

Pre-Bid Query -RFP- HRMS- 20-04-2018

Bidder Name	SI No	PageNo	ClauseRef	Clause Details	Observation	Modification approved by Technical Committee
Luminous Infoways, Bhubaneswar, Odisha	1	7	Eligibility Criteria-SI No 5	The Authorised Service Provider of HRMS Software can Bid. The bidder may supply their own H/W or May partner with any other OEM of repute. No Consortium Bid is allowed. The bidder or the participant OEMs should provide Self- Declaration to be have not been blacklisted by any organisation.	We request you to kindly allow consortium which will enable bidders to participate leading to a healthy competition.	No Change
	2	7	Eligibility Criteria-SI No 11	The proposed solution version should have been assessed for Vulnerability and penetration tested performed.The audit Certificate should be prior to the date of issue of RFP.Proposed Software security features should be complaint to OWASP top 10 Vulnerabilities.	We suggest to remove this criteria because after customization of the required solution the entire application will be audited by an auditor.	No Change
	3	7	Eligibility Criteria-SI No 6	The bidder should preferably have an established set up with support of adequate IT staff to support the proposed solution and implementation. The bidder/OEM should have support center in Hyderabad and Chennai (if not having presently, should have prior to start of UAT of the Project Implementation).	What is the role of support center in Hyderabad & Chennai?	Vendor should provide support as and when required at DC and DR site during warranty and AMC period as per SLA through their support center at respective locations.
	4	34	Tender Document and Fee	A complete set of tender document can be downloaded from Bank's website www.odishabank.in. A non- refundable fee of 10,000/- (Rupees Ten Thousand Only)	As we have NSIC exemption certificate , we expect that we should be exempted from paying tender fees.	All the Bidders need to submit Bid Cost. EMD will be exempted.
	5	34	Earnest Money Deposit	Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the selection process (or in case bidder is having valid NSIC certificate, EMD will be returned after verification of Certificate during technical evaluation). The EMD of successful Bidder(s) will be returned on submission of Performance Bank Guarantee.	The statement clearly defines that the value of NSIC certificate is base less as in any form we have to deposit EMD amount. We request you to kindly amend the highlighted statement as in case bidder is having valid NSIC certificate, EMD will be exempted.	Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the selection process (or in case bidder is having valid NSIC certificate relevent to the project, only EMD will be exempted.). The EMD of successful Bidder(s) will be returned on submission of Performance Bank Guarantee.
Natural Support Consultancy Services (P) Ltd	1	7	Eligibility Criteria -4	The bidder should have average turnover of minimum Rs. 3 Cr. for the past 3 financial years i.e. 2015-16, 2016-17 & 2017-18.The lead bidder should have a positive net worth in the last three (3) Financial years (Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up Preference shares + Free reserves) – (Accumulated balance of loss + balance of deferred revenue expenditure + other intangible assets).	We request you to kindly make it reasonable considering the fact that new start-ups will not be able to qualify for the bid. We request you to kindly make change it to : Bidder who are registered under Startup India should have average turnover of Rs. 3 Crore in the past 3 financial year as per Audited Balance Sheet.	The bidder should have cumulative turnover of minimum Rs. 3 Cr. for the past 3 financial years i.e. 2015-16, 2016-17 & 2017-18.The bidder should have operting profit for last 2 Financial Years.Supporting Audited Document should be provided.

