.	
25.22		Record of Employees covered under the third party Medical Insurance for which the Bank has made premium payment during every year of renewal.	
25.23		Provision of claim details made by the employee with the TPA under Medical Insurance	
25.24		Handling of Bank's TOP-UP (Corporate Buffer), by allowing the staff to apply through online. The approval and intimation to be system driven.	
25.25		Details of dependents with age relationship and annual income for Medical Insurance and LFC to be captured from the system.	
25.26		Details of Hospitals with whom tie-up arrangements for health check-up / executive health check up facilities have been made, the details of tie-up and payment rates and terms.	
		26.Staff Re-imbursements and Welfare	
26.1		The system should have facilities to maintain various staff welfare scheme like Claim of Spectacles reimbursement, Cost of Accessories for Physically challenged employees, Canteen Subsidy, Fuel expenses and Outfit allowance for Staff, and all the Welfare schemes including for retirees , preparation of Budget, passing of welfare expenditures against the budgeted level, provision for re-alignment of budget in case expenditure overshoots budget, automatic data flow to the CBS system for crediting the proceeds and generation of relevant reports	
26.2		The System should have provision for receiving applications for Sanction of Scholarship, Books and uniforms for wards of the staff members through Self Service Portal, do the processing for selection of wards for Books and uniform and scholarship and generation of relevant reports like sanctioned and rejected details. Generation of data for credit in CBS system.	

26.3		The system should have provision for processing ex gratia in lieu of compassionate appointment and facilitate sanction as per approved guidelines. Processing of Compassionate appointment and note generation.	
26.4		Group Savings Linked Scheme - The System should have a provision to capture the details of members of the scheme, upload the Monthly subscription to GSLI from the Payroll System. Account for settlements received and payment thereof. Generate claim forms to be sent to LIC for withdrawal.	
26.5		The System should have a provision of maintenance of Holiday Homes, rent paid to holiday homes, contract period of holiday homes, automatic generation of reminders on renewal of contract for Holiday homes, generation of occupancy reports.	
26.6		The System should have a facility for receiving application through self service portal for retired Medical aid, reimbursement of Health check up charges for retirees, reimbursement of health insurance premium for retirees, process them as per eligibility and generate data files for credit to CBS. Retiree ID cards	
26.7		The System should have a provision to maintain the details of doctors engaged in various centres of the Bank, emoluments paid to the doctors, their contract period, and generation of related reports.	
26.8		Maintenance of details of SEED members, collection of contribution from members, payment to bereaved family.	
26.9		The System should support maintenance of Milestone award presented to the staff members. Generation of quarter wise/month wise list of eligible SRNO	
26.10		Maintenance of Mirror account of Staff Welfare Fund in the System, Generation of Statement of Affairs, like Source of Funds, Application of Funds, Balance Sheet. Etc., for audit purpose.	-
26.11		Provision to maintain provision of soap, shoes, Cotton & woollen uniform to sub-staff, uniform, shoes etc to Armed Guard	
26.12		Online Application via Staff Self Service Portal for all welfare related applications. The System should check various laid down eligibility criteria before submission of application. Facility to build eligibility criteria dynamically as and when it changes. Facility to intimate sanction or rejection online.	
26.13		Online Application for reservation of Holiday Homes through Staff Self service portal.	
26.14		Online Portal for Retirees for receipt of Online Applications for various Welfare schemes for retirees along with various validations and system checks.	
26.15		RECOVERY and remittance of DCPS contributions, processing of PRAN applications, storing of PRAN number. Reconciliation of Bank account maintained for DCPS recovery and remittance	
26.16		Reconciliation of Welfare Fund, generation of source and use of funds, Trial Balance and Balance Sheet	

26.17		All Process can be system driven. Flow of notes / minutes from one desk to another or from one authority to another through the system with provision for marking remarks and approval through bio-metric / digital signature may be enabled.	
26.18		SAP reports to be linked with salary data	
26.19		Outfit and fuel to be linked with salary and processed automatically	
26.20		Creche reimbursement to be automated	
26.21		GSLI/GPAP settlements to be maintained in SAP	
26.22		Compassionate appointments / Ex Gratia Application to be forwarded online / processed and sanction to be automated	
26.23		Automation of Canteen subsidy	
27.Learning Management System Features			
27.1		**Learner Management**	
27.2		**For Administrator**	
	1	Create Organization Hierarchy to form logical business units (BU) of users, user groups. Business units could be Zonal Office (ZO), Corporate Office (CO), Departments (say HRM), branches etc or any combination thereof.	
	2	Requests created by learning/reporting manager, for creation, updation, removal, expiration, blocking of user account for a learner, should appear in the dashboard of the administrator and the administrator should approve/reject for amendment/reject with comments. On approval, the learning manager and user should get an Email with the details.	
	3	Ability to Create & Manage User Group, where user groups themselves can be part of another user group and the same user can be part of multiple user groups with different roles.	
	4	Ability to Manage, update, remove Users, User groups, Roles, Privileges, business units (BU) with option to set expiry dates to effect expiry. The same user could have multiple roles.	
	5	Ability to identify Learning manager, Digital Library Manager, SME, panel member accounts which are set to expire in 15 (configurable number) days or have expired and send an email to administrator, HR team to extend the assignment or assign new officials, in advance, if required.	
	6	When a learning manager user account expires for any reason, then the all learners who are mapped to him/her has to be tagged to a new learning manager. All records (including, but not limited to, those mentioned in "Record Keeping" in of team members which would have shown in the expired learning manager account should reflect in the new learning manager's account. The same is be applicable for Digital Library Manager, SME, panel member also.	
	7	Ability to assign, in advance, a new Learning manager, Digital Library Manager, SME, panel member, from a specific date, by which the existing accounts will expire. The new account will automatically come into effect after the expiry of the existing account.	
	8	Ability to Configure/Customize User Roles, User Interface etc.	
	9	Ability to Integrate with HRMS for creation, modification, removal, expiry of user, role, hierarchy etc.	

	10	Ability to Bulk Import multiple users, user groups, business units from CVS, XLS, XLSX files. The template should be available in the system for download. Domain integrity of the data must be verified while uploading.	
	11	Ability to map a learner with learning manager	
	12	Ability to restrict access to business units, users, user groups	
	13	Ability to Import all User Account Data from CVS, XLS, XLSX files and Export in XLSX format. The template should be available in the system for download. Domain integrity of the data must be verified while uploading.	
	14	Ability to create job profiles	
	15	Ability to Define Custom Parameters – Location, Designation etc.	
	16	Single sign-on to access the entire functionality of the system.	
27.3		For Learner	
	1	Learner Dashboard should have Graphical and configurable Dashlets	
	2	Learning Centre should show all current/past/future trainings	
	3	Navigation should be User friendly	
	4	Ability to personalize Theme /Color/ Font	
	5	Ability to Self Register for Courses	
	6	Quick Support Information on Home Page	
	7	Single sign-on to access the entire functionality of the system.	
	8	In case of change in learning manager, the change should be seamless from the learner's perspective, without any impact on past, present and future learning engagements.	
	9	In case of expiry of users, all uncompleted courses, programs, trainings, any learning engagement should automatically expire and shouldn't show up in the defaulter report or any other report intended to track compliance.	
27.4		For Manager	
	1	Ability to map learner with a Job profile	
	2	Manager Dashboard should have Graphical and configurable Dashlets with details about learners and progress of training assigned.	
	3	Navigation should be User friendly	
	4	Ability to personalize Theme /Color/ Font	
	5	Ability to Create request for user account for a team member/learner for whom he/she is the learning manager. This request should be submitted to the administrator. Learning/Reporting manager should be able to create request only for the learners for whom he/she is the learning manager. The request could be creation, removal, updation, expiration, blocking of a user account.	
	6	In case of change in learning manager, all records (including, but not limited to those mentioned under "Record Keeping") of team members, that would have shown in the expired learning manager account should reflect in the new learning manager's account.	
	7	Single sign-on to access the entire functionality of the system.	
	8	Learning Management	

27.5		For Administrator	
	1	Ability to Build a Comprehensive learning Content library	
	2	Ability to play, render Multiple Content Formats – SCORM 1.2, SCORM 2004 (1st – 4th edition), EPUB 3.0.1, HTML (at least till major version 5) , Flash, Audio, Video, Text, Image, PDF, PPT, PPTX, files	
	3	Ability to create hierarchical training catalogue with support for multiple catalogues and ability to restrict users to certain catalogues	
	4	A course is the unit of learning. A group of courses could be grouped under a program. A course could be part of multiple programs. A catalogue would identify all courses and programs.	
	5	Ability to Manage Programs, Courses, Course catalogues, associate content to the courses	
	6	Ability to assign a pre-requisite course, pre-assessment and post-assessment for any course. When such a course is added to a program, all the pre-requisite courses and assessments should form part of the program automatically and the system should provide information to the learner about the pre-requisites courses or assessments when that course is opened or completed as the case may be.	
	7	Ability to add content from both digital library and custom developed content to the courses.	
	8	Courses, Programs could be self-paced or time bound	
	9	Courses, Programs could be associated to a mandatory assessment.	
	10	Ability to Assign Courses/Programs to learner/learner groups.	
	11	Ability to archive courses, programs, catalogues and restore from archives	
	12	Ability to restrict course, program for prior approval of the learning manager.	
	13	Restricted Courses – A learner can request a course, program and access it after approval from the learning Manager	
	14	Open/Public courses – A learner can add course, program without prior approval	
	15	Ability to Create rules, restrictions, policies, expiration etc. for content, courses, programs based on the users/user groups/business units. For example, Training, Courses, Programs could be mandatory with a deadline for a group of users.	
	16	Ability to create certifications for courses, programs, with Custom Templates created and managed by Administrator. Certificates could be downloaded by the learner from his/her dashboard.	
	17	Learner should get points for completing courses, programs	
	18	Ability to bulk Assign Courses, Programs, Classroom trainings	
	19	Ability to Manage Training Need Identification for closing competency and skill gap.	
	20	Learning Center showing progress on all current, past, future course/programs/trainings	
	21	Ability to send Compliance Mail is sent at the beginning of the year (April - next March), informing the user of the number of hours that he/she needs to achieve annually (as well as such	

		other period). Compliance Reminder is sent in the middle of the year (as well as such other period) to inform user of the number of hours already achieved and the number of hours pending.	
	22	Ability to maintain details record of learner's interaction with various elements of the system, i.e., Training modules, courses, programs, blogs, surveys, forums, polls, wiki etc. and showing a summary in the learner's dashboard.	
27.6		For Manager	
	1	Requests created by learners for access to restricted courses, programs should appear in the dashboard of the learning manager and he or she should approve/reject for amendment/ reject with comments. On approval, the learner should be able to access the courses, programs.	
	2	Ability to Provide feedback to Learners within his or her team	
	3	Dashboard showing progress on all current/past/future course, programs, trainings of the learners of the team	
	4	Ability to recommend courses, programs, training etc to learners of his/her team.	
27.7		For Learner	
	1	Quick visibility of assigned courses, programs, trainings	
	2	Ability to create request for access to restricted course.	
	3	Ability to get notification about the learning and associated events in Outlook, and via SMS	
	4	Access to Digital Library	
	5	Ability to get Certificate on Completion of Course, Program and download Certificates	
	6	Ability to resume Courses, Programs, assessment in case of network, system failures etc.	
	7	Ability to get course recommendations and Self-register for Courses	
	8	A learner can request for an extension of validity of time-bound mandatory course, programs by sending a request to the administrator.	
	9	Ability to provide feedback about courses, programs, trainings etc.	
	10	Social Learning	
27.8		For Manager/Administrator	
	1	Ability to Launch, Moderate and Manage Blogs, Polls, Surveys, Forums, Wiki	
	2	Ability to remove blogs, forums, polls, surveys, Wiki in full or in part.	
	3	Ability to remove, block user from the blogs, forums, polls, surveys, Wiki	
	4	Ability to stop and archive blogs, forums, polls, surveys	
	5	Ability to assign SME to courses, programs. Ability for learner to post questions to the SME and the latter could respond. The notification for questions and answers should show in respective dashboards.	
	6	Send Announcements and Get Learning Announcements	
	7	Ability for user users to create and upload artifacts like knowhow documents, procedures, utility scripts, write-ups, technical papers etc. Such content, should be scrutinized by a panel and	

