

**Request for Proposal  
For  
End to End Supply, Customization, Deployment, Maintenance & Support of Integrated  
Human Resource Management System in the Bank**



**PUNJAB & SIND BANK**  
(A Govt. of India Undertaking)

**Tender No. : PSB/HOIT/RFP/88/2017-18**  
**Date: 22.05.2017**

**HO Information Technology Department**  
**Bank House, 21, Rajendra Place**  
**New Delhi - 110008**

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### KEY INFORMATION

| Particulars   | Details  |
|---|--|
| Tender Number   | <b>PSB/HOIT/RFP/88/2017-18</b>   |
| Tender Title  | Request for Proposal for End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System in the Bank                        |
| Participation Fee (Non Refundable)                            | Rs. 10,000/-<br>(In form of DD/ pay order favoring Punjab & Sind Bank )  |
| Bid Security (EMD)  | Rs. 15,00,000.00/-<br>(In form of Bank guarantee)  |
| Bid Validity  | 180 days   |
| Performance Bank Guarantee                                    | 10% of Bid Value valid for 27 months   |
| Date of Publishing the tender on Bank's Website               | <b>22.05.2017</b>  |
| Last Date for submission of Pre-Bid Query                     | <b>30.05.2017 by 5:00 pm</b><br>(queries must be mailed to hoit.tenders@psb.co.in only as per Annexure XII in MS- excel format quoting tender reference number in the subject) |
| Date and Time for Pre Bid Meeting                             | <b>31.05.2017 03:00 hrs</b>  |
| Last Date and time for submission of Bids                     | <b>14.06.2017 03:00 hrs</b>  |
| Date and Time of Opening of Technical Bids                    | <b>14.06.2017 03:30 hrs</b>  |
| Date and Time of opening of Commercial Bids                   | To be notified later to the qualifying bidders only.   |
| Place of Opening of Bids                                      | Punjab & Sind Bank<br>Head Office<br>Information Technology Department<br>Bank House, Rajendra Place, New Delhi 110008   |
| Contact Persons for any clarifications/<br>Submission of Bids | AGM (IT)   |
| Contact Numbers   | Manoj Kumar (AGM IT) - 9811728292<br>Jasleen Kaur (Manager) -9873339405  |

If any of the dates given above happens to be Holiday in Delhi, the related activity shall be undertaken on the next working day at the same time.

## **DISCLAIMER**

- The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Bank, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
  
- This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice, wherever necessary. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

## INTRODUCTION

Punjab & Sind Bank, one of the leading nationalized Banks of the country, has a national presence through a widespread network of 1500 plus branches, 24 Zonal Offices, 25 Departments in Head Office, 9 Regional Clearing Centers, 2 Training Centers and 9 Currency Chests all networked under Centralized Banking Solution. It also has a network of more than 1250 ATMs spread across the country including onsite and offsite ATMs. Bank has one RRB with 40 branches at present. With more than 108 years of customer services, the Bank has a large satisfied clientele throughout the country. For enhancing customer convenience levels and overall inter-branch efficiency, the bank has been a frontrunner in implementing various IT enabled products.

The Bank intends to select vendor for End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System. The project is a Turn-key project. The vendor is expected to provide necessary hardware, software, license, database, data migration, implementation, training and facility management services to the Bank.

The contract period shall be initially for 2 years and further extendable on yearly basis as per requirement of the Bank.

The project will be implemented and operated through Bank's Data Center Only. The HRMS should be a centralized web based solution accessible from all the branches and controlling offices of the Bank on Bank's existing network,

### **Present Status of the Bank**

The Bank is using the financial software Finacle (7.0.25) for carrying out the Banking operations. The Bank's Data Center (DC) is located in Vashi Mumbai and Disaster Recovery Center at Greater Noida and both are managed by Bank's CBS System Integrator M/s Wipro. The DC is connected to the branches, Zonal Office and Head Office through Bank-wide Wide Area Network. The entire network uses Leased Lines, RF, VSAT and Backup connectivity through ISDN lines & RF etc. The ATMs, Mail Messaging System and other applications also use the WAN. The Disaster Recovery Center of Bank has similar setup as that of Data Centre of financial software setup.

### **Present Applications at HRD and PF Department**

Presently the HRD department is using the standalone in-house developed software based on FOXPRO for various activities as under:-

| <b>Packages / Software</b>                             | <b>Brief Description</b>   |
|--|--|
| Personal Information System (PIN)                      | An in-house Developed Software on Foxpro have Employee Data on various parameters                                      |
| Claim and Advances against Bills System (CABS)         | An in-house Developed Software on Foxpro being used for processing Advance against bills and Bill claims               |
| Bank Employees' Emoluments Disbursement System (BEEDS) | An in-house Developed Software on Foxpro being used for employees Salary Disbursement and Tax Related functionalities. |
| Pension Calculations Package                           | The Foxpro based software introduced in 1995 being used for Pension calculation of around 6700 Retired Staff.          |
| Gratuity / Leave Encashment/Welfare packages           | Developed on Foxpro in-house   |

|                    |               |   |
|--------------------|---------------|---|
| PF Package         |               | The software was installed 20 years back and is on COBOL Language.  |
| Other applications | Miscellaneous | Vigilance and other Departments are using in-house Developed Utilities for Department function mostly on Foxpro platform. |

**Scale-wise strength of current employees:**

| DESIGNATION  | PENSION<br>OPTEE | NPS<br>OPTEE | TOTAL                |
|--------------|------------------|--------------|----------------------|
| GM           | 8                | 0            | 8                    |
| DGM          | 13               | 1            | 14                   |
| AGM          | 80               | 1            | 81                   |
| CM           | 183              | 10           | 193                  |
| SM           | 505              | 84           | 589                  |
| MGR          | 572              | 891          | 1463                 |
| OFF          | 851              | 3386         | 4237                 |
| CLK          | 502              | 1728         | 2230                 |
| SUB STAFF    | 484              | 3            | 487                  |
| PTS          | 607              | 811          | 1418                 |
| <b>TOTAL</b> | <b>3805</b>      | <b>6915</b>  | <b><u>10,720</u></b> |

The Bank has around 9000+ pensioners on payroll. The Bank expects 7-8% year on year growth in number of employees.

**CHAPTER - 1**  
**INSTRUCTIONS TO BIDDERS**

**1.1 Minimum eligibility Criteria for the Bidders**

**The tender is being issued to the vendors whose role as tender respondent is reiterated below:**

The vendor, submitting the proposal, will have to implement the proposed hardware/software/solutions for all offices of the Bank and install and configure the production hardware at Bank's Data Centre only. The vendor shall be responsible for interfacing the proposed solution with the CBS and migration of data from the existing legacy systems to the new proposed system. The vendor is expected to propose only one integrated HRM application solution. The vendor will be responsible for installing and commissioning complete hardware, software, database, licenses etc at Bank's premises for HRM Solution.

The Minimum Eligibility Criteria for the bidder shall be as under:-

| Sr.No | Eligibility Criteria  | Support Documents to be submitted  |
|-------|---|--|
| EC-1  | The Bidder should be a registered company/firm in India   | Certificate of Incorporation & Commencement of Business (whichever applicable) should be submitted   |
| EC-2  | The bidder should have a minimum turnover of Rs. 10 Crore per year during last three financial years.   | Audited Balance Sheet for last three Financial Years 2013-14, 2014-15 and 2015-16 to be submitted.<br>CA certificate with regard to turnover is required to be submitted by the bidder.  |
| EC-3  | The Bidder should be reputed IT company having existence in India for at least five years as on 31.03.2017  | Documentary proof duly signed by authorized person is required to be submitted.  |
| EC-4  | The Bidder must have positive net worth in last 3 financial years (i.e. FY 2013-14 2014-15, 2015-16)  | Audited Financial Statements (and Annual Reports, if applicable) for the last three financial years, viz. 2013-14, 2014-15 and 2015-2016 are to be furnished. CA certificate regarding Positive net worth needs to be furnished. |
| EC-5  | Product offered (HRMS) should be successfully running in at least one Scheduled Commercial Bank in India for the last one year at least.  | Certificate & Credentials from respective bank(s), duly signed by authorized person is required to be submitted.   |
| EC-6  | The Bidder should have System Integration experience in having implemented the proposed end to end integrated HRMS solution comprising of at least supply, commissioning, implementation, rollout, go live and maintenance in at least one Scheduled Commercial Bank in India and should be currently live and running as of date of the RFP. | Certificate & Credentials from respective bank(s), duly signed by authorized person is required to be submitted.   |

|      |  |  |
|------|--|--|
| EC-7 | The Bidder should not be banned by any Bank/PSU/GOI Department/ Indian Financial Institutions as on date of submission of bid.   | An Undertaking letter to be enclosed by the Bidder clearly stating that they are not banned by any Bank, PSU/GOI Departments/ Indian Financial Institutions as on date of submission of bid. |
| EC-8 | Bidder must have its own minimum one support / service locations at Delhi/New Delhi/NCR<br>In case bidder is not having support centre at Delhi/NCR, bidder should give undertaking to open the support centre in Delhi/NCR within 1 month of award of tender. | List of Support/Service centre along with name of the contact person, telephone/Mobile, Complete Address No. duly signed by authorized person is required to be submitted as per Annexure VI |

Each bidder should submit only one bid for the RFP. In case, it is observed that bidder has submitted more than one bid, all such bids submitted by bidder will be rejected.

Either the bidder on behalf of the Principal / OEM or Principal / OEM itself can bid however both cannot bid simultaneously for the same solution. In case it is observed that the bidder on behalf of the Principal / OEM and Principal / OEM itself have simultaneously submitted the bid for same solution, then all such bids will be rejected. Further, if the OEM is the Bidder then the OEM can only bid for own solution only.

Bidder should be Original developer of the solution provided or an authorized seller. In case bidder is an authorized seller of the offered product, bidder should have all the required authorization documents and rights for the products offered or authorized reseller of the OEM. The bidder should put in place adequate support structure from the OEM for overseeing and assisting in completing the implementation of the HRM Solution within the project timelines as specified in the RFP.

Bidder should be OEM of the offered solution or an authorized partner of OEM. In case the bidder is not OEM of the offered solution, then an undertaking from OEM should be submitted certifying that in case the authorized distributor (bidder) is not able to perform obligations as per contract during contract period, the OEM shall perform the said obligations. In such cases, the mandate/authority of the official signing the letter of OEM of offered solution in favour of Bidder company should be clearly specified.

## 1.2 Schedule of Requirements

This tender comprises of the following schedule.

| Schedule No. | Name of Schedule  | Quantity & Details   |
|--------------|---|--|
| 1            | Human Resource Management System with comprehensive <b>two Year on-site Warranty</b> ( as scope defined in Warranty Clause) | 1  |
| 2            | RDBMS   | Vendor to specify the licensing requirement depending upon the solution offered by them and provide the same |
| 3            | Hardware (servers with required accessories), Operating   | Hardware is required to be deployed with High Availability in cluster (Active / Active) mode. All            |

|   |   |   |
|---|---|---|
|   | System, middleware etc.                   | <p>cables, patch cord, drivers and other relevant accessories are required to be supplied.</p> <p>Vendor to submit letter from OEM that proposed hardware is not out of sale and vendor to undertake support of the offered make and model of the servers for four years.</p> <p><b>Hardware Specifications per server (<u>minimum</u>):</b><br/>Rack mountable Servers each with:</p> <ul style="list-style-type: none"> <li>• Dual 64-bit 12 core Processor with 2 Ghz or above</li> <li>• Minimum of 256 GB RAM</li> <li>• Raw 10 TB of HDD storage</li> <li>• Raid Controller supporting RAID 0,1,5</li> <li>• Minimum of 2x1Gbps and 2x10Gbps Network ports</li> <li>• Redundant power supply</li> </ul> <p>The CPU utilization of each server on full /peak load should not exceed 70% and average CPU utilization over the day should not exceed 30%</p> <p>Database Server disk sizing should also take into account the number of years of data to be made available online.</p> |
| 4 | Any other Licensed software (if required) | Vendor to specify the licensing requirement depending upon the solution offered by them and provide the same  |

It may be noted that the requirements given in this tender is indicative only and the Bank reserves the right to accept or reject any quotation as also to alter any or all the terms and conditions without assigning any reason thereof.

The proposed solution should be capable of running on the existing Network architecture of the Bank.

Vendor shall take the responsibility of installing, commissioning the necessary IT infrastructure. Every components of IT infrastructure supplied shall accompany a complete licensed copy of all the operating systems, software/drivers installed in the system.

**In Case the vendor has not indicated any peripherals /equipments in their proposed solution and is required for implementation of solution, the Vendor has to provide required peripherals/equipments, without charging any extra amount, apart from order value.**

### 1.3 Cost of Tender

The tender document may be downloaded from the Bank's official website [www.psbindia.com](http://www.psbindia.com). The bidder is required to submit a non-refundable fee as mentioned in Key-Information in the form of Demand Draft or Pay Order in favor of PUNJAB & SIND BANK, payable at New Delhi, at the time of submission of the bid, failing which the bid of the concerned bidder will be rejected. It may be noted that amount will not be refunded to any prospective bidder under any circumstances including cancellation of RFP.

### 1.4 Language of the Bid

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Bank shall be in **English language** only.

### 1.5 Two Bid System

- a. The Bid Proposal being submitted would be binding on the Bidder. As such it is necessary that authorized personnel of the firm or organization must sign and stamp all pages of the Bid. The designated personnel should be authorized by a senior official of the Organization having such authority to do so. The Xerox copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents, on behalf of the Company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel.
- b. The bidder shall submit his response to the present tender separately in two parts – “**The Technical Bid**” and “**Commercial Bid**”. Technical Bid will contain product specifications / response to functional and technical specifications whereas Commercial bid will contain the pricing information as per the Bill of Material given in the RFP. In the first stage, only the Technical Bids shall be opened and evaluated as per the criterion determined by the Bank. Those bidders satisfying the technical requirements as determined by the Bank in its absolute discretion shall be short-listed for opening their commercial bid. **The bidder is required to submit soft copy of the bid in a CD.**
- c. The Bank reserves the right to accept or not to accept any bid or to reject a particular bid at its sole discretion without assigning any reason whatsoever.
- d. Bid documents shall be submitted in a single sealed envelope, including Demand Draft/Purchase Order towards cost of RFP, Bid Security (EMD) in the form of Bank Guarantee and other required documents as mentioned in the tender and a separate sealed envelope containing commercial bid Price, duly super-scribing the envelope with the reference of this RFP, due date, name of the Bidder with contact details, Offer reference number etc. Bid document should be duly filed and all the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted Bid Documents should be **serially numbered** with the Bidder’s seal duly affixed with the **Signature and Stamp of the Authorized Signatory** on each page. Documentary proof, wherever required, in terms of the RFP shall be enclosed.

### 1.6 Formation of Bid

The bid must be made in an organized and structured manner. The Bid should be properly sealed and marked as “**Bid for selection of vendor for End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System in the Bank**”, Tender Reference Number, Bidder’s name and address. The Technical Bid shall contain the following documents:-

| S.No. | Documents  |
|-------|--|
| 1     | Tender Covering Letter as per <b>Annexure I</b>  |
| 2     | Compliance to :<br>Functional Specifications Criteria as per <b>Annexure IIA</b><br>Technical Specification Criteria as per <b>Annexure IIB</b>                      |
| 3     | Compliance to Minimum Eligibility Criteria as per <b>Annexure III</b> (please ensure that all related documents to Minimum Eligibility criteria have been attached)  |
| 4     | Bidders Information as per <b>Annexure IVA, Annexure IVB, Annexure IVC, Annexure IVD</b>   |
| 5     | Acceptance of the terms and conditions of RFP and Technical Specifications (compliance Statement as per <b>Annexure V</b> )  |
| 6     | Service Support Centers Detail as per <b>Annexure VI</b>   |
| 7     | Performance Statement as per <b>Annexure VII</b>   |
| 8     | Another Sealed Envelope containing commercial bid price as per <b>Annexure VIII</b> duly labeled as ‘ <b>Commercial Bid</b> ’ and Tender Reference No. , Name of the |

|    |  |
|----|--|
|    | Bidder.  |
| 9  | Bid Earnest Money in the form Bank Guarantee as per <b>Annexure IX</b>   |
| 10 | DD/pay order of Rs. 10,000/- payable to Punjab & Sind Bank toward cost of Tender Document (Please mention the tender name with year and company name at the back of DD/Pay order.) |
| 11 | Copy of Power of Attorney authorizing official for signing the Bid   |
| 12 | Undertaking from bidder and OEM certifying that all the components, parts, assembly, license etc used are new and original.  |
| 13 | Any other document indicating the feature of the product.  |
| 14 | Check list as per <b>Annexure X</b>  |

**Note:** All Claims made by the Bidder will have to be backed by documentary evidence. The bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required or to submit a Bid not substantially responsive to the in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

### 1.7 Submission of bids

The Bank expects the bidders to carefully examine all instructions, terms and conditions mentioned in this RFP document before submitting its unconditional compliance as part of the RFP. Failure to furnish all information required or submission of an RFP not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in the rejection of its response.

**Bids duly sealed should be submitted, in person, on or before the last Date and Time for bid submission at the address mentioned below:**

The Deputy General Manager  
Punjab & Sind Bank,  
Head Office Information Technology Department,  
Bank House,  
21, Rajendra Place,  
New Delhi – 110008

**Any other mode of submission, e.g. by courier, fax, e-mail etc. will not be accepted.**

### 1.8 Cost of Preparation and Submission of Bid

The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

- If any information / data / particulars are found to be incorrect, bank will have the right to disqualify / blacklist the company and invoke the bank guarantee/ forfeit the EMD.
- All communications, correspondence will be only to the prime bidder. Any partner/sub contractor has to communicate only through the prime bidder. The prime bidder will act as the single point of contact for the Bank.

### 1.9 Late bids

Any bid received after the due date and time for receipts of bids as prescribed in the Key Information of the RFP will be rejected and returned unopened to the Bidder.

### 1.10 Earnest Money Deposit (EMD)

Non-submission of Earnest Money Deposit as mentioned in **Key-Information** will lead to outright rejection of the offer. The EMD is to be submitted in the shape of Financial Bank Guarantee from any Scheduled Commercial Bank valid for minimum 225 Days from the date of Bid Submission Date.

EMD of unsuccessful Bidders will be returned to them on completion of the procurement process. The EMD of successful Bidder(s) will be returned within 30 days on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of the technical bid).
- b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. In case of the successful Bidder, if the Bidder fails:
  - To honor submitted bid
  - To sign the contract in the form and manner to the satisfaction of the Bank.
  - To furnish performance Bank Guarantee in the form and manner to the satisfaction of the Bank.

### **1.11 Performance Bank Guarantee**

The successful bidder has to submit the Performance Bank Guarantee equivalent to 10% of Total Cost of Ownership for the due performance of the contract, valid for 27 months as per the format of Annexure XI. It will be submitted at HO IT Department.

In case vender(s) fails to perform as per the obligation of the RFP / PO or fails to pay the due penalty, if any, as demanded by bank, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.

### **1.12 Erasures or Alterations**

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

### **1.13 Opening of bids**

Technical Bid offer will be opened on the date, time and place mentioned in the bid '**Key-Information**' in the presence of the Bidders who choose to attend on the said date and time.

The Bank will evaluate the technical and techno functional response to the RFP of the Bidders who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation. Bids of only those Bidders who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. The Bidders who do not meet the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation. During evaluation of the Bids, the Bank at its discretion may ask a bidder for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.

### **1.14 Evaluation Process of the Bids**

The Evaluation will be a 3-stage process:

1. Eligibility Criteria Evaluation (Mandatory to be met by the bidders)

2. Technical Evaluation
3. Commercial Evaluation

The evaluation by the Bank will be undertaken by an internal committee of the Bank officials and may include a Consultant. The decision of the committee shall be considered final.

#### **1.14.1 Preliminary Scrutiny**

- a. The Bank will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the Bids are generally in order.
- b. The Bank may, at its discretion, waive any minor infirmity, non-conformity, or irregularity in a Bid, which does not constitute a material deviation.
- c. The Bank will first examine whether the Bid and the Bidder is eligible in terms of Eligibility Criteria. The bids not meeting the Minimum Eligibility Criteria shall not be considered for further evaluation.
- d. Prior to technical evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Bank Guarantee, Eligibility Criteria, will be deemed to be a material deviation.
- e. The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- f. If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

#### **1.14.2 Clarification of bids**

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

The bidder shall notify The Bank in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. The Bank reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to The Bank.