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	2	34	Tender Document and Fee	COST OF BID DOCUMENT & EARNEST MONEY DEPOSIT (EMD) / BANK GUARANTEE IN LIEU OF EMD: Cost of Bid document 10000/-EMD/ Bank Guarantee in lieu of EMD 500000/	"The public procurement policy for MSMEs order, 2012 is applicable to all central ministries/departments/CPSUs and has become mandatory w.e.f 1st April 2015. Under this policy the participation fee and EMD will be exempted along with other benefits mentioned in the policy for all the MSMEs registered with District Industries Centre (DIC) or Khadi & Village Industries Commission (KVIC) or Khadi & Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or Directorate of Handicrafts and Handlooms or Udyog Aadhar Memorandum or any other body specified by Ministry of MSME under the public procurement policy irrespective of relevance of product .Kindly consider it and exempt MSME Registered Companies from submission of Tender Fees and EMD."	In case bidder has valid NSIC certificate relevent to the project, only EMD will be exempted. In all cases Bidder need to submit the Tender Fee / Bid Cost
C-EDGE	1	Page No. 5	Broad Scope of Work Point no. 8	Procurement & Supply of associated hardware and system software for the project.	Request the Bank to clarify whether the supply of network equipments & connectivity is in scope or out of scope of project & will be procured & provided by the bank.	Maximum of 24 Gigabyte Ethernet Ports will be provided by Bank.Any type of Networking cable or equipment or SFP module to be provided by the bidder.SFP module if required should be compatible with the Banks' switch(Juniper Switch EX 4300) interface.The connectivity between servers and SAN switch(Brocade 6505) should be in fiber media. Bank will be giving maximum of 12U space(of Sun microsystem server rack) in the DC and DR for servers and storage of the HRMS System.Connection between DC and DR will be provided by the Bank. The electrical Cable, Plug and socket as per Indian Standard
	2	Page No. 5	Broad Scope of Work Point no. 13	The selected bidder will also have to provide post implementation support during the warranty period and post warranty support under AMC as per the terms of the SLA	Request the bank to clarify the wheather facility management services are required at DC & DR : onsite / offshore. If yes, kindly let us know the number of resources & no. of shifts of support required during the day	FMS support is not required at DC and DR. Vendor will have to provide support as and when required at DC and DR site during warranty and AMC period as per SLA through their support center at respective locations.one resource with sufficient technical knwoledge on software should be deployed at Head office,Bhubaneswar.The service window for the support staff will be from 10AM to 6PM in the evening.
	3	Page No. 7	Eligibility Criteria Point no.9	The solution offered should be running successfully in, at least one PSU / Schedule Commercial Banks including Regional Rural Bank and Cooperative Bank in INDIA or Any State Government or Central Government organisation as on 31-03-2018. At least one reference should be there for implementing HRMS system with a user/employee base of at least 1000+ Users.	Request the Bank to modify the clause as below: The solution offered should be running successfully in, at least one PSU / Schedule Commercial Banks including Regional Rural Bank and Cooperative Bank in INDIA or Any State Government or Central Government organisation as on 31-03-2018. At least one reference should be there for implementing HRMS system with a user/employee base of at least 300+ Users.	No change

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	4	Page No. 30	Hardware and Software requirements Point no.3	The software should be provided in proprietary model. Bank can request for change request (within existing module) unlimited times as per the Bank's requirement anytime during the project duration. Any number of CR for the modification in the existing module will be Free of Cost. In case of any addition of new module which is completely different from any of the existing modules will be considered on chargeable basis at a rate mutually decided by both the parties. The rate per manHour need to be given by the Vendor. The Cost of man Hour will be multiplied with 1000 for evaluation of L1. 1000 is not a projected Man hour for the project life. It is just a random weight applied to compare the cost. The examples of Modules are : Recruitment, Leave, Salary / Payroll, Employee Movement, Super annuation, Increment, tax declaration, Training, Reimbursement, Employee self-service, Employee Loan and EMI management, and Corresponding Reports in each module etc.	<p>The software provided to the Bank would be on licence model and the features would be as per the features mentioned in the RFP document.</p> <p>However, any deviations requested by the bank after the Go-live of the solution would be treated as a change request and would be chargeable to Bank on per man day basis, which would be specified as a part of the Commercial proposal.</p> <p>We can provide 30 man days of effort of customization during the warranty period of 2 years included in the one time licence fee to the Bank</p>	The software should be provided in perfectul model. There should not be any charges for any change in report format or new report during the period of contract.Rest of the condition of the clause remains unchanged.
	5	Page No. 30	Hardware and Software requirements Point no.3	System should be sized to ensure that HRMS data relating to employees master information transfer and promotions will be retained forever. The other data will be retained on-line for a period of 10 years, beginning from the previous 9 years and ending with the current year. All the data previous to the 9 years will be indexed archived and will be retained offline. The Bidder is required to provide appropriate interface for quick retrieval of data from the archives as and when required without any intervention by the bidder once the system goes live. Data archival must be an automated process based on certain business rules which will be shared with the successful bidder and data retrieval system needs to be user friendly on demand system without the intervention of the Bidder once the system is online	Request the Bank to clarify whether the Bank would require archived data online in hrms system or offline in any other storage in Bank's premises.	The Archival system will be offline.
	6	Page No. 39	Delivery, Implementation Schedule & Penalty Clause	Delivery of all the Hardware, Software License and Media Kit Within 4 weeks from release of Purchase Order	Request the bank to modify the clause as below: Delivery of all the Hardware, Software License and Media Kit Within 8 weeks from release of Purchase Order	No change .
	7		General	Payment for onsite support	Request bank to provide clarity on the payment schedule for onsite support.	The payment of the onsite support will be paid on quaterly arears basis.
	8		General	Integration of HRMS System	Request bank to provide list of systems to be integrated with proposed HRMS solution.	HRMS system should be compatible for the integration with the Biometric system, e-Mail solution and SMS alert system. The existing e-Mail system is of IBM Domino 9.0.The HRMS system proposed should provide required data as per Banks' core Banking Solution Format.
	9		General	The Bidder needs to size, design, procure, commission and maintain the hardware and related software for all the applications for the period of contract required as per the RFP.	Request the Bank to clarify whether the Facility management service is required for the infrastructure. kindly let us know the number of resources & no. of shifts of support required during the day	No change
M/S Inspira	1	Page-7	Eligibility Criteria/Pag e No7	The bidder should be authorised service provider of the proposed HRMS Software and should support during the period of contract with the Bank. The Bidder should have Prior experience in implementation of HRMS Systems in one or more organisation as per the RFP.The Software Provided should be successfully running in any organisation as per the point Number 9 of RFP	The bidder or authorised service provider of the proposed HRMS Software and should support during the period of contract with the Bank. The Bidder or authorised service provide should have Prior experience in implementation of HRMS Systems in one or more organisation as per the RFP.The Software Provided should be successfully running in any organisation as per the point Number 9 of RFP	No Change