		on its approval, could available for other users. The panel may reject the artifacts for various reasons (like copying from internet, commonly available knowledge, already documented elsewhere etc.) and log comments. Panel will be a user group formed for various verticals/sub-verticals like technology, banking etc. as per bank's requirements.	
27.9		FAQ, Glossary - For Manager	
	1	Ability to create request to add a new entry to FAQ (frequently asked questions) or Glossary. The details of FAQ like the question and the answer or the Term and the corresponding Information in case of Glossary has to be given by Manager as part of the request. The request has to be submitted to the administrator.	
27.10		FAQ, Glossary - For Administrator	
	1	Based on the request from Manager, administrator should add a new entry to FAQ or Glossary.	
	2	The FAQ section shall comprise of collapsible headings. Each heading shall focus on one target group of people seeking information and the relevant FAQs shall be arranged accordingly. The target groups may be public, producers, short film makers, advertisement makers, agents etc. The general FAQs may be clubbed under general section.	
27.11		Points and badges	
	1	Points and badges are awarded to the users for contributions to the forums, discussion boards assessments, FAQs, Glossary, as SME etc. Leader boards are created on the basis of these points. The levels are gained based on the scored points. The LMS gamification should support 5 levels, such as:	
	2	L1: Beginner , L2: Intermediate , L3: Advanced , L4: Professional , L5: Guru	
	3	The process used to arrive the points or badges should be customizable as per the bank's requirements.	
	4	Assessment Engine	
27.12		For Administrator	
	1	Ability to schedule, reschedule and cancel Assessments, scoring and grading based on the range of scores. Ability to add instructions (prior and post) to an assessment. Score should be updated in the LMS.	
	2	Ability to create and delete Questions repository , modify questions, answers and question type and delete	
	3	Ability to Bulk Upload Questions	
	4	Ability to Bulk Upload different type of Questions. The template should be available in the system for download. Domain integrity of the data must be verified while uploading.	
	5	Ability to convert Global question bank/questions repository and download the same	
	6	Assign assessment to a learner or a group, where questions can be in a fixed or Random Mode	
	7	Ability to support Multiple Question Formats – True/False, Multiple Choice, Multiple Responses, Match the following, Fill in the Blanks and Subjective Answers	
	8	Ability to embed audio, video, mathematical formulae, documents or images with questions, options, or feedback	
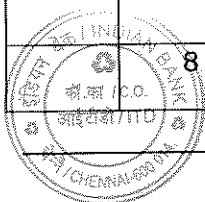
	9	Ability to set Assessment Time Limits, Number of Attempts and Automatic Submission	
	10	Ability to set each question, different weightage of marks	
	11	Assessments should have features like questions with different weightage of marks, Negative Marketing, restricted duration, enable review, skip questions	
	12	Ability to restore and continue in case of network/system failures	
	13	Ability to bulk assign mandatory or optional assessments to users, user groups, BU etc.	
	14	Ability to schedule assessments for 2000 (configurable number) users concurrently per batch and results be published at the last in case of multiple batches taking the same assessment but with same or different questions in a random or fixed order.	
	15	Ability to associate assessment to Skill and Competency. Learner records must be updated with the results, including the skill, competency gap closure.	
	16	Answers should be checked at the server end and no answer should be sent to the browser in the generated HTML or JavaScript	
27.13		For Learner	
	1	Ability to access past assessments like questions answered, correct or wrong answers, scores etc.	
	2	Ability for learner to get instant feedback (right or wrong and correct answer) on Objective assessments	
	3	Ability for learner to get instant feedback every question or a feedback summary at the end of assessment.	
	4	Ability to Download certificates and Print in network printers or local printers attached to workstations	
	5	If the learner does not clear an assessment within the given number of attempts, he/she can send a request to the manager for an extension of the assessment	
	6	Competency & Skill Gap Analysis	
27.14		For Administrator	
	1	Ability to create skill profiles, skills, competency levels for skills, associate skills with desired competency level to skill profiles. A Skill and Competency level are low level units. One or multiple skill and competency level combination could be grouped under skill profiles.	
	2	Ability to Map skill profiles to Job Profiles	
	3	Ability to Map skills and competencies with Courses	
	4	Ability to Map user/employee/learner to Job Profiles	
	5	Ability to Create user/employee/learner skill inventory and generate Skills & Competency Gap reports	
	6	Ability to Bulk Upload course-competency/skill-skill profile-job profile mapping. The template should be available in the system for download. Domain integrity of the data must be verified while uploading.	
27.15		For Manager	
	1	Ability to Identify training need to bridge skill gap and capacity building	
	2	Manage Skill & Competency Gap Analysis – Initiate, Send	

		Reminders, Notifications etc.	
	3	Assign programs/courses and nominate training for users to close competency & skill Gap	
27.16		For Learner	
	1	Ability to View Skills and competency required for their job profile	
	2	Ability to Nominate for courses to close Skills & Competency Gap	
	3	Ability to conduct Self Analysis of Skills & Competency	
	4	Classroom Training Management	
	5	Programs could fall into four categories namely current, upcoming, completed and expired	
27.17		For Administrator	
	1	Ability to manage Trainer and Training Room, wherein the administrator can assign a trainer to a single training session or multiple instructor led trainings, across locations.	
	2	Ability to manage batch size, wait list (in case of nominations more than batch size), prevent conflicts like enrollments to multiple sessions at same time	
	3	Ability to manage Training Material	
	4	Ability to link pre-post assessment to trainings.	
	5	Ability to manage external trainers wherein the Administrator can enter all the details of the external vendor (who provides the trainers), and assign the external trainer for a particular training session	
	6	Ability to manage attendance. In case of concurrent virtual classroom trainings, provision should be there to collect attendance via call and update the attendance later in the system.	
	7	Ability to send Notification for Training Events in Outlook /SMS, block Outlook Calendar	
	8	Ability to create organization-wide training calendar where the learner can check all the training programs assigned to him or to his team, or throughout the organization	
	9	Ability to create iterations and sessions of training for different locations	
	10	Ability to reschedule training or add more iterations/instances to training	
	11	Ability to set reminders at a global level as well as individual Level	
	12	Ability to setup "Work groups" that streamline the training management by grouping training requirements by job function, work location, common requirements or other similarities.	
	13	Ability to bulk upload past and present training information	
	14	Ability to define key knowledge areas (action items), attached to classroom training	
	15	Reminders available to Administrator/learners for informing users about pending/future activities (like a workshop) related to trainings that they have attended	
	16	Ability to manage Training Budget & Fee	
	17	Ability to Credit Hours to Learner for Trainings	
	18	Ability to Credit Hours to Trainer for Trainings	

	19	Ability for the trainers to give feedback to participants who attended the training	
27.18		For Manager	
	1	Ability to nominate learners from his/her learning team and view confirmed participants	
	2	Learning Managers should have access to Approval page listing all the 'Request Approvals'	
27.19		For Learner	
	1	Training Calendar shows all trainings that a user is eligible for and mandated to attend	
	2	Ability to Self-Nominate for Training and in such case, the nomination has to be approved by the manager of the learner	
	3	Ability for user to take pre-post assessments for training	
	4	Ability to Provide Feedback for Trainers and Trainings, where are training and trainer combination would be rated on a scale 1 - 5 where 1 - Very Poor , 2 - Poor, 3 - Average, 4 - Good , 5 - Very Good	
	5	Ability to View Past Training records	
	6	Third Party Software Integration & APIs	
	7	System should have provisions for integration with the following	
	8	Ability to integrate with Bank's Human Resources Management System via FTP, SFTP, Web service etc.	
	9	Ability to integrate with Bank's Middleware application	
	10	Ability to integrate with Bank's Active Directory (AD)	
	11	Ability to integrate with Bank's SMS Gateway	
	12	Ability to integrate with Bank's Email messaging system.	
	13	Exposing details like trainer id, learner id, total training hours, assessment scores, competency gap (may be a number), compliance of trainings etc. as per the requirement of the bank via web service, FTP, SFTP etc.	
	14	For the web services, the request may be sent in the form of a predefined XML request and the response shall be in the predefined XML format. The XSD for both should be designed by the successful bidder. For the FTP, SFTP records may be sent in a format appropriate for integration. These shall be changed as per the requirement of the bank or regulatory bodies as and when required.	
27.20		Content Authoring capabilities	
	1	Content Authoring capabilities must be built into the solution and shouldn't require integration with other third party applications outside the solution	
	2	Ability to create roles which have content authoring privileges and assigning these roles to a particular user group. The final content is uploaded into the portal by the users of that group and on approval by administrator, the content will be made available to other users, depending on required restrictions.	
	3	User interface should be simple, self explanatory and easy to use.	
	4	Ability to customize text spacing, alignment, size, and color, insert custom font characters and bullets.	
	5	In-built support for English, Hindi.	

	6	Adequate number of in-built widgets and interactive widget framework that allows embedding rich and interactive inline enrichments. This includes support for video, audio, images, animations and interactivities.	
	7	Adequate number of in-built interactive slide and layer templates	
	8	Adequate number of in-built characters with adjustable poses and expressions.	
	9	Adequate number of in-built slide and layer transitions	
	10	Ability to create Graphics with in-built graphics tool.	
	11	Ability to create mathematical formulae, special symbols etc.	
	12	Ability to make objects, animations, trigger events, and other elements appear in the right place at right time	
	13	Ability to create beautiful, consistent slides using a built-in color theme, or create a custom theme to set color choices for text, shapes, backgrounds etc. Ability to use one theme throughout your course or apply different themes to different slides.	
	14	The content created should be responsive such that it doesn't matter what device it is played on, it automatically adapts and provides very good experience.	
	15	Ability to make objects react to a learner's actions like changing the color of a button when it's clicked, the expression of a character etc.	
	16	Ability to make any object zoom, bounce, swivel, copy animation from one object to other.	
	17	Ability to trigger light boxes to pop up when a learner clicks certain objects or player menu items	
	18	Adequate number of in-built Radio buttons, Submit/Command Buttons, Checkboxes etc.	
	19	Ability to add mouse cursors/pens to simulation to create a moving/writing effect.	
	20	Ability to copy formatting from on object to other.	
	21	Ability to capture screen and use this video as content to embed in a course and demonstrate	
	22	Ability to add screenshots to the course.	
	23	Ability to import or embed any audio, image, video, then set it to play automatically or include play, rewind, pause, stop, and replay controls.	
	24	Ability to import existing storyline, content, and projects.	
	25	Ability to create quizzes with support for Multiple Question Formats – True/False, Multiple Choice, Multiple Responses, Match the following, negative scoring, import questions from questions repository in learning management system (LMS), XLS, XLSX files. Quizzes could be at the end of every section, topic or at the end. Combined score should be updated in the learning management system (LMS).	
	26	Ability to view single, big-picture of the course in the built-in SCORM 1.2 , SCORM 2004 (1st – 4th edition), EPUB 3.0.1 players within the LMS	
	27	Ability to create SCORM 1.2, SCORM 2004 (1st – 4th edition), EPUB 3.0.1 content from existing HTML(at least till major version 5), PDF, DOCX, DOC, PPT, PPTX, Audio, Video, Text, Image, Flash files etc.	

