

**Request for Proposal (RFP) for
Rate Contract for Design, Development & Deployment of Human Resource Management
Solution & Payroll Management Solution to Organizations.(Reference: Ref: CO/DB&FP/1665/R1/2024-25 Dated 01.10.2024**

Date 09/10/2024

Addendum / Corrigendum I

S. No.	Pg. No/ Clause	Original Content		Amended Content																					
		Particulars	Existing guidelines	Particulars	Revised guidelines																				
1.	26 / a. Bidder's Experience (20 Marks)	Sr.No 5 Bidder's Experience in implementing the HRMS/Payroll Solution for No. of employees	<table border="1"> <thead> <tr> <th>Cumulative count of employees managed and served by the HRMS/Payroll solution</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1000-10000</td> <td>1</td> </tr> <tr> <td>10001-25000</td> <td>2</td> </tr> <tr> <td>250001-50000</td> <td>3</td> </tr> <tr> <td>50000+</td> <td>4</td> </tr> </tbody> </table>	Cumulative count of employees managed and served by the HRMS/Payroll solution	Marks	1000-10000	1	10001-25000	2	250001-50000	3	50000+	4	Sr.No 5 Bidder's Experience in implementing the HRMS/Payroll Solution for No. of employees	<table border="1"> <thead> <tr> <th>Cumulative count of employees managed and served by the HRMS/Payroll solution</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1000-10000</td> <td>1</td> </tr> <tr> <td>10001-25000</td> <td>2</td> </tr> <tr> <td>25001-50000</td> <td>3</td> </tr> <tr> <td>50000+</td> <td>4</td> </tr> </tbody> </table>	Cumulative count of employees managed and served by the HRMS/Payroll solution	Marks	1000-10000	1	10001-25000	2	25001-50000	3	50000+	4
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2.	35 / 9.4	General Evaluation Criteria 9.4 Commercial evaluation and selection of bidder	<p>Commercial evaluation and selection of bidder</p> <p>It may be noted that commercial bids will be subjected to following evaluation process</p> <ul style="list-style-type: none"> The commercial bids have to be submitted online along with other bid documents as per commercial bid format (Part-II of Section V of the RFP). The price quoted should be inclusive of all charges but exclusive of applicable taxes. The unit price for each line item should be comparable to prevailing market rates. 	General Evaluation Criteria 9.4 Commercial evaluation and selection of bidder	<p>Commercial evaluation and selection of bidder</p> <p>It may be noted that commercial bids will be subjected to following evaluation process</p> <ul style="list-style-type: none"> The commercial bids have to be submitted online along with other bid documents as per commercial bid format (Part-II of Section V of the RFP). The price quoted should be inclusive of all charges but exclusive of applicable taxes. The unit price for each line item should be comparable to prevailing market rates. 																				

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		<ul style="list-style-type: none"> • Bank will open commercial bid of technically qualified bidders and intimation will be given to eligible bidder to participate in the reverse auction process, through which Bank will identify successful Bidder for awarding contract. • Bank intends to select two (02) bidders through this RFP. • Reverse auction will be initiated based on the Indicative commercial or the at the price finalized by the Bank at discretion of the Bank. • Bidder who has quoted the lowest price (for TCO cost) will be selected as L1 Bidder. • Selected L1 Bidder has to submit the Price Breakup as per the specified format mentioned in the RFP. However, the Price should be proportionately reduced based upon the cost quoted by the bidder while submitting its indicative commercial bid. • Opportunity will be given to L2 Bidder if the L2 bidder agrees to match the price quoted by the L1 Bidder (line item wise price). • If L2 Bidder does not agree to match the price, then opportunity will be given to the L3 Bidder to match the price line item wise. Likewise, opportunity will be given to all the bidders if the lower level bidder does not agree to match the price. 	<ul style="list-style-type: none"> • Bank will open commercial bid of technically qualified bidders and intimation will be given to eligible bidder to participate in the reverse auction process, through which Bank will identify successful Bidder for awarding contract. • Bank intends to select two (02) bidders through this RFP. • Reverse auction will be initiated based on the Indicative commercial or the at the price finalized by the Bank at discretion of the Bank. • Bidder who has quoted the lowest price (for TCO cost) will be selected as L1 Bidder. • Selected L1 Bidder has to submit the Price Breakup as per the specified format mentioned in the RFP. However, the Price should be proportionately reduced based upon the cost quoted by the bidder while submitting its indicative commercial bid. • Opportunity will be given to L2 Bidder if the L2 bidder agrees to match the price quoted by the L1 Bidder (line item wise price). • In case if only two bidders qualified in technical evaluation then reverse auction will be conducted between two bidders and 100% order will be issued to L1 Bidder. • If L2 Bidder does not agree to match the price, then opportunity will be given to the L3 Bidder to match the price line item wise. Likewise, opportunity will be given to all the bidders if the
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		<ul style="list-style-type: none"> • If no bidder agrees to match the price quoted by L1 bidder, then all the contracts will be awarded to L1 bidder only. • Contracts will be awarded to the selected two bidders in the ratio of 60:40, wherein L1 Bidder will get 60% and L2/L3/L4... Bidder will get 40% quantity, as per the above process., If only L1 bidder is selected, then 100% of the contracts will be awarded to the L1 Bidder. 		<p>lower level bidder does not agree to match the price.</p> <ul style="list-style-type: none"> • If no bidder agrees to match the price quoted by L1 bidder, then all the contracts will be awarded to L1 bidder only. • Contracts will be awarded to the selected two bidders in the ratio of 60:40, wherein L1 Bidder will get 60% and L2/L3/L4... Bidder will get 40% quantity, as per the above process., If only L1 bidder is selected, then 100% of the contracts will be awarded to the L1 Bidder.
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Response to Pre-Bid queries

