

# **ODISHA GRAMMEEN BANK**

Human Resource Department

Head Office, Gandamunda, P.O. Khandagiri, Bhubaneswar-30

## **RFP Ref No. OGB/RFP/HRD/HRMS/2025-26 dated 16<sup>th</sup> June, 2025 REQUEST FOR PROPOSAL (RFP) TO SELECTION OF PROCUREMENT OF HRMS SOLUTION IMPLEMENTATION AND MAINTENANCE**

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The information provided by the vendors in response to this Request for Proposal (TENDER) will become the property of Odisha Grameen Bank and will not be returned. The Bank reserves the right to amend, rescind or reissue this TENDER and all amendments will be advised to the vendors and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this TENDER without assigning any reason whatsoever. This document is prepared by Odisha Grameen Bank for Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS).

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this TENDER Document.

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## PURPOSE

Odisha Grameen Bank, hereinafter called "OGB" or "Bank" issues this tender:

- ❖ Bank proposes to implement a Centralized Human Resource Management System for its operations.
- ❖ This TENDER is limited to Original Equipment Manufacturers (OEM) / Product Vendors of Financial Solutions, and Vendors that are authorized by the OEM/ Product Vendors.
- ❖ A vendor submitting the proposal in response to TENDER for Implementation of the solution shall hereinafter be referred to as "Product Vendor / OEM / Vendor / System Integrator / SI" interchangeably.
- ❖ This TENDER document is neither an offer letter nor a legal contract, but an invitation for Request for Proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this TENDER process unless and until a formal contract is signed and executed by duly authorized officers of Odisha Grameen Bank and the vendor.
- ❖ Bank can modify any / all of the terms of this TENDER giving due notification through the
- ❖ Bank's website and shall be entitled to entertain Request for Proposal' (TENDER) only from the eligible vendors who will be selected based on the requirement and laid out norms as set out in this document.
- ❖ Bank will not be liable for any costs incurred by the vendor.

## INTRODUCTION & OPERATIONS

### About Odisha Grameen Bank

- ❖ As per the Govt. of India notification dated 05.04.2025, the erstwhile Odisha Gramya Bank and the erstwhile Utkal Grameen Bank are amalgamated to form Odisha Grameen Bank w.e.f 01.05.2025. The bank is sponsored by Indian Overseas Bank & is jointly owned by the Government of India, Government of Odisha and IOB.
- ❖ The share capital of the bank is contributed by the Government of India (50%), the Government of Odisha (15%) and the IOB (35%). Indian Overseas Bank is the sponsor bank.
- ❖ The Head Office of the Bank is located at Bhubaneswar. The bank has 17 regional offices located at Balasore, Baripada, Cuttack, Chandikhol, Dhenkanal, Jashipur, Khurda, Keonjhar, Pipli, Sambalpur, Baragarh, Rayagada, Berhampur, Phulbani, Jeypore, Bhawanipatna and Bolangir.
- ❖ The bank has established a Learning Centre at Bhubaneswar to train its staff members. It also has set up a Centralized Clearing Centre at Bhubaneswar.
- ❖ **Odisha Grameen Bank has 17 regional offices and has a network of 979 branches spread over 30 districts in Odisha State. Of the branches, 85% are in rural areas. Huge number of bank employees' work together to perform certain bank operations effectively.**
- ❖ 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 various HR.

## BROAD SCOPE OF WORK

1. The proposed solution should be in conformity to the general and functional requirements laid down including all the sub clauses and should connect all the branches/offices of the Bank. The users should be provided with a web based access through which they can access the system. The vendor upon selection has to Study the existing business processes and IT infrastructure at BANK and parameterize the offered solution so as to accommodate the process flow of the Bank.
2. The vendor shall have to build seamless interfaces (wherever needed) with identified existing applications of BANK or other related entities. The vendor shall have to build customization/interface as per the business requirements of the Bank and build MIS reports as per bank requirement.
3. The vendor will also have to do the necessary setup at both Primary site as well as the disaster recovery site separately maintaining the same performance characteristics of the system (if bank wants). Bank is having DR site at Hyderabad. Vendor shall supply the required servers, storage and network switches to meet the RTO and RPO for DR site.
4. The vendor shall have to supply the hardware and any other middle ware required for functioning, managing backup of the HRMS system.
5. The vendor shall have to jointly with Bank conduct UAT (User Acceptance Test) of the offered solution and fix all the bugs/shortcomings reported by the Bank in a time bound manner.
6. The vendor has to conduct end-user training at a central location for identified group of employees of the Bank. Vendor should also follow a train-the-trainer approach for training using various mediums of communications and training tools. Location of the training -Head Office, Odisha Grameen Bank. Bank will Provide It's Learning Center to be used For Training.
7. The vendor has to Prepare detailed training manuals / presentations containing appropriate flowcharts etc for end user training. End User Training will be conducted at locations specified by BANK.
8. Supply of associated hardware, system software and license for the project.
9. Maintenance and project support for the 5 years from the date of release of PO. This includes the warranty for the 1st year and Comprehensive AMC for subsequent 4 Years of the Project for all the Hardware, Software and Data-Base of the HRMS system. During the warranty and Comprehensive AMC period vendor shall maintain the equipment and repair/replace all the defective components/materials at the installed site, at no additional charge to Bank.
10. All the Software used should be licensed and the supporting document should be provided to the Bank. Vendor should comply the SLA terms provided by the Bank in this document and contract. The support of any software provided by the Vendor should be made available throughout the project.
11. Vendor should provide two support staff at the Head Office, Odisha Grameen Bank for technical as well as functional support. The support person should have sufficient technical knowledge to Provide support as per Bank's requirement. If Bank not satisfied with the support staff provided, Bank may ask for replacement of the staff provided. The same should be provided within 1 Months.
12. Bank at its sole discretion may opt for a round of interview of the candidate proposed before permitting the proposed resource for onsite support. Vendor shall share the police Background verification done by third-party agency of the proposed support resource.
13. Bank at its sole discretion may opt out of the support staff for maintenance at any point of time during the project with a notice period of 30 days. Also the Bank may opt in for the support staff at any point of time of the project.
14. The selected vendor will also have to provide post implementation support during the warranty period and post warranty support under AMC as per the terms of the SLA. The vendor should preferably have an established set up with support of adequate IT staff

to support the proposed solution and implementation (if not having presently, should have prior to start of UAT of the Project Implementation). Vendor needs to provide one technical support staff having complete knowledge of the Product at Head Office, Odisha Grameen Bank, Bhubaneswar throughout the Project duration.

15. The portal for retired staff shall be available in intranet within 2FA (TOTP of any Auth application).
16. The portal for on roll staff shall be accessible only in OGB intranet without 2FA. The authentication to be done using LDAP with Bank's Active Directory server. The roles of users shall be picked up from the AD "member of" attribute.

## ELIGIBILITY CRITERIA

Sl No	Eligibility Criteria	Documents Required
1	The vendor must be a Limited / Pvt Ltd. Company, registered in India under the companies Act. (Proof required)	Certificate of Incorporation to be submitted.
2	The vendor should be in existence for 3 years as on 31st March 2025. (In case of mergers/ acquisitions/ restructuring or name change, the date of establishment of earlier/Original firm would be taken into consideration.)	Certificate of Incorporation, Certification of commencement of business. Reference of Act/Notification/Registration Certificate etc.
3	The vendor should have a positive net worth in the last three (3) Financial years i.e. 2021-22, 2022-23 & 2023-24 (if audited financials as on March 2025 is available , then in that case last three years audited financials preceding from 2024-25 will be considered) (Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up Preference shares + Free reserves) – (Accumulated balance of loss + balance of deferred revenue expenditure + other Intangible assets).	Copy of audited balance sheets and profit and loss statements for last three financial years – 2021-22, 2022-23 & 2023-24 (if audited financials as on March 2025 is available , then in that case last three years audited financials preceding from 2024-25 will be considered)
4	No Consortium Bid is allowed.	Self- Declaration to be provided on letter head.
5	The Vendor should be the owner / certified or authorized agent of the solution offered.	Manufacturer's Authorization Form to be provided in case of authorized agent / reseller /partner of the solution offered.
6	The vendor should be engaged in providing and managing such type of solution in India for minimum of 3 years.	Successful Project Completion Certificates along with Satisfactory testimonial from Customer to be provided.
7	The solution offered should be running successfully in any Nationalized Bank / Regional Rural Bank / Public Sector Insurance co./Scheduled Pvt commercial Bank/PSU in INDIA as on date of publication of bid. At least one reference should be there for implementing HRMS & payroll solution with a user/employee base of at least 1000+ Users.	Vendor should provide Satisfactory Performance Certificate/Go Live Certificate from at least 1 Client referred in their proposal.
8	The vendor should not be involved in any litigation which threatens solvency of the Organization. The vendor or the participant OEMs should provide Self- Declaration to have not been blacklisted by any organization.	Self-Declaration to be provided on letter head.



9	The proposed solution version should be assessed for Vulnerability and penetration testing within 3 months from the date of UAT by Cert-In empanelled auditors. The audit Certificate should be submitted to bank before go-live. Proposed Software security features should be compliant to OWASP top 10 Vulnerabilities.	Relevant 3rd party certificates to be provided.  Self-declaration to be submitted during bid submission in company letter pad and other conditions remain unchanged
10	System proposed should be 100% web-enabled solution so that there is no need of any client / software to be loaded on the system of users (as some of the users of bank might be in remote locations using low-end systems). The Proposed solution should be independent of client side JRE / JVM version.	Self-Declaration to be provided on letterhead.
11	Vendor must have domain expertise in HR consulting and payroll so as to bring knowledge of global HR best practices in the project.	Self-Declaration to be provided along with the profile.
12	Product support from the OEM would be available for the version of the HR system quoted to the bank for 5 years from its General Availability date.	Self-Declaration from the OEM.
13	The compute items proposed by the vendor shall be listed in Top 3 IDC ranking in FY2023-24	Vendor shall submit the IDC certificate and ranking published in public domain for the proposed OEMs of compute.