	28	Ability to brand and publish content with SCORM 1.2, SCORM 2004 (1st – 4th edition), EPUB 3.0.1 compliance that works with any Experience API, SCORM, EPUB compliant Learning Management System (LMS).	
27.21		Digital Library & Content Management	
	1	Ability to add variety of contents irrespective of the file formats, however ability to play/render/launch can be restricted to those formats mentioned under sub-clause 2 under section 4.5.1 and files of other formats should be downloadable to client.	
	2	Newly added contents should be notified in the welcome page of the digital library with direct link to the content.	
	3	Ability to post URLs as content, where the summary/title would be shown in the library which when clicked should open the URL. There should be provision to restrict the option of posting URLs as content.	
	4	Ability to organize content in a hierarchical manner (folders/sub folders) with provision to move the content from one level (folder/directory) to another(folder/directory) in bulk using the user interface	
	5	Ability to add new level (folder/directory) to the existing hierarchy. (For example, adding a level (folder/directory) like "year" to the existing hierarchy)	
	6	Ability to create policies to restrict access (Read, upload, Delete, No access, Approver, Archival/Restore setting etc.) to content, level (folder/directory) and policies should be applied to user, user groups, BUs etc. Ability to apply policies to all sub-levels (sub-folder/ sub-directory) and content within a specific level (folder/directory).	
	7	Ability to administer content including uploading, approving and publishing – Users shall upload content into different folders, for which they have access to and only upon approval by the Digital Library manager (DLM), the content is made available to other users. If the upload is rejected or not approved within 5 days (configurable number), by the DLM, then the content should be automatically removed. Automated Emails should be sent to user notifying the approval or rejection. Each level may have a DLM and all upload into that level will have to be approved by that DLM. Designated users from branches will upload content and designated officers at ZO will approve or reject the content. Modalities for other BUs will be on similar lines. Ability for administrator to create DLM, users, level (folder/directory) and assign DLM and users for the level.	
	8	Ability to create policies for restriction on upload of contents like content size, content type, file types, attachment size in content removal request etc. and policies should be applied to user, user groups, BUs etc.	
	9	Ability to Auto archive or manually archive contents. When a content is created, archival settings should be captured. Archival settings can be changed at a later point also, by selecting specific content. There should be provision to create policy to archive any content after a fixed period and apply this policy to a content either individually or in bulk. The archives should have same folder hierarchy as Main content hierarchy. The system should have ability to restore content from archives, into	

		corresponding folder in Main content hierarchy.	
	10	Ability to manage multiple versions of the content. When a content is replaced with new content, then option should be provided to create versions. If versioning is opted by user, then new content should be tagged with version numbers automatically incrementing depending on existing versions. Version numbers could be of the format X.Y where X is the major version and Y is the minor version. The system should have ability to rollback a version to prior versions. Replacement of content should not be allowed except by authorized removal.	
	11	Ability for authorized removal of content or a level (all below it also) by Administrators. Digital Library manager should have provision to create removal request with "Reason" field explaining the reasons. There should be a facility to attach files in such removal requests. Such requests are always submitted to administrators who shall remove the content or level. When a content or level is removed, it should be tagged with a removal request.	
	12	Ability for administrator to remove contents in bulk in situations like removing old archives, versions etc. In this case, administrator should create a removal request himself and log the details and attach approvals, which could be an Email approval from Department Heads or any other modality as required by the bank.	
	13	Ability to review and rate contents on a scale 1 – 5 where 1 – Very Poor , 2 – Poor, 3 – Average, 4 – Good , 5 – Very Good and enable, disable reviewing & rating functionality to particular content and level (folder/directory)	
	14	Extended search based on the attributes (noted above), file name, wild cards like *.pdf etc and ordering based on the relevance and rating	
	15	Ability to add attributes like Subject, Keywords, Zone, Branch, Created Date, Author etc. to the content at the time of creation or later. Attributes could be added or changed from time to time as per bank's requirements.	
	16	Library and content should be properly indexed to yield optimal performance.	
	17	Content task force team should have Digital Library Manager and User roles.	
	18	Ability to directly launch content from the digital library, however ability to play/render/launch can be restricted to those formats mentioned under sub-clause 2 under section 4.5.1 and files of other formats should be downloadable to client	
27.22		Virtual Classroom	
	1	Virtual classroom capabilities must be built into the solution and shouldn't require integration with other third party applications outside the solution	
	2	Features like Webinars, Webcasts, Interactive Whiteboards, Session Recording & Playback	
	3	Raise Hand' Feature to seek attention of the trainer and other participants of the virtual classroom session	
	4	Online Polls and Surveys, Group Chat	
	5	Instructors can upload session related presentations in advance, and enter a live class 10 minutes before the session start time to	

		prepare the class.	
	6	Powerful Moderation Tools – Grant webcam & microphone access for participants, allow/disallow whiteboard control, sharing documents & presentations, and screen sharing	
	7	All records of virtual classroom sessions including but not limited to, nomination, participants, trainer, duration, timing, feedback etc. should be captured and should appear in the administrator and user dashboards	
	8	Trainer and participants should be credited hours/session counts	
27.23		Administrator	
	1	Ability to schedule, reschedule, cancel the virtual classroom sessions and notify to the users, user groups, BUs	
	2	Ability to approve, decline, restrict the number of learners for a virtual classroom session	
	3	Ability to record a virtual classroom session	
27.24		Learner	
	1	Ability to self-nominate for virtual classroom session	
	2	Ability to provide feedback for virtual classroom session	
	3	Reporting	
27.25		System should have following provisions	
	1	Reports should be displayed on screen in a grid view format and could be sorted by all fields in Ascending or descending order.	
	2	Ability to export data in HTML (at least till major version 5), XLS, XLSX, PDF, and CSV formats.	
	3	Ability to restrict records to a fixed number, restrict by start and end dates.	
	4	Ability to Print and Email reports	
	5	Administrator Reports	
	6	Requests pending (all type of request) report	
	7	Active, Removed, Expired, Blocked, About to expire (see sub-clause 1 under section 4.5.1) user report	
	8	Course or Content usage report	
	9	Maintenance report – Capturing maintenance details from system catalogue tables in DB, DC-DR switch, version upgrades, patches etc.	
	10	Zone wise, department wise categorization/filtering of the reports items noted in the subsection "Administrator & Manager Reports" below.	
	11	Administrator & Manager Reports – Reports for Manager should be restricted to his/her Team	
	12	Assessment Reports	
	13	Dropout List Report	
	14	Annual Training Defaulter Report	
	15	Over Allocation Report	
	16	Requests pending report	
	17	Skills & Competency Gap Report	
	18	Group Compliance Report	
	19	Learner Report	
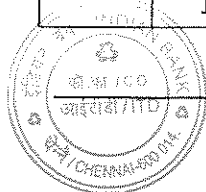
	20	Learner's Activity Report	
	21	Individual Training Report including nomination status	
	22	Learner Compliance Report	
	23	Skills & Competency Gap Report	
	24	Classroom Training Reports – Administrator	
	25	Instructor Report	
	26	Training Feedback Report	
	27	Training Status Report	
	28	Training Budget Report	
	29	Nomination status report	
	30	Training Attendance Report	
	31	Learning Reports – Administrator & Manager – Reports for Manager should be restricted to his/her Team	
	32	Course or Content usage report	
	33	Course Progress Report	
	34	Course Specific Survey Report	
	35	Course Compliance Report	
	36	Social Learning Reports – Administrator	
	37	Public Survey Report	
	38	Blog Summary Report	
	39	Forum Summary Report	
	40	Poll Summary Report	
	41	Points and badges Summary report	
	42	Digital Library & Content Management – Administrator	
	43	Content upload Approval Pending Report	
	44	Content Removal Request Report	
	45	Content Rating and Review summary report	
	46	Content - Disk Space consumption report	
	47	Content - Version with Size report	
		Archived content, size, date Report	
27.26		Scheduled Reports	
	1	Ability for Administrator to setup and schedule reports to be sent to any Administrator(s) and/or Manager(s) at desired frequency through email.	
27.27		Custom Reports	
	1	Ability for administrator to create custom reports as per the bank's requirement from time to time.	
27.28		Admin Dashboard	
	1	System should have following items in the administrator's dashboard	
	2	User requests (Should have indications like "Yellow" for 1 day old, "Red" for more than 1 day, "Green" - Done)	
	3	Site Usage	
	4	Training Summary	
	5	Course Compliance	

	6	Training Enrolment	
	7	Content Usage	
27.29		Bilingual support	
	1	Bilingual support at user interface (UI) level, with English and Hindi mandatory	
	2	Ability to switch between languages on-the-fly	
	3	Ability to display Assessment questions, answers, clarifications, help in English	
27.30		Efficient Communication and Collaboration	
	1	Ability for administrator to configure and customize messages displayed to users	
	2	Ability for administrator to send email, SMS alerts and notifications to specific users, user groups, BUs	
	3	Correspondences should be auto-generated in case of approvals, rejections, requests, nominations etc.	
	4	Ability for more than one administrator to work concurrently on different LMS components, like one for training management, one for mandatory assessment management, one for Digital Library alone etc.	
27.31		Mobile Application	
	1	Two-way Automatic progress synchronization between Offline Player and LMS	
	2	Ability to receive LMS and Mobile Application specific notifications	
	3	Application and run-time environment should be a single package and no separate installation be required	
	4	Automatic updation of patches to the mobile application	
	5	Mobile application should communicate with the LMS over HTTPS/SSL	
27.32		For Learner	
	1	Ability to view learning programs and courses	
	2	Ability to view user progress in assigned courses and launch courses content directly	
	3	Ability to view offline on Mobile Devices	
	4	Ability to take Assessments in online mode and view assessment scores	
27.33		For Manager	
	1	Ability to view user progress in assigned courses	
27.34	2	Record Keeping	
	1	Ability to retain and produce historical information of login, creation, removal, blocking, expiration, modification of users, user groups, BUs, SME, panel members, user & manager requests, approvals/rejections, trainings, courses, catalogues, programs, assessments, administrators, learners, trainers, learning managers, scores, dates, nomination, completion status, attendance, certificates, cost, drop outs, outliers or defaulters, competency/skill gaps, feedback, polls, surveys, forums, wiki, contents upload, modification & removal, approval/rejection, versions, archivals, ratings, reviews and all other information.	