#### **1.14.3 Technical evaluation**

The technical bids shall be evaluated by a committee of experts for the following:-

- i. Compliance of Minimum eligibility criteria
- ii. Receipt of all/complete documents/information/undertakings etc.
- iii. Compliance to functional and technical specifications of the HRMS

**If deemed necessary Bank may ask for presentation of the proposed solution from the bidder or site visits of their facilities to assess and satisfy itself on manufacturing/supply chain and support capabilities of the bidders.**

- i. The functional and technical requirements are in the form of tables which are given as **Annexure IIA and Annexure IIB** respectively containing the required

functionality and technical features.

- ii. The Bidders should provide their response to the questionnaire in the column 'Response' of Annexure-IIA and Annexure-IIB only.

**Basis for evaluation:**

- i) Each line item in the functional and technical requirement mentioned in Annexure-II (A) and Annexure- II(B) carries maximum 10 marks .
- ii) Marks will be allotted against the responses to each of the point mentioned as per the following marking pattern:

**Scale Description**

**a) Functional Specifications**

| <b>Marks</b> | <b>Response</b>                  |
|--------------|----------------------------------|
| <b>10</b>    | <b>S- Standard feature</b>       |
| <b>5</b>     | <b>C-Customization required.</b> |
| <b>0</b>     | <b>U- Unavailable</b>            |

**S** -Standard feature. Features readily available and to be provided by the Bidder

**C** - Customization required. Bidder will provide the customization within the stipulated date as informed by Bank at no extra cost.

**U** - Unavailable. Functionality is not available but will be provided by the Bidder without any additional cost to the Bank within stipulated project timelines of the RFP.

**b) Technical Specifications**

| <b>Marks</b> | <b>Response</b>       |
|--------------|-----------------------|
| <b>10</b>    | <b>Y - Available</b>  |
| <b>0</b>     | <b>N -Unavailable</b> |

If deemed necessary by the Bank, the responses given by the bidder may be validated by the core team from the Bank during the course of a Product Walk Through to be arranged by the bidder in a simulated environment at New Delhi within five days from the date of submission of response to this RFP. The core team from the Bank might visit reference banks where the solution has already been implemented by the bidder to obtain first hand information about the quality of deployment and support services.

Bank's decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.

Note : Response except 'S'/'C'/'U' OR 'Y'/'N' will not be accepted for any functionality/ technical requirements of Annexure IIA and IIB. The responses other than prescribed or left blank will be treated as 'Standard' feature readily available and the same shall be provided by the bidder without any additional cost to the Bank within the stipulated project timelines of the RFP. However, no points will be considered for responses other than S/C/U OR Y/N for the functionalities/technical requirements for evaluation purposes.

**In order to be eligible for Commercial bidding, the bidder needs to achieve a cut-off score of 75% of the total marks for each functional and technical specification.**

#### **1.14.4 Commercial Evaluation**

The commercial bid evaluation will be carried out through sealed commercial bidding.

Commercial Bids of only functionally/technically qualified Bidders will be opened in the presence of the functionally/technically qualified bidder's representatives on date and time to be communicated to the qualified Bidders.

Commercial Offer of only those vendors will be opened who have scored minimum 75 % marks in the functional and technical evaluation process described above.

Detailed criteria for evaluation of commercial bid are furnished in Annexure VIII

**Bank will finalize the L-1 vendor based on the TCO (Annexure - VIII)**

#### **1.15 No commitment to accept lowest or any bid**

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete.

Bank reserves the right to make changes in the terms and conditions of purchase. Bank will be under no obligation to have discussions with any bidder, and/or entertain any representation.

#### **1.16 Right To Accept Any Bid And To Reject Any Or All Bids / Cancellation Of Tender Process**

The Bank reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof even after issuance of letter of Intent. Any decision of Punjab & Sind Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to annul the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During any stage of evaluation process, if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be summarily rejected by the Bank and no further correspondence would be entertained in this regard. Bank further reserves the right to amend, rescind, reissue or cancel this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them. The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever. Further please note that the bank would be under no obligation to acquire any or all the items proposed. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Punjab & Sind Bank and the bidder.

#### **1.17 Correction of Errors**

Bidders are advised to exercise greatest care in entering the pricing figures. No corrigenda or requests for prices to be corrected will be entertained after the bids are opened. If there are any corrections in the bid document, the authorized signatory should initial them all, failing which the figures for such item shall not be considered. Discrepancies in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of Bank, there is an obvious error such as a misplacement of a decimal point, in which case the line item total will prevail

- Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the schedule of prices, the amount obtained on totaling the line items in the Bill of Materials will prevail

The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail.

Based on the Bank's requirements as listed in this document, the bidder should identify and offer the best-suited solution / bill of material for the product that would meet the Bank's requirements and quote for the same.

### **1.18 Soft copy of tender document**

The soft copy of the tender document will be made available on the Bank's website <https://psbindia.com>. However, the Bank shall not be held responsible in any way, for any errors / omissions / mistakes in the downloaded copy.

### **1.19 Bid validity period**

Bids shall remain valid for 180 (one hundred eighty) days after the date of bid opening prescribed by the Bank. The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, The Bank may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended.

A Bidder acceding to the request will neither be required nor be permitted to modify its bid. A Bidder may refuse the request without forfeiting its bid security. In any case the bid security of the Bidders will be returned after completion of the process.

### **1.20 Pre-bid meeting**

For clarification of doubts of the bidders on issues related to this RFP, the Bank intends to hold a Pre-Bid Meeting on the date and time as indicated in the RFP in **Key-Information**.

For any clarification with respect to this RFP, the bidder may send an email to [hoit.tenders@psb.co.in](mailto:hoit.tenders@psb.co.in) by last date of submission of queries as defined in **Key-Information** in this document. The format to be used for seeking clarification is mentioned in Annexure XII (Pre-bid Query Format). It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be sent to the email-id as stated earlier.

Only two authorized representatives of the bidders who have purchased the RFP will be allowed to attend the meeting.

### **1.21 Awarding of Purchase Order**

Following commercial evaluation, Purchase Order may be awarded to the bidder whose bid meets the requirements of this RFP and provides the best value to the Bank from both a techno-functional and commercial point of view.

The Bank reserves the right to award the Purchase order in whole or in part. The acceptance of the bid, will be communicated by way of placing a purchase order in writing at the address supplied by the bidder in the bid document. Any change of address of the bidder should therefore be notified promptly to the Deputy General Manager (IT) at the address given in this RFP. The terms and conditions of purchase order and RFP shall constitute a binding contract

### **1.22 Escrow arrangement**

Vendor shall provide escrow mechanism, if desired by the bank, for the product (all components) supplied by the vendor to bank in order to protect its interest in an eventual situation

### **1.23 Amendment to RFP Contents**

At any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a prospective bidder, modify the RFP contents by amendment. Amendment will be notified in writing or by e-mail to all the prospective bidders and will be published on Bank's website, and will be binding on bidders. However, it is the bidder's responsibility to keep its communication channels (face-to-face, phone, fax, e-mail etc.) alive including observing of Bank's website for latest development in this regard. The Bank will not be liable for any communication gap. In order to provide prospective bidders, reasonable time to take the amendment into account for preparation of their bid, the Bank may, at its discretion, extend the last date for bid-submission.

Bank reserves the right to scrap the tender at any stage without assigning any reason.

### **1.24 Confidentiality of the Bid Document**

The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

### **1.23 Obtaining Requisite Forms**

Requisite form, like Form-32/Road Permit/Entry Tax etc, will be the sole responsibility of the vendor. However, Bank will sign the requisite forms as per requirement

## CHAPTER - 2

### TERMS AND CONDITONS

#### 2.1 Technical Inspection and Performance Evaluation

The Bank reserves its right to carry out technical inspection and performance evaluation (benchmarking) of HRMS software and proposed Production Hardware for HRMS Data Centre, offered by short-listed vendors, as per the discretion of the Bank.

#### 2.2 Deliverables

Following should be delivered to the Bank :

- Documentation on Design Logic and Program Development.
- Software Package with system document after customization
- Production Hardware, System Software, RDBMS (installation and commissioning), Licenses and other suits with related documents
- User & Quick reference manuals
- Operator Reference manuals for each operator task.
- Error messages manuals.
- Documentation on troubleshooting.
- File / table structures, Indexes and Relations
- On line tutorials and help documentation.
- Data Dictionary
- Software Requirement Specification (SRS)
- Test Cases for UAT. Escalation Matrix
- Training

All copies should be delivered in hard & soft media.

#### 2.3 Implementation Schedule

Bank will enter into contract initially for a period of 2 years. However, the same may be extended after completion of 2 years on yearly basis, as per Bank's requirements on the same terms and conditions and cost given for next two years.

The total time for full (including pilot) HRMS project implementation (Supply, Customization, and Deployment, go live) will be 8 months from the date of acceptance of purchase order. Vendor is required to adhere to full project implementation schedule of 8 months. Bank expects the vendor to submit a detail project plan and escalation matrix for implementation within one week of acceptance of Purchase Order.

#### Roll Out Plan

The Bank has planned to implement HRMS & Payroll Solution across all its Controlling Offices and some or all branches (as decided by the Bank) all at one time. The Bank intends to cover the entire functions of Personnel Department at Head Office/Zonal Offices/ Branch Offices level. The indicative roll out plan for HRM Solution is provided below.

- Pilot run at Head Office and 2 Zonal Office
- Go-Live Implementation

Implementation will be staggered into the following activities:

| S No | Activity              | Timeline |
|------|-----------------------|----------|
| 1.   | Requirement Gathering | 3 Weeks  |

|    |   |   |
|----|---|---|
| 2. | Software Requirement Specification (SRS) Submission | 2 Weeks   |
| 3. | SRS Vetting by Bank                                 | 3 Weeks   |
| 4. | Delivery for UAT                                    | Within 3 months from the date of SRS Sign-Off   |
| 5. | Pilot Run deployment and Training                   | 15 days from the date of UAT Sign off.  |
| 6. | Pilot Run   | 1 month for pilot run from the date of pilot run deployment completion including compliance of Audit observations |
| 7. | Go-Live Implementation                              | 15 days from pilot Sign-Off   |

Vendor is required to provide onsite support till implementation of full project.

#### **2.4 Training**

The successful bidder shall be responsible for providing training to various target groups consisting of core HR Team, System Administrator, Database Administrators, End-Users etc. Training should be provided covering all the contents of the package. The vendor should explain how it is proposed to conduct the training program by outlining course contents and duration. This includes the training required for users as well as for technical system support staff.

Training shall be provided to various teams of the Bank personnel in the following areas:

- a. Training in system software
- b. Full-fledged training on workflow and the application software operation
- c. Training on fault reporting procedures for the HRMS Software.
- d. User training.
  - On the job training to Data entry operators.
  - On the job training to Business department and zonal office Officers.
  - Training to DBA.

All required infrastructure for the training will be provided by the bank and the venue of the training shall be decided by the Bank. The Training Server shall set up by the bidder at Bank's DC. All training shall include practical sessions in which live hands on experience is required to be given to the trainees.

The functional and technical training for the core team of 30, in batches, would be for duration of 15 days on six days per week – on part/full time basis and would commence within a week from the 'Project Start Date'.

End user training for a total of 100 users in batches of 20 each for all the modules of HRMS application software for a week.

The Bank reserves the right to change reasonably the number of training programs /batches, team size, Training Dates, Location, Modalities and Curriculum.

Training Study Material for each program in soft copy and hard copy shall be provided by successful Bidder to the Bank.

Self e-learning training kit of the entire solution to be provided by the successful Bidder to the Bank.

#### **2.5 Acceptance Tests**

At its discretion of the Bank, there will be an acceptance test conducted by the Bank and/or the nominated consultant in the presence of the Vendor. The test will check for trouble-free operation for 30 consecutive days in addition to physical verification and testing. There shall not be any

additional charges payable by the Bank for carrying out this acceptance test. In the event of any errors and bugs detected during acceptance testing, resulting in corrective action required by the vendor, the schedule for acceptance testing will be revised to a mutually convenient date at the cost and expenses of the Vendor.

The Bank reserves its right to get the Production Hardware and related components tested by any consultant / agency of its choice and the Vendor shall not object to the same.

## 2.6 Payment Terms

The Bank's payment terms are as follows:

|           | Percentage of Payment | Milestone   |
|-----------|-----------------------|---|
| Phase I   | 50%                   | On successful implementation of Hardware and software in production with Successful completion of training , pilot run and go live completion at HO & ZOs |
| Phase II  | 30%                   | Roll out across all remaining locations and go live   |
| Phase III | 20%                   | After three months of successful functioning of the complete system.  |

## AMC

Total cost of AMC shall be divided into four equivalent parts and each part shall be paid on half-yearly in arrears.

## 2.7 Pricing and Payments

Prices shall be expressed in the Indian Rupees only. The bidder must quote total price inclusive of Custom duty, excise duty and charges related to freight, insurance, forwarding, packing, dispatch, installation etc. All taxes like Value Added Tax/GST, Sales Tax, Octroi and Local taxes shall be payable extra on actual basis. The cost will not depend on any variation in USD/£/€ exchange rate.

## 2.8 Reference Checks

Vendors are required to provide a minimum of one reference site within India where the Product is successfully running. These users should be in the banking industry. All the details of reference site requested for in **Annexure IVD** should be provided along with the names and contact details of persons who will be available for discussions.

The Bank, at its option, will contact these reference sites to obtain information on the solution and implementation.

Vendors will co-ordinate with the reference sites and arrange the visits on request from the Bank. The costs incurred by the Bank's team, for the reference site visits, will be borne by the Bank.

## 2.9 Pre-dispatch Inspection

The Bank is entitled to carry out pre-dispatch inspection of all Production Hardware before the delivery.

The vendor shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the Production Hardware to be supplied to the Bank will be carried out at vendor's facility. Detailed inspection procedure will be provided to the selected vendor at the time of placing order or at the time of inspection.

However, bank reserves the right to carry out Inspection of productions hardware after its delivery at bank's site. If hardware is not found as per the order, vendor is liable to replace the same immediately without any additional cost.

#### **2.10 Software Audit, Rectification and Re-Audit**

The Bank shall get the software audited (before/after going to live run) in-house or by outside agency as per the Bank's requirement. The vendor shall extend all sorts of support required for carrying out the audit of the software. The vendor must rectify the discrepancies / observations in the system, as per the audit report in consultation with the Bank. There shall not be any additional charges payable by the Bank for such rectifications. The software shall be re-audited after rectification to verify that the recommended modifications have been made by the Vendor.

#### **2.11 Vendor Demonstrations**

Vendors may be required to make demonstrations of the software at the Bank's desired location. The demonstration will allow the evaluation team to see the software system modules in terms of functionality and technical fitment. It will also allow the Bank to evaluate the solution in terms of look and feel, screen navigation, user friendliness etc. The demonstrations will also give the Bank an opportunity to clarify issues arising out of the review of the vendor's response to this tender. The Bank shall not be under any obligation to bear any part of the expenses incurred by the vendors for the demonstrations.

#### **2.12 Completeness of Implementation/Installation**

The implementation/installation will be deemed as incomplete if any component/module of the package (including the Production Hardware) is not delivered or is delivered but not installed and/or not operational or not acceptable to the Bank after acceptance testing/examination.

In such an event, the implementation will be termed as incomplete and it will not be accepted and warranty period will not commence. The package will be accepted after complete commissioning of package and satisfactory working of the entire software package.

However the Bank may accept the software with a clear understanding that some of the modules could be implemented during the warranty period of the package. In such case, the vendor shall be required to provide support for implementation of such modules as per the requirement of the Bank during the warranty period.

Delayed implementation shall attract penalties as stated in the RFP.

#### **2.13 Backup and Archiving**

The backup and archiving shall be done by the selected bidder during the contract period. The bidder should provide a suitable backup solution to the Bank. The bidder will however be responsible to liaison with Bank and to provide all integration required for backup into external hard disk etc.

#### **2.14 Disaster Recovery and Business Continuity Plan**

The proposed system must be capable of and compatible for **Disaster Recovery & Business Continuity plan Implementation as and when required by Bank**. The selected vendor should highlight the provisions for disaster recovery and show that the application facilitates disaster recovery.

#### **2.15 Preventive Maintenance**

The bidder should provide onsite preventive maintenance on quarterly basis. Providing of all deliverables including warranty services etc. shall be the sole responsibility of the bidder. Bank will not be responsible for any delays/violation from third party OEMs.

### **2.16 Liquidated Damages**

If supplier fails to deliver any or all goods or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price, as liquidated damages, a sum equivalent to 1% of the order value for each week of delay subject to the maximum of 10%. The penalty will be charged on order value for the items for which delivery is delayed.

The Bank is entitled to deduct the penalty from the purchase price or any other amount, which is due to supplier from this contract, or any other contract or by invoking the Bank Guarantee.

### **2.17 Order Cancellation**

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation, customization and implementation beyond the specified period.
3. Serious discrepancy noticed during the reference checks.
4. Repetitive software/hardware failures/poor service after the delivery and/or live-run but before the warranty period expiration.
5. Delay in extraction and conversion of legacy data, and uploading converted data to proposed HRMS Database beyond the stipulated period.
6. Major breach of trust is noticed during any stage of the project
7. Any other appropriate reason in view of the Bank.

In addition to the cancellation of purchase order, the Bank reserves the right to foreclose the Bank Guarantee given by the supplier against the advance payment to appropriate the damages.

### **2.18 Warranty**

The date of software & hardware comprehensive warranty will start from the date of go live of pilot phase and will continue for a period **2 years**. The support should be on 24x7 basis.

During the warranty period, the vendor will have to provide the On-Site Post Implementation Support and other Technical support for entire solution. **The selected bidder shall place one competent and solution expert engineer on-site in the Bank (HO HRD Department, New Delhi) during the banking hours for managing complete HRMS Solution and providing all technical and application support during the initial contract period of two years.**

The Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Vendor must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, vendor shall maintain the Hardware and repair/replace at the site all defective components, at no charge to the Bank.

During the entire warranty period the vendor shall update/upgrade/modify/enhance the software and shall also provide all new versions released, including implementation, with no extra cost to the Bank. Selected Bidder shall not raise any change request cost during this period. The bidder is expected to submit its commercial bid factoring any cost, whatsoever on this account.

Warranty should not become void if the Bank buys any other add-on hardware/software from a third party and installs it with/in Production Hardware in the presence of the representative of the vendor. However, the warranty will not apply to such third-party hardware/software items installed by the Bank.

## **2.19 Annual Maintenance Charges (AMC) and Annual Technical Support (ATS)**

**The vendor is required to quote for post warranty AMC & ATS charges for 2 years i.e. for 3<sup>RD</sup> year and 4<sup>th</sup> year on 24x7 basis. The Bank will pay AMC and ATS charges on half-yearly basis (pro-rata) in arrears.** This rate shall remain unchanged for the first 2 years after expiry of the warranty period. During the AMC/ATS period, the vendor shall provide Technical support for the software/hardware/other-suits supplied as envisaged in the Terms and Conditions hereunder. The AMC /ATS period will start after the completion of **2 years warranty period**.

AMC/ATS for subsequent period shall be on mutually agreed rate.

**During the entire two years post-warranty Maintenance Contract, the vendor shall update/upgrade/modify/enhance the software and shall also provide any new versions released, including implementation, with no extra cost to the Bank. Selected Bidder shall not raise any change request cost during this period. The bidder is expected to submit its commercial bid factoring any cost, whatsoever on this account.**

The vendor shall give firm commitment to provide maintenance at the price quoted from the date of expiry of warranty. The Bank will not permit any changes in AMC/ATS rates, quoted by the vendor. **The AMC/ATS rate quoted should be exclusive of all taxes.**

## **2.20 Spare Parts**

The vendor will make the spare parts for the hardware systems available for a minimum period of 4 years (contract / warranty period and AMC/ATS period) from the time of acceptance of the system.

If any of the peripherals / components is not available during the warranty/AMC/ATS period, the substitution shall be carried out with peripherals/ components of equivalent or higher capacity.

## **2.21 Mean Time Between Failures (MTBF)**

If during the warranty period, any specific server / part of Hardware fails on four or more occasions in a quarter, it shall be replaced by equivalent / superior new server / part by the vendor at no additional cost to the Bank.

## **2.22 Compliance With Statutory And Regulatory Provisions**

It shall be the sole responsibility of the Vendor to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP.

## **2.23 Legal Compliance**

The successful bidder hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required. If at any time during the term of this agreement, the Bank is informed or information comes to the Bank's attention that the Successful bidder is or may be in violation of any law, ordinance, regulation, or code (or if it is so decreed or adjudged by any court, tribunal or other authority), the Bank shall be entitled to terminate this agreement with immediate effect.

The Successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the Labour Legislation.

The Successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the successful bidder.

## **2.24 Indemnity**

Vendor shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of software/hardware/Data base/OS etc. and all the packages, services offered by him & supplied by him.