## FUNCTIONAL REQUIREMENTS

There is a need for an extensive Human Resource Management System that will enable the OGB to process and manage HR related activities centrally. The system should provide the facilities to support the various processes like payroll and compensation, time & attendance, performance etc. The system should provide adequate fields and a proper workflow to support these processes.

## GENERAL REQUIREMENTS

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 various HR functions including the following:

**The vendor should provide response to the below table as “S” – Standard Feature or “C”- Customization required. In case it is “C” Customization should be done before POC. On marking the response as “N” for a MANDATORY feature in Annexure I and Annexure II, the proposal will be disqualified for further round of evaluation. Further for evaluation, S will hold Full marks while C will hold half marks. N will hold zero marks (applicable only for non-mandatory features mentioned).**

**Refer to Annexure-I for onroll users and Annexure-II for retired users.**

The above compliance must be maintained by selected vendor on an on-going basis and conformation as per banks format shall be provided to bank periodically/on demand.

The vendor will comply with the full-fledged guidelines & standards as and when such guidelines / standards are published by the Bank before go-live. The vendor shall comply with the changes guidelines & standards published by the Bank from time to time during the period of contract.

## Hardware and Software requirements

The vendor shall have to provide the hardware, OS, S/W and any other middle ware required for functioning of the system. The cost of the Hardware and software will be taken for evaluation.

1. All professional services necessary to successfully implement the proposed Software Solution will be part of the TENDER/Contract.
2. The Vendor should also submit as part of technical Bid an overview of Project Management approach of the proposed product.
3. Vendor should ensure that key personnel with relevant skill-sets are available to the Bank.
4. Vendor should ensure that the quality of methodologies for delivering the services, adhere to quality standards/timelines stipulated therefor.
5. Vendor shall be willing to transfer skills to relevant personnel from the Bank, by means of training and documentation.
6. Vendor shall provide and implement patches/ upgrades/ updates for hardware/ software/ Operating System / Middleware etc. as and when released by Service Provider/ OEM or as per requirements of the Bank. Vendor should bring to notice of the Bank all releases/ version changes.
7. Vendor shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Vendor has to support older versions of the hardware/ software/ Operating System /Middleware etc. in case the Bank chooses not to upgrade to latest version.
8. Vendor shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.
9. All product updates, upgrades & patches shall be provided by the Vendor/ Service Provider free of cost during warranty and AMC/ ATS/ S&S period
10. Vendor shall provide legally valid Software Solution. The detailed information on license count and type of license shall also be provided to the Bank.
11. The Vendor shall keep the Bank explicitly informed the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC/ATS/S&S.
12. The software should be provided in Annual Subscription model. Bank can request for change request (within existing module) unlimited times as per the Bank's requirement anytime during the project duration. **All Change Requests in the existing modules shall be implemented without any additional cost.** In case of any addition of new module which is completely different from any of the existing modules will be considered on chargeable basis at a rate mutually decided by both the parties. The rate per man-Hour need to be given by the Vendor. The Cost of man Hour will be multiplied with 1000 for evaluation of L1. 1000 is not a projected Man hour for the project life. It is just a random weight applied to compare the cost. The examples of Modules are: Recruitment, Leave, Salary / Payroll, Employee Movement, Superannuation, Increment, tax declaration, Training, Reimbursement, Employee self-service, Employee Loan and EMI management, and Corresponding Reports in each module etc.
13. System should be sized to ensure that HRMS data relating to employees master information transfer and promotions will be retained forever. The other data will be retained on-line for a period of 10 years, beginning from the previous 9 years and ending with the current year. All the data previous to the 9 years will be indexed

archived and will be retained offline. The Vendor is required to provide appropriate interface for quick retrieval of data from the archives as and when required without any intervention by the vendor once the system goes live. Data archival must be an automated process based on certain business rules which will be shared with the successful vendor and data retrieval system needs to be user friendly on demand system without the intervention of the Vendor once the system is online.

14. The hardware technology proposed for the Solution should be of enterprise class, best of the breed, latest, tested and stable release of OEM vendor and based on the latest platform enabling technology. Supply of Hardware is in scope of project. HRMS system should have provision for integration with Biometric devices.
15. The HRMS Software should have provision for integration with **Biometric devices** for Attendance or authentication. Vendor also need to arrange for the Tapes for the Backup of the Software as per requirement. The Proposed HRMS solution shall connect to Bank's Dell ML-3 Tape writer for backup. Vendor shall provide the client license if any required to send the backup data to Bank's tape writer. Supply of Tapes are under scope of Bank.
16. The vertical scalability available within the server hardware proposed for the Solution should be at least minimum 20% to accommodate additional CPUs, Memory (including cache) over and above the terminal year sizing requirements.
17. The Vendor needs to size, design, procure, commission and maintain the hardware and related software for all the applications for the period of contract required as per the TENDER. **The projected number of user of the Bank is 7500 (Onroll user 3500 with YoY growth of 15% and Retired user 4000 with YoY growth of 5%).**
18. Vendor shall factor 4 Hrs mission critical support from OEM for proposed Hardware at DC and DR. For proposed software, the necessary support pack from respective Original Software Distributer shall be factored to meet the SLA requirement of this bid.
19. Bank's Head office, Bhubaneswar, who would support onsite within the service window mentioned in the TENDER from 10 AM to 7 PM. But Support in the Data center and DR should be available as per the SLA without onsite support.
20. The vendor should preferably have an established set up with support of adequate IT staff to support the Bhubaneswar and Chennai to be proposed solution and implementation (if not having presently, should have prior to start of UAT of the Project Implementation). Vendor need to Provide one technical support staff having complete knowledge of the Product at HO, Odisha Grameen Bank, Bhubaneswar throughout the Project duration.
21. The HRMS system should be able to run within a bandwidth of 1Mbps without affecting normal Banking operations
22. The hardware proposed has to be sized as per the below concurrency requirements

#	Area	Factor	Minimum sizing and support
1	Concurrency	Average Concurrency	Minimum 1000 users at any point of time
		Peak Concurrency	30 % of total users at any point of time
2	Report generation	Standard report generation	100 reports per hour
		Ad hoc report generation	200 reports per hour
		Salary slip generation and printing	500 reports per hour

Note: The Vendor has to size the solution for peak periods of concurrency and report generation

- The design should be such that the minimum availability requirements as specified in the SLA section of the tender are met. The integrated HRMS Application should be designed for Active-Passive and the Database should be sized for Active-Passive cluster based on the proposed HRMS application design.
- The Vendor is expected to size Hardware for the Solution based on the information provided in the section 3 – About the Bank of this TENDER for implementing the solution for the employees. The sizing should be scalable to support the terminal year requirements of branches and employees over the tenure of the Contract. At any point in time during the contract period, for these locations, the utilization levels of following should not exceed beyond the limits mentioned below.

Processor – 40% to 45%

Memory/RAM – 50% to 60%

Hard Disk/Storage - 60 % to 70 %

- In case the above requirement is not met, additional hardware and related software would have to be provided by the Vendor at no further cost, within two weeks of crossing the threshold(s).
- The hardware sized should be scalable and fault tolerant. All the components within the server should be hot swappable or pluggable and should incur no downtime due to component failure.

## **Integration / Migration Requirements with existing systems:**

### **a. Interface & Integration Requirements**

- i. The selected Vendor has to customize, implement, rollout and maintain the interfaces.
- ii. The Vendor is required to build interfaces between the proposed Solution with the applications and systems mentioned in requirements.
- iii. Bank expects that the integration/interface architecture is based around industry best practices.
- iv. The selected Vendor will be responsible for identifying the detailed interface requirements for integrating the proposed solution to the existing systems of the Bank for all functionalities as mentioned in this TENDER and third-party systems as specified by the bank.
- v. The integration architecture should be clearly defined. The integration architecture should include the types of interfaces supported; the standards used and should comply with enterprise architecture of the Bank.
- vi. The Vendor will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Vendor.
- vii. The Vendor will be responsible for developing, testing and maintaining the interfaces. When developing the interfaces, the Vendor should ensure the requirements of data format, frequency of data transfer, quality checks and validations before data transfer and priorities for data transfer are identified and addressed.
- viii. The Vendor must ensure that all applicable interfaces are automated with no manual intervention required for their successful operation on an on-going basis.
- ix. The Vendor must ensure to incorporate all necessary security & control features within the application, operating system, database, etc. so as to maintain integrity and confidentiality of data at all times.

- x. The Vendor will be responsible for setting up the test environment for interface testing.
- xi. The Vendor will help/assist the Bank in preparing the test cases for the testing. Vendor shall ensure that the test cases meet all the testing requirements of the Bank.

#### **b. Migration:**

- i. Selected vendor will be responsible for formulating the "Data Migration Strategy" and process documents.
- ii. Selected vendor will take not more than Fifteen (15) working days from date of release of purchase order to prepare the "Data Migration Strategy" and process documents.
- iii. The selected vendor has to provide the DataExtraction tool. If required, the tool will be customized by selected vendor to meet the Bank specific migration requirements.
- iv. Selected vendor will need to understand the file structure of the existing applications. Selected vendor will have to provide facility in the tool to generate data files in the structure as required for upload to its Solution.
- v. Bank will review and sign-off the Data Migration Strategy and process documents.
- vi. All comments and suggestions of the Bank must be incorporated in the Data Migration Strategy and process documents before obtaining sign-off.
- vii. The selected vendor will be responsible for successful data migration from the existing applications to its Solution. It is responsibility of selected vendor to perform the data mapping and extraction in whatever format the HRMS Solution requires the data. Bank will not bear any additional cost for data migration.
- viii. The selected vendor will be required to migrate the exiting functionalities, APIs, integration with other applications, existing customizations and data in its entirety in all the modules by way of conversion from Banks existing systems to proposed HRMS system.
- ix. The selected Vendor shall submit Migration Completion Report with all checks and balances verified and confirmed.
- x. Bank shall conduct migration audit and the vendor has to comply with the observation made by the auditor

#### **WARRANTY AND ANNUAL MAINTENANCE CONTRACT:**

- i. The selected Vendor shall support the Software Solution during the period of warranty and AMC (if included in purchase order) as specified in Scope of work in this TENDER from the date of acceptance of the Software Solution by Odisha Grameen Bank.
- ii. During the warranty and AMC period (if desired), the Vendor will have to undertake comprehensive support of the Software Solution supplied by the Vendor and all new versions, releases, and updates for all standard software to be supplied to the Bank at no additional cost. During the support period, the Vendor shall maintain the Software Solution to comply with parameters defined for acceptance criteria and the Vendor shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the Site (s) in connection with the repair/ replacement of the Software Solution, which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.
- iii. During the support period (warranty and AMC, if desired), Service Provider shall ensure that services of professionally qualified personnel are available for

providing comprehensive on-site maintenance of the Software Solution and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the Software Solution as per the Bank's policy, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. The Vendor shall provide services of an expert engineer at Odisha Grameen Bank, Head Office or at other locations wherever required, whenever it is essential. In case of failure of Software Solution, the Vendor shall ensure that Software Solution is made operational to the full satisfaction of the Bank within the given timelines.