	2	Records should be encrypted and shouldn't be accessible from outside of the LMS portal. The solution document should have detailed description of the encryption algorithm, key management etc.	
28. Human Resources MIS			
28.1		Two statements i.e. Establishment Expenses (details of all manpower expenses- head wise incurred in a region) and Stage wise data (details of expenses at different stage of time scale in a cadre) are to submitted by Regional Offices/Head Office on half yearly basis. The said functionality should also help in generating these reports. Apart from these reports, there can be ad-hoc query based reports required for various types of decision making.	
28.2		HRM Audit	
	1	HRM AUDIT as a system control tool for making HR administration effective has to be implemented in all branches and administrative offices.	
	2	A comprehensive report format concentrating on various areas of HR administration as payroll, claim settlement, leave, attendance, discipline management, adherence to statutory requirements etc.	
	3	The software should also support generation of all types of MIS returns and other periodical statements/reports as required by the Bank.	
	4	The system should have Intelligence tools to facilitate an online audit of all HR activities wherein the users can set up their KPI's (Key Performance Index) to measure the performance of their internal systems and the system will pop up warning messages to alert in case the performance is not within the defined threshold targets.	
	5	To assess adequate staff - Officers in a office/department/branch in accordance with approved policies and user defined parameters.	
28.3		MIS REQUIREMENTS	
	1	Conveyance Claim Report	
	2	Festival Advance Report	
	3	BPS/OSR Payment Report	
	4	Medical advance report	
	5	Medical Aid Payment Report	
	6	Medical Aid Balances Report	
	7	Newspaper Claim Report	
	8	SWS Medical Register	
	9	SWS Medical Payment Report	
	10	AGM/GM Leave Report	
	11	Asset Declaration Report	
	12	Conveyance Payment Report	
	13	Leave application Pending Rpt	
	14	Department Wise staff report	

	15	Employee completing 25 years	
	16	Birthday Report	
	17	Employee Service Record	
	18	Employee Joining Report	
	19	Employee Leave Data	
	20	Search Employees in RO/Branch	
	21	Retirement Date Report	
	22	Festive Advance Report	
	23	Unsettled Hospitalization Adv	
	24	BPS/OSR Payment Report	
	25	Leave Encashement Report	
	26	LTC Advance Payment Report	
	27	LTC Claims Payment Report	
	28	Medical Advance report	
	29	Medical Aid Balance	
	30	Medical Aid Payment Report	
	31	Newspaper Payment Report	
	32	SWS Payment Register	
	33	SWS Report	
	34	Tour Claims Summary Report	
	35	Tour Advance Payment Report	
	36	Tour Claims Payment Report	
	37	Earnings Summary Report	
	38	Deduction Summary Report	
	39	Net Payment Report	
	40	Loan deduction report	
	41	Loan Instalment Recovery	
	42	Group Insurance Overall Report	
	43	LIC & Other deduction Report	
	44	PF Summary Report	
	45	Professional Tax report	
	46	Income Tax Estimation	
	47	Leave Encashment Report	
	48	LIC Monthly Remittance Report	
	49	Group LIC Remittance Report	
	50	Master Transfer in/Transfer out	
	51	Coinage Analysis	
	52	Increment Processing Report	
	53	Fixation Processing Report	
	54	Investment Confirmation Report	
	55	Form 12C Report	
	56	Establishment Expense Report	
	57	Union Wise Male/Female Report	

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	58	Monthly Report on Updation	
	59	Form 16	
	60	Form 12BA	
	61	Employee Salary File upload	
	62	Employee Loan upload file	
	63	Employee PF upload file	
	64	Income Tax e-TDS file	
	65	Mass Upload Applicant	
	66	Canteen Payment Report	
	67	Health Checkup Retiree Payment	
	68	Child Reward Payment Report	
	69	Harness Payment Report	
	70	Health Check up Payment report	
	71	Hospitalization Payment Report	
	72	Interview Evaluation	
	73	Mass upload interview schedule	
	74	School/College Fees Payment Rp	
	75	Sport & Culture/Doc & Medicine	
	76	Gratuity Paid report	
	77	Gratuity forfeiture report	
	78	Gratuity clearance report	
	79	Balance sheet report	
	80	Ledger Balance report	
	81	Region wise Union Strength	
	82	RO wise Union Strength	
	83	Minutes of Meeting Report	
	84	Offer Letter report	
	85	Active Position History	
	86	Active/Inactive Positions	
	87	Adverse Impact	
	88	Applicant Listing	
	89	Applicant Sum. by Source	
	90	Job Group Movement Analysis	
	91	Job Opening Cost Analysis	
	92	Job Opening Status	
	93	Job Postings	
	94	Load Salary Rate Tables	
	95	Mass Change Exception Report	
	96	Mass Update Report	
	97	New Hires Extract	
	98	Personnel Actions History	
	99	Extraction of Executive profiles (SR no wise, Department wise, Designation wise, Scale wise)	
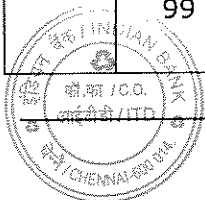
	100	Mapping department and other functionalities with executives	
	101	Organisation chart and structure	
	102	Position Status Report	
	103	Pre-Screening Activity Report	
	104	Recruitment Letters Data Extra	
	105	Reinstatement Report	
	106	Salary Package Model	
	107	Vacant Position Report	
	108	Performance Management View Rating Summary	
	109	Performance Management View Status Summary	
	110	Performance Management Missing document report	
	111	Performance Management late document report	
	112	Training Plan summary report	
	113	Create Training Letters	
	114	Review Training Summary	
	115	Employee Session cost summary report	
	116	Training program report	
	117	Training schedule report	
	118	Employee Birthday report	
	119	Emergency contact report	
	120	Employee Home address listing report	
	121	Employee Passport Visa expiration report	
	122	Union affiliation –shall be capable of accepting affiliation to multiple unions	
	123	Facilitate multiple parameters in branch like – Population Code, Special Area, Hill Area, North East etc --- with option to group for mutual exclusion	
	124	Support maintenance of automatic release of time based increments, stagnation increments, FPP, PQP etc—shall Support stages of ─Efficiency Bar‖ that required an approval for the release of increments instead of automated – with multiple levels	
	125	Generation of interse seniority and seniority list – shall automate inter-se seniority on promotion in the new cadre based on the date of effect of promotion and the inter-se seniority in the previous cadre	
	126	System should have the ability for viewing the data in the form of dashboards	
28.4		Surveys	
	1	On-line Organizational Climate Surveys	
	2	Surveys on various policy issues	
28.5		Managerial Information System	
	1	Provide for a report generation facility that would generate reports specific to user requirements. System should also generate all statutory and regulatory reports. The data for these reports are captured at various Regional Offices and HoDs.	

	2	Enable generation of following reports at user defined intervals viz. daily, weekly, monthly, annual, etc.	
		(i) management,	
		(ii) statistical,	
		(iii) statutory,	
		(iv) audit,	
	3	Performance monitoring and analysis	
	4	Provide for a flexible and powerful Report Writer capable of producing ad-hoc and periodical reports	
	5	Support uploading of data in user defined format from stand alone offices/branches	
	6	Support consolidation of data and its analysis inclusive of the information of standalone offices/branches	
	7	Facilitate generation of report on screen, print, file, optical disk, tape etc.	
	8	Provide user friendly interface for viewing, extraction, printing of all reports	
	9	Support generation of consolidated (allowing drill-down) reports across organization hierarchy/structure	
	10	Provide for generating reports across multiple financial periods for any entity within the organization hierarchy	
	11	Provide for flexible designing of reports including formats for totals, sub-totals, running totals, etc.	
	12	Enable user to insert comments in the structure of all user-defined reports	
	13	Enable users to prepare new reports by using existing reports as models	
	14	Enable report writer to link up to (_call up') other reports	
	15	Provide for rule based rounding of values and/ or totals Quarterly Half-yearly, yearly	
	16	Enable all report generated through / background processing to be viewed on- line	
28.6		Report Distribution Capabilities	
	1	Provide for the option to direct specific reports to certain terminals	
	2	Support automatic distribution of reports by interfacing with mailing/work-flow systems	
	3	Enable printing of output reports in distribution sequence so that	
	4	Enable publishing of reports to the web (intranet/extranet)	
28.7		Audit Trails	
	1	Full scale Audit trails should support captures of all activity	
	2	Log-in report – This report lists the unauthorized log-in attempt	
28.8		Specific Reports	
	1	The software should support generation of all types of MIS	
	2	As examples – some of the reports required in various module	

28.9		Promotion Policy:	
	1	Average duration of stay in a grade before promotion to next	
	2	Grade-wise/ office-wise/ department-wise trend of successes	
	3	Analysis of successful/ unsuccessful candidates	
28.10		Transfer:	
	1	Generation of reports giving grade-wise number of officers	
	2	Generation of report giving list of officers who put in more than a	
	3	Performance Appraisal System	
	4	Generation of trend of PAR ratings over the past 5 years	
		Report on:	
28.11		Training:	
	1	Maintenance of database of all trainings attended and generation	
28.12		Planning Cell:	
	1	Generation of list of important telephone/Fax numbers, names,	
	2	Maintenance of details of receipt and disposal of complaints	
	3	The system should be able to generate branch/Office profile	
	4	WEB enabling of the application	
	5	Web enabled system should connect with the back-end systems	
	6	Ability to meet information requirements through the Web without downloads	
	7	Enable online filling of application forms like leave application	
	8	Ability to direct information/ application forms to the relevant system	
	9	Ability to send any message and any other information to the employees by e- mail, attachment or any other form	
	10	Create a unique transaction reference number for each interaction of a registered user.	
	11	Generate an audit trail for each transaction initiated by an employee. The audit trail to be retained as per bank specified time period/ volume. This trail to include:	
		(i) Transaction number	
		(ii) Employee ID reference	
		(iii) Time & Date Stamp	
	12	Ability to create an online loan application process for staff loans. This will allow a employee to do a self-appraisal to determine eligibility for the loan. The input format should be user-defined.	
	13	Employee should be able to query regarding loan status	
	14	Facility to notify Employee by e-mail	
28.13		Other Reports	
	1	Reports on Demographics	
	2	Reports on Vacancies	
	3	Report on Employees Salary Details	
	4	Report on Leave Availed	
	5	Report on Leave Entitlements	
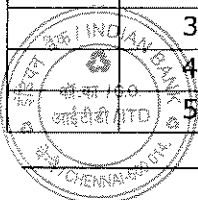
	6	Employee Attendance List for a Business Event	
	7	Budget Comparisons	
	8	Headcount Report	
	9	Report on time spent in a grade	
	10	Transfer List	
	11	Facility to configure and use the system	
	12	Report on total staff strength - cadre/grade/Office/HoD-wise as also Bank as a whole. Also reports on SC/ST/PH/Women employees for the Bank or Centre- wise.	
	13	Check List for all Master/data entry	
	14	General : All reports should be available Branch wise, staff wise, RO wise and in total with all kinds of filter options	
	15	All Monthly Salary Statement-Branch wise/employee wise	
	16	Monthly Salary Statement- ALL/RO/Branch/Staff	
	17	Monthly Consolidated Statement	
	18	Salary: Month wise comparison - Staff/Branch/RO wise with components of Pay like BP, Spl. Pay, PQP,DA,HRA,CCA,other allowance and various deductions individually and totally with all kinds of filter provisions	
	19	Salary : .Percentage wise salary report - Gross salary & Net salary- Branch/Staff/RO	
	20	Salary : Loan deductions at HO Level	
	21	Salary : Loan deductions at branch Level	
	22	Salary : Deductions like LIC, Union Subscription, PF,VPF,Income Tax, Profession Tax, SWF, Employees Welfare Fund, Total deductions, Labour Welfare Fund-Staff/Branch/RO/All	
	23	Salary : Basic, DA,HRA,CCA,HFA,PQP, Officiating allowance, Closing allowance, Handicap allowance, Daftary,Gross Pay, Net Pay, Encashment salary, Single Window Operator, Transport allowance etc.- ALL/RO/Branch/Staff	
	24	EDLI Statement	
	25	Gratuity Calculation Statement	
	26	Daily Wager/Sweepers PF Statement	
	27	Increment Certificate	
	28	Employment/salary Certificate	
	29	PF Balance / Subscription	
	30	Salary Adjustments Checklist	
	31	Gratuity Statements	
	32	Society Deduction Statement	
	33	Monthly Loan Deduction Statement	
	34	Yearly Consolidated Pay slip	
	35	Branch wise Salary Register	
	36	Salary Item List (Any salary item list Before and after Salary Finalisation)	
	37	Net Salary Register	
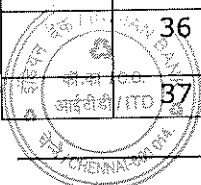
	38	Month wise Loans Comparison	
	39	Employee List (Branch wise, Designation, Sorted by Employee ID/Name/Designation/Joining Date, date of birth wise, at a given date wise, category wise, Education qualification- Professional /Under graduates/Post graduates)wise	
	40	Staff Strength List	
	41	Seniority list of the employees basis on date on joining/probation/promotion - Cadre wise/grade wise	
	42	Stage wise Basic List	
	43	Last Pay Certificate	
	44	Employee status wise List	
	45	Total Salary paid during period Report	
	46	Leave Without pay list	
	47	Retirement List	
	48	Memo List	
	49	Insurance List	
	50	Cadre wise Employee List	
	51	Employee I-Card Printing	
	52	Leave Salary Provision List	
	53	Exgratia Assistance Pay slip	
	54	Increments both automatic/Manual	
	55	Normal Yearly auto increments and due list	
	56	Provision for generating reports in excel formats for PF as per the requirements of PF authorities	
	57	PF FORM 3A	
	58	PF FORM 6A	
	59	PF Excel	
	60	Branch wise - Annual Salary	
	61	Staff wise - Annual Salary	
	62	Annual - User Defined Statement	
	63	SL - Provident Fund Statement	
	64	Salary Item wise - Annual Reports	
	65	Month-wise Comparison Statement	
	66	Income Tax Related	
	67	IT - FORM No.24	
	68	IT - Projection Sheet	
	69	IT - Consolidated Projection	
	70	IT - Refund Details	
	71	IT - Perquisites Reports	
	72	IT- Deductions Reports	
	73	IT- Rebates and Reliefs	
	74	IT - Other Data - Reports	
	75	Pending Leave Application	