#### **2.25 Conflict of interest**

The Bidder shall disclose to the Bank in writing all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

#### **2.26 Publicity**

Any publicity by the vendor in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

#### **2.27 Insurance**

The Hardware to be supplied will be insured by the vendor against all risks of loss or damage from the date of shipment till such time it is installed at the Bank's site. Certificates of the "Comprehensive Insurance Cover" will be submitted to the Bank for verification/examination and record. The vendor shall take the insurance cover from a Government of India recognized insurance company only.

#### **2.28 Guarantees on Software and Hardware**

The vendor shall guarantee that the Production Hardware Systems delivered to the Bank are brand new, including all components. In the case of software / hardware / RDBMS / Other related suits the vendor shall guarantee that the software / hardware / RDBMS / Other related suits supplied to the Bank are licensed, legally obtained and will not require any further licensing costs, other costs or any other software/hardware purchase to meet the above mentioned guarantees. All modules of the system must be supplied with their original and complete printed documentation.

#### **2.29 Guarantees on Response Time To Errors**

The Bank will classify all errors in to three categories:

(I) **Critical errors** defined as the Errors that require/cause the Bank to shutdown the HRMS server or stop all services through the server.

(II) **Medium Level Errors** defined as those errors that are not the Critical Errors as defined above but cause great inconvenience or operational difficulties to the Bank

(III) **Low Level Errors** defined as those other errors that are not the Critical errors or the Medium Level Errors as defined above

The Vendor undertakes and guarantees that all the **Critical Errors** will be resolved in the production environment **within four hours** of the Bank intimating the same through writing, telephone or fax.

In case the Critical Errors are not resolved within the stipulated time as above, there shall be a penalty of Rs. 500/- (Rupees Five hundred only) per hour exceeding above said 4 hours resolution time apart from replacement of the respective hardware/software at vendor's own cost for solving the errors. In case the error is not resolved within 4 days from the time of reporting of the error by the Bank, the vendor shall be liable to pay a penalty of 0.25% of the total value of the above said purchase order. Such penalty shall be adjusted as maintenance credit against the AMC payable by the Bank to the vendor.

The Vendor undertakes and guarantees that all the **Medium Level Errors** will be resolved in the production environment **within two days** of the Bank intimating the same through writing,

telephone or fax.

In case the Medium Level Errors are not resolved within the stipulated time as above, there will be a penalty of Rs. 500/= (Rupees five hundred only) per day exceeding the above said two day's resolution time apart from replacement of the respective hardware/software at the vendor's own cost for solving such errors. In case the error is not resolved within 7 days from the time of reporting of the error by the Bank, the vendor shall be liable to pay a penalty of 0.25% of the total value of the above said purchase order. Such penalty shall be adjusted as maintenance credit against the AMC payable by the Bank to the vendor.

The vendor undertakes and guarantees that all the **Low Level Errors** will be resolved in the production environment **within seven days** of the Bank intimating the same through writing, telephone or fax.

In case the Low Level Errors are not resolved within the stipulated time as above, there shall be a penalty of Rs.500/-(Rupees Five hundred only) per day exceeding the above said seven days' resolution time apart from replacement of the respective hardware/software at the vendor's own cost for solving such errors. In case the error is not resolved within 10 days from the time of reporting of the error by the Bank, the vendor shall be liable to pay a penalty of 0.25% of the total value of the above said purchase order. Such penalty shall be adjusted as maintenance credit against the AMC payable by the Bank to the vendor.

### **2.30 Guarantees on System Up-Time**

The combined Up-Time of the hardware and software provided by the vendor relating to the HRMS package 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 vendor undertakes and guarantees a system **Up-Time of 99.5%** during the period of warranty and AMC with the Bank is in force.

The vendor is liable for a penalty of Rs. 1,000/-(Rupees One thousand only) per day when system availability falls below the expected availability of **99.5%**, subject to a maximum of 1% of the above said purchase order value, apart from replacement of the respective hardware/software at vendor's own cost for ensuring system availability. Such penalty shall be adjusted as maintenance credit against the AMC payable by the Bank to the vendor.

### **2.31 Confidentiality**

This document contains information confidential and proprietary to the Bank. Additionally, the vendors will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. Disclosure of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the vendors, pre-mature termination of the contract, or legal action against the vendors for breach of trust.

No news release, public announcement, or any other reference to this tender or any program there under shall be made without written consent from the Bank. Reproduction of this tender, without prior written consent of the Bank, by photographic, electronic, or other means is strictly prohibited.

### **2.32 Security**

The vendors' proposal must include a plan to safeguard the confidentiality of the Bank's business information, legacy applications and data.

### **2.33 Solicitation of Employees**

The Bank will insist on a clause that states the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract till full project implementation, except as the parties may agree on a case-by-case basis.

### **2.34 Bid Pricing Information**

By submitting a signed bid, the vendor certifies that:

- The vendors have arrived at the prices in its bid without agreement with any other bidder of this tender 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 tender.
- No attempt by the vendors to induce any other vendor to submit, or not to submit a bid for restricting competition, has occurred.

### **2.35 Non-Disclosure Agreement/Service Level Agreement (SLA)**

The selected vendor shall be required to sign Non-Disclosure Agreement (Annexure XIII) and Service Level Agreement (SLA) covering all terms and conditions of this tender and Purchase Order confidentiality and non-disclosure clauses.

### **2.36 Consequences Of Termination**

In the event of cancellation of order due to any cause whatsoever, [whether consequent to the stipulated term of the RFP or otherwise], The Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.

In the event that the termination of the Service Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by The Bank, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as The Bank may specify including training, where the successor(s) is a representative/personnel of The Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

Nothing herein shall restrict the right of The Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to The Bank under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

### **2.37 Dispute resolution mechanism**

The Bidder and The Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:-

- I. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- II. The matter will be referred for negotiation between General Manager of The Bank / Purchaser and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be

submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in New Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at New Delhi. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at New Delhi alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

Notwithstanding the above, the Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

### **2.38 Jurisdiction**

The jurisdiction of the courts shall be in New Delhi.

### **2.39 Notices**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

### **2.40 Authorized signatory**

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the Bidder to discuss, sign agreement, contracts with the Bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by the bank.

### **2.41 Force Majeure**

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/dischage other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavor to find a solution to the problem.

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

#### **2.42 Vendor's liability**

The Vendor's aggregate liability shall be limited to the total contract value during the Contract Period. However, there shall be no cap on liability of the Vendor for belowmentioned events:

- a) Any willful misconduct or gross negligence of the Vendor, its employees, its agents or employees of its subcontractors in the performance of the Services;
- b) Infringement of any patent, trademarks, copyrights, intellectual property rights etc. or such other statutory infringements or any other law in respect of the Services provided by the Vendor.

The Bank shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third party software or modules supplied by the Vendor as part of this Agreement.

In no event shall a Party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this Agreement or the hardware or the software delivered.

Willful misconduct means where the Vendor intends actual harm upon Bank, which may harm Bank and does not include mistake or negligence in any form. Gross negligence means a serious disregard of an obvious risk.

All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this Agreement will remain unchanged unless explicitly communicated by the Bank in writing to the Vendor. The Bank shall not be responsible for any judgments made by the Vendor with respect to any aspect of the assignment. The Vendor shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this Agreement.

The Vendor undertakes to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.

#### **2.43 Title and Risk of Loss**

The Vendor transfers title to a Machine to Bank upon installation. For each Machine, Vendor bears the risk of loss or damage up to the time it is installed at Bank's designated location.

Thereafter, Bank shall assume the risk. Each Machine will be covered by insurance, arranged and paid for by vendor for Bank, covering the period until it is installed at Bank's designated location.

#### **2.44 No Employer-Employee Relationship**

The Firm / Company or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees/officers/ staff/representatives/ personnel/agents.

#### **2.45 Ownership And Retention Of Documents**

The Bank shall own the documents, prepared by or for the selected Bidder arising out of or in connection with the purchase and service agreement.

Forthwith upon expiry or earlier termination of the agreement and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost.

The selected Bidder shall not, without the prior written consent of The Bank/ Purchaser, store, copy, distribute or retain any such Documents.

The selected Bidder shall preserve all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of The Bank /Purchaser in this regard.

#### **2.46 Patent Rights/Intellectual Property rights**

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the products or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay. The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark, intellectual property, copyrights or industrial design rights arising from use of the Products or any part thereof.

#### **2.47 Termination**

**2.48.1 Termination for Default:** The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the **Supplier**, may terminate the Contract in whole or in part:

(a) if the **Supplier** fails to deliver any or all of the Products and Services, within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;

**OR**

(b) if the **Supplier** fails, to perform any other obligation(s) under the Contract

In the event the Bank terminates the Contract in whole or in part, it may procure, up on such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the **Supplier** shall be liable to the Bank for any excess costs for such similar

Products or Services. However, the **Supplier** shall continue performance of the Contract to the extent not terminated.

**2.48.2 Termination for Insolvency:** The Bank may, at any time, terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.

**2.48.3 Termination for Convenience:** The Bank, by written notice sent to the Supplier, 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 Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

## **2.48 Consortium**

2.49.1 If the Bidder is not a manufacturer, he should provide documentary evidence (e.g. Manufacturers' Authorization Form) for having tied up with the main participating agencies.

2.49.2 The Bidder will be one point contact to provide the solution to the Bank. The selected Bidder should provide the Bank an end to end solution, including, but not limited to, supply of software, interfaces with the existing system, database middleware, maintenance, required / guaranteed uptime, etc. The Bidder should also provide to the Bank details of the consortium and its members.

2.49.3 The bidder will not subcontract any part of this RFP scope to a third party.

## CHAPTER - 3

### SCOPE OF WORK

The Bank wishes to introduce the best-practiced processes and techniques in HR in managing its workforce. For improving its HR management and Payroll systems, the Bank wishes to use a Web enabled centralized solution with security features. The new technology and practices in the areas of Human Resources Management System should enable the Bank to achieve the objectives of operational efficiency, streamlined process and work flow automation in respect of HR functions.

The Bank proposes to award the contract to a selected bidder with necessary resources and expertise for delivering the software, hardware, RDBMS, other suits if required and agreed services as broadly outlined below.

- The proposed system should be capable of handling the major functionalities as required in the HRMS Solution. Bidder may however indicate all functionalities/ capabilities available in the solution proposed.
- Bidder to provide the proposed End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System meeting the features and functionalities mentioned in the RFP.
- The system should be scalable to support additional users and modules.
- This system should be centralized with the facility of on line access (both internet and intranet) from various entities/ offices at different locations of the bank. The proposed HRMS solution should also be accessible through internet using secure channel.
- Wherever, connectivity is an issue, branches should be able to send data files in structured, standardized format on external storage, so that batch upload on to the Central Server is possible. In certain cases even manually prepared data sheets may be forwarded for data entry at Zonal Offices
- The product should have built-in features for providing role based access to users of the Bank.
- The solution should provide a facility for processing Payroll, reimbursements, etc. at Head Office, Zonal Office and Branch level.
- The solution should have the feature for consolidating data of all Zones in the Server containing Head Office Data, at pre-defined intervals. The Head Office Server will be located at a Data Centre in Mumbai. The solution should have all reports generation facility for MIS as well as statutory requirements, Data Mining, Data Warehousing and reporting (statutory and other) purposes.
- The Bidder shall be responsible for extractions, validations and migration of entire legacy data from the existing systems to new HRMS system by the vendor before going-live with proper validations, controls and consistency checks in coordination with respective departments. Provide end User IT support, impart the required training to the Bank's staff for operating the HR applications brought in /implemented by him.
- The Solution should be based on pure internet architecture with no download required on any client machine whatsoever (That is to run the solution the browser should be sufficient) with

exception of certain administrative and development activities that require client environment.

- The Bidder shall develop the required interface to integrate HRMS software with the Core Banking solution deployed in The Bank. Integration may involve automated interaction, accessing Finacle database, services, and seamless automated two way data exchange with Finacle etc. The bidder shall coordinate with Bank's system integrator for the successful integration with Core Banking Solution (existing or higher versions).
- The HRMS solution must necessarily have Bi-lingual (Hindi, English) support with no changes in the database and should have the capability to generate bilingual screens, forms, letter, vouchers, charts and reports. The successful bidder is required to implement bilingual option in the HRMS with the following features:
  - The System should support printing of the reports/letters/notes/vouchers in bi-lingual format.
  - The System should have the facility to enable or disable bilingual screen facility as per the user requirement.
  - Where Hindi is enabled, the label and dynamic data should also be displayed in Hindi
- In case, the bidder has not indicated any component/module in their proposed solution and is required for implementation of solution, the successful bidder has to provide required peripherals/equipment's, within the contracted price.
- Bidder has to comply all the UAT observation/s without any extra cost to bank and within the stipulated time frame mutually decided between the Bank and the selected bidder.
- After UAT and before the date of live implementation of the software solution, the product will be audited by Bank's appointed third party Software Audit firm/in house team. All audit points raised by the Software Auditor in Audit should be complied by the selected bidder without any extra cost to bank and within the stipulated time frame mutually decided between the Bank and the selected bidder.
- The bidder shall provide exclusive on-site support at Head Office/ Data Centre on all bank's working days. Following are expected (but not limited to) experience and role of onsite resident support engineer:
  - Should have experience on the version of HRMS application being proposed
  - Managing the application which includes administering Application and providing quick solutions to the problem or bug reported by using their knowledge base or by escalating to respective OEM.
  - Applying patches for application, server, process scheduler and web server as and when released.
  - Capable of building reports / MIS and small enhancements, if any.
  - Provide training to technical team and functional team on new implementation / upgradation and for application of patches, system maintenance, HRMS administration and DB administration on or before live run starts.
- The Bank will have the discretion of deciding on number of modules / number of licenses to be used during the contract period during the contract period. The Bank can increase or decrease the above as it deems fit.
- The solution should have built in security features to help only authorized users to use the application as per roles defined. The solution should have Standard security features like

Password Management, User Management, Access control, Encryption of data, Time out and Audit Trails etc. should be supported in the Software. Open Web Application Security Project (OWASP) guidelines be followed and complied by the bidder.

- The product shall be under a **warranty of 2 years** from the date of live implementation during which additions/modifications/bug fixing shall be done without any extra charge. Further all upgrades, patches would be provided free of cost during the warranty and support period. **The warranty period of software would start from the date of pilot live implementation. The warranty for hardware will start from the date of successful installation of the hardware**
- The successful bidder shall be responsible to provide Technical Support of the product. The cost quoted by the bidder for the **Annual Technical Support in the commercial bid will be valid for 2 years after the warranty period**. The bidder should be able to provide support of the application for its lifetime. Lifetime means time up to which bank will be using the application.
- The solution provider should provide workflow templates/ process flow documents to facilitate bank users to easily customize it according to its needs where there is no change in the business logic.
- The shortlisted bidder should provide on site support from 10.00 a.m. to 6.00 p.m on working day of Bank, and offsite 24 × 7 support during warranty period, immediately after live implementation without any extra cost.
- All statutory changes (changes imposed by Government of India, RBI etc.) will be incorporated in the software by the bidder during warranty and subsequent support period free of cost.
- The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution.
- Solution should have clear separation between design and deployment activities.
- The Bidder has to provide complete document on Business continuity plan (BCP) and Disaster Recovery Plan (DRP) of the proposed solution.
- The bidder should develop a project implementation plan indicating milestones and deliverables. Initially deliverables will be Design document, technical architecture of the solution and action plan for implementation.
- The project implementation plan will be approved and monitored regularly and delay in achieving milestones and deliverables will be analyzed and corrective action has to be taken.
- The Bidder should provide User Manual of the application software in hard and soft copy along with implementation of the software.
- The proposed application should NOT be dependent/ restricted on a specific platform viz, Operating System, Database, Hardware. The application should be flexible enough (with fine tuning, if required) to port on any Database & Application server/ OS/ Hardware platform as per requirement of the Bank.
- **Other conditions:**
  - a. The entire activity under this facility would be guided by and conform to guidelines of Bank, government agencies, legal provisions etc if any.

- b. No right to employment in the Bank shall accrue or arise, at any point of time under this project due to deployment of resources for implementation & onsite support of this project by the selected bidder.
- c. In the event of termination of contract, of the Bidder should handed over all the records, confidential information and knowledge sharing to the bank in form as prescribed by the Bank at the time of exit.
- d. A detailed agreement will be executed with the bidder specifying roles and responsibilities.
- e. The Bank also reserves the right to inspect such installation/s while evaluating the Technical Bid. The Bidder should bear all the expenses in this regard.
- f. Besides downloadable form, the software should also be provided in CD/DVD/Hard Disk.

### **One Time Data Conversion Requirements**

The entire data from the existing systems have to be migrated to the new system by the vendor before going-live. The historical data (Number of years for which the data needs to be converted) will vary depending on the need for such historical data by the Bank. The software which maintains the employee data i.e., PIN as mentioned in the introduction, contains employee data from 1994 which is to be migrated completely into the new system. All master data with complete relevant history such as promotions, transfers, training, appraisals etc. is required to be migrated. The Bidder will formulate the Data Migration Strategy. The selected bidder should provide facility for capturing the data through data entry module/screen/format/file upload. Such data capturing would be done at Bank's Head Office and all its Zonal Offices. The successful Bidder shall also devise the system for data preparation, extraction, validations and consistency-checks and migration from the existing system to the proposed HRMS. All master and historical data required to be migrated. Vendor to assess the volume of the data based on the number of employees and years for which data is available with the coordination of various departments. Though all data is in electronic shape, few information, in certain cases, needs to be captured from hard copies as well. The selected bidder shall be responsible for data capturing from legacy software and its migration to HRMS with desired validations and checking in coordination with respective departments. All legacy applications, as defined in this document, shall finally be decomposed in the HRMS.

**The complete functional and technical specifications are given in Annexure II**

## CHAPTER - 4

### PENALTIES

The selected bidder must adhere to the implementation plan as stated in the RFP. Delay in successful implementation of the HRMS within the 8 months from the date of acceptance of PO shall attract penalty as under:-

| Milestone  | Timeline   | Penalty  |
|--|--|--|
| Delay in Implementation of Hardware and software in production with Successful completion of training , pilot run and go live completion at HO & ZOs | The said activities should be completed within 26 weeks (6.5 months) from the date of acceptance of Purchase Order by the bidder | 1% of the order value of PO per week of delay, as late delivery charges until actual delivery of the solution to a maximum of 10% of the order value.        |
| Delay in Roll out across all remaining locations and go live   | Roll out across all remaining locations and go live should be completed within 6 weeks from the date of pilot run                | 1% of the order value of PO will be deducted as penalty per week for delaying in implementation as per schedule, with a maximum of up to 10% of order value. |
| AMC/ATS/Downtime   | As mentioned In clause Nos 2.28, 2.29 and 2.30   |  |

#### **Recovery of Penalty:**

**(I) During warranty Period:** Amount of penalty will be recovered from vendor, on demand from Bank. The vendor undertakes to pay the penalty amount as prescribed by the Bank. Bank reserve the right to invoke the Bank Guarantee for recovering the penalty amount.

**(II) During AMC Period:** Amount of penalty as per above clauses will be recovered/adjusted while making payment of the next renewal of AMC under the maintenance contract. In case of non-renewal of AMC, vendor will submit an unconditional undertaking to pay the pending penalty amount or damages immediately after demand from PSB.

The Bank reserves the right to recover the penalty amount by any mode such as adjusting from any payments to be made by the Bank to the Bidder.

**ANNEXURE -I**  
**Tender Covering Letter**

The Deputy General Manager - IT  
Punjab & Sind Bank,  
Bank House, 21, Rajendra Place,  
New Delhi -110008

Dear Sir,

**Sub:** RFP for “End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System in the Bank” - **Tender Ref No.**\_\_\_\_\_ **dated** \_\_\_\_\_

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System in the Bank forming Technical as well as Commercial Bids being parts of the above referred Bid.

Further we agree to abide by the terms and conditions of this tender and our offer shall remain valid for 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.

Bank's purchase order together with RFP and addendum, shall constitute a binding contract between us.

We understand that The Bank is not bound to accept the lowest or any offer the Bank may receive. We also certify that we are not blacklisted / banned by any Public Sector Bank/PSU/GOI Department at the time of bid submission.