- iv. Warranty/ AMC (if opted) for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software.
- v. Support (Warranty/ AMC, if opted) would be on-site and comprehensive in nature and must have back-to-back support from the OEM/Service Provider. Service Provider will warrant products against defects arising out of faulty design etc. during the specified support period.
- vi. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.
  - a. Diagnostics for identification of systems failures
  - b. Protection of data/ Configuration
  - c. Recovery/ restart facility
  - d. Backup of system software/ Configuration
- vii. Prompt support shall be made available as desired in this TENDER during the support period at the locations as and when required by the Bank.
- viii. The Vendor shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by the Bank for such needs, if any, during the support period.
- ix. Vendor support staff should be well trained to effectively handle queries raised by the customers/employees of the Bank.
- x. Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

## **RIGHT TO VERIFICATION:**

The Bank reserves the right to verify any or all of the statements made by the Vendor in the Bid document and to inspect the Vendor's facility, if necessary, to establish to its satisfaction about the Vendor's capacity/capabilities to perform the job.

## **INSPECTION AND TESTING:**

- a. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the product on a representative model at Service Provider's location.
- b. The inspection and test prior to dispatch of the product/at the time of final acceptance would be as follows:
  - i. Service Provider shall intimate the Bank before dispatching products for conducting inspection and testing.
  - ii. The inspection and acceptance test may also be conducted at the point of delivery and / or at the products' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank. In case of failure by Service Provider to provide necessary facility / equipment at its premises, all the cost of such inspection like travel, boarding, lodging & other incidental expenses of the Bank's representatives to be borne by Service Provider.

- iii. The Bank's right to inspect, test the product/ solution after delivery of the same to the Bank and where necessary reject the products/solution which does not meet the specification provided by the Bank. This shall in no way be limited or waived by reason of the products/ solution having previously being inspected, tested and passed by the Bank or its representative prior to the products/ solution shipment from the place of origin by the Bank or its representative prior to the installation and commissioning.
- iv. Nothing stated hereinabove shall in any way release Service Provider from any warranty or other obligations under this contract.
- v. System integration testing and User Acceptance testing will be carried out as per requirement of the Bank.

## **RIGHT TO AUDIT:**

- i. The Selected Vendor (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider and process created by the Service Provider by visiting the data center authorised person of Bank. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.
- ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- iii. Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by the Service Provider. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

## **SUBCONTRACTING:**

As per scope of this TENDER, sub-contracting is not permitted.

## **VALIDITY OF AGREEMENT:**

The Agreement/ SLA will be valid for the period of 5 year(s). The Bank reserves the right to terminate the Agreement as per the terms of TENDER/ Agreement.

## **LIMITATION OF LIABILITY:**

- i. The maximum aggregate liability of Service Provider, subject to clause above clause, in respect of any claims, losses, costs or damages arising out of or in connection with this TENDER/Agreement shall not exceed the total Project Cost.



- ii. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.
- iii. The limitations set forth herein shall not apply with respect to:
  - a. claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right;
  - b. damage(s) occasioned by the **Gross Negligence or Wilful Misconduct** of Service Provider,
  - c. damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
  - d. Regulatory or statutory fines imposed by a government or regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.

### **GROSS NEGLIGENCE:**

Means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.

### **WILFUL MISCONDUCT:**

Means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

### **CONFIDENTIALITY:**

Confidentiality obligation shall be as per non-disclosure agreement and Service Level Agreement placed as per this TENDER.

### **DELAY IN SERVICE PROVIDER'S PERFORMANCE:**

- i. Delivery, installation, commissioning of the Software Solution and performance of Services shall be made by Service Provider within the timelines prescribed in Part II of this TENDER.
- ii. If at any time during performance of the Contract, Service Provider should encounter conditions impeding timely delivery of the Software Solution and performance of Services, Service Provider shall promptly notify the Bank in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of Service Provider's notice, the Bank shall evaluate the situation and may, at its discretion, extend Service Providers' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.
- iii. Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages, invocation of Bank Guarantee and/or termination of Contract (as laid down elsewhere in this TENDER document).

### **SERVICE PROVIDER'S OBLIGATIONS:**

- i. Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.



- ii. Service Provider is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank from time to time and complete implementation activities.
- iii. Service Provider will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- iv. Service Provider is responsible for activities of its personnel or sub- contracted personnel (where permitted) and will hold itself responsible for any misdemeanours.
- v. Service Provider shall treat as confidential all data and information about the Bank, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Bank as explained under 'Non-Disclosure Agreement' in this TENDER.

## **TECHNICAL DOCUMENTATION:**

- i. Service Provider shall deliver the following documents to the Bank for every software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on- line tutorials/ CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.
- ii. Service Provider shall also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Software Solution as and when applicable.
- iii. Service Provider shall also provide the MIS reports, data flow documents, data register and data dictionary as per requirements of the Bank. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by Service Provider to the Bank, free of cost in timely manner.
- iv. Vendor shall submit the IDC certificate and raking published in public domain for the proposed OEMs of compute.

## **INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:**

- i. For any technology / Software / solution developed/used/supplied by Service Provider for performing Services or licensing and implementing Software and solution for the Bank as part of this TENDER, Service Provider shall have right to use as well right to license for the outsourced services or third-party product. The Bank shall not be liable for any license or IPR violation on the part of Service provider.
- ii. Without the Bank's prior written approval, Service provider will not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement that may give rise to any third-party claims or to limit the Bank's rights under this TENDER.
- iii. Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all cost, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from use of the technology / Software / products or any part thereof in India or abroad, for Software licensed/developed as part of this engagement. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or

- industrial design or any other Intellectual Property Right of third party, Service Provider shall, after due inspection and testing, without any additional cost
- a. procure for the Bank the right to continue to using the Software supplied; or
  - b. replace or modify the Software to make it non-infringing so long as the replacement to or modification of Software provide substantially equivalent functional, performance and operational features as the infringing Software which is being replaced or modified; or
  - c. to the extent that the activities under clauses (a) and (b) above are not commercially reasonable, refund to the Bank all amounts paid by the Bank to Service Provider under this TENDER/Agreement.
- iv. The Bank will give (a) notice to Service provider of any such claim without delay/provide reasonable assistance to Service provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defence and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.
- v. Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an infringement claim and Service Provider did not inform the Bank of the same); (ii) any unauthorized modification or alteration of the Software by the Bank or its employee; (iii) failure to implement an update to the licensed software that would have avoided the infringement, provided Service Provider has notified the Bank in writing that use of the update would have avoided the claim.
- vi. Service Provider shall grant the Bank a fully paid-up, irrevocable, non- exclusive, unlimited, perpetual license in the name of the Bank throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. If any license/(s) required for the project is in name of the vendor then it is responsibility of the vendor to transfer those licenses to the Bank without any additional cost to the Bank. The source code / object code / executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.

## **LIQUIDATED DAMAGES:**

If the Service Provider fails to deliver product and/or perform any or all the Services within the stipulated time, schedule as specified in this TENDER/ Agreement, the Bank may, without prejudice to its other remedies under the TENDER/ Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, the Bank may consider termination of the Agreement.

## CONFLICT OF INTEREST:

- i. Vendor shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding Process. Any Vendor found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Vendor's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Bank under the bidding Documents and/ or the Agreement or otherwise.
- ii. Without limiting the generality of the above, a Vendor shall be deemed to have a Conflict of Interest affecting the bidding Process, if:
  - the Vendor, its Member or Associate (or any constituent thereof) and any other Vendor, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Vendor, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Vendor, Member or Associate, as the case may be) in the other Vendor, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 2(72) of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or
  - A constituent of such Vendor is also a constituent of another Vendor; or
  - Such Vendor, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Vendor, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Vendor, its Member or any Associate thereof; or
  - Such Vendor has the same legal representative for purposes of this Bid as any other Vendor; or
  - Such Vendor, or any Associate thereof, has a relationship with another Vendor, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or

- Such Vendor or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the TENDER
- For the purposes of this TENDER, Associate means, in relation to the Vendor, a person who controls, is controlled by, or is under the common control with such Vendor (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

## **CODE OF INTEGRITY AND DEBARMENT/BANNING:**

1. The Vendor and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject Bid without being liable in any manner whatsoever to the Vendor if it determines that the Vendor has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
2. Vendors are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in TENDER process or execution of contract. Failure to do so would amount to violation of this code of integrity.
3. Any Vendor needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
4. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
  - a. "Corrupt practice" means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution.
  - b. "Fraudulent practice" means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in TENDER process or to secure a contract or in execution of the contract.
  - c. "Coercive practice" means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract.
  - d. "Anti-competitive practice" means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more vendors, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels.
  - e. "Obstructive practice" means materially impede the Bank's or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank's rights of audit or access to information.