S.No	Page No.	Para No.	Description <i>Ref: RFP No. CO/DB&FP/1665/R1/2024-25 Dated 01.10.2024</i>	Query details	Replies to Pre-bid Query
1.	26	Distribution of Marks for the above Evaluation Criteria	Certification The bidder should have any of the following certifications (with validity) at least one year prior to the date of publication of this RFP. Copy of certificate to be submitted. - CMMI - Level 3 (from CMMI institute erstwhile SEI) published in CMMIwebsite-ISO27001:2022 -ISO20000:2018 - ISO 9001:2015	We request you to remove CMMI as this is for Project companies who are providing Manpower services. This is a product that is asked for and CMMI is not valid for the same. We also request you to allow ISO from Bidder and Cloud Partner as some of the certification is valid for our cloud partner.	RFP is self-explanatory
2.	32	9.1 Eligibility Criteria	The entity must demonstrate arrangements to ensure compliance with the existing regulations / laws on consumer data protection and privacy by RBI, SEBI, IRDAI, Data Protection Board of India and any other regulatory authority of India.	Sir, the undertaking will be for current requirements and any new requirements which come up or any gap is identified will have to be removed by the vendor.	Bidder has to submit undertaking while submitting bid. If any new requirements or gaps identified in the future will need to be addressed and resolved by the successful bidder.
3.	25	General	Bidder 's Experience in developing HRMS/Payroll Solution for any Government Institution/PSU/PSB/University etc.	please clarify this solution will be implemented in How Many multiple different industries and type of industry	The bidder to have experience in at least one of the mentioned industry
4.	25	General	Bidder 's Experience in implementation of HRMS & Payroll Management solution (Size/Scale of the organisation)	please allow 4 marks for implementation with more than 100 employees as functional scope remains same	Please adhere to RFP Terms

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5.	26	General	Bidder 's Experience in implementing the HRMS/Payroll Solution for No. of employees	please allow 4 marks for sizing more cumulative sizing more than 3000 employees	Please adhere to RFP Terms
6.	General	General		What will be headcount of your employees and geography of this implementation?	May vary on project to project basis. Details will be shared with successful bidder.
7.	General	General		Can you also call out Blue and White Collar Employees and processes applicable to each?	May vary on project to project basis. Details will be shared with successful bidder.
8.	40		Recruitment & Selection	What is your tool to filter candidates and payment of dues for the application of Recruitment process?	May vary on project to project basis. Details will be shared with successful bidder.
9.	40		Recruitment & Selection	How do you do Manpower Planning today and what are the expectations from a tool for doing Manpower Planning?	May vary on project to project basis. Details will be shared with successful bidder.
10.	40		Recruitment & Selection	What are your processes to manage Recruitment Agencies and payments to them on successful candidate selection?	May vary on project to project basis. Details will be shared with successful bidder.
11.	40		Recruitment & Selection	What is the process of selection of candidates for training?	May vary on project to project basis. Details will be shared with successful bidder.
12.	40		Attendance & Leave Module	What are your shift scheduling parameters? How do you do it today?	May vary on project to project basis. Details will be shared with successful bidder.