	76	Office Note for Leave Sanction	
	77	Leave Application status wise/ Letter Print	
	78	Leave Used Statement	
	79	Leave Balance Card	
	80	Leave Sanction Proceedings/ for all categories including loss of pay	
	81	Leave Cancellation Proceedings	
	82	Leave Credit Statement	
	83	Leave Balances- generating letters to individual staff	
	84	Leave Ledger	
	85	Leave Card	
	86	Leave Sanction Register	
	87	Special Note for Leave Sanction	
	88	PL -Special Surrender Reports	
	89	Leave Modification Reports	
	90	Leave Cancellation Reports	
	91	Leave Modified Proceedings	
	92	Leave Availment Reports	
	93	Leave -Reminders / Rejection Letters/proceedings	
	94	Office Note for LFC Sanction	
	95	LFC/encashment Sanction Proceedings	
	96	LFC Sanction Register	
	97	LFC Cancellation Proceedings	
	98	LFC Modification Proceedings	
	99	LFC Claim Sanction Details report	
	100	LFC- pending for sanction report	
	101	LFC- Inward Register	
	102	TA Bill Sanction Proceedings	
	103	Hospitalization Bills : Report on Application received, sanctioned, pending, sanction Proceedings, Rejected etc.,	
	104	Performance Appraisal Reports	
	105	Transfer History	
	106	Transfer Request received /acknowledged report	
	107	Transfer Orders	
	108	Relieving / Reporting List - along with Pending Relieving / Reporting list	
	109	Transfer Due Register	
	110	Transfer Register	
	111	Salary Arrears Reports	
	112	Salary Arrears Disbursement Report	
	113	Salary Arrears Other Reports	
	114	Disbursement Difference Report	
	115	Training : Proceedings/modification/cancellation with filter options	
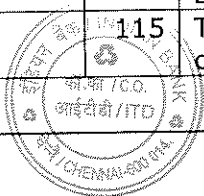
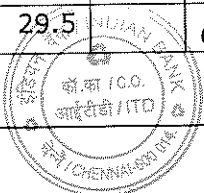|			
	116	Training Orders Report	
	117	Training Register- for the given period for external /in-house/institution wise/course wise/cadre wise purpose wise/subject wise	
	118	Training Courses List/ course wise/institution wise/purpose wise/subject wise	
	119	Employees list for not attended training/not given training for a given period- cadre wise, designation wise, region wise	
	120	Training History	
	121	Training Attendance register- for attending and non attending resources	
	122	Personal Card printing with all details of the employees as per the bank defined formats	
	123	OPAS report to generate reminders	
	124	Report to convey the rating on basis of the OPAS/half yearly	
	125	Annual reports for Total TA sanctioned-purpose wise, institution wise, course wise, staff wise, employee wise	
	126	Annual reports for LFC as per banks requirements	
	127	Consolidated Income tax report	
	128	Report on employees completing 30 years of service/55 years of age	
	129	Hospitalization reports -claim sanctioned report for given period- purpose wise	
	130	Reports on other external/foreign trainings	
	131	Promotion reports depending on bank defined parameters	
	132	Business position and Staff position information	
	133	Taking Charge - charge taken, Pending	
	134	Annual property details submitted/pending	
	135	Generating letters to retiring employees during the 1/n number of years	
	136	Report on all data entered - details/pending	
	137	list for entry of all data - Photo, power of attorney, Annual property return, Specimen Signature, Photo, etc.,	
	138	Pending list for entry of all data - Photo, power of attorney, Annual property return, Specimen Signature, Photo, etc.,	
	139	Generating Office Notes on various matters basin on the data available.	
	140	Form N to ALC branch/section wise and bank as a whole	
	141	Format I - Staff participated in strike	
	142	Format II - Staff not participated in strike	
	143	Report on ID cards issued/reissued/surrender to/by employees,	
	144	Report to sponsor bank regarding the disciplinary cases	
	145	Report to sponsor bank regarding the court cases	
	146	Form 16, 24, Projection Sheet, refund details, Perquisites, Deduction reports, Rebate & relief, provision to get any other data.	

	147	Office Note for deputation/temporary transfer, Deputation register, order of deputation/TT, modification/extension/cancellation	
	148	List of Daily wagers engaged branch wise with number of days of engagement in a calendar month/year/in a block of 100 days.	
	149	List of sweepers branch wise.	
	150	Group gratuity fund : Generation of connected reports.	
	151	Leave encashment fund: Generation of connected reports.	
	152	Fraud Cases :Generation Various reports on the data including reports to external agencies.	
	153	Asset and liability statement: Generation Various reports on the data including reports to external agencies.	
	154	Court/police cases: Generation of connected reports.	
	155	Disciplinary Cases : - Report staff wise on all cases	
	156	Fraud Cases : - Report staff wise on all cases	
	157	terminal benefits released and withheld	
	158	Salary slip printing	
		(i) Location-wise salary slips	
		(ii) Division-wise salary slips	
		(iii) RO-wise salary slips	
		(iv) Provision to show repayment schedule/installment number for staff loans/Festival Advance on salary Slip	
	159	Grade/scale-wise salary slips	
	160	Pay head-wise reports	
	161	PF statement – branch-wise, region-wise etc	
	162	The above list of reports is only a sample listing however system should provide flexible report writing tool along with the interface for multi dimensional reporting using data warehouse tools and all reports should have the capability to be published on the internet. These reports should have dynamic parameterization capability.	
	163	Provision for submission of daily report for the movement of ZM & executives in ZO	
	164	Circulars for all mode of separation	
29.Compatibility and Compliance			
29.1		Compatible with major browsers (Microsoft Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari, Opera)	
29.2		Compatible with major operating systems like Windows, Linux, OS X, iOS and Andriod	
29.3		Compatible with all hardware supported by the above noted operating systems	
29.4		Completely browser based without any requirement for any software installation on client devices.	
29.5		Compatible with different font families	

29.6		All references to XLS, PPT and DOC means file formats used by Microsoft Excel, Word and PowerPoint applications 97 – 2003	
29.7		All references to XLSX, PPTX and DOCX means file formats used by Microsoft Excel, Word and PowerPoint applications 2007 and above providing extensions to the Office Open XML.	
29.8		All references to "Flash" files mean file formats specified and used by Adobe Flash.	
29.9		All references to "PDF" files mean portable document formats mentioned in ISO 32000-1:2008 and extensions by Adobe systems.	
29.10		All references to "CSV" mean files in which field values are delimited by comma (",") character i.e. U+002C in Unicode, 0x2C in ASCII and should confirm to RFC 4180 of IETF	
29.11		All references to "EPUB" files refer to EPUB 3.0 and 3.0.1 specification by International Digital Publishing Forum	
29.12		All references to Active Directory (AD) mean directory service that Microsoft developed for Windows domain networks.	
29.13		Wherever reports or contents are required in above noted file formats, it should confirm to those specifications and HTML should not be used to produce a look alike.	
29.14		Disaster Recovery and Business Continuity	
	1	Automatically synchronize the data, configuration, settings etc. between DC and DR sites. The bidder as part of the technical bid should submit methodology for automatic replication between DC & DR in solution document.	
	2	Ability to resume Courses, Programs, assessment from disaster recovery site in case of network, system failures, any other emergencies, without any loss of data	
	3	Ability to resume Courses, Programs, assessment from main datacenter site on recovery from failures without any loss of data	
29.15		System Architecture, Evolution, Upgrade and Enhancements, Scalability	
	1	The proposed IT system must be an integrated solution. All the modules/ components of proposed IT system should be deployed in centralized manner/platform. The system should provide application architectures that are granular and loosely coupled. The system should have real-time data update among modules. The system should support load balancing, clustering and high availability, auto-failover to other available server in case of server failure, automatic replication between DC and DR for disaster recovery and business continuity.	
	2	Allow addition of more features/ sub-modules or more users in any module as and when required, which should seamlessly integrate into the core system. In case a need arises to customize to the requirements the same should be done in the form of add-ons and routines that can be plugged/unplugged from the base software package as the situation arises.	
	3	Facility of seamless upgradation of patches/ new version without having adverse impact on its components.	
	4	Facility to maintain version with changes / modifications made in each release.	
	5	Facility to rollback a changes/modifications in a release.	