## **Debarment/Banning**

Empanelment/participation of Vendors and their eligibility to participate in the Bank's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank's procurement process shall be considered against delinquent Vendors/Vendors:

### **Holiday Listing (Temporary Debarment - suspension):**

Whenever a Vendor is found lacking in performance, in case of less frequent and less serious misdemeanours, the vendors may be put on a holiday listing (temporary debarment) for a period up to 12 (twelve) months. When a Vendor is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Vendor is, however, not removed from the list of empanelled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable).
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.).
- Vendors undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

### **Debarment from participation including removal from empanelled list**

Debarment of a delinquent Vendor (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Vendor is empanelled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Vendor from the list of empanelled vendors are:

- Without prejudice to the rights of the Bank under Clause 42(i) hereinabove, if a Vendor is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Vendor shall not be eligible to participate in any EOI/TENDER issued by the Bank during a period of 2 (two) years from the date of debarment.
- Vendor fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely or fails to cooperate or qualify in the review for empanelment.
- If Vendor ceases to exist or ceases to operate in the category of requirements for which it is empanelled.
- Bankruptcy or insolvency on the part of the vendor as declared by a court of law; or
- Banning by Ministry/Department or any other government agency.
- Other than in situations of force majeure, technically qualified Vendor withdraws from the procurement process or after being declared as successful vendor: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance

guarantee or any other document or security required in terms of the TENDER documents

- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation.
- Employs a government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company have been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

## **TERMINATION FOR DEFAULT:**

- i. The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
  - If the Service Provider fails to deliver any or all the obligations within the time period specified in the TENDER/Agreement, or any extension thereof granted by the Bank.
  - If the Service Provider fails to perform any other obligation(s) under the TENDER/Agreement.
  - Violations of any terms and conditions stipulated in the TENDER.
  - On happening of any termination event mentioned in the TENDER/Agreement.

The Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

- ii. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, software and Services similar to those undelivered and subject to limitation of liability clause of this TENDER Service Provider shall be liable to the Bank for any increase in cost for such similar Software Solution and/or Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.
- iii. If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this TENDER and shall also support the orderly transition to another vendor or to the Bank.
- iv. During the transition, Service Provider shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades.
- v. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this TENDER.
- vi. In the event of failure of the Service Provider to render the Services or in the event of termination of Agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services



are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the total Project Cost on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

## **FORCE MAJEURE:**

1. Notwithstanding the provisions of terms and conditions contained in this TENDER, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
2. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
3. If a Force Majeure situation arises, Service Provider shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
4. If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of the Agreement.

## **TERMINATION FOR INSOLVENCY:**

The Bank may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to Service Provider, 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.

## **TERMINATION FOR CONVENIENCE:**

1. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).
2. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.

## **DISPUTES / ARBITRATION**

### **(APPLICABLE IN CASE OF SUCCESSFUL VENDOR ONLY):**

1. All disputes or differences whatsoever arising between the parties out of or in connection with the Contract (including dispute concerning interpretation) or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of the Contract, abandonment or breach of the Contract), shall be settled amicably. If

however, the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any Party notifying the other regarding the disputes, either party (OGB or Service Provider), give written notice to other party clearly setting out there in specific dispute(s) and/ or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and arbitration proceeding shall be conducted in accordance with Arbitration and Conciliation Act 1996 and any amendment thereto. Any appeal will be subject to the exclusive jurisdiction of Hon'ble High court of Odisha.

2. Service Provider shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
3. Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

## **GOVERNING LANGUAGE:**

The governing language shall be English.

## **TAXES AND DUTIES:**

- i. Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by Service Provider shall include all such taxes in the quoted price.
- ii. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes and Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet.
- iii. Income / Corporate Taxes in India: The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.
- iv. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this TENDER process shall be borne by Service Provider.

## **TAX DEDUCTION AT SOURCE:**

1. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall effect such deductions from the payment due to Service Provider. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.
2. Service Provider's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and Service Provider shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.



## EXEMPTION OF EMD AND TENDER FEE:

Micro & Small Enterprises (MSE) units and Start-ups\* are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies.

The Vendor(s) must submit Earnest Money Deposit of Rs. 500,000/- (Rupees Five Lac Only) in the form of Demand Draft payable at BHUBANESWAR or Bank Guarantee in favour of ODISHA GRAMEEN BANK shall have to be attached with the bid.

Necessary Exemptions will be allowed, If NSIC certificate issued to the concerned Vendor validated by NSIC and the Certificate issued complies Bank's Current Procurement Process/TENDER.

"Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.

\*Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee.

Vendor who solely on its own, fulfils each eligibility criteria condition as per the TENDER terms and conditions and who are having MSE or Start-up company status, can claim exemption for EMD/ tender fee.

Particulars of Job to be undertaken	EMD (INR)
SUPPLY/INSTALLATION/CUSTOMIZATION/TRAINING/SUPPORT OF HUMAN RESOURCE MANAGEMENT SYSTEM	Rs. 5 Lacs

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Vendors will be returned to them on completion of the selection process (or in case vendor is having valid NSIC certificate, EMD will be returned after verification of Certificate during technical evaluation). The EMD of successful Vendor(s) will be returned on submission of Performance Bank Guarantee.

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

- a. If the Vendor withdraws its bid during the period of bid validity (180 days from the date of opening of the technical bid).
- b. If the Vendor makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time and/or conceals or suppresses material information; and / or
- c. In case of the successful Vendor, if the Vendor fails:
  - 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.

If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without tender fees /EMD will be summarily rejected and no queries will be entertained.

## RIGHT TO VARY QUANTITY

- a. The vendor should provision variation in quantities in the range of +/- 20 %.

- b. In case of amalgamation/ merger of Odisha Grameen Bank with any other bank, the selected vendor has to extend the services as per the commercials finalized in this bid till entire data of Odisha Grameen Bank is migrated to new entity.
- c. In case Odisha Grameen Bank acts as anchor bank, the selected vendor should extend required support for data migration from other entities to Odisha Grameen Bank and ongoing support till end of contract period. Commercials will be negotiated at the time of amalgamation of the other RRBs.

## **PERFORMANCE GUARANTEE**

The Bank will require the selected Vendor to provide a Performance Bank Guarantee, within 15 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 5% of the order value. Performance Guarantee shall be kept valid till completion of project or 60 Months with a claim period of 60 days after that. The selected Vendor shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected Vendor fails to submit performance guarantee within the time stipulated, The Bank, at its discretion, may cancel the order placed on the selected Vendor without giving any notice. Bank shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or Bank incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **No Commitment to Accept Lowest or Any Offer/Bid**

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank has the right to re-issue tender/bid. The Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all Vendors. The Bank will not be obliged to meet and have discussions with any Vendor, and/or to listen to any representations once their offer/bid is rejected. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Vendor.

## **Bank's Right to accept any Bid and to reject any or All Bids / Cancellation of Tender Process**

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 Bank in this regard shall be final, conclusive and binding upon the vendors. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Vendor or Vendors or any obligation to inform the affected Vendor or Vendors of the grounds for Bank's action. During any stage of evaluation process, if it is found that the vendor 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 TENDER and all amendments will be advised to the Vendor 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 TENDER 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 TENDER process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the vendor.

## **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 Vendor is eligible in terms of Eligibility Criteria.
- 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 Vendor by correction of the non- conformity.

## **ERASURES OR ALTERATIONS**

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Vendor, in which case corrections should be duly stamped and initialled / authenticated by the person/(s) signing the Bid. The Vendor 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 a bid not substantially responsive to the bidding documents in every respect will be at the Vendors risk and may result in rejection of the bid.

## **BID OPENING AND EVALUATION CRITERIA**

Technical offer will be opened on the date and time given in Bid Detail- Control Sheet Table in the presence of the Vendors who choose to attend on the said date and time. The offered scanners shall comply with all the technical specification approved by the OEM for the product.

Commercial Bids of only technically qualified Vendors will be opened in the presence of the technically qualified Vendor's representatives who choose to attend on date and time to be communicated to the qualified Vendors.

## **CLARIFICATION OF OFFERS**

To assist in the scrutiny, evaluation and comparison of offers/bids, THE BANK may, at its sole discretion, ask some or all Vendors 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 Vendor/ tenderer.

## EVALUATION CRITERIA OF BIDS:

a) Bids of only those Vendors 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 Vendors who do not meet the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.

b) The Bank may use the services of external consultants/Advisors for technical evaluation.

c) The Bank reserves the right to evaluate the bids on technical & functional parameters including visit to a reference site of the vendor and witness demos of the system and verify functionalities, response times, etc. The technical bids will be evaluated inter alia on the basis of the following key criteria:

No. of existing clients.

Compliance with technical specifications laid down in the TENDER.

Completeness of the Technical bid in all respects and availability of all information / details asked by the Bank.

Point to point conformity of the scope / functional requirements mentioned in the TENDER.

d) Vendors who fulfil all qualifications mentioned in Eligibility Criteria of this TENDER are eligible to participate in this tender process.

e) Bank will evaluate the technical and functional specifications responses of the Vendor.

f) Vendor needs to comply with all the technical and techno functional requirements as given in TENDER. Non Compliance to any of the point/clause given therein may entail rejection of the Bid.

g) Bank reserves the right to waive any of the Technical and Functional Specification during technical evaluation if in the Bank's Opinion it is found to be minor/deviation or acceptable deviation.

h) During evaluation of the Bids, the Bank at its discretion may ask a vendor 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.

i) Vendors may be called to give a POC/demo of their solutions with its capabilities at their own cost, which will be taken into account for technical evaluation of the Vendors.

## EVALUATION PROCESS

### Technical Bid Evaluation

Based on the total marks obtained against the marks allotted for each rows under Functional and Technical requirements on the basis of evaluation mentioned in the Functional and Technical requirement pages.

It is important to mention here that in no case, Functional and Technical Response should be N if the type of Requirement is S and C.