Dated this \_\_\_ day of \_\_\_\_\_, 2017

Signature: (In the Capacity of)

**ANNEXURE - II**  
**FUNCTIONAL & TECHNICAL SPECIFICATIONS CUM BIDDER RESPONSE SHEET**

**BROAD SCOPE**

**1. Human Resource Management:**

Employees' Profile database.  
MPP module (business based MPP)  
Career & Succession

**Transfer-Posting:**

Rotation of Staff  
Job Rotation  
Policies for Rural / Semi-Urban tenure

**Exit / Separation management**

Retirement Review  
VRS / Resignation / CRS / Termination  
Superannuation

**APAR system**

**Recruitment**

**Promotion Process**

Reservation Roster  
Property Return  
Attendance Register  
Issuance of NOC  
Fitment / Pay fixation  
Fringe benefits  
Terminal benefits calculation  
Leave maintenance  
Training module  
LFC  
Bank Lease accommodation  
Executive Tour  
Executive Tour  
Staff – Circulars / Policies  
Talent Pool  
Find a Colleague  
Power of attorney  
Classification of Branches

**2. Salary Disbursement System – Pay Roll:**

Employees Payroll (salary disbursement) system  
Income Tax Calculation (ETDS)  
Leave encashment  
Salary for Pvt. Driver claim by the executives  
Pay Cut  
Arrear calculation as per Bipartite Settlement  
Payroll for EDs & CMD

**3. Establishment and Claim & Billing system:**

Comprehensive Employees' benefit claims and billing  
Budget allocation (employee & department)  
Third Party's Billing system  
Taxes System - Income Tax (ETDS), Service Tax, CENVAT, GST etc.

**4. IBA Medical Insurance Scheme**

**5. DAC & IR**

**6. PF & Trust Funds Management**

**7. MIS / Reports Section**

The above mentioned systems & modules should be Consolidated / Integrated, Online and Accessible to all authorized staff members throughout branches and offices.

**HRMS Hardware/RDBMS/System Software**

Vendor must submit the description of the hardware, system software, RDBMS and any other suits separately for

- HRMS live run for 400 concurrent users, which is scalable to 700 concurrent users in a period of 2 years. The user classification is considered as under:-
  - Heavy users (20 transactions /hour ) : 75
  - Medium users (10-20 transactions/hour) : 100
  - Normal Users : 325
- The resultant disk size has been further escalated by a safety factor of 20%. Other data precautionary disk space requirements such as mirroring & RAID (Redundant Array of Independent Disks -method of storing data on multiple hard disks) are also desired.
- 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 12 years, beginning from the previous 11 years and ending with the current year. All the data previous to the 11 years will be archived and will be retained offline. The maintenance of the archival of the data will be done on external storage.
- **Typical Response Time required: 2 seconds.**

| S. No. | Item Name  | Description of your offer |
|--------|--|---------------------------|
| 1.     | Application Server<br>-Make of the Server<br>-Model of the Server<br>-No. of Servers<br>-CPU Speed<br>-No. of CPU with above speed<br>-Minimum Memory in each server<br>-Disk in each server |                           |

|    |   |  |
|----|---|--|
| 2. | <p>Web Server</p> <ul style="list-style-type: none"> <li>-Make of the Server</li> <li>-Model of the Server</li> <li>-No. of Servers</li> <li>-CPU Speed</li> <li>-No. of CPU with above speed</li> <li>-Minimum Memory in each server</li> <li>-Disk in each server</li> </ul>      |  |
| 3. | <p>Database Server</p> <ul style="list-style-type: none"> <li>-Make of the Server</li> <li>-Model of the Server</li> <li>-No. of Servers</li> <li>-CPU Speed</li> <li>-No. of CPU with above speed</li> <li>-Minimum Memory in each server</li> <li>-Disk in each server</li> </ul> |  |
| 4. | <p>Any other servers, Please specify all the relevant detail like number of servers, memory required and minimum disk space in each server etc.</p>   |  |
| 5  | <p>Storage device– For future scalability of database</p> <ul style="list-style-type: none"> <li>-Make of the Storage</li> <li>-Model of the Storage</li> <li>-Database sizing capacity</li> <li>-Any other detail</li> </ul>   |  |
| 6  | <p>System Software Component</p> <ul style="list-style-type: none"> <li>-Version of the software</li> <li>-Other Specification</li> </ul> <p>Note : if more than one software components is required, Please Specify details of each components</p>                                 |  |
| 7  | <p>RDBMS</p> <ul style="list-style-type: none"> <li>-Make</li> <li>-Version</li> <li>-Other Specification</li> </ul>  |  |

**Note:**

- a. The bidder should provide a compliance statement for all the above specifications of technical requirements against each item.
- b. All relevant product information such as user manuals, technical specifications sheet etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification of the bid at the absolute discretion of the Bank.

**Signature**

**Seal of Company**

## ANNEXURE IIA - FUNCTIONAL SPECIFICATIONS RESPONSE SHEET

The following are the detailed functional requirements of the bank, which should invariably be complied with by the bidders.

The bidder should read the abbreviation (and respond accordingly) as follows:

**S: Standard - Readily available**

**C: Customization required**

**U: Unavailable**

The following are the detailed functional requirements of the bank, which should invariably be complied with by the vendors.

| Functional Specifications  | VENDOR<br>RESPONSE<br>S / C / U |
|--|---------------------------------|
| <b>Manpower Planning and Recruitment</b>   |                                 |
| Provision to define requirement plans (periodic) in terms of specific skills, Qualifications, experience, designation, etc.  |                                 |
| Provision for mainstream, specialist ,Contract basis, Management Trainees agency basis, Management Trainees and part time employee recruitment   |                                 |
| Support to analyze the cadrewise / branch or officewise / department –wise staff strength – sanctioned/working strength and the gap for which recruitment is required  |                                 |
| Facility to capture the data relating to resignations / retirements/VRS/dismissals etc.  |                                 |
| Facility to allow receipt of projected manpower from Regions and create a finally approved manpower plan.  |                                 |
| Capability to generate consolidated manpower plan ( Unit wise ) for Approval.  |                                 |
| Facility to carry out recruitment for different types of employees separately viz., Officers, Special Officers, Clerks, subordinates etc.  |                                 |
| Provision for special recruitment for SC/ST/OBC/Physically challenged/ Ex-servicemen/ Specialist etc. including relaxations to the conditions for eligibility  |                                 |
| Facility for recruitment of people under compassionate grounds   |                                 |
| Facility to release advertisements for various posts   |                                 |
| Facility to create a standard recruitment template and host it on the Punjab & Sind Bank site for receipt of web based applications  |                                 |
| Facility to attach documents / credentials in soft form as a part of the application   |                                 |
| Provision to capture detailed information of applicant/candidate   |                                 |
| Facility to maintain various types of tests and maintain a question / answer database of each type of test (medical, psychometric, analytical, etc.) to be administered as a part of the selection process     |                                 |
| Facility to maintain references and carry out references checks on antecedents, character, etc   |                                 |
| Capability of the system to automatically short list candidates based on the specifications (evaluation criteria) at every stage of the selection process viz., preliminary shortlisting, test, interview, etc |                                 |
| Generation of system driven call letters (Interview/test), regret letters and offer / appointment letters, etc through both manual as well as electronic modes   |                                 |
| Generation of system driven letters for verification of his previous employer/ Police/ Referee/Caste Verification etc through both manual as well as electronic modes  |                                 |
| Generation of system driven letters for Training of new recruits, Monthly Progress report Reminder, Confirmation letter etc through both manual as well as electronic modes                                    |                                 |

|  |  |
|--|--|
| Facility to record interview / test evaluation results online in the system  |  |
| Facility to maintain check list for authentication and acknowledgement of various aspects related to joining viz., medical reports, testimonials, caste certificates, other relevant certificates, etc.  |  |
| Facility to automatically transfer applicant information into employee information for candidates joining  |  |
| Appointment on compassionate ground due to death of permanent inability of employees – approval, rejection– generation of appointment letters / rejection letters  |  |
| Facility to update the Business figures, Productivity of the Branch/ Extension Counters  |  |
| Facility to capture the data given by the Branch like average number of slips handled, number of loan/deposit accounts etc etc.  |  |
| Based on the information available, assessing the requirement of staff under various cadre based on the given parameters   |  |
| 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 / Regional Office  |  |
| Facility to update the staff strength sanctioned under various cadre to arrive at the vacancy position   |  |
| Provision to arrive at the staff position of the Bank on a given particular date and generation of various reports viz, Cadrewise, Area wise, with further classification as to Sexwise, Scalewise (in case of Officer cadre) Clerks, Special Assistants (in case of Clerical cadre) Branch/Offices                    |  |
| Preparation of vacancy & post based roster to arrive at the backlog for recruitment & promotion, if any under various reserved category  |  |
| There should be facilities for procuring on line applications from eligible candidates.  |  |
| Facility to update the business figures ( Updation should be min. half yearly basis i.e. half year ending Sept/ March )  |  |
| Facility to capture the data ..... Instead of slips it should be vouchers.   |  |
| Capability to issue alerts before any position falling vacant due to retirement / resignations / promotions  |  |
| <b>Employee Information System</b>   | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Capability to maintain personal information of employees for master maintenance like   |  |
| Employee Number, Employee name, Employee's short name, father's/husband's name, mother's name, spouse name, maiden name, Date of birth, sex, marital status, religion, caste, sub caste, gender, health data, blood group, identification marks, Designation, Roll Number, Alloted Category, NOC, employee batch, etc. |  |
| PAN NO, Email-ID,Aadhar number.  |  |
| Permanent address, Hometown, Home state, Domicile city and domicile state.   |  |
| Address for communication, phone number, email id, Language known (read, write and speak), dependent data (Data which may undergo change),proficiency in hindi.  |  |
| Educational qualification; academic, professional,banking,bank sponsored diploma / certificate course and others. Prior work experience with area of exposure.   |  |
| Detail of relatives working in Bank Name, Employee number, branch/office where working, designation and relationship.  |  |
| Whether spouse is working in Bank, if so details Detail of spouse – name, name of the organization the spouse is working with, type of organization (central government, state government, public sector, private sector, local body, own) and is the spouse liable to transfer of not.                                |  |
| Employee's photo, signature, emergency contact detail, bank account information, passport detail, visa detail<br>Employee's Home State,district and city.<br>Power of Attorney category, Specimen Signature Code, Digital signature of the employee  |  |

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| Union Affiliation, SPF/Pension Option, VCS membership  |  |
| Date of joining, Probation period, Date of confirmation, Date of joining PF , Pf Number, Reservation Category (General/OBC/SC/ST) with additional information as to Ex-Servicemen, OPH, Blind Deaf , Sports Quota, Dependent of Deceased etc.  |  |
| Status of the employee In service , Retired in due course etc.,) Date of Cessation of service/Cause of cession   |  |
| Particulars of awards won  |  |
| Particulars of punishments if any, with the nature of punishment (major / minor) and a brief account of lapse, accordingly adjust the payroll of the employee  |  |
| Branch where initially joined with the state code, Initial Cadre, Initial Basic, Initial Designation etc.  |  |
| Promotion detail – Sub staff to Clerical, Clerical to Officer and Officer scale/interse (cadre) wise thereafter.<br>Auto generation of clearances: 1) property returns<br>2)APAR<br>3)DAC<br>4)Vigilance etc.  |  |
| In case of Substaff promotee his/her SubStaff employee code  |  |
| Employee class (permanent employees, temporary employees, contract workers, project teams, Management Trainee, Probationer etc.)   |  |
| Full transfer history of employee including name of the branch/office with branch type (Rural, Semiurban, Urban, P.T, Metro), nature of transfer (policy/request transfer), date of joining and date of relieving at different branches/offices<br>Transfers modified with original place of posting.Name and designation of the transferring authority. |  |
| Number of times transferred but cancelled / kept in abeyance and its reasons.  |  |
| Number of times an employee has been transferred on request  |  |
| Area of work under any deptt. (clerk/officer/manager etc)  |  |
| Present place of posting including name of the Branch/office, Region, Present designation, Scale etc   |  |
| History of training attended by employee with rating on their performance  |  |
| Detail of submission of Assets & Liabilities statement and analysis and calculation of property return.  |  |
| Club membership, deputation particulars, if any  |  |
| Support regularization of temporary substaff / part time staff and confirmation of services.   |  |
| Details of Security Guards on contract basis   |  |
| Details Personal Car Drivers provided to Executives  |  |
| Capability to parameterise maintenance of the personal information under various types   |  |
| Facility to maintain concurrent jobs for employees with additional and portfolios for GMs, responsibilities / special duties in addition to regular responsibilities   |  |
| Capability to maintain various salary plans, salary grades, and salary steps and link it to the employees  |  |
| Capacity to handle performance based increments / incentives etc.  |  |
| Recording of qualification awarded (Validation should be made for recognized universities list of recognized universities and degrees)   |  |
| Support maintenance of automatic release of time based increments, stagnation increments, FPP, PQP etc   |  |
| Release of increments for qualifications acquired  |  |
| Increments released should automatically be integrated with the payroll module and other relevant modules<br>All the increments including stagnation increments released and other components like FPP, PQA, GDA as the case may be, should be stored along with effective date  |  |

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| Support generation of increments due for each month or for user defined period for employees – cadre wise/scale wise/ other user defined combination   |                                  |
| Support to obtain clearance from other departments like Vigilance/Audit etc., for increment release  |                                  |
| Generation of inter seniority and seniority list   |                                  |
| 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   |                                  |
| Capability to carry out automatic salary processing either in case of timebound increments or merit linked increments and also to manually adjust the same based on predefined budgets / rating criteria   |                                  |
| Capacity to provide data to Actuary to arrive Bank'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 |                                  |
| Capacity to provide data to Actuary to arrive at the Bank's future liability in connection with Pension to Regular pensioners and family pensioners  |                                  |
| Seniority lists – Scale wise, Cadrewise for mainstream and specialists   |                                  |
| Facility to generate reminder letter to branch / office for non-submission of quarterly performance report of Probationers with due recommendation for confirmation  |                                  |
| The report can be in an electronic uploadable format   |                                  |
| Recording of Desk handled with various duties during a period  |                                  |
| Facility to generate reports of employees working in sensitive areas during a given period/as on a particular date   |                                  |
| Facility to arrive at the list of Officer employees for whom review has to be done as per OSR 19(1)  |                                  |
| Facility to store information regarding employees who got selected in the external recruitment process and entered in to the services of the Bank  |                                  |
| Educational Qualification should be bifurcated into two heads viz. Basic qualification and Professional qualifications.  |                                  |
| There should be provision to mention Power of Attorney category A,B,C,D Special P/A for Debenture Trustee etc. with date of issue.   |                                  |
| While mentioning Specimen Signature Index No. it should be made clear to mention both Inland & Foreign.  |                                  |
| Instead of PF No. , it may be stated as Employee No.   |                                  |
| There should be a provision to generate statement of employees due for rotation based on the cut off stipulated.   |                                  |
| Support maintenance of automatic release of time based increments, including on a/c of completion of JAIIB/CAIIB etc.  |                                  |
| Flexibility of additionally capturing any information relating to employee at a later date   |                                  |
| <b>Performance Appraisal and Increments, asset and liabilities statement Management</b>  | <b>VENDOR RESPONSE S / C / U</b> |
| Capability to create online Performance documents for employees depending on the cadre / grade in the organization   |                                  |
| Ability to digitally signAPAR information at all stages for authenticating.  |                                  |
| Facility to capture information of self appraisal  |                                  |
| Ability to map the reporting officer for a given appraisee officer   |                                  |
| Support generation of system confirmation number for the appraisee, reporting officer in printable form, stating the date and time etc. of submission  |                                  |
| Facility to appraise the performance online by the appraising officer and capture details as given by the appraising authority (reporting officer), reviewing authority  |                                  |
| Facility for self-appraisal as well as superior's appraisal  |                                  |
| Facility to have 360 degree appraisal  |                                  |
| Facility to attach different rating model (5 point scale, 7 point scale) depending upon  |                                  |

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| the cadre / grade in the organization along with marks. Performa to be as per MOF guidelines   |                                  |
| Ability to define the period for which appraisal is being carried out (Monthly/Quarterly/Half yearly/Yearly etc.)  |                                  |
| Support parameter wise ratings, final ratings, strengths / weakness and suggestions / recommendations for improvements by the appraising/reviewing authority   |                                  |
| Facility to consolidate the overall points and calculate an overall grade for the appraise   |                                  |
| Support maintenance of history of performance appraisals and promotions  |                                  |
| Support upload of a fixed format appraisal in case of non-connected branches/offices as per MOF  |                                  |
| Ability to include the name of the employee in the training program in respective area based on the training needs of the employee as envisaged from the appraisal   |                                  |
| Support to generate reminder letters / mails / workflows to the employees/ appraising authorities in case of non-submission of self appraisals, etc  |                                  |
| Support generation of printable list of outstanding appraisals for each reporting and reviewing officer and dispatch to concerned officer through letter/mail / workflow etc.  |                                  |
| Support to generate defaulters list  |                                  |
| Support memo letters / mails / workflows to be issued to the employee in case of unsatisfactory performance  |                                  |
| Capture the details (Scrutiny/Approval/Query/Letter/Reminders/Reports) of assets & liabilities as furnished by the officers at the end of every year   |                                  |
| Support maintenance of history of assets & liabilities details furnished by officers   |                                  |
| Support to generate list of officers defaulted from submitting the statement and provision to generate reminder letters to the officers  |                                  |
| Support generation of all related report and facility for dynamic query utilities  |                                  |
| There should be provision to get acknowledgement to staff members on submission of Performance Appraisal and Assets and Liabilities statement.   |                                  |
| Format and guideline to be as per MoF guidelines.  |                                  |
| Check for correct authorities doing reporting/reviewing and accepting. Mapping of authorities  |                                  |
| Communication of marks to all officials.   |                                  |
| Provision for submitting representation.   |                                  |
| Time frame windows for various subscription.   |                                  |
| <b>Tour Approval and Claim Processing</b>  | <b>VENDOR RESPONSE S / C / U</b> |
| Facility for Online application seeking approval by the employee for official work   |                                  |
| Facility to provide online sanction by the authority. Generation of sanction number for tracking subsequent activities   |                                  |
| Facility to seek permission from competent authority to travel by a mode of travel other than permitted one  |                                  |
| Online application facility to seek travel advance based on sanction number  |                                  |
| Online sanction of travel advance by concerned official  |                                  |
| Facility to credit the employee's account by the advanced sanctioned and passing necessary entries in the books of accounts  |                                  |
| 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 |                                  |
| Facility to adjust the advance (after filing the claim and sanctioning the same by the concerned official) through the employee's account and passing necessary entries to the employee's account and passing necessary entries in the books of accounts                                       |                                  |
| On full adjustment of advance, sanction number must be closed  |                                  |

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| Support for tour programme of Executive  |  |
| Facility to generate online remainder letter for the concerned employee in case of non-submission of tour expense claim within a fixed time period   |  |
| Facility to generate separate sanction number when employee wish to avail LFC facility for dependents separately and self separately   |  |
| Facility to call for required information , final result/ letter of promotion and postings   |  |
| <b>Leave and attendance administration</b>   | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Maintenance of leave calendars for different types of leave depending upon the type and scales of the employee   |  |
| Leave register containing records of all types of leave, employee-wise   |  |
| Ability to maintain all types of leave like CL, PL, SL, ML, Extraordinary leave (both on medical and non-medical ground), Special Leave, Special Casual Leave, Un-authorized absence, Sports related, Sabbatical leave with a provision to add any new type of leave which may be introduced on a future date with a provision to differentiate them as leave which will be considered as active service and inactive service for the purpose of calculation of P.L credit |  |
| Ability to store the days declared as HOLIDAY under N.I Act in different states  |  |
| Support online application and approval of leaves  |  |
| Support a fixed uploadable format for the non-connected branches officials' leave application upload and sanction should be intimated through email etc  |  |
| Ability to maintain all types of leave including automatic credit of leave and also provision for manual credit / debit / modification / cancellation etc.   |  |
| Leave cancellation and leave extension/ amendments advancement, postponement of leave  |  |
| Link Leave management to payroll and employee history  |  |
| Ability to check leave balance availability at any time against current request  |  |
| Ability to maintain muster roll of various departments with time in/out in office, and should be linked to Biometric scan reader/Proximity card system at the places where such system exist in operation.   |  |
| Ability to link to Biometric scan reader/Proximity card system for attendance at the places where such system exist in operation.  |  |
| Support extraordinary leave or loss of pay   |  |
| Support leave encashment / availment / carryover processes administration as per the statutes laid down by the government / bank   |  |
| Support interfacing of attendance captured with that of leave record   |  |
| Facility to generate report periodically where the leave sanction is required post facto, but the employee has not applied for sanction  |  |
| Facility to caution the forwarding authority in case more than a given percentage of employees of the cadre already sanctioned with leave during the period for which the current request is being processed   |  |
| Provision to store the lapsed portion of P.L and permit the employee to avail the same up to a future date incase the same is permitted by the competent authority   |  |
| Provision for extending the LFC block of the employee  |  |
| Provision to block the LFC block of the employee in case the spouse is working in our Bank and availing LFC However, Encashment of leave should be available, if the employee is eligible for such facility, otherwise<br>Leaves availed statement should be from 1 <sup>st</sup> January.   |  |
| Provision to process LFC application separately against a leave already sanctioned   |  |
| Provision to process Encashment for a LFC already sanctioned   |  |
| Provision to modify / cancel the number of day's encashed.   |  |
| Provision to process one day encashment to contribute to P.M.R.F with all validations (letter to be generated)   |  |
| Provision to sanction Encashment of P.L accrued at the time of retirement / death of   |  |