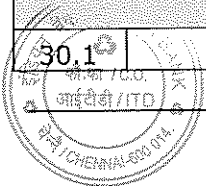|			
	6	The system should be scalable to handle 2000 (configurable number) concurrent users and any number of users and volume of data load at higher levels, without compromising response time or efficiency.	
	7	The system should be fully compliant with the "Guidelines for Indian Government Websites" (GIGW). The proposed website should be GIGW certified from STQC and security audited from CERT-IN/CERT-IN empanelled vendors	
29.16		Networks	
	1	The system should support access via LAN and WAN with secured connectivity.	
	2	The system should be scalable and flexible enough to provide access to all the users from different locations of the bank. The bidder should submit bandwidth and network requirements as part of technical bid.	
	3	The system should be independent of networking protocols	
29.17		Security and Audit	
	1	The system must have proper security and maintenance facility with controlled access to the system and its various functions to the users delegated with appropriate authority.	
	2	The system should restrict users from unauthorized access by allowing only the authorized users with valid profile/password to access only the allowed transaction, as well as be capable of restricting access to unauthorized users. If required, secondary level password feature may be provided for certain screens/ transactions like removal of content, etc.	
	3	The system should have a capability to assign activities to roles, and map roles to users and provide role based access to users.	
	4	The system should provide logging by user and terminal, the date and time of all transactions with details of creation, reading, updating, deletion or printing.	
	5	The system should place control on scope of activity of each user (data file, program, module, screen, data table, record, field, etc.)	
	6	The system should notify administrator of unauthorized access or attempted access and record in a log with reporting.	
	7	The system should have a capability to track changes to fields or settings (for audit trail).	
	8	The system should have a capability of encrypting/decrypting data. No data should be accessible from outside of the LMS.	
	9	The system should support "Single Sign On".	
	10	The system should perform validation on input fields.	
	11	The system should be able to define audit trails, audit logs and transaction logging requirements (what, when, who has changed). The administrator should be able to see the successful and unsuccessful logon, with timestamp, IP address, activities performed etc in the system.	
	12	The system should enable audit trails on-line, tailor audit requirements by modules, call audit records to an archive based on date or other recorded audit details. It should also provide audit trail analyzer inbuilt to collate the information from logs and provide inferences.	

	13	The system should integrate with bank's SOC log management system by sending the required log records to the SOC system.	
	14	The system should be compliant with Guidelines for Government of India for Websites.	
	15	The system should be free from OWASP (Open Web Application Security Project) Vulnerabilities.	
	16	The system should have CAPTCHA function to prevent automated operations and bot attacks	
	17	The system should be protected against Denial of Service (DOS) attacks	
	18	The system should have secure mechanism of changing the password in lost/forgotten scenario. Password policies should be applied.	
	19	The system should have provision of blocking any IP address or Network by assigning IP Address range from accessing the system so that identified attackers can be blocked.	
	20	For administrator login, there should be a option for two factor authentication.	
	21	Data Backup/ Data Archival/ Restore	
	22	The system should be able to archive data, based on user specified parameters (i.e. date range) and restore archival data for on-line use when required.	
	23	The system should provide data backup (incremental, full) and recovery facility.	
	24	The system should provide features to schedule backup/restore operations.	
	25	The system should have the ability to run multiple backup tasks in parallel.	
	26	The system should have the ability to manually override scheduled backup operations.	
	27	The system should produce a report for each backup/restore task.	
	28	The system should allow recovery of data in case of hardware/ software failure and data corruption. It should be able to perform recovery to a point of time and to a specific backup.	
29.18		User Interface	
	1	The system should have a graphical user interface (GUI) which should be browser based and user friendly. There should be sufficient edit and validation checks in the system. It should provide safeguards to prevent damage to data from operator errors, simultaneous updates, module unavailability or system failures.	
	2	It should have facility to display confirmation / warning dialog boxes for deletes, changes etc.	
	3	The system should provide consistent screen layouts and access methods across all modules so that they look and behave the same. The UI should be responsive across variety of devices.	
	4	Graphic elements such as buttons and icons should be simple and their meaning and symbolism should be self-explanatory and relevant. Wherever a graphic is used meaningful 'alternate text' must be given.	
	5	There must be adequate colour contrast between text and background.	

	6	User should be able to search extensively with keywords across all content, programs, courses, files etc. and launch them directly from the search results, however ability to play/render/launch can be restricted to those formats mentioned under sub-clause 2 under section 4.5.1 and files of other formats should be downloadable to client. Search facility should provide refining ability based on the attributes mentioned under sub-clause 9 under section 4.5.1	
	7	The system should support Unicode encoding. The system should be bilingual and support localization. Bilingual support at user interface (UI) level also, with English and Hindi mandatory.	
	8	The UI should have provision to decrease or increase font size of the text in a page	
	9	The system should follow Web Content Accessibility Guidelines (WCAG) 2.0.	
	10	All run time exceptions, errors should be captured and message should be displayed with the error id, reason, the course of action to be taken and log if applicable. No error or exception should result in database connection string, user accounts, passwords, call stack trace etc. being shown to the user.	
29.19		Quality Certifications	
	1	The system should be certified Safe to Host by STQC / Cert-IN empanelled agency.	
	2	The system should be certified GIGW Compliant from STQC.	
29.20		Hosting environment	
	1	The system should be hosted in the bank's data center and disaster recovery sites and should support redundancy for seamless switching between two environments and meet RPO and RTO noted in clause 8.37.	
29.21		Usage Statistics	
	1	The usage generator must allow comprehensive usage statistics to be generated.	
	2	It should include Visitors' Count, Zone wise statistics, most popular content, daily usage Analytics reports and search engine usage.	
29.22		Online Help & Contact Us	
	1	The system should have comprehensive help facility wherein the users can obtain system specific technical / functional help on line. The help should cover navigation, workflows, learning modules, policies etc.	
	2	The system should have "contact us", which will list contact details of helpdesk and designated official from the bank	
29.33		Logo and Other Items	
	1	The system should show the bank's logo in all pages.	
	2	The system should have facility to add messages, foot notes and such other things to every page as required from time to time.	
	3	Provision for Single point sign in for all the employees (integration of SAP & CBS)	

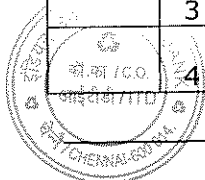**30.Online Facility through ESS / MSS Portal**

30.1		**Employee**	

	1	Online facility to View Profile and Career Path of self	
	2	Online Facility to change the Address, Contact Details of self	
	3	Online Facility to Request for Addition of dependent details with Approvals	
	4	Online Facility for Addition of Educational, Professional Qualification with Approval	
	5	Online facility for Applying for reimbursement of fees, exam fees on acquiring certain educational qualification with approval.	
	6	Online facility for Updating the Photograph of Self with Approvals	
30.2		**Performance Appraisals**	
	1	Online facility to fill the Self Appraisal Online. (with Provision to change the template based on various classification. (Periodicity shall be half-yearly, Annual)	
	2	Online facility for the authorities to appraise the appraisals of reportees under them (Periodicity shall be half-yearly, Annual)	
30.3		**Training**	
	1	Online facility for Self nomination for training with approvals.	
	2	Online facility for giving Training Feedback	
	3	Online facility for taking up pre-test, mid-course review,post-test on trainings attended	
	4	Online facility for downloading the Training nomination call letters	
	5	Online Facility for viewing the List of Trainings attended.	
	6	Online facility for recording the reasons for non attendance for training.	
	7	**Transfers**	
	8	Online facility for Applying for Transfer, By both Officers and Award Staff with necessary approvals.	
	9	Online Facility to view the Seniority at Branch level on the basis of Date of registration.(For Award Staff)	
	10	Online facility for downloading of Transfer Orders with Fascimied Signature.	
	11	Online Facility for downloading the Cancellation Order of Transfer.	
30.4		**Promotions**	
	1	Online Facility for Applying for Promotion from officers/award staff for promotion from Substaff Cadres to Clerical Cadre, Clerical Cadre to officer cadres and Officer Cadre in different scales.	
	2	Online facility for downloading the call letters for Written test and interview.	
	3	Online facility for application for switching from Specialist to Generalist Cadre.	
30.5		**Leave and LFC**	

	1	Online facility for Application of Leave, Extension of leave, cancellation of leave with necessary approvals.	
	2	Online View of Leave Balance necessary approvals.	
	3	Online Facility to apply for LFC and for LFC encashment necessary approvals.	
	4	Online Facility for Extension of LFC with necessary approvals.	
	5	Online facility for Application for PL Encashment active during LFC for active employees	
	6	Online facility for Application for PL Encashment for separated employee	
	7	Online facility to obtain permission to avail joining time along with workflow for routing sanction	
30.6		**Travel Claims**	
	1	Online facility for Submitting the all travel bills (Transfer, Training, Tours) and Boarding Bills along with necessary approvals.	
	2	Online facility for generating the Travel Sanction ticket.	
30.7		**PF, Gratuity and Pension**	
	8	Online facility for Application for gratuity and pension with necessary approvals.	
	9	Online facility for Pensioners to view their pension slip.	
	10	Online facility for pensioners to view their Tax Projection Statement.	
	11	Online Facility for Pensioners to submit their Life Certificate.	
	12	Online facility for Pensioners to update their Communication address and Contact nos.	
	13	Online facility to View the Gratuity paid and PF Settlement Proceeds paid.	
	14	Online facility to view arrears paid, changes in Monthly pension by the Pensioners.	
30.8		**Payroll**	
	1	Online facility to View Pay slip.	
	2	Online facility to view the detailed income tax projection statement	
	3	Online facility to submit the Income Tax savings for IT purposes.	
	4	Online facility to download the Increment sanctions letters.	
	5	Online facility to view payment of arrears.	
30.9		**Welfare**	
	1	Online facility for applying Books, Uniforms and Scholarship for Wards of Staff with necessary approvals.	
	2	Online facility for booking of holiday homes for both staff members and retired staff	
	3	Online facility for applying Annual medical aid for Staff Members with necessary approvals.	
	4	Online facility for applying Newspaper reimbursement with necessary approvals.	

	5	Online facility for applying Conveyance reimbursement with necessary approvals.	
	6	Online facility for applying Health checkup facilities.	
	7	Online facility for applying for Spectacle reimbursement	
	8	Online facility for applying for leased accommodation.	
	9	Online facility for applying for Bank Quarters.	
	10	Online facility for applying for Wedding Gift	
	11	Online Facility for Reimbursement of Team Outing	
	12	Online facility for Outfit allowance claim	
**31.Bilingual display / Notes & Reports**
31.1		Bilingual display in all menus for the heading/text describing the data displayed	
31.2		Header of all reports should be bilingual	
31.3		Option to capture if digital signature / manual signature is required whenever a Note is generated in SAP. If it is digital signature , then the note should be routed to the sanctioning authority automatically in the workflow	
**32.Organizational structure**
32.1		Organizational structure should have unit classification like Zonal Office, Corporate Office , Head Office , Branches , Inspection centre, Training Centres	
32.2		Each unit in the Organizational structure should have a roles designated as head of the unit and deputy head of the unit	
32.3		Each organizational unit should have roles assigned to the employee	
32.3		Organizational unit may have department classification	
32.4		The system should have the capability to handle exceptions in assigning an employee / roles to an organizational unit	
32.5		Facility to assign parameters to organizational units like location, classification based on business and the parameters in turn should be used in payroll processing wherever required	
32.6		All workflows created in SAP should be routed through the roles in the organizational unit according the administrative sanction powers	
32.7		Each unit should be mapped to a state for the purpose of state calendar	
32.8		Inbuilt validation to ensure that each organizational unit is headed by only one employee (Branch Manager / Department Head)	

Although the utmost care has been taken in preparing and furnishing the above mentioned functional requirements, the requirement is subject to changes based on changes in functionalities / procedure / regulations during the time of preparation of blue print/implementation/migration of existing data.