For opening of Commercial Bid, the vendor must secure 85% of marks in the following evaluation criteria separately:

Sl No	Evaluation Criteria	Total Marks
1	Annexure-I	1054
2	Annexure-II	518

Bank reserves the right to disqualify any vendor at any phase of evaluation, if it find incomplete documentation/incomplete response or clarification from the vendor/any misrepresentation of information/un-acceptability of Terms & Condition of the TENDER.

### **Financial & Final Bid Evaluation:**

Vendors successfully qualified in the Technical evaluation will then be evaluated as per their Commercial Bid and based on the standard selection procedure where in the Vendor offering lowest commercial will be awarded as L1.

Bank may proceed with commercial bid opening of vendors technically qualified. The commercial bid will be fully examined and the shortlist vendor will be announced by the bank. In case the number of vendors shortlisted in technical evaluation is less than the desired number, bank reserves the right to take any decision going ahead with the technical eligible vendor through negotiation process or re-tender it depending upon the decision of the Board committee. No query from vendors will be entertained and the decision of Board will be final.

### **Delivery, Implementation Schedule & Penalty Clause**

<b>Milestone</b>	<b>Timeline</b>
<b>Delivery of all the Hardware, Software License and Media Kit</b>	<b>Within 6 weeks from release of Purchase Order</b>
<b>Installation of the Software License and setting up Application and Database Server.</b>	<b>Within 2 weeks from date of delivery of Hardware at DC and DR</b>
<b>UAT of the complete system</b>	<b>Within 8 weeks from the release of Purchase Order</b>
<b>GO-LIVE of complete system without any error</b>	<b>Within 2 weeks from the date of release of UAT signoff from Bank</b>

The total time for full HRMS project implementation will be 3 months from the date of issuance of purchase order. Vendor is required to adhere to full project implementation schedule of 4 months. Bank expects the vendor to submit a detail project plan for implementation.

### **Delivery and implementation**

The final "Drafted SLA" should be submitted by the vendor within 2 weeks of acceptance of order, to the bank for vetting. The delivery schedule shall follow the schedule mentioned in above table. Any delay in providing deliverables will attract penalty of 0.5% of undelivered items per week (maximum of 5% of undelivered items) for late delivery from agreed schedule. If the delay exceeds 2 months then Bank reserves the right to cancel the order, blacklist the company and recover any payment made by invoking the BG as penalty after a cure period of 30 days communicated over email from Bank.

### **Penalty for delay in Annual Technical Support (ATS)**

Resolution of the problem is expected within maximum of 24 hours of escalation by the Bank as per the support matrix provided by the Vendor. Delay in providing resolution will attract penalty at 0.5% of the ATS per week subject to a maximum of 5% of the ATS for the billable period. The bank reserves the right to terminate the contract after giving 30 days' notice, in case the support is not satisfactory.

Vendor must ensure uptime of 99% for the HRMS System. The Vendor must strictly adhere to the implementation schedule, specified in the Work Order for performance of the obligations arising out of the contract to any or both of the following:

- a) The Vendor shall be liable to pay the Bank, penalty at the rate specified for delayed performance per week or part thereof of such delay, subject to a maximum of 5 % of the implementation cost.
- b) Termination of the agreement fully or partly and claim of liquidated damages. The penalty as above for delayed commissioning will be deducted from the payments. Penalty for not meeting the SLA terms on Uptime.

The penalty will not be applicable for any delay attributed to reasons caused by the Bank.

### **Calculation of Downtime:**

The HRMS will be considered "down" when it is not available due to any issue with hardware of the HRMS system or the Software part thereof. In as the full system or any specific function of any module of the software or the complete module is not available as per the Banks requirement will be considered in Downtime. If the response time of the reporting and the functionality of the HRMS is more than the prescribed limit then, the same will attract penalty.

"Percentage Downtime" shall mean the aggregate of downtime of the HRMS system during a quarter expressed as a percentage of total available time in a quarter (actual number of days to be taken into account X 24 hours).

For example, if the aggregate downtime of HRMS System out to 18 hours during a quarter, then the percentage downtime shall be calculated as follows:

$(18 \times 100) / (\text{No of days in quarter} \times 24) = \% \text{ of down time.}$

"Down Time" shall mean the interval between the times of reporting of failure to the time of completion of repair. Down Time will have the exclusions detailed above.

Vendor shall ensure that the complete installation and full configuration of the HRMS system is available to Bank in proper working condition and ensure minimum uptime of 99%, and maximum downtime per instance for Show-stopper or critical issues should be less than 12 hours and 24 hours respectively, counted by the Bank from the time the fault is reported failing which a penalty of Rs. 1000/- (Rupees One Thousand only) per hour subject to a cap of Rs. 5000/- per day will be deducted by the Bank for the period in excess of stipulated time subject to maximum 0.5% per week and 5% of ATS if in AMC or Project cost in case of warranty, from the Annual Maintenance Charges payable or Performance guarantee bond. The downtime will be computed from the time of ticketing of the relative fault at the vendor's Management Center or Exclusions to Vendors liability for penalty

The following exclusions would be taken into account in computing penalty:

- A maximum of 3 hours for bimonthly Preventive Maintenance
- Actual Supervisory Time (which should be reasonable)
- Actual downtime on account of the Switch and network connectivity.

### **Resolution and Disputes**

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Bhubaneswar. During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Bhubaneswar.



## Patents Rights

The supplier shall indemnify the bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Rights, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees.

The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

## ESCROW arrangement

Vendor shall sign the ESCROW Arrangement among the OEM, Escrow Agent and the Bank for depositing source code under mutually agreed terms and conditions for safe keeping of source code. Any and all charges related to such ESCROW Arrangement shall be borne by the Bank and Bank shall directly make payments to Escrow Agent. Vendor shall make necessary arrangement for engagement of the agent and ensure the updating of the code the agent.

## Governing Law and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Bhubaneswar.

**The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, obtained. The venue of the arbitration shall be Bhubaneswar.**

## Use of Contract Documents and Information/ Non-Disclosure agreement.

The vendor shall not, without the banks prior written consent, make use of any document or information provided by Supplier in Bid document or otherwise except for purposes of performing contract.

The Successful Vendor shall not, without the Bank's prior written consent, disclose any specification, plan, drawing, pattern, Bank's Internal data, Any information of Bank or Bank's employees, sample, or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance. Any such deviation will attract legal procedures as per the Law.

## **Assignment**

The vendor shall not assign, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

## **Delays in the Supplier's Performance**

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by bank. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

## **Indemnity**

Vendor shall have to indemnify the Bank against any loss/expenditure incurred or any disputes/claims from anybody for having used/using patented design. Any patented design shall be under manufacturer's license agreements and a copy of such agreement authorizing the vendor to manufacture the patented designs shall be given to the Bank.

## **Termination of Contract**

The quality of services given by the vendor will be reviewed every 3 months and if the services are not found satisfactory, the bank reserves the right to terminate the contract by giving 30 days' notice to the vendor. The decision of the bank regarding quality of services shall be final and binding on the vendor.

## **Upgrades And Updates**

The vendor shall be required to provide all future updates and upgrades for the solution provided free of cost. Implementation of such updates and upgrades can be discussed and finalized. If however, the upgrades is not available then the support for the implemented solution should be available at any point of time. An undertaking to this effect is to be furnished by the Vendor.

## **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 TENDER.

## **Intellectual Property Indemnity & Indemnity against Misuse of License**

The selected vendor have to undertake to indemnify the Bank and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any Indian or foreign patent, trademark or copyright, licensing arising out of the performance of this contract.

## **CONSEQUENCES OF TERMINATION**

- In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract 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 Vendor 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 Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by THE BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Vendor 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.

## **PAYMENT TERMS**

Terms of Payment will be released after successful implementation of HRMS system in DC & DR setup.

### **1. Hardware and Licence:**

- 80% of the invoice value of the hardware and licence cost shall be made on delivery as per the clauses stipulated in the TENDER only after submission of required bank guarantee.
- No advance payment of any Goods or product shall be made. Payment shall be released by Head Office, Bhubaneswar on submission of proof of document such as delivery challan duly counter signed by Bank official, Tax Invoice. Penalty if any shall be deducted from the amount payable as per delivery penalty of this TENDER Payment shall be released within 60 working days from the date of submission of required documents in full.
- Balance 20% will be released on go-live of all solutions under deliverables of vendor and on go-live signoff. In case of partial go-live of any solution is accepted by Bank, then the balance 20% of the Onetime cost (OTC) of hardware associated with the solution will be released on submission of go-live signoff of that solution. The payment will be released after deduction of applicable taxes and penalty.

### **2. Implementation:**

- 80% of implementation charges will be released on delivery of UAT with all modules, scope of work and migration data under scope of work. The invoice shall be raised for 80% of the amount payable towards implementation charges on receipt of UAT set up acceptance from Bank.
- Balance 20% of implementation charges will be released on successful go-live of all deliverables including closure of audit observations, all instances with replication and on receipt of go-live sign off from Bank.

### **3. Manpower:**

Payment towards support staff will be released monthly after deduction of absent period of more than three days in the billable months.

### **4. Additional customization:**

Additional customization over and above the scope of work and beyond the existing modules shall be implemented through commercial change request with agreed per man day rate multiplied by number of man day mutually agreed between bank and vendor. The payments towards agreed change request will be released as 100% after completion of all scope of work in the change request.

## RELATIONSHIP BETWEEN THE PARTIES

- It is specifically agreed that Service Provider shall act as independent service provider and shall not be deemed to be the Agent of the Bank except in respect of the transactions/services which give rise to Principal - Agent relationship by express agreement between the Parties.
- Neither Service Provider nor its employees, agents, representatives, Sub-Contractors shall hold out or represent as agents of the Bank.
- None of the employees, representatives or agents of Service Provider shall be entitled to claim any absorption or any other claim or benefit against the Bank.
- This Agreement shall not be construed as joint venture. Each Party shall be responsible for all its obligations towards its respective employees. No employee of any of the two Parties shall claim to be employee of other Party.
- All the obligations towards the employee(s) of a Party on account of personal accidents while working in the premises of the other Party shall remain with the respective employer and not on the Party in whose premises the accident occurred unless such accidents occurred due to gross negligent act of the Party in whose premises the accident occurred.
- For redressed of complaints of sexual harassment at workplace, Parties agree to comply with the policy framed by the Bank (including any amendment thereto) in pursuant to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressed) Act, 2013 including any amendment thereto.