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| an employee and sanction of permitted percentage of leave at the time of resignation  |                                  |
| Provision to generate a letter to the employee informing him / her the P.L. credit given to their account   |                                  |
| The period of unauthorized absence and extra ordinary leave under non medical ground beyond the prescribed leave under non medical ground beyond the prescribed limit should be linked to terminal benefit like pension, to arrive at the eligibility |                                  |
| Provision to store other types of absence from duty due to On duty, Joining time etc., separately   |                                  |
| Provision to generate the P.L balance of all employees as on a given date   |                                  |
| Provision to get the list of employees sanctioned with leave to visit abroad  |                                  |
| Facility for Unavailed Casual Leave (UCL). After 3 yrs it will be automatically lapsed.   |                                  |
| Provision of additional sick leave as on date after completion of 24 yrs  |                                  |
| Provision for the cancellation of authorized leave encashment of PL.  |                                  |
| Provision of Extended PL after 270 leaves and should be taken within 3 months.  |                                  |
| Provision of 12 leaves of employee who is in Contract Basis.  |                                  |
| Provision of not counting LFC block and calculating the leaves of next year on prorated basis if employee go for LFC on 25 dec to 15 jan . It will calculate current year leave & next year leave upto 15 jan.  |                                  |
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| <b>GENERAL ADMINISTRATION</b>   | <b>VENDOR RESPONSE S / C / U</b> |
| Facility for News Paper Reimbursement.  |                                  |
| Facility for Briefcase Reimbursement.   |                                  |
| Facility for Furniture fixture / Flat allotment.  |                                  |
| Facility for meals to executives to be taxed. Facility to reimburse canteen subsidy   |                                  |
| Provision of separate account for rent cheque issue ( monthly payments)   |                                  |
| Facility for Telephone/Mobile to executives.  |                                  |
| Facility for issuing ID Cards to staff.   |                                  |
| Facility for access control cards.  |                                  |
| Facility for Home & Dormitory.  |                                  |
| Facility for Silver Jubilee award after completion of 25 yrs of service.  |                                  |
| Uniform to substaff (winter and summer)   |                                  |
| <b>Management of LFC</b>  | <b>VENDOR RESPONSE S / C / U</b> |
| Facility to apply online for LFC by the employees   |                                  |
| Support online approval for LFC by concerned authority  |                                  |
| Support LFC cancellation, extension, postponement etc.  |                                  |
| Ability to facilitate actual LFC type within a given period of years  |                                  |
| Ability to sanction Encashment of LFC instead of availing it by actually traveling as provided in the settlement  |                                  |
| Ability to maintain air/railway/transport rates with respect to distance covered  |                                  |
| Sanctioning the LFC HA/TA based on the entitlement being arrived from the approved distance for different cadre by parameterising the eligible distance   |                                  |
| Sanction of advance against the LFC application and generation of vouchers and accounting entries   |                                  |
| Processing the calculation of final LFC bill as per the eligibility and payment of amount if the advance availed is less and recovery in case of advance availed is more  |                                  |
| Generation of reminder letters if LFC, Final bill is not submitted within the prescribed time   |                                  |
| Payment of local conveyance charges to the award staff as per LFC eligibility   |                                  |
| Follow up of outstanding suspense entries with staff members - Letter generation  |                                  |
| Passing of all accounting entries, generation of vouchers and maintenance of all relevant registers   |                                  |

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| Generation of all relevant reports and MIS reports   |  |
| 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.   |  |
| Bill payment in part amount should be possible.  |  |
| Entry should be adjusted or be recovered if LFC Claimed in advance should be cancelled due to any reason   |  |
| Facility of extending the LFC block  |  |
| Authorization from respective department is done online.   |  |
| Modification of entries is possible through officer and above cadre.   |  |
| <b>Transfer Record maintenance</b>   | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Maintenance of complete history of employee transfers since his recruitment  |  |
| Identification of vacancies and preparation of transfer list based on the user defined criteria – eg. Officers who completed 3 years at one place/region etc   |  |
| Transfer/redeployment of officers based on requirement/sanction strength of different regions  |  |
| Transfer/redeployment of officers based on their specialization and expertise in any particular area. This data has to be linked to the Performance Appraisal submitted by the Officer and observation of the Reporting Office and Reviewing Officer                 |  |
| Maintenance of request transfer register for officers and subordinate / clerical staff separately and facility to generate list of eligible candidates for transfers based on criteria fixed   |  |
| Provision to generate employees who have requested for a given town and arranging them as per their seniority based on the date of request with special weightage for spouse joining cases Cancellation of request of the employee as per the option of the employee |  |
| Updation of the request entry once the same is considered and order is issued  |  |
| Posting / transfer of officers upon employee's promotions  |  |
| Maintenance of records for officers transferred out of parent state and also officers to be transferred back to home state on completion of required tenure  |  |
| 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  |  |
| Maintenance of transfer diary for award staff as per the union agreement conditions and also diary for request transfers   |  |
| Provision to maintain temporary transfer details on compassionate/health grounds and generation of compassionate/health grounds and generation of overdue case Maintenance of exemptions given in transfers with a facility to record the reasons for the same       |  |
| 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  |  |
| Provision to record the transfer orders cancelled/ deferred/ modified and follow up with the respective Regional offices for implementation  |  |
| Provision to record Reliving & reporting dates   |  |
| Provide transfer / promotion / confirmation history of employees<br>• Provision to track manpower / transfer details for reserved categories (SC/ST/OBC etc.)Post held at new place of posting.  |  |
| Generation of all related reports and also dynamic query facility  |  |
| The system should be able to track the details of employees deputation   |  |
| The System should be able to review employees qualifications and skills to identify the best qualified candidate to send on deputation.  |  |
| The System should enter assignment details for each employee including their   |  |

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| passport, visa, citizenship etc if it is a foreign posting.  |  |
| To maintain records for stay at our station from to date.  |  |
| <b>Manpower Training ( MPT )</b>   | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Facility to support preparation of yearly (or user defined) training calendar  |  |
| Track and schedule courses for both in-house and external courses  |  |
| Facility to receive "Training Needs Analysis" forms from various regions / branches for the purpose of creating a training plan  |  |
| Support to identify training needs from the Performance Appraisal system on the basis of the development areas identified  |  |
| Plan and schedule course sessions either in own facilities or at a vendor's premises <ul style="list-style-type: none"> <li>• Bank's own training college/centres</li> <li>• Outside institute within country</li> <li>• Institute located abroad</li> </ul>   |  |
| Provision to enroll at individual level as well as at group level  |  |
| Provision to maintain minimum and maximum number of students per course and create waiting lists if enrollments exceed maximum number of students  |  |
| Provision to auto enroll waitlisted students   |  |
| Identify competencies that employees gain from completing a course and provide for automatic updation of employee competency inventory   |  |
| Generate and email training letters to students, including course confirmation, cancellation, and rescheduling including reminder letter for not attending training program.   |  |
| Facility to record test results conducted as a part of the training certification  |  |
| Record and review student feedback for various parameters viz., training facility, instructor, and course materials  |  |
| Support preparation of summary reports based on feedback and evaluation  |  |
| Maintain Training history of all employees with effective dates with status(P,R,A,S,N).  |  |
| Capability to maintain training budgets at employee level, department level, senior management level   |  |
| Track training budgets for budget periods  |  |
| Track training costs for students  |  |
| Track various types of training expenses, including course expenses, student Incurred expenses, and tuition reimbursements   |  |
| Compare planned and real costs   |  |
| Maintenance of course fees paid to external training institutes, inhouse, incompany and other related training expenses  |  |
| Maintenance of Training Budget for internal institutes   |  |
| Cost benefit analysis - External/Internal training institutes  |  |
| Support the process of Induction Training for new recruits by integrating with the recruitment module  |  |
| Maintenance of history on number of personnel trained - monthly, quarterly, half yearly, yearly and cumulative - Region wise / state wise / training center wise separately for officers / award staff / category wise / scale wise/ gender wise, replacement, attendance, substitutes etc. course wise. |  |
| Generation of all types of related reports and dynamic querying facility across the functionalities  |  |
| Provision to record the permission given by the division for nonattendance   |  |
| Provision to evaluate post training utilization  |  |
| Provision to monitor retention of employees in the area trained  |  |
| Provision to generate letters calling for explanation from the absentees after reckoning the permission given for non attendance   |  |
| Provision to record reasons for non-attendance.  |  |
| Track training cost for students - There should be a provision to track the total  |  |

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| training cost incurred to the employee since joining (In-house/outside/abroad separately  |                                  |
| List of all branches along with Aggregate Average Business (Dept+Adv) excluding Bulk Deposit. Top advances branches and staff working there.  |                                  |
| Facility to access training details of a particular staff by only entering employee number and / or name .  |                                  |
| Facility to access name of employees who have gone for a particular training.   |                                  |
| Space for entering training details should be more.   |                                  |
| Reconciliation of CBRT College revolving fund every quarter.  |                                  |
| List of staff along with their total number to be segregated based on different criteria like :<br>a. Sex: Male/Female<br>b. Religion : Muslim, Christian, Parsi,Sikh etc.<br>c. Minority : SC,ST,OBC etc.<br>d. Category : Ex-serviceman, Phy. handicapped etc.<br>e. Working hours for PTSK : <3,3<6, etc.<br>f. Age wise & scale wise & cadre wise list of staff.<br>g. Retirement for next 05 years.<br>h. List of VRS.<br>i. On the basis of last training done(months)-provision to exclude certain age people<br>j. On basis of category of branch posted in.<br>k. Type of training done. |                                  |
| List of death, termination , resignation , VR   |                                  |
| List of people on Deputation to/from various institutions   |                                  |
| Report of State wise , Cadre wise, scale wise staff   |                                  |
| Staff at Administrative offices & branches (all types).   |                                  |
| Approvals of training programs from concerned competent authority i.e.GM,ED,CMD as the case may be.   |                                  |
| Approval of payment of fees from concerned competent authority.   |                                  |
| Provision for bulk nomination feeding in training program through excel file & attendance.  |                                  |
| Provision for viewing training program particular course participants attendance etc details.   |                                  |
| Provision for addition/modification of program code, name, dates etc.   |                                  |
| <b>Promotions – Career and Succession Planning and IRP Division</b>   | <b>VENDOR RESPONSE S / C / U</b> |
| Support full promotion processes from sub staff to clerical, clerical to officer and from one scale to another amongst officer/executive cadres   |                                  |
| Ability to define grade advancements within a level on the basis of time based as well as merit based criteria  |                                  |
| Ability to define the rules for promotion eligibility in terms of tenure, consistent achievement of high performance grades, etc  |                                  |
| Ability to define additional rules specific to service in terms of suspensions, disciplinary actions  |                                  |
| Ability to prepare lists of eligible candidates based on userdefined/approved criteria  |                                  |
| Support inviting applications from eligible candidates and evaluate the details   |                                  |
| Support preparation of lists for Normal Track, Fast Track and issue of call letters for interview/written test in specified formats   |                                  |
| Provision to give consent in electronic mode, which can be uploaded   |                                  |
| Provision to enter the consent received in physical format  |                                  |
| The entry module should have all validations such as length of service, relaxation for certain category of employees, age factor, qualification, disqualification etc.  |                                  |
| Facility to store data related to conducting written tests, interviews,group discussions  |                                  |

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| etc for the employees identified as a part of the eligibility list   |                                  |
| Ability to generate the roll number for the test based on certain rules as suggested by IBPS   |                                  |
| Ability to define out of turn promotions   |                                  |
| Ability to capture the list of candidates attended the test  |                                  |
| Ability to capture results of written test, interview evaluation and preparation of merit list of employees for promotion  |                                  |
| Ability to calculate the marks to be given to each eligible candidate under various parameters like, service, qualification, previous tests qualified etc., with a cap on each such parameter  |                                  |
| Facility to intimate employees of promotion / rejection through mail / letters/sms etc   |                                  |
| Maintenance of employees who got through the test and could not come within the ranking list   |                                  |
| Arriving at the final select list taking in to consideration Government guideline with regard to reserved category candidates who are falling within the Zone of consideration   |                                  |
| Facility to create a waiting list of employees for promotions under different channels / category  |                                  |
| Facility to create offer letter on promotion   |                                  |
| Ability to update promotion/Posting details  |                                  |
| Facility for issuance of letters to unsuccessful candidates including the details of marks obtained by them and their eligibility to participate in the next promotion process   |                                  |
| Issuance of posting orders on promotion and updating promotion / posting details of employees  |                                  |
| Keeping track on promotion refusal / degradation/reversion.  |                                  |
| Support issue of letters to candidates who refused promotion indicating the consequences like barring to participate in the next process etc.  |                                  |
| Sending promotion intimation letter with fitment calculation.  |                                  |
| 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.  |                                  |
| Support issue letters to candidates who refused promotion/not attended interview etc.  |                                  |
| Ability to update promotion/reporting position of promotees etc.   |                                  |
| <b>Industrial Relations (Punishment and punitive actions) and Disciplinary Action Division (DAD)</b>   | <b>VENDOR RESPONSE S / C / U</b> |
| History of disciplinary action like date reported, nature of charge, action taken, action date, resolution process of all officers/award staff – present status Region/Office/Branch wise and also in consolidation.   |                                  |
| 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. |                                  |
| Maintenance of records in respect of all cases under enquiry and noting the periodic progress made   |                                  |
| Facility to generate various statutory and management reports related to participation in strikes etc.   |                                  |
| Capture of proceeding details, punishment awarded,CBI cases and suspension cases.  |                                  |
| Capture of appeals and reviews made by the staff members and recording of the decisions given by competent authorities,date of appeal,review and order.  |                                  |
| Recording of staff grievances and follow up made in this regard  |                                  |
| Nomination of disciplinary Authority   |                                  |
| Generation of show cause notice/Chargesheet/zone wise/DA wise.   |                                  |
| Capture information about suspension cases including suspension revocation   |                                  |

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| Maintenance of registers and compilation of periodic statements about pending cases, suspension cases, cases dismissed, punishments awarded etc. sent to IAC, inquiry report received, while working at, office conducting the case.   |  |
| Maintaining data of cases pending in Labour Courts, Asst., High courts, Supreme Court, criminal cases, CBI cases, Police cases in respect of employees category wise and grade/scale wise, zone wise/court wise.   |  |
| Maintenance of IR meeting attendance – Name, date of meeting, union name, attendance etc   |  |
| Check number of cases handled by particular defense representative   |  |
| Details of references to CVC/CBI   |  |
| Capture reviews orders of officers   |  |
| Capture details of the stage of departmental/court inquiries & follow up actions   |  |
| Capture statements showing disciplinary action taken against Bank staff for the lapses in sanction and disbursement of loans under government sponsored schemes  |  |
| Capture statements showing disciplinary action taken against banks staff for lapse in sanction and disbursement of corporate schemes   |  |
| Capture information for submitting notes before departmental promotion committee for review of non vigilance disciplinary cases  |  |
| <p>Capture information about:</p> <ul style="list-style-type: none"> <li>• Employees for their involvement in fraud cases</li> <li>• Other than fraud cases for reporting to RBI</li> <li>• Pending disciplinary cases to RBI</li> <li>• Pending disciplinary cases in respect of RRB for reporting to NABARD</li> <li>• Maintaining data of IR meeting held with Staff Union representatives.</li> <li>• Maintaining data of membership strength of officer/workmen union monthly/quarterly/half yearly zone wise.</li> <li>• File no.</li> <li>• Nature of case</li> <li>• Amount involved</li> <li>• Likely loss</li> <li>• Penalty order</li> </ul>  |  |
| <p>Capture information on:</p> <ul style="list-style-type: none"> <li>• Anti corruption measures to vigilance cell</li> <li>• Vigilance cases pending for more than six months</li> <li>• Progressive use of Hindi to O.L.C</li> <li>• Ghosh committee recommendation to antifraud section</li> <li>• Review of suspension cases</li> <li>• Action on CVC first stage advice and second stage advice to Vigilance Cell</li> <li>• Progress of pending disciplinary cases to Vigilance cell</li> <li>• False caste certificate submitted by employees in connection with their employment in the Bank to Ministry of Finance.</li> <li>• Capture master data of legal opinion</li> <li>• Capture data of closed file</li> </ul> |  |
| Data of pending non-vigilance Disciplinary action cases , zone wise, age-wise, scale wise , stage-wise, penalty-wise, date-wise and misconduct-wise  |  |
| Cases of less than six months and more than six months need to be generated with reference to the date of the charge sheet.  |  |
| Data in different time-frequencies / or cumulative or on quarterly basis.  |  |
| Generation of composite Data regarding chargesheet show cause etc. issued to officials to be taken at the time of promotions.  |  |
| Cateogry wise generation of data i.e. inquiry pending, show cause issued, chargesheet issued, referred to IAC etc.   |  |
| Cases closed in a quarter .  |  |
| New cases registerd in a quarter.  |  |
| Name of IO/PO, date of inquiry ordered, date of conclusion of inquiry.   |  |

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| Case declared vigilance/non vigilance.   |  |
| Name and designation of DA,AA,RA.  |  |
| Chargesheet issued under pension regulation,D&A and bipartite settlement.  |  |
| Information regarding show cause issued and comments called etc.   |  |
| <b>Terminal Benefit (Pension, Gratuity and PF) Management</b>  | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Support Pension Calculation – Regular/Family Pension and Payment of Double Pension etc.  |  |
| Support pension settlement and commutation calculation   |  |
| Ability to intimate the employees three months before their retirement about PF, Gratuity and Pension claim forms etc.   |  |
| Support pension processing for pensioners  |  |
| Support processing and approval of pension applications  |  |
| Support to generate pension advices (first time pension settlement and also monthly pension payment)   |  |
| Facility to generate pension register  |  |
| Provision to maintain nominee details to facilitate pension settlement   |  |
| Facility to store the details such as nature of relationship with the pensioner, family pensioner's date of birth etc.   |  |
| Should be integrated with payroll system   |  |
| Facility for accounting & recording/generating of instruments for payments   |  |
| Facility to accommodate & calculate for revised pension as per Bipartite settlement & DBOSR  |  |
| Support earmarking lien on PF and gratuity payable to an employee  |  |
| Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting   |  |
| Support VPF, percentage basis and amount basis   |  |
| Support recording of the clearance from vigilance / audit / salary sections for PF claims  |  |
| Provision for retention of PF amount after settlement of PF claim (in case the employee opt for the same)  |  |
| Support payment of retention amount of PF as per user defined terms  |  |
| Support generation of cheques / indent for Pay order for settlement amount   |  |
| Support PF loans processing separately for refundable loans and nonrefundable withdrawal with a facility to confine number of sanctions. These details should be reflected in the employee's PF slip                   |  |
| Support forfeiture of PF (Bank contribution) and gratuity to the extent of loss suffered by the Bank in case of dismissed employees.   |  |
| Dismissed employees  |  |
| Provision to be made in case if PF is paying more interest than the govt. prescribed, so as to arrive at the taxable portion amount to be reckoned   |  |
| Generation of Form 15 AA for the terminal benefits like PF/Gratuity/Pension  |  |
| Support to credit the amount of interest at prescribed rate to PF accounts (Half yearly, Quarterly or monthly) depending upon yield earned from investment in securities. The system should handle interest processing |  |
| Financial accounting of PF Trust: Reconciliation of bank account of the PF trust   |  |
| Module for investment of funds of SPF, Pension, Gratuity   |  |
| Generation of form M, L etc to various labour authorities in respect of Gratuity payable/paid  |  |
| Provision to generate data to be given to Actuary  |  |
| Should incorporate the existing systems & procedures, regulations of each trust viz., Provident Fund, Pension Fund & Gratuity Fund including investments   |  |
| Periodical interest calculation of P.F Temporary withdrawals & generation of interest notices, default notices etc.  |  |