SECTION– VII

PART-II PRICE BREAKUP TO BE SUBMITTED BY THE BIDDER

The below cost includes all instances of Production, Testing/ Quality, Training, Development, Patch Management and Disaster Recovery site. The manpower requirements by Bank may increase / decrease and the same will be provided at the agreed cost in the price schedules and bank would not be required to pay more amount on this pretext.

Price Schedule

   A. **Cost of Implementation, Customization, Migration and Maintenance for the full contract period— SAP HRMS including LMS Solution (at Primary Site and DR site) including onsite Man Power Support**

S. No.	Item	Amount (in Rupees)
1	a. Implementation Charges (Installation, Customization, Training, Interface(s), Testing, Acceptance, Data and Program Migration etc.), payable as per the payment schedule and b. Cost of **Maintenance** & Support Cost for 1st year after date of go-live of all phases	
3	Cost of **Maintenance** & Support Cost for 2nd year after date of go-live of all phases	
4	Cost of **Maintenance** & Support Cost for 3rd year after date of go-live of all phases	
5	Cost of **Maintenance** & Support Cost for 4th year after date of go-live of all phases	
6	Any other cost, Please specify with details	
	Total Cost	

In words : _____

B Cost of Manpower for Onsite Support for Four years after date of Go Live of all the Phases :-

S. No.	Item	Amount (in Rupees)
1	Cost of manpower for Onsite support for the 1st year from the date of Go live of all the phases	
2	Cost of manpower for Onsite support for the 2nd year from the date of Go live of all the phases	
3	Cost of manpower for Onsite support for the 3th year from the date of Go live of all the phases	
4	Cost of manpower for Onsite support for the 4th year from the date of Go live of all the phases	
	Total Cost	

C Cost of Man-days for Change Requests - Indicative (in case of fresh change request as per the tender terms)

S. No.	Description	Notional No of days per Year a	Notional No of Years b	Applicable Charges per man day (in Rs.) – c	Total Cost for notional 400 Mandays A*b*c
1	Per Man-Day *	100	4		

* Please indicate no. of hours in one man day

Notional no of days (100) is provided for Calculation of TCO only and will be included for arriving at L1 pricing.

The actual no of days may increase/decrease depending on the actual requirements. The actual amount paid would increase/decrease pro-rata as per the resource utilization and the rate has to remain fixed during the entire contract period. Bank would specify the number of persons to be deployed by the SI depending on the requirement and criticality.

SUMMARY – Total Cost of Ownership

Tables	Description of Table	Amount / Cost as per Table	Maximum No of human resources who can be provided
Table A	**Cost of Implementation, Customization, Migration and Maintenance for the full contract period— SAP HRMS including LMS Solution (at Primary Site and DR site) including onsite Manpower Support**		
Table B	**Cost of Manpower for Onsite Support for Four years after date of Go Live of all the Phases**		
Total Cost of Ownership to be quoted in the online reverse auction			

Total Cost of Ownership (TCO) = Table-A + Table-B

SECTION VIII

BID FORM AND OTHER FORMATS

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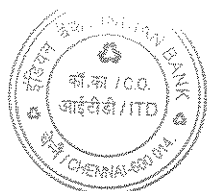
SECTION – VI

1. BID FORM

FORM OF BID

(Bidders are required to furnish the Form of Bid)

Date: _____

To,

Asst. General Manager
Human Resources Management Department,
Indian Bank Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014.

Sub: Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version

Ref: Bid Document No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018.

Having examined the Bidding Documents including addendum(s), the receipt of which is hereby duly acknowledged, we, the undersigned, offer for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version, in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods/service in accordance with the Project Timeline and Schedule of delivery specified in the Scope of the Project.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 10% percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.

Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version for the Bank.

We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated this ....day of .... 201.....................

....   Signature

....
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder) ....
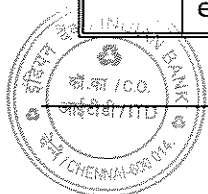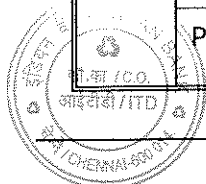..

Mobile:

Email

2.BIDDER'S PROFILE

S.No.	Particulars	To be furnished by the Bidder
1	Name and address of the Bidder	
2	Year of establishment	
3	Constitution of the bidder	
4	Telephone Number	
5	Fax Number	
6	E-mail ID	
7	Name and designation of the personnel **authorized to submit bids** on behalf of the Bidder and can make commitments to the Bank (Copy of Power of Attorney / resolution authorizing the official for signing the Bid to be submitted)	
8	His/Her telephone number Mobile number e-mail address	
9	Name and designation of the personnel **authorized to take decisions** on behalf of the Bidder and can make commitments to the Bank	
10	Telephone number Mobile number e-mail address	
11	Name and designation of the personnel **authorized to enter into contract** on behalf of the Bidder and can make commitments to the Bank (Copy of Power of Attorney / resolution authorizing the official for signing the contract to be submitted)	
12	His/Her telephone number Mobile number e-mail address	

13	Profile of key personnel involved in the Project (domain specific and others) with their CVs (Information in respect of skill and expertise specifying technical and banking knowledge/solutions should be mentioned) Service/support for similar project assignment by the personnel Track record	
14	Details of Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS	
	Name of the Bank/Institution	
	Location of Head Office	
	No. of branches/sites under coverage	
	Specific area of involvement	
	Functionalities implemented	
	Start Date of the Project	
	Date of go live	
	Present Status of the Project	
15	Details of Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS	
	Name of the Bank/Institution	
	Location of Head Office	
	No. of branches/sites under coverage	
	Specific area of involvement	
	Functionalities implemented	
	Start Date of the Project	
	Date of go live	
	Present Status of the Project	

16	Present **SAP-HRMS** projects on hand:	
	Name of the Bank/Institution	
	Location of Head Office	
	No. of branches/sites under coverage	
	Specific area of involvement	
	Functionalities implemented	
	Start Date of the Project	
	Present Status of the Project	
17	Details of the Team proposed (along with their previous experience in SAP HRMS solution implementation/operations) for proposed Solution implementation in Indian Bank	
18	Details of Tender Fee submitted	
19	Details of EMD submitted	
20	Turnover for the year 2015-16 (Rs Crores)	
21	Turnover for the year 2016-17 (Rs Crores)	
22	Turnover for the year 2017-18 (Rs Crores)	

(in case of any proof which is not identifiable, the decision of the Bank would be considered final and binding upon the bidders)

3. SELF DECLARATION – BLACKLISTING

To,

Asst. General Manager
Human Resources Management Department,
Indian Bank Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014.

Dear Sir,

Sub: Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version

Ref: Bid Document No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018.

We hereby certify that, we have not been blacklisted by any Government Dept. / PSU / Banks

currently.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

4.   BID SECURITY FORM

Whereas........................... (Hereinafter called "the Bidder") who intends to submit bid for the supply of .... (name and/or description of the goods) (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We................... (Name of Bank) of .... (Name of Country), having our registered office at .... (address of Bank) (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of _____for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2018.

THE CONDITIONS of this obligation are:

  1. If the Bidder

(a)   withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

(b)   does not accept the correction of errors in accordance with the Instructions to Bidders; or

1.   If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:

     (a) fails or refuses to execute the Contract Form if required; or

     (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

     This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity and any demand in respect thereof should reach the Bank not later than _____.

(Signature of the Authorised Official of Bank)

NOTE: 1. The bidder should ensure that the seal and Code No. of the signatory is put by the banker, before   submission of the Bank Guarantee.
          2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.

5.   COVERING LETTER

Ref. No:

To,

Asst. General Manager,
Human Resources Management Department,
Indian Bank Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014.

Dear Sir/Madam,

Sub: Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version

Ref: Bid Document No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018.

Having examined the RFP including all Annexures, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply and deliver the equipments and services including installations and commissioning in conformity with the said RFP.

We undertake, if our bid is accepted, to deliver the goods and services in accordance with the delivery schedule specified in schedule of requirement.

We confirm and acknowledge having received the following amendments/clarifications to the bid document:

Amendments/Clarifications No.	Dated

We agree to abide by this bid for the period of 180 days from the date of technical bid submission.

We understand that Indian Bank is not bound to accept the offer and that Indian Bank has the right to reject the offer without assigning any reasons whatsoever.

Until the successful bidder is identified, this bid shall remain binding upon us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Dated this _____ day of _____ 2018.

(Signature) (In the Capacity of)
Duly authorized to sign bid for and on behalf of

(Name & Address of Bidder) _____

6. FORMAT FOR LETTER FROM INSTITUTION WHERE THE SAP HRMS SOLUTION HAS BEEN IMPLEMENTED

Ref. No:

To,
Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sir/Madam,

Sub: Implementation of SAP HRMS solution

Ref: Indian Bank Tender No. CO:HRM:01/R1:2018-19 Dated: 07/11/2018. (Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version)

This is to certify that M/s ……………………………………….. has implemented the SAP HRMS Solution with the name ……………………………….. in our Bank satisfactorily and the same is currently in use. The implementation of the solution started on ……………………… and completed on ……………………………. / Under process.

(Authorized Signatory)
Name of the official:
Name & Address of Bank: _____

7. SELF DECLARATION – DEVELOPMENT of NECESSARY FEATURES AS PER BANK's REQUIREMENT

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sir,

Sub: Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version
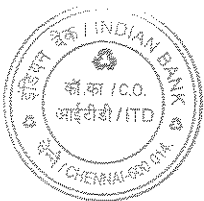
Ref: Bid Document No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018.

We hereby certify that, the features/functionalities mentioned in the bid document which are not available in the solution proposed by us, will be provided to the bank before go live of phase I of the solution, at no additional cost.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

8 PERFORMANCE SECURITY FORM

Bank Guarantee No.   Date   :

To :

INDIAN BANK, CHENNAI, INDIA.

WHEREAS .... (Name of Supplier) hereinafter called "the Supplier") has undertaken, in pursuance of Contract No................ dated,..........to supply and maintain ....(Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognised bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract including Maintenance and Repairs of the entire system including cost of spares during warranty period.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of .... (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of .... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ....day of...................201.....

Signature of Authorised Official with Seal

....

Date..201..

Address:..

....

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.

2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.

3. Please note that guarantee to be valid for 72 months and claim period is 1 month as per Clause 5 of Section III (Performance Security) of condition of contract.
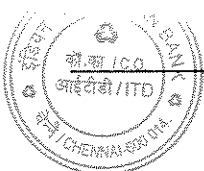
9. CONTRACT FORM

THIS AGREEMENT made the ....day of...............................2018 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and .... (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

WHEREAS the Purchaser invited bids vide RFP No. .... dated .... for certain Goods and ancillary services viz., ... (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for .... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2.   The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

    (a)   the Bid Form and the Price Schedule submitted by the Bidder;
    (b)   the Schedule of Requirements;
    (c)   the Technical Specifications;
    (d)   the Conditions of Contract;
    (e)   the Purchaser's Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied / provided by the Supplier are as under:

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said .... (For Indian Bank)
in the presence of:....................................

Signed, Sealed and Delivered by the
said.. (For the Supplier)
in the presence of:....................................