## INSTALLATION

Service provider will install the software/support the Bank in installation of the software developed into the Bank's production, disaster recovery, testing and training environment, if required.

## Pricing and Payments

The price offered to the Bank must be in Indian Rupees, inclusive of all taxes and duties such as Excise, Sales, Customs, Service tax etc., packing, forwarding, import and custom clearance, transportation to respective sites, insurance till delivery at sites, cost of installation, commissioning and comprehensive on-site maintenance services under warranty.

Octroi / Entry tax, if applicable, will be paid / reimbursed by the Bank at actual on production of original payment receipt. No price increase on account of changes in tax structure shall be permitted.

From the date of placing the order till the delivery of the systems, if any changes are brought in the tax structure by the Government resulting in reduction of the cost of the systems, the benefit arising out of such reduction shall be passed on to the Bank.

### ANNEXURE-I (OnRoll Users)

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
<b>Organization Structure</b>						
<b>1</b>	<b>Organization Structure</b>	<b>Y</b>		<b>21</b>		
<b>1.1</b>	Provision to define organization entities with an "Effective From" date.	<b>Y</b>	<b>1</b>			
<b>1.2</b>	Provision to define Departments.	<b>Y</b>	<b>1</b>			
<b>1.3</b>	Provision to define multiple Department hierarchies for an Organization.	<b>Y</b>	<b>1</b>			
<b>1.4</b>	Provision to define Work Locations.	<b>Y</b>	<b>1</b>			
<b>1.5</b>	Provision to define Grade Set.	<b>Y</b>	<b>1</b>			
<b>1.6</b>	Provision to define Grades under a Grade Set.	<b>Y</b>	<b>1</b>			
<b>1.7</b>	Provision to define pay Scales.	<b>Y</b>	<b>1</b>			
<b>1.8</b>	Provision to maintain Scales in Indian currencies.	<b>Y</b>	<b>1</b>			
<b>1.9</b>	Provision to Map Scale to various Grade Sets and Grades	<b>Y</b>	<b>1</b>			
<b>1.10</b>	Provision to define Job Levels	<b>Y</b>	<b>1</b>			
<b>1.11</b>	Provision to define Job and map attributes such as the Grade Set, Grade, Standard Hours, FLSA pt.	<b>Y</b>	<b>1</b>			
<b>1.12</b>	Provision to maintain Job Description.	<b>Y</b>	<b>1</b>			
<b>1.13</b>	Provision to Catalogue jobs with Job Class, Job Family and Job Level.	<b>Y</b>	<b>1</b>			
<b>1.14</b>	Provision to classify Job as Salaried /Daily wagers.	<b>Y</b>	<b>1</b>			
<b>1.15</b>	Provision to map the competencies required for a Job	<b>Y</b>	<b>1</b>			
<b>1.16</b>	Provision to map the Qualifications required for various Jobs.	<b>Y</b>	<b>1</b>			
<b>1.17</b>	Provision to define Positions, which would be combination of a Department and Job	<b>Y</b>	<b>1</b>			
<b>1.18</b>	Provision to specify the number of Post for a Position	<b>Y</b>	<b>1</b>			
<b>1.19</b>	Provision to map the competencies require for various position	<b>Y</b>	<b>1</b>			
<b>1.20</b>	Provision to map Qualifications required for various Positions	<b>Y</b>	<b>1</b>			
<b>1.21</b>	Provision to maintain Position Control	<b>Y</b>	<b>1</b>			
<b>2</b>	<b>Employee Information</b>	<b>Y</b>		<b>2</b>		
<b>2.1</b>	The HRM Software should maintain Employee Information under two sections: 1. Employee Personal Information, catering to employee as an individual 2. Employment Information, catering to employee as a part of the organization.	<b>Y</b>	<b>1</b>			
<b>2.2</b>	Software should also cater to Employee Movements (Transfer/Deputation/ In-Charge)	<b>Y</b>	<b>1</b>			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
<b>3</b>	<b>Employee Personal Information</b>	<b>Y</b>		<b>25</b>		
<b>3.1</b>	The HRM Software should maintain employee personal information	<b>Y</b>	<b>1</b>			
<b>3.2</b>	Provision to assign a unique employee code and create an employee file	<b>Y</b>	<b>1</b>			
<b>3.3</b>	Automatic and manual employee code generation	<b>Y</b>	<b>1</b>			
<b>3.4</b>	Provision to maintain different employee types such as Contract, Regular etc.	<b>Y</b>	<b>1</b>			
<b>3.5</b>	Workflow for authorization of Employee File.	<b>Y</b>	<b>1</b>			
<b>3.6</b>	Provision to create a User login automatically on employee file creation	<b>Y</b>	<b>1</b>			
<b>3.7</b>	Provision to modify Employee - User login mapping	<b>Y</b>	<b>1</b>			
<b>3.8</b>	Provision to maintain basic personal information of the employee	<b>Y</b>	<b>1</b>			
<b>3.9</b>	Provision to maintain employee Photographs.	<b>Y</b>	<b>1</b>			
<b>3.10</b>	Maintain unlimited personal information history.	<b>Y</b>	<b>1</b>			
<b>3.11</b>	Provision to record the details of Military service of the employee including specific field assignments Details	<b>Y</b>	<b>1</b>			
<b>3.12</b>	Provision to capture the Employee identification Information	<b>Y</b>	<b>1</b>			
<b>3.13</b>	Provision to capture Disability Information, if any, of the Employee	<b>Y</b>	<b>1</b>			
<b>3.14</b>	Provision to record Information relating to the Qualifications of the employee	<b>Y</b>	<b>1</b>			
<b>3.15</b>	Provision to maintain Employee Competency Information	<b>Y</b>	<b>1</b>			
<b>3.16</b>	Provision for supervisor to assess Employee Competency Information	<b>Y</b>	<b>1</b>			
<b>3.17</b>	Provision to record Employee Work Experience Information	<b>Y</b>	<b>1</b>			
<b>3.18</b>	Provision to record the Employee's Proficiency in different languages	<b>Y</b>	<b>1</b>			
<b>3.19</b>	Provision to record information on the Hobbies pursued by the employee	<b>Y</b>	<b>1</b>			
<b>3.20</b>	Provision to Record Information on the References supplied by the employee	<b>Y</b>	<b>1</b>			
<b>3.21</b>	Provision to generate a snapshot view of Employee Personal information	<b>Y</b>	<b>1</b>			
<b>3.22</b>	Provision for Employee to request for changes in Personal Information through Self Service. The user should be able to request for changes in all the above specified areas of personal information	<b>Y</b>	<b>1</b>			
<b>3.23</b>	Workflow for authorization/rejection of changes in Personal Information	<b>Y</b>	<b>1</b>			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
3.24	Provision to capture details about company property issued to an employee (e.g. PC's, mobile Phones etc.)	Y	1			
3.25	Provision to manage company property assigned to employee	Y	1			
4	<b>Employment Information</b>	Y		20		
4.1	The HRM Software should support a template to map the following employment attributes to an employee: Business Unit, Regulatory Region, Department, Work Location, Grade Set, Grade, Job, and Position	Y	1			
4.2	Provision to maintain multiple assignments for an Employee	Y	1			
4.3	Provision to capture the terms and conditions related to employment Probation period, training agreements, notices period (while separation) are some of the information, which should be captured as a part of employment terms and conditions	Y	1			
4.4	Provision to maintain a supervisor for each Assignment	Y	1			
4.5	Provision to maintain matrix reporting relationship	Y	1			
4.6	Provision to alert HR on expiry of contract/probation period	Y	1			
4.7	Provision to make effective dated changes and thereby support history maintenance.	Y	1			
4.8	Provision to view employee hierarchy	Y	1			
4.9	Employee should be identified with the unique Employee Code and Assignment number combination throughout the HRM Software	Y	1			
4.10	Provision to define the competency/competencies required for performing the assignment	Y	1			
4.11	Provision to define the qualifications required for performing the assignment	Y	1			
4.12	Assignments for non-regular employees	Y	1			
4.13	Provision for the user to record the reward and award details of the employee for a particular Assignment	Y	1			
4.14	Facility to record the official membership details of the employee	Y	1			
4.15	Workflow for authorization of Employment Information.	Y	1			
4.16	Provision to classify the employee as Daily wager in case of daily wagers or outsource person	Y	1			
4.17	Provision to classify the employee as salaried	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
4.18	Provision to classify the employee Bio-Data	Y	1			
4.19	Provision to classify the employee as eligible for Overtime	Y	1			
4.20	Provision for multiple payroll groups	Y	1			
5	<b>Employee Compensation Information</b>	Y		4		
5.1	Provision for setting the Base Salary at assignment level for an employee	Y	1			
5.2	Provision to default a scale associated with the employee's grade	Y	1			
5.3	Provision for recording Base Salary attributes for Non-regular Employees	Y	1			
5.4	Provision to maintain history in employee compensation information	Y	1			
6	<b>Employee Movements</b>	Y		12		
6.1	Provision for promoting an employee within an Employment Unit or across Employment Units.	Y	1			
6.2	Provision to transfer/deputation an employee across Employment Units.	Y	1			
6.3	Provision to Promote and Transfer an employee Simultaneously	Y	1			
6.4	Provision to terminate/ separate an employee	Y	1			
6.5	Provision to Suspend Employee (Conditionally)	Y	1			
6.6	Provision to capture the last date of availability and reasons for separation	Y	1			
6.7	Provision to Resignation by Employee	Y	1			
6.8	Provision to mark a terminated/separated employee as eligible for re-recruitment	Y	1			
6.9	Provision to create checklist for promotion, transfer & separation	Y	1			
6.10	Provision for bulk change in reporting relationships.	Y	1			
6.11	Workflow for authorizing Employee movements	Y	1			
6.12	Alert the concerned employees on Authorization of movements	Y	1			
7	<b>Reports</b>	Y		18		
7.1	Competency Mapping Listing	Y	1			
7.2	Competency Master Listing	Y	1			
7.3	Employee Competency Report	Y	1			
7.4	Employee Directory Report	Y	1			
7.5	Employee ID Due to Expire	Y	1			
7.6	Employee Salary History	Y	1			
7.7	Employee service details	Y	1			
7.8	Exit employee details	Y	1			
7.9	Future Retirements	Y	1			
7.10	Employee Wise Basic with Month wise Breakup	Y	1			
7.11	Form 12BB	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
7.12	Taxation Option Report	Y	1			
7.13	Leave Encashment Yearly Paid Report	Y	1			
7.14	PLI Paid Report	Y	1			
7.15	Leave Encashment on Retirement	Y	1			
7.16	Bifurcation of Charges	Y	1			
7.17	Employee Wise Punishment Report	Y	1			
7.18	Employee Wise Award/ Achievement Report	Y	1			
<b>Payroll and Compensation, Tax deductions and Reporting</b>						
1	<b>Payroll</b>	Y		18		
1.1	Can we set up different types of Cost components in the system Earnings/Allowances (total of +/- 999 different earning types) e.g. Special Area Allowance, Handicapped Allowance, Qualification Allowance, Special pay etc.	y	1			
1.2	Deductions (total of +/- 999 different deduction types)	y	1			
1.3	Company Cost (total of +/- 999 different company)	y	1			
1.4	Other Cost/Fringe Benefits (total of +/- 999 different other cost/fringe benefits types)	Y	1			
1.5	Each component has usually its own rule/requirement/ or auto load (automatic creation). The system can allow for these requirements	Y	1			
1.6	The rules per component can be down to field level and can differ between business units/divisions or job category	Y	1			
1.7	The values must be reflected in the current month's reports/GL Interface	Y	1			
1.8	Cost components must be linked to the GL Account number.	Y	1			
1.9	Provision to provide access to payroll user to employees of specific grade/location	Y	1			
1.10	Provision to apply for Leave Encashment Yearly	Y	1			
1.11	Provision to apply for PLI in each FY(Conditional)	Y	1			
1.12	Provision to apply for Yearly Increment buy Staff Members if eligible	Y	1			
1.13	Provision to apply for CCA/LOCATION Allowance by Staff Members	Y	1			
1.14	Provision to Computation of Tax based upon the income of staff members	Y	1			
1.15	Staff Salary Account Details	Y	1			
1.16	Employee Salary Arrear	Y	1			
1.17	Provision to Define Various Union & Association Registration by the staff members	Y	1			
1.18	Employee Union/Association Contribution Deduction	Y	1			
2	<b>Payroll : Import of Data Facility</b>	Y		3		