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	2	Page-7	Eligibility Criteria/Page No7	he bidder should be engaged in providing and managing such type of solution in India for minimum of 3 years.The bidder should be engaged in providing and managing proposed solution for atleast 1 year.	The bidder or authorise service provide shall be engaged in providing and managing such type of solution in India from last 1 years.	No changes
	3	Page-7	Eligibility Criteria/Page No7	The solution offered should be running successfully in, at least one PSU / Schedule Commercial Banks including Regional Rural Bank and Cooperative Bank in INDIA or Any State Government or Central Government organisation as on 31-03-2018. At least one reference should be there for implementing HRMS system with a user/employee base of at least 1000+ Users	The solution offered should be running successfully in, at least one PSU / Schedule Commercial Banks including Regional Rural Bank and Cooperative Bank in INDIA or Any State Government or Central Government organisation as on 31-03-2018. At least one reference should be there for implementing HRMS system with a user/employee base of at least 500+ Users	No Change in clause. Either Purchase Order or Testimonial from Client is required.
	4	Page-7	Eligibility Criteria/Page No7	The bidder should have average turnover of minimum Rs. 3 Cr. for the past 3 financial years i.e. 2015-16, 2016-17 & 2017-18.The lead bidder should have a positive net worth in the last three (3) Financial years (Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up Preference shares + Free reserves) – (Accumulated balance of loss + balance of deferred revenue expenditure + other intangible assets).	The bidder should have average turnover of minimum Rs. 1 Cr. for the past 3 financial years i.e. 2015-16, 2016-17 & 2017-18.Postitive Network Clause should be deleted as HRMS Service Provider establishment cost is much higher to start up and require a Min times of 05 Years to make Positive Network.	The bidder should have cumulative turnover of minimum Rs. 3 Cr. for the past 3 financial years i.e. 2015-16, 2016-17 & 2017-18.The bidder should have operting profit for last 2 Financial Years.Supporting Audited Document should be provided.
	5	Page7	Eligibility Criteria/Page No7	The proposed solution version should have been assessed for Vulnerability and penetration tested performed.The audit Certificate should be prior to the date of issue of RFP.Proposed Software security features should be complaint to OWASP top 10 Vulnerabilities.	Please Provide clarity on Relevant 3rd party certificates to be provided.	No Change
	6	Page-39	Delivery, Implementation Schedule & Penalty Clause/Page No 39	Milestone 1.Delivery of all the Hardware, Software License and Media Kit Timeline :Within 4 weeks from release of Purchase Order 2.Installation of the Software License and setting up Application and Database Server. Timeline :Within 6 weeks from release of Purchase Order 3.UAT of the complete system Timeline :Within 10 weeks from the release of Purchase Order 4.GO-LIVE of complete system without any error Timeline :Within 16 weeks from the release of Purchase Order	Milestone 1.Delivery of all the Hardware, Software License and Media Kit Timeline :Within 4 weeks from release of Purchase Order 2.Installation of the Software License and setting up Application and Database Server. Timeline :Within 10 weeks from release of Purchase Order 3.UAT of the complete system Timeline :Within 16 weeks from the release of Purchase Order 4.GO-LIVE of complete system without any error Timeline :Within 20 weeks from the release of Purchase Order	No Change
	7	Page44	PAYMENT TERMS/Page No 44	60% of the Invoice value of the hardware shall be made on Delivery as per the clauses stipulated in the RFP only after submission of required bank guarantee.	80% of the Invoice value of the hardware shall be made on Delivery as per the clauses stipulated in the RFP only after submission of required bank guarantee.	No Changes
	8		PAYMENT TERMS/Page No 44	Remaining 20% of the invoice value of the hardware and License will be made after Successful UAT without as per the requirement of Bank without any error or Bug.	Remaining 10% of the invoice value of the hardware and License will be made after Successful UAT without as per the requirement of Bank without any error or Bug.	No Changes