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13.	40		Attendance & Leave Module	Can you share few examples and logic of your most complex Leave types?	This RFP is not floated for Indian Bank employees.
14.	41		Travel And Tour Management	What is your present Tour and Travel management module? Does it also enable employees to do all the booking through it?	May vary on project to project basis. Details will be shared with successful bidder.
15.	41		Travel And Tour Management	For your Tour and Travel management - would future state look at employees requesting to travel and agency doing necessary bookings from the backend?	May vary on project to project basis. Details will be shared with successful bidder.
16.	41		Payroll/Pension/Tax	Do you have your own PF Fund which takes care of PF for Employees? Do you also have a treasury management solution?	May vary on project to project basis. Details will be shared with successful bidder.
17.	41		Management	Do you have your own PF Fund which takes care of PF for Employees? Do you also have a treasury management solution?	May vary on project to project basis. Details will be shared with successful bidder.
18.	41		Appraisal/Talent	Can you share a brief process on the promotion process at IB?	May vary on project to project basis. Details will be shared with successful bidder.
19.			Management Module	Can you share a brief process on the promotion process at IB?	May vary on project to project basis. Details will be shared with successful bidder.
20.	40		Training	What is your training strategy? Do you create content in-house or most of your trainings are in-person?	May vary on project to project basis. Details will be shared with successful bidder.

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21.	47	Clause 9	Intellectual Property Rights (IPR)	While we understand the fact that the source code for customizations done specifically for you should be made available to you, the requirement for escrow for the main HRMS application is not viable for a cloud based SaaS HRMS given the rapidly evolving code base in a SaaS product. Given how fast the SaaS evolves and gets updated, by the time the escrow process for a particular version of the source is completed it will already be outdated leading to a constant process of escrow evaluation throughout the lifecycle of the application and will provide no benefits. We request for relaxation of the criteria related to escrow of the source code of the main application.	Please adhere to RFP Terms
22.	54	Clause 34	Delivery Schedule	Can you please explain what is expected to be covered in the 45 day timeline as it appears difficult to implement a solution as per your needs defined in this RFP in 45 days.	Please adhere to RFP Terms
23.	5	Point No. 2	Last Date of request for Queries/ Clarifications: 07.10.2024 till 3:00 PM	We have just come to about this RFP and we are keen to participate in this tender. We humbly request you to kindly accpet our queries and allow us to participate in the pre-bid meeting.	Please adhere to RFP Terms
24.	5	Point No. 4	Last Date of Submission/ Closing Date in Online Mode: 18.10.2024	We respectfully request an extension of the bid submission deadline by at least two weeks. Our core team will be on leave during Durga Puja/Navaratri, and we've only recently become aware of this tender. Additionally, we need time to clarify pre-bid queries. , we require additional time to prepare a quality and competitive bid. We kindly request that the bid submission deadline be extended to 02.11.2024, allowing a minimum of two weeks after the publication of responses to pre-bid queries, enabling us to thoroughly understand the requirements and ensure comprehensive bid preparation.	Please adhere to RFP Terms

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25.	26	Point No. 5	Bidder 's Experience in the for implementing HRMS/Payroll Solution No. of employees	Considering the Government of India's initiatives to promote startups, we kindly request relaxation of the experience criteria for Micro, Small, and Medium Enterprises (MSMEs) and startups. This relaxation would align with the Startup India' initiative, fostering a conducive environment for innovation and growth. By easing prior experience requirements, we can unlock opportunities for MSMEs and startups to participate in public procurement, driving economic development and job creation.	Please adhere to RFP Terms
26.			General Query	Kindly extend the Delivery Schedule from 45 days to 180 days as development of HRMS and Pay roll solutions would need sufficient time for SRS / Development/ UAT etc..	Please adhere to RFP Terms
27.			General Query	Kindly share the Architecture of the proposed solutions/requirements	Bidder to use its existing architecture for the cloud based solution
28.			General Query	Kindly share the technology stack to be considered by the Bidder to consider the cost while submitting the bid	Both Licensed and open source can be used.