10. PROFORMA OF INSTALLATION CERTIFICATE FOR ISSUE BY THE BANK AFTER COMPLETION OF IMPLEMENTATION EACH PHASE OF PROJECT

Date:

Sub: Certificate of COMPLETION OF MILESTONE FOR IMPLEMENTATION OF THE SAP HRMS SOLUTION.

Ref: Purchase Order No.

1.   This is to certify that the milestone _____ as detailed below has/have been implemented successfully covering delivery of all the deliverables for the phase (subject to remarks in Para No. 2). The same has been installed and commissioned.

      (a)   Contract No._____ dated _____

      (b)   Description of the phase _____

      (c)   Deliverables in the phase _____

      (d)   Date of Initiation of Phase_____

      (e)   Date of commissioning and proving test _____

2.   Details of deliverables not yet supplied and recoveries to be made on that account:

      S.No.   Description   Amount to be recovered

3.   The proving test has been done to our entire satisfaction and operators have been trained as per contract terms

4.   The supplier has fulfilled its contractual obligations satisfactorily for phase ____ of the project*

or

      The supplier has failed to fulfil its contractual obligations with regard to the following:

      (a)

      (b)

      Signature   _____

      Name   _____

      Designation with date and stamp _____

*Explanatory notes for filling up the certificates:

(a)   The Supplier has adhered to the time schedule specified for the phase in the contract in despatching the documents pursuant to Technical Specifications.

(b)   The Supplier has supervised the commissioning of the deliverables in time i.e. within the period specified in the contract from the date of initiation of phase in respect of the installation and completion of respective phase.

(c)   In the event of documents having not been supplied or installation and commissioning of the phase have been delayed on account of the supplier, the extent of delay should always be mentioned.

11. NON DISCLOSURE AGREEMENT

This Agreement made at _____, on this _____ day of _____ 2018.
BETWEEN
_____ a company incorporated under the Companies Act,
1956 having its registered office at _____ (hereinafter referred to as "--
----" which expression unless repugnant to the context or meaning thereof be deemed to include its
successors and assigns) of the **ONE PART**;

AND

INDIAN BANK, a body corporate constituted under the Banking Companies (Acquisition & Transfer
of Undertakings) Act, 1970 and having its Corporate Office at 254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014 (hereinafter referred to as **"IB"** which expression unless repugnant
to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER
PART**

And are hereinafter individually referred to as party and collectively referred to as "the Parties".
Either of the parties which discloses or receives the confidential Information is respectively referred
to herein as Disclosing Party and Receiving Party.

WHEREAS:

The Parties have entered into an agreement dated _____ and established a business
relationship between themselves. In course of discussions and negotiations, it is anticipated that
both the parties may disclose or deliver to the other certain or some of its trade secrets or
confidential or proprietary information, for the purpose of business relationship (hereinafter
referred to as **"the Purpose"**).

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:
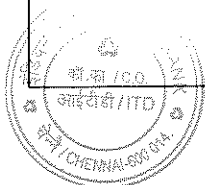
1. Confidential Information:
"Confidential Information" means all information disclosed/ furnished by either of the parties to
another Party in connection with the business transacted/to be transacted between the Parties
and/or in the course of discussions and negotiations between them in connection with the Purpose.
Confidential Information shall include customer data, any copy, abstract, extract, sample, note or
module thereof.

Either of the Parties may use the Confidential Information solely for and in connection with the
Purpose.
Notwithstanding the foregoing, "Confidential Information" shall not include any information which
the Receiving Party can show:
    (a) is now or subsequently becomes legally and publicly available without breach of this
    Agreement by the Receiving Party,
    (b) was rightfully in the possession of the Receiving Party without any obligation of
    confidentiality prior to receiving it, from the Disclosing Party,
    (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party
    without any obligation of confidentiality, or

(d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

3. Use of Confidential Information.

i. Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement between the Parties hereto.

ii. The --- shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in its direct employment who have a need to access and knowledge of the said information, solely for the purpose authorized above. The company shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Company agrees to notify the Bank immediately if it learns of any use or disclosure of the Bank's confidential information in violation of the terms of this agreement.

iii. The --- shall not make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this
agreement, without the prior written approval.

4. Non-disclosure:

The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

3. Publications:

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

4. Term:

This Agreement shall be effective from the date hereof and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the Parties. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

Notwithstanding anything to the contrary contained herein the confidential information shall continue to remain confidential until it reaches the public domain in the normal course.

5. Title and Proprietary Rights:

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

6. Return of Confidential Information:

Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.

7.   Remedies:

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

8.   Entire Agreement, Amendment, Assignment:

This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

9.Governing Law and Jurisdiction:

1.1   The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in

Chennai. Submitting to arbitration may be considered as an additional remedy and it does not preclude the Parties to seek redressal/other legal recourse.

10. General:

The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

11. Indemnity:

The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.

IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of

_____

Name of Authorized signatory:
Designation:

``````````````````````````````````````````````````````````````````````````````````````````````````````

## 12. DECLARATION TO BE SUBMITTED BY THE BIDDER ON CONFIDENTIALITY

**Note:** The bidder has to submit the following declaration as part of Service level agreement(in their letter head).

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sirs,

Sub:     Identifying vendor for Installation, Development/Configuration, Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version

Ref: Bid Document No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018.

As part of the agreement under the above reference, We hereby agree that:

1) RBI or persons authorized by it shall access the records of Bank and M/s ……………………… (successful bidder) related to the agreement referred above and cause inspection.

2) We (successful bidder) shall maintain confidentiality of customer information and will not disclose any confidential information including customer information even after completion of the contract.

3) We (successful bidder) shall obtain prior approval of the bank for use of sub-contracters for outsourced activity etc. Prior approval of the bank shall be obtained for any change proposed in any sub-contractors.

4) We (successful bidder) shall isolate and clearly identify the Indian Bank's customers' information, documents, records and assets to protect the confidentiality of the information, while acting as an outsourcing agent for multiple clients.

Yours faithfully,

(Signature)
Name of Authorized Signatory:
Designation:
Date
Company Seal

## 13.MANUFACTURER'S AUTHORIZATION FORM

**Note:** This authorization letter should be printed on the letterhead of all the Original Equipment Manufacturers (OEM)and should be signed by a competent person having the power of attorney to bind the manufacturer.

Date:

To,

Asst. General Manager
Expenditure Department
Indian Bank,
Corporate Office,
254-260, Avvai Shanmugam Salai,
Royapettah, Chennai - 600 014.

Dear Sirs,

Sub:   Identifying   vendor   for   Installation,   Development/Configuration,   Customization, Implementation, Management and Maintenance of SAP HRMS including LMS Solution at Primary and DR site along with migration from existing SAP version

Ref: Bid Document No. CO:HRM:01/R1:2018-19 Dated: 13/11/2018.

We     are     established     and     reputable     manufacturers/producers of_____ having factories/ development facilities at _____(address of factory/ facility) do hereby authorize M/s _____ (Name and address of the bidder)to submit a Bid, and sign the contract with you against the above Bid Invitation.

We here by extend full warranty for our Solution, Products and services offered by the above firm against this Bid Invitation throughout the contract period.   We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

We further certify that, in case the Authorized Partner is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items through alternate & acceptable service provider. We also undertake to sign the ESCROW agreement along with the successful bidder.

Yours faithfully,
(Signature)

Name of Authorized Signatory:
Designation:
Date:
Name and address of the manufacturer:
Company Seal:

**Note:**     This letter of authority should be on the letterhead of the Manufacturer.

## 14.    FORMAT FOR PRE-BID QUERIES

| Sl No | RFP Point No/Title | Page No in RFP | Details Provided in RFP | Query / Changes Requested |
|---|---|---|---|---|
|  |  |  |  |  |
|  |  |  |  |  |
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## 15.    CHECKLIST FOR PART – I

| SL No | Details of enclosure | Submitted / Not submitted |
|---|---|---|
| 1. | Documentary proof for bidder having satisfactorily implemented SAP HRMS (ECC 6.0 and above) and its support services in a BFSI/PSU with more than 10,000 employees.<br><br>Copy of Purchase orders issued by the Organisations and a recent satisfactory letter (date of the letter should be later than the RFP date) issued by the organisation, signed by the Head of the Department/Project Manager, stating date of implementation, current status of the project and support services extended by the Bidder should be submitted along with Technical Bid (Refer Format 6 of Section VIII) | |
| 2. | Copy of Certificate of Incorporation issued by the Registrar of Companies for the proof of the company having existence in India for the last 5 years as on 30.11.2018. (Eligibility Criteria 1 of Section V) | |
| 3. | Certificate from a chartered Accountant supported by Audited Financial Statements (and Annual Reports, if applicable) that the bidder is having net profit and Turnover more than Rs. 100 Crores for the last 3 financial years. (Eligibility Criteria 3 & 4 of Section V) | |
| 4. | An undertaking by the bidder that it will provide operational and technical support to the bank at Chennai and Hyderabad along with the list of support centers at these locations. | |
| 5. | A self declaration by the bidder/OEM that they have not been blacklisted by any Bank/PSU/GOI Department for non-implementation / non delivery of the order / not providing support currently as on date of submission of bid. (Eligibility Criteria 6 of Section V) (Format No. 3 of Section VIII) | |
| 6. | A self declaration by the Bidder for having a team of at least 20 SAP HRMS consultants on its rolls having experience in implementing all the major modules/solution components(along with details of consultants). | |
| 7. | Bid Form(refer format no. 1 of Section VIII) | |
| 8. | Covering Letter (refer format no. 5 of Section VIII) | |
| 9. | The Bidder should have active partnership agreement with SAP - Manufacturer's authorization Form (MAF) in the Bank's format. (refer format No. 13 of Section VIII) | |
| 10. | Bid Security (refer format no. 4 of Section VIII) | |
| 11. | Power of Attorney / resolution authorizing the official for signing the Bid. | |

| 12. | Demand Draft for Rs. 10,000/- (Rupees Ten Thousand only) towards Bid document Charges | |
|---|---|---|
| 13. | The copy of RFP and amendments/clarification document, if any duly signed with seal by the authorized person, as a proof for having accepted all the terms and conditions in to without deviation. | |
| 14. | Filled in Functional Requirement with relevant details (Section VI) | |

**Check list for Successful bidder**

| 1. | Performance Guarantee (refer format no. 8 of Section VIII) | |
|---|---|---|
| 2. | Contract Form (format no. 9 of Section VIII) | |
| 3. | Non-disclosure agreement in the bank's format (refer format no. 11 of Section VIII) | |
| 4. | Non-disclosure agreement by the employees of the bidder related to the project in Bank's format. | |
| 5. | Certificate of Satisfactory background Check of all the employees of the SI and OEM resources associated with the project. This Certificate has to be issued every time there is a change or addition of new members on the project also. | |
| 6. | Declaration regarding accessibility to RBI, confidentiality etc (refer Section VIII format no. 12) | |
| 7. | Bank may choose to take an undertaking from Vendor employees to maintain the confidentiality for the Bank's information /documents etc. Bank may seek details / confirmation on background verification of Vendor's employees worked / working on Bank's project as may have been undertaken / executed by the vendor. Vendor should be agreeable for any such undertaking/verification. | |

Verified and found all the documents to be in the same order in both Hard copy and Soft Copy.

| Signature of Authorised Signatory | |
|---|---|
| Name | |
| Designation | |
| Telephone Number | |
| Mobile number | |
| e-mail id | |