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| Investment module should include pattern of investment as per Government Policy & MIS including yield on security wise, maturity wise, type of security wise etc.   |  |
| Accounting module for PF, Pension and Gratuity including daily, quarterly, yearly Trial Balance, Balance Sheet and Profit & Loss Account, MIS etc.  |  |
| Ex-Gratia payment to employees – Supporting Reports and Accounting  |  |
| Facility to calculate revised pension for errors, if any.   |  |
| Provision for restoration of commuted portion of pension  |  |
| Generation of PPO   |  |
| Generation of DD details in a floppy/direct credit to R.O. accounts through CBS.  |  |
| Payment of Interest to Reinstated / Missing employees   |  |
| Calculation and Payment of Gratuity, Forfeiture of Gratuity and Reimbursement Details of Gratuity to Zonal Offices  |  |
| Final Monthly Tally program to Reconcile Statements, Withheld Amount, Transfer-in , Transfer-out etc, in respect of Own Contribution of Pf , Bank's contribution of Pf and VPF with actual amount in General Ledger   |  |
| Provision to account for Refund of Bank's Contribution received for Pension Optees.   |  |
| Inbuilt Reconciliation of PF Cheques issued and Presented for Payment.  |  |
| Extraction of Daily Cash Book   |  |
| Segregation of Eligible Amount of VPF eligible for interest and amount ineligible for payment of interest.  |  |
| Facility to transfer part amount of VPF to main amount eligible for interest.   |  |
| Auto Reduction of Non-Refundable Withdrawal(NRW) from the Member's PF Contribution.   |  |
| Investment module should include pattern of investment as per Government Policy & MIS for Corpus of any Trust on any date including yield on security wise, maturity wise, type of security wise etc.   |  |
| Investment module should enable entries of various details regarding each security. Details like- Type, Issuer, Rating, Duration, Name, Security number, Date of Purchase, Date of Interest, Date of Maturity, Purchase Value, Face Value, Current Book Value, Part redemptions, Amortization, Coupon rate & frequency, Interest Installments, Yield, Call/Put alerts and Remarks. Should also enable addition of fields if further required. Addition of Scanned Copy of Instrument security wise in the module. |  |
| A mechanism which may generate Monthly/quarterly MIS for Maturities & Interest Receipts for the period and trigger alerts if proceeds are not received.   |  |
| Maintenance of transactions with Mutual Funds and IRDA approved Insurance companies. Details of Additions, Withdrawals and Current Status Fund Manager wise.  |  |
| Accounting module for PF, Pension, Gratuity, L.E. & Welfare including Ledgers daily, quarterly, yearly Trial Balance, Balance Sheet and Profit & Loss Account, MIS etc.   |  |
| Accounting module should provide for maintenance of Purchase, Sale, Redemption, Interest receipts, Interest Accrued, Amortization of securities and other expense heads.  |  |
| Facility to communicate about the sanction/rejection of loan application online or through email,sms etc.   |  |
| Capturing of all types of loan details of an employee   |  |
| Facility to update the details of the loan of the employees online or as and when such details are received from the branches/offices   |  |
| Updation of rebate/deduction during recovery of loan and affecting the employee's tax accordingly   |  |
| Generation of overdue staff loan account details  |  |
| Maintenance of loan registers   |  |
| Generation of all types of loan documents, related reports etc., and also dynamic query facilities  |  |
| Facility to store physical documents associated with loans (e.g. legal forms, deeds etc.) for reference   |  |
| Provision to store Loan documents in digital format   |  |

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| Loan EMI deduction must be directly linked with monthly salary computation and with accounting books.   |  |
| Details of indirect liabilities of employees and provision for updation   |  |
| On line provision for application for NOC to avail loan under general public category from the Bank and other Banks and provision for note for approval from Competent Authority, generation of sanction/rejection letter |  |
| Facility of various benefits after retirement should be possible through package.   |  |
| In case of staff loan there should be provision to check whether loan already sanctioned by other banks.  |  |
| Facility for checking NOC with others if there would be education loan of more than one children.   |  |
| Facility for co-borrower should be there in case of joint-application.  |  |
| Provision for Gift of Rs. 5000/- is there in case of retirement in superannuation benefit.  |  |
| Provision for prompting message if loan Overdue.  |  |
| Automatically generate clearance from DAC and HO vigilance department<br>All credit outstanding details be available in the personal profile.   |  |
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| <b>Management of Medical Aid</b>  | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Centralized Medical Recordkeeping for buffer claim and domiciliary claim/<br>hospitalization under insurance policy   |  |
| Maintenance of employee wise medical aid details  |  |
| Whenever an employee promoted to another cadre whereby the employee is eligible for higher Medical Aid the same should be mapped automatically  |  |
| The eligibility of employee has to be parameterized and the period up to which an employee can accumulate has to be parameterized   |  |
| Whenever the application is received, the eligibility has to be arrived afresh and the application has to be validated and passed for payment   |  |
| Maintaining the medical aid eligibility for different category of employees   |  |
| Maintenance of list of hospitals having tieup facility with the Bank – with tieup details, payments made etc.   |  |
| Issuance of letters of admission to hospitals   |  |
| Processing the final hospitalization bill and calculation of eligible amount as per the eligibility (for self and dependent separately)   |  |
| Payment of sanctioned amount and passing of necessary accounting entries and generation of vouchers   |  |
| Maintaining suspense account register for advances given  |  |
| Processing and payment of Exgratia in respect of Hospitalization expenses   |  |
| Generation of clarification/decline letters in ineligible cases   |  |
| Maintenance of detail of medical clinic of the Bank including the details of the Doctors, their remuneration payments   |  |
| Budgets for medicines. Payments of bills for medicines in respect of Medical clinics  |  |
| Details of medical diagnostic laboratories having the tieup arrangements with budgets and payment details   |  |
| Accepting applications from staff members and issue of permission letters to undergo health checkup   |  |
| Details of package charges for various ailment Details of I.I.M.S rates   |  |
| Maintenance of details of I.D. cards issued to employees, updation/deletion on resignation, death, retirement   |  |
| Online application for issue of ID card/upgradation on promotion/duplicate in case lost   |  |
| Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme  |  |
| Provision for advanced payment of medical aid .   |  |

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| Facility to provide advance or difference payment in OSR as well as SWS Scheme   |                                      |
| Provision for retired ED & MD.   |                                      |
| Provision for retired employees (i.e. medical aid upto Rs. 5000/-)   |                                      |
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| Facility for generating Union membership details alongwith quarterly subscription.   |                                      |
| Facility for Generation of tax estimation report at half yearly basis.   |                                      |
| Facility for Generation of Memberwise festival advance report.   |                                      |
| Facility for Generation of Leave Encashment report(Daily report and memberwise report)   |                                      |
| Facility for Incorporation of Addition / Subtraction facility for amount payable and amount recoverable.   |                                      |
| Facility for perquisite calculations.  |                                      |
| Facility for the generation of tax report for hospitalization against non trust hospitals.   |                                      |
| Facility for Furniture perks & deductions basing on the value of furniture provided.   |                                      |
| Facility for the declaration and details of dependents.  |                                      |
| Increments, EB increments, sanction / restoration of increments/ basic pay in punishment cases, shifting of the date of increment due to LOP etc., special increments for CAIIB / Graduation etc.  |                                      |
| Capturing all data pertaining to IBA Medical health insurance policy <ul style="list-style-type: none"> <li>a) Addition / deletion / correction of employees and calculation of premium payable as per prescribed format.</li> <li>b) Addition /deletion / correction of employee dependent details in terms of definition of family.</li> <li>c) Report generation (consolidated) monthly or as per desired date</li> <li>d) Maker checker concept for addition/ deletion /correction of dependents by employee to ensure that declaration is made as per rules.</li> </ul> |                                      |
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| <b>TA/DA BILL</b>  |                                      |
| If an employee avails TA DA for a sanctioned bill, system should not accept the same bill / again. This should be same with advance payments.  |                                      |
| Award staff gets diem allowance for training. There should be provision to do this online  |                                      |
| There should be separate menu for Bifurcation of staff as retired and existing on TA/DA bills.   |                                      |
| Facility of authorization by officers for entry done by CTO.   |                                      |
| Facility to allows the calculation of Multiple bills pertaining to particular staff should be allowed on same day.   |                                      |
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| <b>STAFF ADMINISTRATION</b>  |                                      |
| Provision for the spaces of the field (It should be more) and additional field insertion.  |                                      |
| Facility for Report Generation as per the user requirements means no. of columns as per the user requirements ( Customization of reports)  |                                      |
| <b>Allotment of Residential Quarters, Holiday Homes</b>  | <b>VENDOR RESPONSE<br/>S / C / U</b> |
| Ability to maintain master details of all residential quarters and holiday homes of the Bank according to the grade/scale of employee  |                                      |
| Ability to maintain status of residential quarters and holiday homes - occupied / vacant / nonusable / under repair etc. depending on grade/scale of employee  |                                      |
| Ability to add details of new quarters and holiday homes with facilities   |                                      |
| Facility to apply and approval online for quarters and holiday homes   |                                      |
| In case the employee could not apply online, the authority has the facility to feed the application detail for the employee.   |                                      |
| Ability to maintain the details of allotment, pending applications, allotment of priority basis etc. • Support sanction of rent to the residential quarters taken on lease basis   |                                      |

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| Support relaxation of rent to be paid for residential quarters  |  |
| Support sanction of holiday homes and intimation to concerned employee online   |  |
| Support to maintain waiting list for the residential quarter / holiday homes for each grade/scale separately and automatically allotment in case of cancellation on the basis of waiting list   |  |
| Support to arrive at the occupancy rate for any given Holiday Home for a given period   |  |
| Facility to deduct the required HRR from employee's salary and provide effect of the same in concerned books of accounting  |  |
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| <b>Scholarships</b>   |  |
| Details of various scholarship schemes of the Bank  |  |
| Acceptance and processing of applications for grant of scholarships   |  |
| Details of sanctioned scholarships and recording payments made thereof  |  |
| Generation of all relevant reports regarding scholarship  |  |
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| <b>Staff Welfare Schemes</b>  | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Maintenance of various staff welfare scheme details   |  |
| Facility to apply/withdraw online by the employee to join various staff welfare scheme  |  |
| Generation of relevant reports  |  |
| Payment of conveyance, entertainment, News paper, Telephone and other expenses to staff   |  |
| Maintenance of details of allowances paid to each employee monthwise bases on the application received  |  |
| Online settlement of accounts of concerned officials and passing of necessary accounting entries to maintain related books of accounts  |  |
| Details of Spouse : Name ,DOB, Employed or Not.   |  |
| Details of Children: Names ,DOB,Sch/Coll Fee/Reward Availment : FY & Class.   |  |
| Details of :<br>a) All availments of Health Check up Date wise.<br>b) Availment of Glucometer/ B P Meter<br>c) FY availment of SWDOM/SWTH/SWNTH/DENT.   |  |
| Sanction / Payment of Normal / CAP Cost HRA.  |  |
| Sanction of In Lieu of Accommodation.   |  |
| RFA :<br>a) Sanction / Change / Renew of RFA according to :<br>i. BM/NON BM.<br>ii. Area of Flat.<br>iii. Scale.<br>iv. Centre<br>b) Sanction of Brokerage /Shifting Charges according to :<br>i. Area of Flat.<br>ii. Sanction / Renewal / Change with or without Notice.<br>iii. Refusal of Bank Quarters.<br>c) Automatic Deduction of Standard Rent for RFA and<br>d) Automatic stopping of HRA |  |
| Processing and sanction of Mid Academic Allowance AND Automatic stopping of the same on expiry of period.   |  |
| Salary attachment :<br>Maintaining General & Memberwise Registers.<br>Starting & stopping deduction.<br>Maintaining memberwise and order wise accounts.   |  |

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| <p>Provision of Suspending and Restoring deduction of particular order on receipt of another order.</p> <p>Reports :</p> <ul style="list-style-type: none"> <li>Memberwise orders received.</li> <li>Memberwise &amp; Orderwise ledger.</li> <li>Monthly remittance letters.</li> <li>Monthly deduction report Memberwise &amp; Member cum Beneficiary wise</li> </ul>   |  |
| Training : Maintaining memberwise records : Course-Period-Institute  |  |
| Training : Report of Non Attendance – for specific period.   |  |
| I.Tax. : Automatic calculation of IT on SCH/COLL FEE / Medical reimbursement   |  |
| Facility of generating all above reports in system format and converting in Excel format.  |  |
| Generating reports with some variable general columns. ( like EMP NO., Name , Design , Department etc.)  |  |
| Facility of Staff welfare scheme taxable   |  |
| Facility of NOC for PP/ VISA / GOING ABROAD  |  |
| Provision for SWS taxable.   |  |
| <p><b>Canteen Subsidy</b></p> <ul style="list-style-type: none"> <li>• On line payment of Canteen subsidy to employees after validating</li> <li>• Appointment and capturing the details of contractors for the canteen</li> <li>• Bill payment and reconciliation</li> </ul>  |  |
| <p><b>Allotment of cars and other vehicles to executives</b></p> <ul style="list-style-type: none"> <li>• Capture the details of all the vehicles available to the Bank and the details of allotments made to different executives.</li> <li>• Maintenance of related registers of allotment, cancellation, surrender etc</li> <li>• Generation of all relevant reports regarding allotment</li> <li>• <b>Executive wise reports of petrol reimbursement.</b></li> </ul> |  |
| Capturing the daily employee wise bill payment details in to the database and deducting the consolidated amount at the end of the month from employee's salary or Issue of Smart cards to the staff members so as to allow them to pay the bills through the card  |  |
| Info system for maintaining record of IBA, RBI, ministry letters received, action taken, reply sent (reference no) etc.,   |  |
| Info system regarding amendments to OSR stage wise   |  |
| Info system for maintaining the details of clarifications concerning policy matters sent to Regional offices on various service conditions   |  |
| <p>Information regarding</p> <ul style="list-style-type: none"> <li>• Officers claiming conveyance reimbursement on the basis of declaration, petrol bills in respect of 4/2 wheelers owned by them</li> <li>• Reimbursement of expenses incurred for medical check up by employees over 40 years of age.</li> <li>• Financial assistance to employees on LOP on account of major ailment/operation. etc</li> </ul>  |  |
| <p>Information regarding quarters to officers:</p> <ul style="list-style-type: none"> <li>• Officers enjoying leased quarters facility</li> <li>• Officers enjoying bank quarters facility</li> <li>• Officers staying in their own accommodation and claiming HRA on capital cost basis</li> <li>• Officers claiming HRA on rent receipt basis</li> <li>• Officers claiming HRA on normal rates as applicable to the center.</li> </ul>                                 |  |
| <p>A) Implementation of IBPS medical insurance scheme</p> <ol style="list-style-type: none"> <li>1. staff should have option to opt for medical insurance or opt out of it.</li> <li>2.employee- dependant details as per IBA's family/dependant definition.</li> <li>3.addition/deletion/modification and correction of dependant's detail.</li> <li>4.claim received history.</li> </ol>   |  |

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| <b>Details of Sports persons</b>  | <b>VENDOR RESPONSE S / C / U</b> |
| Ability to capture the details of sports persons employed in the Bank, their designation, sex, scales etc.  |                                  |
| Capture their achievements in various tournaments   |                                  |
| Approval for participation in various tournaments   |                                  |
| Special leave& expenses details granted to sports persons   |                                  |
| Budget sanction & expenditure maintenance in various sports disciplines   |                                  |
| Expenses sanctioned for promotion of cultural activities & their details  |                                  |
| <b>HUMAN Resource MIS</b>   | <b>VENDOR RESPONSE S / C / U</b> |
| 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 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.   |                                  |
| <b>HRM AUDIT</b>  | <b>VENDOR RESPONSE S / C / U</b> |
| HRM Audit as a system control tool for making HR administration effective has to be implemented in all branches and administrative offices.<br><br>It should be a comprehensive report format concentrating on various areas of HR administration as payroll, claim settlement, leave, attendance, discipline management, adherence to statutory requirements etc.<br><br>The system should have Intelligence tools to facilitate an online audit of all HR activities wherein the users can set up their KPI's to measure the performance of their internal systems and the system will pop up warning messages to alert incase the performance is not within defined threshold targets. |                                  |
| <b>Competency Assessment and Potential Appraisal</b>  | <b>VENDOR RESPONSE S / C / U</b> |
| Recording of competencies and proficiency required for each job matching with the available competencies of employees.<br><br>The system should make competency assessment on pre-designed metrics and should facilitate in employee development initiatives<br><br>The system should enables an organization to improve and leverage the knowledge, skills, and abilities of the workforce. The system should facilitate managers to use competency data for recruiting, performance and development, training and succession planning activities .  |                                  |
| <b>EMPLOYEE SELF SERVICE</b>  | <b>VENDOR RESPONSE S / C / U</b> |
| Self Service should streamline Day to day business, workflow and policy automation and should comprise of Employee Self Service and Manager self Service.<br><br>Ability for all employees to perform the following:  |                                  |

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| <ul style="list-style-type: none"> <li>- Update personal details (e.g. address, martial status, Investment for IT returns, dependents, etc.)</li> <li>- Update bank account information for payroll processing</li> <li>- Apply for leave</li> <li>- Submit travel requests</li> <li>- Enroll in training courses</li> <li>- Request for trainings</li> <li>- Update their skills and competencies</li> <li>- Book, cancel and check status of holiday home applications</li> <li>- Obtain pay slips</li> <li>- Obtain Income Tax Computation Statement</li> <li>- Obtain month-wise salary breakdown</li> <li>- Submit self appraisals</li> <li>- Check leave balances</li> <li>- Check loan balances etc</li> </ul> <p>Ability for Managers to perform the following:</p> <ul style="list-style-type: none"> <li>- Approve employee changes</li> <li>- Approve training enrollments, nominations</li> <li>- Approve holiday home bookings</li> <li>- Approve leave applications</li> <li>- Approval travel requests</li> <li>- Approval employee appraisals</li> <li>- Approve travel requests etc.,</li> </ul> <p>- Capability to remind the employee regarding modification or requirement of additional data.</p> |   |
| <p><b>Statutory compliances</b></p>  | <p><b>VENDOR RESPONSE<br/>S / C / U</b></p> |
| <ul style="list-style-type: none"> <li>- There are various statutory returns / notices/statements which are required to be submitted under various labour laws like;</li> <li>- Payment of Gratuity Act, 1972</li> <li>- Payment of Bonus Act, 1965</li> <li>- Payment of Wages Act, 1936</li> <li>- Equal Remuneration Act, 1976</li> <li>- Industrial Dispute Act, 1947</li> <li>- (Details may be explained at the time of customization)</li> <li>- To make things clear, these returns are text report based on either numerical strength of employees or payment of amount. Such details can easily be tracked from payroll, personal inventory or terminal benefits module</li> </ul>   | <p style="text-align: center;">-</p>        |
| <p><b>Workforce Scorecard</b></p>  | <p><b>VENDOR RESPONSE<br/>S / C / U</b></p> |
| <p>Using the workforce score card the system should be able to define organization goals and evaluate employees against those goals on ongoing basis.</p> <p>The system should be able to deliver a comprehensive view of the workforce through out the Hire-to-retire lifecycle of an employee.</p>   |   |
| <p><b>HRD/LEGAL Department</b></p>   | <p><b>VENDOR RESPONSE</b></p>               |

|   | S / C / U                                  |
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| <b>Court Cases filed by the staff/Ex-staff members against the Bank.</b><br>Age wise data<br>Zone wise<br>Region wise<br>Case No.                      Year<br>Name of the petitioner<br>Court name<br>Present position-Note<br>Date of hearing (previous/next)<br>Court wise ALC,CGIT,HC,SC, civil court<br>Category                      wise                      TERM/PROM/DE/RET.DUES/PEN/MISDE/COMP.APPT./ex gratia/regularization<br>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) |  |
| <b>Amount of loss and whether recovered.</b><br>Award of CGIT and date Note<br>Interim stay if any with date and directions Note<br>Date of order of S/J and directions Note<br>Date of order of DB and directions Note<br>Date of order of SLP and directions Note<br>Contempt petition if any field with details Note   |  |
| <b>Dept. Enquiry cases YES/NO</b> If yes,<br>Date of suspension<br>Date of revocation<br>Date of c/s<br>Gist of charge Note<br>Prayer in the writ petition Note<br>Date of Disciplinary Authority order and punishment awarded Note<br>Date of Appellate Authority order and punishment awarded Note<br>Date of Reviewing Authority order and modification if any Note  |  |
| <b>Additional Information:</b><br>Advocate of the petitioner<br>Tel. No.<br>Advocate of the Respondent<br>Tel. No.<br>Name of the Petitioner/s<br>Name of the Respondent/s<br>Advocate Bill Details and payment made so far:<br>Financial impact on the Bank and legal charges<br>Details of FIR/Criminal case if any filed by the Bank Note<br>Final outcome and sentence awarded Note   |  |
| <b>PAYROLL MANAGEMENT</b>   | <b>VENDOR RESPONSE</b><br><b>S / C / U</b> |
| Comprehensive payroll management system which should include all the functions mentioned below but not limited to:  |  |
| Capability to maintain a single central payroll depository and be able to run and access payroll from any location in a centralized or decentralized manner   |  |
| Facility to upload data history from existing system for a number of years/months as decided by the Bank and its updating   |  |
| Support configuration and parameterization of different pay components including facility to add / modify / delete pay components   |  |
| Ability to make changes to rules, tax updates etc. without any code programming   |  |