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	9	Page-53	PAYMENT TERMS/ Page No 53	Remaining 20% of Hardware Cost, 20% of License cost and 100 % cost of HRMS Software will be released after successful installation, configuration and operationalization of the HRMS system as per Bank's requirement without any bug or error.	Remaining 10% of Hardware Cost, 10% of License cost and HRMS Payment term: 50% on Delivery of software licences. 20% on installation of the Software License and setting up Application and Database Server. 20% UAT of the complete system 10% GO-LIVE of complete system without any error	No changes
	10	Additional	Additional Clause		DR site setup required – We would require a remote access to manage the DR site if they want us to manage the same	No remote access will be given to the Vendor outside Banks' network. Remote access may be given from our Head office using Bank's Own System as per the authorisation of the Bank.
AMEYA INFOVISION PVT. LTD.	1	1	EMD	EMD/ Bank Guarantee in lieu of EMD 5,00,000/- (FIVE Lacs Only)	Request Bank to keep EMD 2,00,000/- (Two Lakhs Only)	No Changes
	2	7	Eligibility Criteria	The bidder should preferably have an established set up with support of adequate IT staff to support the proposed solution and implementation. The bidder/OEM should have support center in Bhubaneswar, Hyderabad and Chennai.	The bidder/OEM should have support center or Resident Engineers in Bhubaneswar, Hyderabad and Chennai. If not the bidder/OEM should open support centre or post resident engineer at Bhubaneswar, Hyderabad and Chennai for the smooth operation of entire project. (Undertaking should submit in bidders letter head in this regard)	No change
	3	7	Eligibility Criteria	The bidder should be authorised service provider of the proposed HRMS Software and should support during the period of contract with the Bank. The Bidder should have Prior experience in implementation of HRMS Systems in one or more organisation as per the RFP. The Software Provided should be successfully running in any organisation as per the point Number 9 of RFP.	We Ameya as a SI & Solution development company having different products implemented in PSU Banks, Large Private Commercial Banks, State Co-op Banks in India. Since OGB HRMS is a turnkey project, thus we will be partnering with industry best HRMS solution company & hardware company for the successful completion of the project and we will be sole responsible and one point of contact for problem arises, if any. Supporting testimonies to be submitted (MAF/Agreement/Solution Support Document etc.)	No Change
	4	33	Warranty and AMC	The contract with the final selected bidder will include a Two year warranty and 3 Years Comprehensive AMC of the system for a period of five years on completion of warranty period providing for changes/ update that would be required for the system due to policy changes, new product launches. Bidders to provide all updates and upgrades at no extra charges during the contract period. Support for the proposed solution should be available throughout the contract period.	Any CR after go-live will be chargeable.	No Change
	5	39	Delivery, Implementation Schedule & Penalty Clause	Installation of the Software License and setting up Application and Database Server. Within 3 weeks from release of Purchase Order	Request Bank to make it minimum 6 weeks from the date of PO, since it is an SI project.	No Change
	6	48	Delivery	GO-LIVE of complete system without any error - Within 16 weeks from the release of Purchase Order	GO-LIVE of complete system without any error should be within 18 weeks	No Change
	7		(SLA)	Delay in providing resolution will attract penalty at 1% of the ATS per week subject to a maximum of 10% of the ATS for the year	What happens if the delay is due to Bank	SLA shall not be applicable, in case the delay in resolution is due to issue from Bank side. The same has to be documented by the Bidder and should be acceptable by the Bank.

Bidder Name	SI No	PageNo	ClauseRef	Clause Details	Observation	Modification approved by Technical Committee
	8	53	Payment Terms	60% of the Invoice value of the hardware shall be made on Delivery as per the clauses stipulated in the RFP only after submission of required bank guarantee	60% of the Invoice value of the hardware and software shall be made on Delivery as per the clauses stipulated in the RFP only after submission of required bank guarantee	No Changes
	9	53	Payment Terms	Remaining 20% of the invoice value of the hardware and License will be made after Successful UAT without as per the requirement of Bank without any error or Bug. Remaining 20% of Hardware Cost, 20% of License cost and 100 % cost of HRMS Software will be released after successful installation, configuration and operationalization of the HRMS system as per Bank's requirement without any bug or error. Payment shall be released by on submission of proof of document supporting the above condition such as such as satisfactory letter from Bank's Human Resource Department and Audited third party Certificate for "Vulnerability and penetration test and Compliance of OWASP top 10 Vulnerabilities". Penalty if any shall be deducted from the amount payable as per clause 1.5 (g) of this RFP. Payment shall be released within 60 working days from the date of submission of required documents in full.	Remaining 40% of the invoice value of the hardware and Software will be released after successful installation, configuration and operationalization of the HRMS system as per Bank's requirement without any bug or error.	No Changes