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| Support Multicurrency, multi language, Unicode supported functionality  |  |
| Capability to run multiple payrolls in a single instance  |  |
| Support to define pay structure at various levels   |  |
| Support calculation of different allowances based on user defined criteria  |  |
| 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   |  |
| • Ability to define various pay elements like earnings and deductions using a rules based framework   |  |
| Maintenance of slabwise details for Basic, DA, HRA, Income Tax, Professional Tax etc  |  |
| Capability to group individual earning and deductions and link them to employees as per their eligibilities   |  |
| Calculation of overtime and linking such payments with Income Tax calculation   |  |
| Ability to run separate payrolls for Officers and substaff depending on the eligibilities and rules applicable for each category  |  |
| Support final settlement of salary based on attendance marked, any other due etc. for the employee who have resigned  |  |
| Facility to calculate casual laborer wages for a given period   |  |
| Ability to support multiple reruns, if necessary, after resetting, before final payroll generation  |  |
| Support main, supplementary and partial payroll run   |  |
| Support Bipartite Settlements   |  |
| 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 installments of recovery            |  |
| Audit trails to capture batch modifications to employee payroll information   |  |
| Support to view pay details of current month, pay history, net amount paid, unpaid deductions – employee wise and monthwise, financial year wise  |  |
| 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                    |  |
| Capability to enter formulae not as a code but as a rule using a GUI based screen such that the code is system generated. System also to have a syntax checker and auto validate formulae options                                 |  |
| Facility to indicate taxable earnings, deduction priority, carryover and partial recovery   |  |
| Monthly salary payment calculations and generation of related reports, salary slips, deduction lists, vouchers, tax challans etc. (as per the userdefined criteria like for a branch/ Region etc.)                                |  |
| Pay fixation for all cadres on promotion  |  |
| Facility to maintain tax rates, standard deduction, investment, rebate, notional rent, perquisites, like furniture and accommodation etc  |  |
| Professional tax deductions with exemptions, arrears and generation of related reports and challans   |  |
| Calculation of income tax as per rate slabs & standing instructions   |  |
| 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 |  |

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| Generation of all types of statutory reports of taxes like Form 16 and Form 24 in the userdefined format (16AA, 12BA AND 27A )   |  |
| Generation of employee's individual tax return   |  |
| Generation of ETDS data  |  |
| Calculation of income tax forecast for each employee based on the employee declaration of savings/investment etc.  |  |
| 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.                    |  |
| Provision to recover other charges as defined and configured by the user   |  |
| Support leave encashment on LFC and also on retirement with consequent tax adjustments   |  |
| Release of festival advance and other advances (user defined) against salary. Employee wise recovery position, recovery list and outstanding balances list – month wise or as user defined |  |
| Support calculation and payment of arrear/bonus with consequent tax adjustment and retrospective benefits.   |  |
| Payment of medical allowances, recovery and taxation (if any) thereon  |  |
| Support Recovery of union contributions (Union wise)   |  |
| Housing loan recovery of bank and outside agencies and updation of it rebate/deductions  |  |
| Generation of reports Support payment of educational allowance, mid academic transfer allowance and any other user defined allowances with automatic updation of it deductions             |  |
| Support recovery of all other types of loans with reports like recoveries made, overdue list etc.  |  |
| Support payment of salary arrears as per the industry level settlements with tax adjustments   |  |
| Support calculation and payment of incremental arrear/bonus with consequent tax adjustment and retrospective benefits  |  |
| Provide an impact analysis tool for analysis of impact of salary revision  |  |
| Support payment of arrears calculated in user defined installments or in lump sum  |  |
| Support payment of salary to special appointees, temporary staff etc   |  |
| Support payment of subsistence allowance in case of suspended employees and facility for rephrasing various staff loans when on loss of pay and suspension                                 |  |
| Support DRF (death relief fund) and SBS (staff benevolent scheme) or any other such schemes recovery from employee salary – yearly recovery statement to be given to staff                 |  |
| Support reimbursement with regard to conveyance, medical (normal & hospitalization) Payment of deputation allowance  |  |
| Support creation of PF enrolments, nominations and deduction of Employee contributions to PF   |  |

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| Support calculation of Employer contributions to PF including both EPF and FPF part (if applicable)  |  |
| 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 |  |
| Support upload facility of salary through external diskettes viz. floppy etc. to effect salary credit to staff current or saving account .   |  |
| Monthly balance and half yearly balance position of various accounts related to payroll  |  |
| Facility to upload the overall salary heads of employees in case of nonconnected branch (for which fixed format has to be generated by vendor)   |  |
| Facility to calculate Bonus payable projections for a given period   |  |
| Facility to provide the authorization for any type of posting in payroll.  |  |
| Income tax & estimation reports should be generated on half yearly basis alongwith confirmation reports.   |  |
| Addition/subtraction clause to be included for pay elements i.e. special allowance.  |  |
| Bilingual pay slip generation is required to be created.   |  |
| Festival advance reports for individuals and departmentwise is required to be generated.   |  |
| Increment processing & releasing of increment of employee to be made automatically.  |  |
| Generation of perquisite calculation reports (PF loan, Car loan, OD)   |  |
| Non-trust hospitalization availment reports should be generated for tax calculations.  |  |
| Establishment report to be generated half-yearly.  |  |
| LFAR & Tax audit report to be generated on half yearly basis.  |  |
| Facility for automatic Voucher generation for tax calculation.   |  |
| Capability to process payroll on demand (Daily, Weekly, Monthly etc.)  |  |

**Welfare Schemes:**

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| Receiving Application from Staff members for reimbursement/sanction for various Welfare Schemes through Branches, Zonal Offices and Head offices. | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Preparation of office note for approval/return of the above applications.   |  |
| Returning of Incomplete /ineligible applications to the employees   |  |
| Credit of amount of Scholarships /reimbursement to CBS Accounts of the Employees.   |  |
| Credit of amount of reimbursement into ZO/HO Accounts   |  |
| Maintenance of Data and payment of Premium to Insurance Companies in case of Group Insurance policies for Existing as well as Retired Employees   |  |
| Filing of claims and receiving the amount of claims from Insurance Companies and remitting them to the concerned branches.                        |  |
| Maintaining of Data and payment of Fees to the vendor for issue of I-Card to Ex-Employees.  |  |
| Modification of canteen Subsidy as per Scheme of our Bank.  |  |

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| <b>New Pension Scheme</b>  | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| All the New Employees who joined the Bank on or after 01.04.2010 are covered under New Pension Scheme. The Proposed system should include the following features:          |  |
| If the Date of Joining of any Employees is on or after 01.04.2010, the Employee should be necessarily covered under New Pension Scheme (NPS).                              |  |
| Under NPS, every employee has to open an account with NSDL (PRAN-Permanent Retirement Account Number). The System should keep track of the PRAN Accounts opened with NSDL. |  |
| The Monthly contribution under NPS is to be transferred to NSDL for those Employees whose PRAN is generated. The System should be able to separate such employees.         |  |
| The system should trigger reminder to those employees, whose PRAN are not generated, for submission of Subscriber Registration Forms.                                      |  |
| If the PRAN of an Employee is generated after few months of joining, the System should be able to calculate the Arrears to be transferred to NSDL.                         |  |
| If any Employee having PRAN under New Pension scheme resigns, the system should trigger for Subscriber Shifting of the PRAN.   |  |
| Provision of Interest calculation on the funds, not transferred to NSDL.   |  |
| MIS Reports: - System must be able to generate any types of queries.   |  |

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| <b>Miscellaneous</b>   | <b>VENDOR<br/>RESPONSE<br/>S / C / U</b> |
| Vendor`s bills payment processing system.<br>(The HRD Dept processes the vendors payments on behalf f different departments of Head Office through RTGS/NEFT after deducting income tax at |  |

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| different rates)<br>System should be able keep record of all such payments.  |  |
| The system should support RBS reporting requirement and formats of RBI.  |  |
| Rotation of staff and jobs rotation(periodical).   |  |
| Yearly classification of branches based on appoved criteria.<br>Categorization of branches based on geographical and demographic criteria approved by the IBA. |  |
| Sorting of staff data zone wise, branch wise, state wise   |  |
| Centralized record keeping of addition, deletion and correction of medical dependent , generation of report  |  |
| BSR establishment data for IBA   |  |

## ANNEXURE -IIB -Technical Specifications Response Sheet

Bidder must submit the description of the hardware, system software, RDBMS and any other suits as per Annexure – VIII (Bill of Material)

| S.N.     | Features  | Bidder's Response (Y/N) |
|----------|---|-------------------------|
| <b>1</b> | <b>Hardware and Operating system</b>  |                         |
| 1.1      | Hardware parameters (like CPU, Memory, and hard disk) should not cross the 70% utilization levels at any peak level and 30% on an average over the day.   |                         |
| 1.2      | Should support different protocols (TCP/IP, IPX, etc.)  |                         |
| 1.3      | Implement patches / upgrades on all softwares, firmwares  |                         |
| 1.4      | Hardware equipment should be scalable to support increased requirements of The Bank   |                         |
| 1.5      | Hardware should have built-in redundancy features such as dual Power supply, dual NIC, RAID etc   |                         |
| 1.6      | Hardware should have efficient hardware monitoring and diagnostic functions   |                         |
| 1.7      | Hardware should be rack optimized   |                         |
| 1.8      | The Server should be rack-mountable.  |                         |
| 1.9      | The hardware components should be hot swappable.  |                         |
| 1.10     | Hardware should be scalable to ensure HRMS live run for 20% concurrent users  |                         |
| 1.11     | 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 12 years, beginning from the previous 11 years and ending with the current year. All the data previous to the 11 years will be archived and will be retained offline. The maintenance of the archival of the data will be done on external storage. |                         |
| <b>2</b> | <b>Backup &amp; recovery</b><br><b>(Back up shall be the responsibility of the bidder. The Bidder is expected to liaison with the Bank's system Integrator for CBS and shall be responsible For required integration and configuration for backup etc.)</b>   |                         |
| 2.1      | Solution Should support online replication to backup site   |                         |
| 2.2      | The solution should be compatible with all types of backup devices.   |                         |

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| 2.3      | The solution should support all backup application softwares  |  |
| 2.4      | Should support IP protocol  |  |
| 2.5      | Should be capable of automating the backup process for all the applications/ database.  |  |
| 2.6      | System should support Online, Automated and manual backup modes   |  |
| 2.7      | System should support following Type of backup facility<br>Hot backup<br>Cold backup  |  |
| 2.8      | System should Allow the backup of<br>Whole system<br>Application program<br>Database  |  |
| <b>3</b> | <b>Availability Parameters</b>  |  |
| 3.1      | Should support load balancing in terms of system parameters (CPU, Hard Disk, memory, etc.)  |  |
| 3.2      | Hardware should be available for 24*7   |  |
| 3.3      | Solution should have maximum Response Time of 2 seconds   |  |
| <b>4</b> | <b>Web Server</b>   |  |
| 4.1      | The application should have the ability to support Apache, Netscape enterprise, Commerce server, Microsoft IIS, IBM websphere etc. as web servers |  |
| 4.2      | The web server should have the capability of writing to multiple logs   |  |
| 4.3      | The web server should have the capability to support Virtual Servers  |  |
| 4.4      | Should support network monitoring agents like SNMP agent, etc.  |  |
| 4.5      | Should be able to support Integrated certificate server, SSL with 128 bit encryption mechanism or more  |  |
| 4.6      | Should be able to install on Windows platforms, UNIX flavors, etc (Operating systems).  |  |
| 4.7      | Should be hardened to disable unnecessary features and plug known security vulnerabilities  |  |

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| <b>5</b> | <b>Web Browser</b>   |  |
| 5.1      | Proposed architecture and product modules should support web browsers like Internet Explorer, Netscape Navigator, Chrome, Mozilla Firefox etc. Please also indicate the versions of different browsers best suited for the proposed architecture |  |
| <b>6</b> | <b>Application Server</b>  |  |
| 6.1      | The application should be able to support HTML, DHTML, etc. (Markup language)  |  |
| 6.2      | The application should be able to support Server side languages like ASP, JSP, Personal home page, Cold Fusion Markup Language (CFML), Common Gateway Interface (CGI), etc.  |  |
| 6.3      | The application should support the application layer technologies like Java, C++, Netscape server application process interface, Internet server application process interface, etc.   |  |
| 6.4      | Support standard queuing engines (IBM MQ, MSMQ, etc.)  |  |
| 6.5      | The system should provide interface to standard firewalls (application proxy, stateful inspection and mix of both)   |  |
| 6.6      | Database Connectivity support should at a minimum be ODBC, JDBC, etc.  |  |
| <b>7</b> | <b>Interfaces</b>  |  |
| 7.1      | The system should Seamlessly Integrate with Core Banking Solution (Finacle) without any manual intervention  |  |
| 7.2      | The Solution should interface seamlessly with individual modules and provide Straight Through Processing.  |  |
| 7.3      | The system should provide interface with third party service providers, for eg. E-mail service provider, SMS Service provider  |  |
| 7.4      | The system should provide interface for generation of requisite data from HRMS database to other Applications/Processes (ASCII fixed length /delimited variable length record format, csv format ,excel format etc.) for other processes         |  |
| 7.5      | Provide support to latest ISO standards, XML, WAP, SMS, etc. standard messaging protocols for interfacing.   |  |
| 7.6      | The system should have the ability to rollback a transaction to a particular stage and restart, if required.   |  |

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| 7.7       | Support for standard component frameworks (COM/DCOM/COM+, CORBA, etc.)  |  |
| <b>8</b>  | <b>Integration Application Requirements</b>   |  |
| 8.1       | Ability to integrate to support online , real time & batch operations   |  |
| 8.2       | Integrator's support for scheduling and defining of Jobs  |  |
| 8.3       | Application should handle automatic switchover in cluster environment   |  |
| <b>9</b>  | <b>Data Exchange/Interface</b>  |  |
| 9.1       | During exchange of information, the application should support Encryption of data.  |  |
| 9.2       | <b>Remote Access:</b> System should provide Security check while logging in, via:<br>User-id and password<br>Hardware device (smart card etc.)<br>Biometrics  |  |
| 9.3       | System should provide for the following facility on the user-id and password<br>Creation<br>Modification<br>Soft de-activate (marked for delete but not removed from the system)<br>Deactivate (de-activate in the system)  |  |
| 9.4       | System define external access levels to the database / tables / columns based on<br>Read only feature<br>Read-write (insertion / modification / de-activate)                      Read-write (insertion / modification)<br>Read-write (modification only)<br>Any other feature as per The Bank 's/ IBA/ MoF/ RBI requirements |  |
| 9.5       | The system array should support synchronous and asynchronous replication with the existing storage.   |  |
| <b>10</b> | <b>Database Requirements</b>  |  |
| 10.1      | Ability to Patch management/ Up-gradation of database   |  |
| 10.2      | Ability to support for pooling multiple database connections when the load on the application increases   |  |

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| 10.3      | Ability of the database to support clustering.  |  |
| 10.4      | Ability to support online replication.  |  |
| 10.5      | Ability to implement SANs for data storage in the architecture  |  |
| <b>11</b> | <b>REPORTS</b>  |  |
| 11.1      | Flexible Report Builder for generating simple reports. The system should have a report writing wizard that provides users with step by step menus and allows them to draw up simple reports   |  |
| 11.2      | Drilling up/down of reports on the screen should be available.  |  |
| 11.3      | The system should allow users to print reports directly form the system. Option should be available to print reports in A4/Legal/A3 page using Inkjet/ Laser Printer. The default mode for printing of reports (bulk/volume) should be High Speed DMP/LMP |  |
| 11.4      | Provision should be available for generating & printing any previous day's report i.e. backdated reports.   |  |
| 11.5      | Capability to format reports as Word, Excel, HTML,PDF or Acrobat files  |  |
| 11.6      | Ability to generate automatic reports   |  |
| 11.7      | Generate reports using various fields as sorting-keys to sort in ascending and descending order   |  |
| 11.8      | Users have the option such as but not limited to – online viewing, hard copy generation, file creation etc.   |  |
| 11.9      | System should have the ability to process multiple reports concurrently.  |  |
| 11.10     | Generate reports using various fields as sorting-keys to sort in ascending and descending order   |  |
| <b>12</b> | <b>Audit Trail</b>  |  |
|           | The system should provide comprehensive audit trail features such as:   |  |
| 12.1      | Daily activities log are merged into the history log files, two statement i.e. establishment expensed and stage wise data to be submitted by ZO on quarterly basis.   |  |
| 12.2      | Date, time and user-stamped transaction list are generated for different transactions   |  |
| 12.3      | Transaction screens display system information including Processing Date, Current Time, Current User  |  |

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| 12.4      | Daily activity reports are provided to highlight all the transactions being processed during the day  |  |
| 12.5      | Support for recording of Unsuccessful attempts to log-in to the system  |  |
| 12.6      | System to provide session log files. The user should be able to analyse the information (e.g., account id, session time etc.)   |  |
| 12.7      | System should provide tracking of the client's IP & Network Interface address   |  |
| 12.8      | The application should facilitate definition of user-defined log files for tracking sessions  |  |
| 12.9      | System to provide session logs. The user should be able to analyze the information (e.g. account id, session time etc.)   |  |
| 12.10     | The application should facilitate definition of user-defined log files for tracking sessions  |  |
| 12.11     | Daily activity reports are provided to highlight all the transactions being processed during the day  |  |
| 12.12     | Unsuccessful attempts to login to the system should be recorded   |  |
| 12.13     | Daily activities logs are merged into the history log files   |  |
| 12.14     | Date, time and user-stamped transaction checklist are on-line generated for different transactions for both maker and checker   |  |
| <b>13</b> | <b>INPUT / OUTPUT</b>   |  |
| 13.1      | Link from Excel & Other Applications  |  |
| 13.2      | Export of Reports & Inquiries into different formats like Word, Excel, PDF, Text & CSV etc.   |  |
| <b>14</b> | <b>Network Connectivity</b>   |  |
| 14.1      | In case of network connectivity gets down, what facility to be given to ensure working at Zonal / Branch offices:<br>→ Allow batch update when the connection established<br>→Through secondary storage devices (e.g. external storage etc) |  |
| <b>15</b> | <b>Search Capability</b>  |  |
| 15.1      | System should have capability to support various searching options viz., Full-text, keyword, wildcard, user defined ranges, query by SOL operators (=, <, >, null, not null, etc.), multiple conditional queries, etc.                      |  |

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| <b>16</b> | <b>Security</b>   |  |
| 16.1      | System should support facility for operational security and to be able to restrict access through password at:<br>System level<br>Application level<br>Function level                             |  |
| 16.2      | System should have the ability to configure different users (employees, trainers, managers) at different levels of security based upon their job role?  |  |
| 16.3      | Proposed system should support:<br>Database level security<br>Application – Role based authorization (RBA) level security<br>Module level security<br>Field level security<br>User level security |  |
| 16.4      | System should have capability to define any number of roles and flexibility to modify these roles.  |  |
| 16.5      | System should have ability to define security customers system administrators.  |  |
| 16.6      | The proposed application should provide complete logging and audit trails of activities performed by users.   |  |
| 16.7      | Security feature on the proposed system should be<br>Encryption aware<br>SSL aware , IPSEC  |  |

**ANNEXURE III**  
**Compliance to Minimum Eligibility Criteria**

| Sr.No | Eligibility Criteria  | Compliance<br>(Y/N) |
|-------|---|---------------------|
| EC-1  | The Bidder should be a registered company/firm in India   |                     |
| EC-2  | The bidder should have a minimum turnover of Rs. 10 Crore per year during last three financial years.   |                     |
| EC-3  | The bidder should be reputed IT company having existence in India for at least five years as on 31.03.2017  |                     |
| EC-4  | The Bidder must have positive net worth in last 3 financial years (i.e. FY 2013-14 2014-15, 2015-16)  |                     |
| EC-5  | Product offered (HRMS) should be successfully running in at least one Scheduled Commercial Bank in India for the last one year at least.  |                     |
| EC-6  | The Bidder should have System Integration experience in having implemented the proposed end to end integrated HRMS solution comprising of at least supply, commissioning, implementation, rollout, go live and maintenance in at least one Scheduled Commercial Bank in India and should be currently live and running as of date of the RFP. |                     |
| EC-7  | The Bidder should not be banned by any Bank/PSU/GOI Department/ Indian Financial Institutions as on date of submission of bid.  |                     |
| EC-8  | Bidder must have its own minimum one support / service locations at Delhi/New Delhi/NCR<br>In case bidder is not having support centre at Delhi/NCR, bidder should give undertaking to open the support centre in Delhi/NCR within 1 month of award of tender.  |                     |

**Signature**  
**Seal of Company**

## Annexure IV

### Bidder's information

#### Annexure IVA: Vendor's Profile

The Deputy General Manager (IT)  
Punjab & Sind Bank,  
HO Information Technology Department,  
Bank House,  
21, Rajendra Place, New Delhi -110008

Reg: End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System in the Bank

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate the Bank to verify the correctness of the information.

With reference to your RFP No. \_\_\_\_\_ dated \_\_\_\_\_ (Read with its Addendum / Corrigendum/Amendments), we submit necessary information hereunder:-

(To be filled by vendor)

| <b>General</b>   |  |
|--|--|
| Company Name   |  |
| Date of Incorporation  |  |
| Holding Company or Parent Company (if any)   |  |
| Company local (in India) address   |  |
| Contact details: Name, phone, fax and e-mail   |  |
| Provide details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years? Who are the primary shareholders? (Also indicate major shareholders with percentage holding in case of limited companies) |  |
| Number of years in business  |  |
| Whether direct developer or authorized dealer/agent  |  |
| Name, address and phone of developer   |  |
| Financial Background (last published report)   |  |
| Annual Revenue   |  |
| Annual Net Income  |  |
| Please provide a brief history of annual turnover figures during the last three years i.e.<br>2013-14:<br>2014-15:<br>2015-16:   |  |

|  |  |
|--|--|
| Net profit made during:<br>2013-14:<br>2014-15:<br>2015-16:  |  |
| Attach most recently available annual report, and audited balance sheets and income statements for previous three years i.e 2013-14, 2014-15 and 2015-16.                                    |  |
| Certifications   |  |
| Provide details of any quality process certifications (e.g. ISO,SEI CMM etc.)  |  |
| Any other certifications, please specify   |  |
| Staff  |  |
| Total number of employees  |  |
| Provide a break-up of the number of Employees by function e.g.<br>Sales/Marketing<br>Administrative Staff<br>Research & Development<br>Implementation Staff<br>Tech. Support staff<br>Others |  |
| Details of pending past litigation (Within 3 Years)<br>If Yes :Please Explain<br>Details of Claims/ Complains received in the last three years.  |  |
| Total number of implementation done for offered product & the total number of employees covered in each implementation.<br>(State in brief)  |  |
| Income Tax PAN   |  |
| Service Tax Registration No.   |  |
| Trade Identification No.(TIN) for VAT  |  |
| Trade Identification No.(TIN) for CST  |  |

#### **DECLARATION**

I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us. We understand and agree that:-

1. The Bank is not bound to accept the lowest bid or may reject all or any bid.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
3. If our bid is accepted, I/ We are to be jointly and severally responsible for the due performance of the contract.
4. The Bank may accept or entrust the entire work to one Bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever and the

Bank's decision in this regard shall be final and binding on us. Bidder means the vendor who is decided and declared so after examination of commercial bids.

5. We undertake to give a service commitment along with availability of spare parts for at least seven years.
6. We undertake that Components will have to be installed at respective sites. Proper service/support centre(s) will be provided by our qualified service engineers and wherever found necessary service/support will be set-up in close proximity to these sites.
7. In view of the critically of the application, the equipment(s) at any time will be kept by us in efficient running condition. Immediate replacement of defective parts will be done with a view to ensuring 99.5% uptime of the entire running modules of Human Resource Management System.

|                                   |  |
|-----------------------------------|--|
| Name of person Authorized to sign |  |
| Mobile No.                        |  |
| Email                             |  |

Date:

Place :

Official Stamp:

**SIGNATURE OF AUTHORISED SIGNATORY**

**Annexure- IVB: General Product Information**

|   |  |
|---|--|
| System name   |  |
| Date of launch  |  |
| Date when first client site went live with name of client   |  |
| Current version and release date  |  |
| Provide a break-up of the number of Employees by function e.g.<br>Sales/Marketing<br>Administrative Staff<br>Research & Development<br>Implementation Staff<br>Tech. Support staff<br>Others  |  |
| Number of (for older version)<br>Clients using this software in production<br>Clients in India using this software Installations in the last financial year<br>Number of (for proposed version)<br>Clients using this software in production<br>Clients in India using this software Installations in the last financial year |  |
| Largest customer for this product Name of the customer<br>Number of employees<br>Number of offices/branches   |  |
| How can the software be acquired?<br>(Purchase/lease/other)   |  |
| In case of licensing, explain software licensing system fee structure. Is it restricted as to location of installation or global?   |  |
| Whether source code is provided?  |  |
| Is the license agreement on per site, per CPU, per concurrent user, per named user, per server licence, per database or enterprise basis?   |  |
| Escrow availability of Source Code  |  |
| If there are any other features that will be useful in evaluating the product(s) / solution, please state them  |  |
| What major enhancements are planned?  |  |
| Describe any limitations on the use of the proposed products.   |  |
| What is the road map of your product for the next 1 to 2 years? Please discuss in detail. Use additional sheets if required.  |  |
| How many releases of your product have been produced during the last five years?  |  |

|  |  |
|--|--|
| What is the next scheduled major release of your software?                 |  |
| How often are new versions released?                                       |  |
| Has there been a major rewrite of the proposed systems since the original? |  |

**Annexure IVC: Manufacturer's / Developer's Authorization Form (MAF / DAF)**

(To be filled for software application/hardware/system software/RDBMS/any other suits, whatsoever applicable separately)

No. \_\_\_\_\_ dated \_\_\_\_\_

The Deputy General Manager -IT  
Information Technology Department  
Punjab & Sind Bank  
Rajendra Place,  
New Delhi

Dear Sir / Madam,

Tender Reference No. \_\_\_\_\_

We \_\_\_\_\_ who are established and reputed manufacturer / developer of \_\_\_\_\_ having organization at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above tender.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the HRMS software/Server/System Software/RDBMS (any other suits, please mention, if applicable) supply, installation, commissioning, services and support offered against this tender by the above firm.

Yours faithfully,

(Name)

For and on behalf of

M/s \_\_\_\_\_ (Name of manufacturer/Developer)

Note: This letter of authority should be on the letterhead of the manufacturer(s)/developer(s) and should be signed by a competent person representing the manufacturer/developer.

### Annexure IVD: Reference Site Details

(Please provide detail of at least one Scheduled Commercial Bank)

|   |  |
|---|--|
| Bank Name   |  |
| Address   |  |
| Telephone Number  |  |
| Fax Number  |  |
| Contact Name  |  |
| Title   |  |
| What is or was the contact's role on the implementation/ project?   |  |
| State the duration of the implementation  |  |
| Go Live date for the pilot offices  |  |
| Which modules and version of the software are being currently used?   |  |
| What version of Operating System, database etc. is in use? Are there any other system used in conjunction with the application software like front end systems etc.? Please provide details if any. |  |
| State number of offices/branches using the software   |  |
| Modules used at HO  |  |
| Modules used at other offices/ branches   |  |
| Status of Disaster Recovery Site  |  |
| State the number of employees and users using the software.   |  |
| State the number of transactions processed per day at the reference installation.   |  |
| State the maximum number of on-line users in any office/branch where your modules are installed and specify all the modules that are in concurrent use  |  |
| State, if any, interfaces to external systems are implemented at this site  |  |
| State, if any, interfaces to CBS System and/or other systems are implemented at this site.  |  |
| ...   |  |

**ANNEXURE V**  
**ACCEPTANCE/COMPLIANCE CERTIFICATE**

**Acceptance of all Terms and Conditions including scope of work and technical specifications**

We here by undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. Any deviation may result in disqualification of bids.

**Signature:**  
**Seal of company**

We certify that the Hardware/ Software/ Services offered by us for tender conform to the specifications stipulated by you with the following deviations

List of deviations

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

(If left blank it will be construed that there is no deviation from the specifications given above)

**Signature:**  
**Seal of company**

**ANNEXURE VI**

**SERVICE SUPPORT CENTERS DETAILS**

| Sr. No. | Location |                         |  | Status of Office Working days & hours | No. of Maintenance Engineers |  |
|---------|----------|-------------------------|--|---------------------------------------|------------------------------|--|
|         | Address  | Office Tele./fax Number | Name of contact Person with contact number |                                       |                              |  |
|         |          |                         |  |                                       |                              |  |

**Signature and Seal of Bidder**

**ANNEXURE VII**

**DETAIL OF PERFORMANCE DURING LAST 5 YEARS**

**NAME OF BIDDER:** \_\_\_\_\_

| Order Placed by<br>(Full Address of Purchaser) | Order No. and Date | Description | Value of Order | Date of Completion |        | Remark (reason for late delivery) | Performance (Attach certificate from client) |
|--|--------------------|-------------|----------------|--------------------|--------|-----------------------------------|--|
|  |                    |             |                | As per contract    | Actual |                                   |  |
|  |                    |             |                |                    |        |                                   |  |

**Signature and Seal of Bidder**

**ANNEXURE VIII**

**Format for Commercial Bid**

Note:

1. This bill of material must be attached in Technical Offer as well as Commercial Offer. The format will be identical for both Technical and Commercial Offers, **except that the Technical Offer should not contain any price information.** Technical Offers without the bill of material will be liable for rejection.
2. All the offer must be quoted on the basis of **2 years comprehensive warranty**
3. Vendor must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

| Sl. No. | Item  | Qty           | Cost (In Rs.)       | Tax | Total in Rs |
|---------|---|---------------|---------------------|-----|-------------|
| 1       | Software/ Application Cost of Human Resource Management System<br><br>(includes modules cost, System Integration Cost (installation, configuration, Data Migration charges, customization , implementation, training) | <b>1</b>      |                     |     |             |
| 2       | Software License Fees (including 2 year warranty)   | <b>22,000</b> |                     |     |             |
| 3       | Facility Management Service   | <b>1</b>      |                     |     |             |
| 4.      | Hardware, System Software, RDBMS, Network equipment, Bandwidth, etc   |               |                     |     |             |
| 4.1     | Specify in detail   |               |                     |     |             |
| 5.      | Post warranty charges i.e. AMC/ATS for 2years   |               |                     |     |             |
| 6.      | Any Other (Please Specify)  |               |                     |     |             |
|         | <b>Total Cost Of Ownership (TCO)</b>  |               |                     |     |             |
|         | <b>TCO in words</b>   |               | <b>Rupees</b> _____ |     |             |

Software license will be Scalable and initially taken for 22, 000 users and additional licenses will be procured as per the future requirement, if any.

**Place:** \_\_\_\_\_ **Signature and Seal of Bidder:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Name:** \_\_\_\_\_

**Note:-**

- Bidders should strictly quote in the format and for periods as mentioned above.

- No counter condition / assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
- No corrections/ changes will be allowed in the Commercial Offer
- The price quoted by the Bidder should be inclusive of the cost of customization for the features which are stated as 'Customization required' by the Bidder.
- Bidders must quote for all the items required by the bank. If the rate of any of the items is not quoted, bid will be rejected summarily as non-responsive.
- Please incorporate the item in commercial proposal strictly as per Technical offer only.
- Prices shall be expressed in the Indian Rupees only. The bidder must quote total price inclusive of Custom duty, excise duty and charges related to freight, insurance, forwarding, packing, dispatch, installation etc. All taxes like Value Added Tax/GST, Sales Tax, octroi and local taxes shall be payable extra on actual basis. The cost will not depend on any variation in USD/£/€ exchange rate.

**ANNEXURE - IX**

**Performa for the Bank Guarantee for Earnest Money Deposit**

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee #

Date:\_\_\_\_\_

Punjab & Sind Bank  
Information Technology Department  
21, Rajendra Place, Bank House, New Delhi 110008

Dear Sir,

In accordance with your bid reference No.\_\_\_\_\_ Dated \_\_\_\_\_ M/s\_\_\_\_\_ having its registered office at \_\_\_\_\_ herein after called "bidder") wishes to participate in the said bid for \_\_\_\_\_. An irrevocable Financial Bank Guarantee (issued by a nationalized /scheduled commercial Bank) against Earnest Money Deposit amounting to Rs.\_\_\_\_\_ (Rs.\_\_\_\_\_) valid up to \_\_\_\_\_ is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document. M/s\_\_\_\_\_ having its registered office at \_\_\_\_\_ has undertaken in pursuance of their offer to Punjab & Sind Bank (hereinafter called as the beneficiary) dated \_\_\_\_\_ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs \_\_\_\_\_ (Rupees \_\_\_\_\_) valid up to \_\_\_\_\_. We, the \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by Punjab & Sind, the amount Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder. This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Punjab & Sind Bank, on whose behalf guarantee is issued. "Not withstanding anything contained herein above Our liability under this bank guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_).

This bank guarantee shall be valid up to \_\_\_\_\_. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand, on or before \_\_\_\_\_ before 14.30 hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us." In witness whereof the Bank, through its authorized officer has set its hand stamped on this \_\_\_\_\_ Day of \_\_\_\_\_ 2017 at \_\_\_\_\_

**Name of signatory Designation Bank Common Seal**

**ANNEXURE X**

**CHECK - LIST FOR BID SUBMISSION**

| S.No. | Document   | Attached with Bid (Y/N) | Page Numbers |    |
|-------|--|-------------------------|--------------|----|
|       |  |                         | From         | To |
| 1     | Tender Covering Letter as per <b>Annexure I</b>  |                         |              |    |
| 2     | Compliance to Functional Specifications Criteria and Technical Specification Criteria as per <b>Annexure II</b>  |                         |              |    |
| 3     | Compliance to Minimum Eligibility Criteria as per <b>Annexure III</b> (please ensure that all related documents to Minimum Eligibility criteria have been attached)              |                         |              |    |
| 4     | Bidders Information as per <b>Annexure IVA, Annexure IVB, Annexure IVC, Annexure IVD</b>   |                         |              |    |
| 5     | Acceptance of the terms and conditions of RFP and scope of work and technical specifications (compliance Statement as per <b>Annexure V</b>                                      |                         |              |    |
| 6     | Service Support Centers Detail as per <b>Annexure VI</b>   |                         |              |    |
| 7     | Performance Statement as per <b>Annexure VII</b>   |                         |              |    |
| 8     | Another Sealed Envelope containing commercial bid price as per <b>Annexure VIII</b> duly labeled as 'commercial bid' and Tender Reference No. , Name of the Bidder.              |                         |              |    |
| 9     | Bid Earnest Money in the form Bank Guarantee as per <b>Annexure IX</b>   |                         |              |    |
| 10    | DD/pay order of Rs. 10,000 payable to Punjab & Sind Bank toward cost of Tender Document (Please mention the tender name with year and company name at the back of DD/Pay order.) |                         |              |    |
| 11    | Copy of Power of Attorney authorizing official for signing the Bid   |                         |              |    |
| 12    | Undertaking from bidder and OEM certifying that all the components, parts, assembly, license etc used are new and original.  |                         |              |    |
| 13    | Any other document indicating the feature of the product.  |                         |              |    |
| 14    | Check list as per <b>Annexure X</b>  |                         |              |    |

**Signature  
Seal of Company**

**ANNEXURE-XI**

**Format of Performance Bank Guarantee**

Tender Reference No: \_\_\_\_\_ Date \_\_\_\_\_

The Deputy General Manager -IT  
Punjab & Sind Bank,  
HO IT Department,  
21, Rajendra Place, New Delhi – 110008

Dear Sir,

1. WHEREAS pursuant to a Request for Proposal dated..... (hereinafter referred to as RFP, issued by Punjab & Sind Bank, Bank House, 21, Rajendra Place, New Delhi in response of (Vendor / Service Provider), a Company registered under the Companies Act, 1956 and having its Registered / Corporate Office at .....has awarded the Contract valued Rs.....and appointed.....as Vendor for ..... vide Appointment letter / Purchase Order No.....dated.....on the terms and conditions as set out inter-alia in the said RFP and in the Appointment Letter / Purchase Order.

2. WHEREAS you have in terms of the said Appointment letter / Purchase Order called upon Vendor to furnish a Performance Guarantee, for Rs.....Rupees only), equivalent to.....of the Contract value, to be issued by a Bank in your favour towards due performance of the Contract in accordance with the specifications, terms and conditions of the said Appointment letter / Purchase Order and an Agreement entered / to be entered into in this behalf.

3. WHEREAS Vendor has approached us for issuing in your favour a performance Guarantee for the sum of Rs..... (Rupees.....).

NOW THEREFORE in consideration of you having awarded the Contract to.....inter-alia on the terms & conditions that provides a performance guarantee for due performance of terms and conditions thereof. We,.....Bank,..... a body corporate constituted under .....having its Head office at.....(give full address) and a branch inter-alia at..... India at the request of.....do hereby expressly, irrevocably and unconditionally undertake to pay merely on demand from you and without any demur without referring to any other source, Rs.....(Rupees.....only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of .....of any of the terms and conditions of the Contract and in the event of.....committing any default or defaults in carrying out any of the work or discharging any obligation under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto including non-execution of the Agreement as may be claimed by you on account of breach on the part of

.....of their obligations or default in terms of the said Appointment letter / Purchase Order.

4. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the .....has committed any such breach / default or defaults and the

amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish its claim or claims under this Guarantee, but will pay the same forthwith on demand without any protest or demur. Any such demand made by you shall be conclusive as regards the amount due and payable by us to you.

5. This Guarantee shall be valid up to ..... plus 3 (three) months of the Claim period from the expiry of said guarantee period. Without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

6. You will have the fullest liberty without our consent and without affecting our liabilities under this Guarantee from time to time to vary any of the terms and conditions of the said appointment letter or the Contract to be made pursuant thereto or extend the time of performance of the Contract or to postpone for any time or from time to time any of your rights or powers against the .....and either to enforce or forbear to enforce any of the terms and conditions of the said appointment letter or the Contract and we shall not be released from our liability under Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to or any other forbearance, act or omission on your part or any indulgence by you or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs..... (Rupees.....only) as aforesaid or extend the period of the guarantee beyond .....(date) unless expressly agreed to by us in writing.

7. This Guarantee shall not in any way be affected by you are taking or giving up any securities from .....or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency as the case may be of .....

8. In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against .....hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Guarantee.

9. Subject to the maximum limit of our liability as aforesaid, this Guarantee will cover all your claim or claims against .....from time to time arising out of or in relation to the said appointment letter / Contract and in respect of which your claim in writing is lodged on us before expiry of Guarantee.

10. Any Notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, e-mail or registered post to our Head Office / Local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.

11. This Guarantee shall not be affected by any change in the constitution of \_\_\_\_\_ or nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will enure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

12. This Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

13. We further agree and undertake to pay you the amount demanded in writing irrespective of any dispute or controversy between you and \_\_\_\_\_ in any suit or proceeding pending before any court, Tribunal or Arbitrator relating thereto, our liability under these presents being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment hereunder and \_\_\_\_\_ shall have no claim against us for making such payment.

14. We have the power to issue this Bank Guarantee in your bank's favour as the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by our Bank.

15. Our authority to issue this guarantee may be verified with our Controlling Office situated at \_\_\_\_\_ (full details of persons to be contacted address and phone Numbers etc).

16. Not with standing anything contained herein above;

i) Our liability under this Guarantee shall not exceed Rs \_\_\_\_\_ (Rupees \_\_\_\_\_ only)

ii) This Guarantee shall be valid and remain in force up to \_\_\_\_\_ plus the Claim period of 3 (three) months and including the date \_\_\_\_\_ and

iii) We are liable to pay the guaranteed amount or any part thereof under this Guarantee only and only if you serves upon us a written claim or demand for payment on or before the expiry of this Guarantee.

Dated this the \_\_\_\_\_ day of \_\_\_\_\_ 2017.

**Signature and Seal of Guarantors  
Vendor's Bank**

**ANNEXURE XII**

**Pre-bid query format (to be submitted in MS- excel format)**

| <b>Sr.<br/>No.</b> | <b>Bidder<br/>name</b> | <b>Page<br/>No</b> | <b>Clause<br/>number</b> | <b>Clause</b> | <b>Question</b> | <b>Remark</b> |
|--------------------|------------------------|--------------------|--------------------------|---------------|-----------------|---------------|
|                    |                        |                    |                          |               |                 |               |
|                    |                        |                    |                          |               |                 |               |

## ANNEXURE XIII

### Format of Non - Disclosure Agreement (NDA)

This Agreement made at \_\_\_\_\_, on this \_\_\_\_\_ day of 2017.

BETWEEN

\_\_\_\_\_ a company/ firm incorporated under \_\_\_\_\_ 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

\_\_\_\_\_, a body corporate constituted under \_\_\_\_\_ and 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 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 intend to engage in discussions and negotiations concerning the establishment of a business relationship between them. In the course of such discussions and negotiations, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such 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.

- 2.** 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 Nondisclosure 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 nondisclosure 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 establishment of business relationship between the Parties and execution of definitive agreements thereafter. 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, confirm in writing that the Receiving Party has complied with the obligations set forth in this paragraph. This obligation shall be subject to the exception under clause 4.

**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, and 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: 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 New Delhi.

**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  
Bidder/Vendor  
Name of Authorized signatory:

Designation:

For and on behalf of  
Punjab And Sind Bank  
Name of Authorized signatory:

Designation