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
2.1	Facility to import bulk payroll input documentation from business units, departments into the system without manual capturing actions	Y	2			
2.2	Provision to map the competencies required for various Positions	Y	1			
3	<b>Payroll : Fast Entry Screen Requires a fast entry screen for bulk capturing</b>	Y		2		
3.1	Bulk capturing of the payroll information from employees	Y	1			
3.2	The system should verify/check the data capture (employee number, if the cost component code exists, etc.) before saving the data	Y	1			
4	<b>Payroll Withhold of Pay</b>	Y		6		
4.1	Facility to with-hold the salary of an employee. (The user needs to stop the salary of an employee	Y	1			
4.2	Could the salary be withheld at the last moment before the final run is activated?	Y	1			
4.3	Could the salary be recovered which was already released in previous month (partly/fully)	Y	1			
4.4	Release of withhold Salary at a later date with back date salary paid facility	Y	1			
4.5	Release Suspended Employee Salary based upon their Condition	Y	1			
4.6	Bulk Generation of Salary/Stop/Release of Salary	Y	1			
5	<b>Payroll : On-Screen Pay Slip Results</b>	Y		12		
5.1	Individual Salary Slips - View salary pays lip results on the screen without printing a pays lip.	Y	2			
5.2	Please specify below payroll pay slip matters. Provision to different code types separately i.e.					
5.2.1	Allowances	Y	2			
5.2.2	Deductions	Y	2			
5.2.3	Leave Balance	Y	1			
5.2.4	Attendance	Y	2			
5.2.5	Loss of Pay	Y	2			
5.2.6	Other Cost	Y	1			
6	<b>Payroll : Salary Structuring</b>	Y		6		
6.1	Facility to provide different salary structures like:					
6.1.1	Cost to company (CTC)	Y	1			
6.1.2	Normal Pay.	Y	1			
6.1.3	Stagnation Pay	Y	1			
6.1.4	Computer Increment	Y	1			
6.1.5	Can the system handle different salary structure Branch/Controlling Office/Head Office wise Salary (Basic Pay, Dearness Allowance, Special Pay, Other Allowances/Other components of salary)	Y	2			
7	<b>Payroll : Retro, Arrears Calculations</b>	y		12		



ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
7.1	Does the system allow the user to correct the input in the pay month where it was incorrectly Calculated/ paid?		2			
7.2	Does the system allow the user to "retro calc" an employee's payroll result effected due to pay revision under Bipartite Settlement	Y	2			
7.3	Does the system auto re-calculate all implication on the retro transaction	Y	2			
7.4	Original GL Interface amounts not to be changed by the retro but included in the current pay month	Y	2			
7.5	The system to provide retro reports	Y	2			
7.6	Retro Payments/deductions to be reflected on final pay payslip of the new pay per month	Y	2			
8	<b>Payroll : Split of Payroll Cost into Different Branches</b>	Y		2		
8.1	Does the system allow for the splitting of payroll cost into different branches? E.g. the work of overtime if any may be at Defined from separate GL or same GL	Y	1			
8.2	Does the system allow for the splitting of payroll cost into different Grade/ Cadre?	y	1			
9	<b>Payroll : Payment after Termination Date</b>	Y		4		
9.1	Can the values reflected in the current month's reports/GL Interface?	Y	2			
9.2	Can the values reflected in the current month's reports/GL Interface?	Y	2			
10	<b>Payroll : Payment of Net Pay Salaries</b>	Y		8		
10.1	Can the system make payments via EFT for net salaries to various staff accounts	Y	2			
10.2	Does the system allow the user to create a bank file which can be used for the net pay distributions, Should have provision to integrate with Bank's CBS System	Y	2			
10.3	Can the system indicate which employees are paid by cheque or cash	Y	2			
10.4	Can payment be made into more than one bank account if the employee needs to split his / her net pay amount?	Y	2			
11	<b>Tax deductions/calculations</b>	Y		5		
11.1	To allow the employees to calculate the "what if" scenarios on individual level	Y	2			
11.2	the system should allow the employee to calculate tax results without running payroll runs	Y	2			
11.3	Is functionality in the system available to calculate the income tax of an employee	Y	1			
12	<b>Tax Declarations</b>	Y		4		
12.1	Provision to declare employee investment	Y	1			
12.2	Provision to submit tax proofs online	Y	1			
12.3	Provision to Modify investment declaration as per the Income Tax Rules	y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
12.4	Provision to Generate Employee wise Investment Declaration for a particular FY	Y	1			
13	<b>Payroll : Time and Attendance System</b>	Y		3		
13.1	Can the system interface with Time and Attendance System	Y	1			
13.2	Can the system mark absent conditionally based upon late attendance	Y	1			
13.3	Can the system mark absent and generate salary based upon absent in a month	Y	1			
14	<b>Payroll : Pay Slip</b>	Y		8		
14.1	Can the system generate electronic Pay Slips	Y	2			
14.2	If so, can the pay slips be distributed via employee self-service/the Emailing system	Y	2			
14.3	Do you have flexibility in the system to provide a detail breakdown of the amounts being deducted for separate garnishees, insurances, etc. (to reflect reference numbers next to the deduction) in the pay-slip	Y	2			
14.4	Payslip layout is flexible	Y	2			
15	<b>Payroll : Integration with Financial System</b>	Y		8		
15.1	Can the system interface to the General Ledger System?	Y	2			
15.2	A nominal ledger code can be allocated against each expense code?	Y	2			
15.3	The cost of an employee can then be split over more than one cost centre at a ratio/percentage that you have defined	Y	2			
15.4	Ability to split the cost of an employee over more than one cost centre automatically based on the number of days worked/gross pay at each cost centre or business unit	Y	1			
15.5	Mass Authorization/At a time Authorization of various entries/uploaded data	Y	1			
16	<b>Superannuation Benefits</b>	Y		18		
<b>The system should support all processes related to superannuation and retirement. The broad provisions required are:</b>						
16.1	Gratuity Calculator	Y	1			
16.2	Gratuity Arrear Calculation	Y	1			
16.3	Leave Encashment	Y	1			
16.4	Provident Fund Accumulation	Y	1			
16.5	GSLI Accumulation	Y	1			
16.6	Pension Proposal	Y	1			
16.7	Pension Payment	Y	1			
16.8	PPO Auto generation	Y	1			
16.9	PF Refund Letter Generation	Y	1			
16.10	Pension Loan Ac Entry for Loan EMI Recovery	Y	1			
16.11	Pension Arrear Calculation	Y	1			
16.12	Opt for Commutation	Y	1			
16.13	Commutation Calculation/Calculator	Y	1			
16.14	Commutation Arrear Calculation	Y	1			
16.15	Apply for Family Pension	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
16.16	Pensioner Death Reporting/marking	Y	1			
16.17	Recovery of Pension	Y	1			
16.18	Life Certificate Form Submission	Y	1			
17	<b>Payroll : Company Loans</b>	y		26		
17.1	The system should have provision for administering the staff loans and their Recovery/monthly instalments therein. The following main type of loans is to be covered					
17.1.1	Housing	Y	1			
17.1.2	Personal Loan(Staff DPN/DPNCC)	Y	1			
17.1.3	SVL (2 Wheeler/4 Wheeler Loan)	Y	1			
17.1.4	Education	Y	1			
17.1.5	Festival Advance	Y	1			
17.2	<b>Does the system has loan module and can provides below types of loans:</b>					
17.2.1	Interest Free loans	Y	1			
17.2.2	The user to record the capital amount	Y	1			
17.2.3	Record the date of the loan	Y	1			
17.2.4	Interest prime rate % or	Y	1			
17.2.5	Interest other rate %	Y	1			
17.2.6	Record the repayment amount	Y	1			
17.2.7	Auto Recovery of Overdue Amount in Loans	Y	1			
17.2.8	To have a reference field or comments field for general comments	Y	1			
17.3	<b>Interest Bearing loans</b>					
17.3.1	The user to record the capital amount	Y	1			
17.3.2	Record the date of the loan	Y	1			
17.3.3	Record the repayment amount	Y	1			
17.3.4	To have a reference field or comments field for general comments	Y	1			
17.3.5	To reflect the interest separately for general ledger purposes.	Y	1			
17.3.6	The system to carry balances of the loans	Y	2			
17.3.7	Fixed/Flexible EMI based upon Overdue amount in Loan Accounts	Y	2			
17.3.8	The system to allow for the change of loan instalments on employee choice	Y	2			
17.3.9	Usually with bonus payments, the employee wants to pay more towards the loan	Y	2			
18	<b>NPS/PF contribution for a particular time range calculation</b>	Y	2	2		
19	<b>GSLI Premium</b>	Y	2	2		
20	<b>Loan Instalment recovery</b>	Y	2	2		
21	<b>Promotion</b>	Y		8		
21.1	Does the system have facility to initiate Promotion process and managing Promotion Process	Y	1			
21.2	Does the system have facility for allow staff members to apply for Promotion based upon their eligibility?	y	1			
21.3	Does the system has facility for staff members to opt out of Promotion Exam?	y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
21.4	Does the system has provision for maintaining scale wise data from applicable date?	Y	1			
21.5	Does the system has provision to accommodate any change as required by bank time to time	Y	1			
21.6	Does the system has provision to allow staff members to apply for Promotion as per their eligibility?	Y	1			
21.7	Does the system has provision to opt out of provision if any staff member submit their response to not appear in promotional exam	Y	1			
21.8	Does the system has provision generate report for staff members opt for Promotion against their eligibility.	Y	1			
22	<b>Increment</b>	Y		4		
1	Does the System have provision for special increments as per the guidelines of IBA time to time	Y	1			
2	Schedule increment in a future date. Does the system has provision to do so?	Y	1			
3	Schedule increment for passing JAIIB & CAIIB. Does the system has provision to	Y	1			
4	Schedule Increment to pay PQP based upon passing Graduation/JAIIB/CAIIB.	Y	1			
23	Wage Revision	Y	2	2		
24	Arrears Calculation	Y	2	2		
25	Leave :Link to Payroll	Y		11		
25.1	Does the system allow the pulling of leave data through to the salary detail tables automatically	Y	1			
25.2	Does the system capture and credit leave annually automatically and consider below leave related scenarios for the payroll processing :	Y	1			
25.3	Management of Extra-ordinary Leave, Loss of pay, Leave encashment	Y	1			
25.4	Employee Apply for Resignation till Separation through application	Y	1			
25.5	Resignations – Leave pay	Y	1			
25.6	Maternity Leave	Y	1			
25.7	Paternity Leave	Y	1			
25.8	Transit Leave	Y	1			
25.9	Does the Pay slip quote all unpaid leave (Minus amount and days)?	Y	1			
25.10	Mandatory Leave	y	1			
25.11	Sabbatical Leave	Y	1			
26	<b>Reports</b>	y		48		
26.1	Report on Payroll Exceptions	Y	1			
26.2	Report on Payroll-Allowance/ Deduction	Y	1			
26.3	Report on Processed Arrears Listing	Y	1			
26.4	Report on New Joiners Payroll Listing	Y	1			
26.5	Report on Payroll Summary – Employee wise	Y	1			
26.6	Report on Payroll Summary –	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
	Department wise					
26.7	Report on Payroll Summary – Overall	Y	1			
26.8	Report on Attendance	Y	1			
26.9	Report on Pay slip	Y	1			
26.10	Reports on Year-to-Year Employee earning	Y	1			
26.11	Reports on exit employee pending claims	Y	1			
26.12	Reports on Payment Reconciliation	Y	1			
26.13	IT Form 16	Y	1			
26.14	IT Form 16AA	Y	1			
26.15	IT Form 12BA	Y	1			
26.16	IT Form 12BB		1			
26.17	PF Form 5	Y	1			
26.18	PF Form 10	Y	1			
26.19	PF Form 3A	Y	1			
26.20	PF Form 6A	Y	1			
26.21	PF Form Challan	Y	1			
26.22	PF-Form 12A	Y	1			
26.23	PT-FORM 5	Y	1			
26.24	PT-Form 5A	Y	1			
26.25	PF Summary Reports	Y	1			
26.26	NPS Summary Reports	Y	1			
26.27	NPS Claim Reports	Y	1			
26.28	NPS Month wise Contribution Reports	Y	1			
26.29	NPS Employer Contribution Report	Y	1			
26.30	NPS Remittance Report	Y	1			
26.31	Health Insurance Dependent Details	Y	1			
26.32	Promotion Opt Out Report	Y	1			
26.33	Promotion Fore Go Report	Y	1			
26.34	Apply for a Position Report	Y	1			
26.35	View Feedback Report	Y	1			
26.36	Exit Training Feedback Form	Y	1			
26.37	Auto generation of reports for IT/HR user.	Y	1			
26.38	Opt for Commutation Report	Y	1			
26.39	Employee wise Annual Income Sheet with investments under various sections for TAX Calculation	Y	1			
26.40	Computation of TDS Report	Y	1			
26.41	Head wise Deduction Report	Y	1			
26.42	Salary Sheet (Head wise)	Y	1			
26.43	Increment Report	Y	1			
26.44	Absent Report	Y	1			
26.45	Long Absent Report	Y	1			
26.46	Leave Sanction Pending Report	Y	1			
26.47	Employee wise Salary sheet	Y	1			
26.48	Pay head Report	Y	1			
27	<b>Claims &amp; Reimbursement</b>	Y		12		
27.1	Provision to create any number of claim items	Y	2			
27.2	Provision to group items	Y	2			
27.3	Provision to specify the limit for each claim item	Y	2			
27.4	Provision to capture dependent details	Y	2			
27.5	Provision to pay-out claims through payroll	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
27.6	Provision to route the claim request to single/multiple levels of authorization	Y	1			
27.7	Single Click Authorization for Claims entered by Employees	Y	1			
27.8	Reports	Y		4		
27.9	Report on Reimbursement Claim summary	Y	2			
27.10	Report on Reimbursement expenditure	Y	2			
28	<b>Time Management</b>	Y		40		
28.1	Can the system set-up below leave type's rules with the relevant payment requirements for them?	Y				
28.1.1	Casual Leave	Y	1			
28.1.2	Earned/Privilege leave	Y	1			
28.1.3	Sick Leave	Y	1			
28.1.4	Special Sick Leave	Y	1			
28.1.5	Medical/Un-availed casual leave	Y	1			
28.1.6	Extra Ordinary leave	Y	1			
28.1.7	Maternity leave	Y	1			
28.1.8	Paternity leave	Y	1			
28.1.9	LFC or Leave encashment	Y	1			
28.1.10	Transit /Joining Time Leave	Y	1			
28.1.11	Special leave	Y	1			
28.1.12	Mandatory Leave	Y	1			
28.2	Provision to define calendar based and non-calendar based leave types	Y	2			
28.3	Provision to define Entitlement, Posting availment), Carry forward and encashment rules/conditions for each leave types	Y	2			
28.4	Entitle employee with leave units for each Calendar	Y	1			
28.5	Provision for employee to apply leave once entitlement is done	Y	1			
28.6	Provision for availing session based leave	Y	1			
28.7	Complete integration with time management schedules	Y	1			
28.8	Self-service provision for leave enhancement	Y	1			
28.9	Provision for leave adjustment and leave regularization	Y	1			
28.10	Configure workflow based on conditions	Y	1			
28.11	Provision to handle leave adjustment	Y	1			
28.12	Provision to handle leave regularization	Y	1			
28.13	Leave Sanction/Availed Report	Y	1			
28.14	Monthly/Yearly Leave Report	Y	1			
28.15	Leave Pending for Sanction Report	Y	1			
28.16	Date-Wise Leave Report	Y	1			
28.17	Employee Leave Balance Report	Y	1			
28.18	Date-wise Late Report	Y	1			
28.19	Employee-Wise Leave Report	Y	1			
28.20	Leave Encashment Report	Y	1			
28.21	Pending Request Report	Y	1			
28.22	Leave Cancellation Report	Y	1			
28.23	Leave Detail Report	Y	1			
28.24	Leave Conversation Report	Y	1			
28.25	Leave Continue Report	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
28.26	Leave Without Pay Report	Y	1			
28.27	7 Days & More Leave Availed Report	Y	1			
29	<b>Leave :Employee Termination (Procedure</b>	Y		6		
29.1	System should automatically shows "Nil" leave balance when employees are terminated	Y	2			
29.2	Can the system automatically calculate the values when employees are terminated?	Y	2			
29.3	Pay the employee the leave balance value in the Payroll module of the system?	Y	2			
30	<b>Leave :Fast Entry Screen</b>	Y		4		
30.1	System should have fast entry screen for bulk capturing of leave forms from the employees.	Y	2			
30.2	The system should verify/check the data capture(employee number, for overlapping dates, is the "from date" not after the "to date" field, etc.) before saving the data	Y	1			
30.3	The system should have facility to mass upload of Leave taken by employees not applied through HRMS portal	Y	1			
31	<b>Leave : Public Holidays</b>	Y		2		
31.1	The system must cater for all the different public holidays in year calendar	Y	1			
31.2	Where the leave rules exclude public holidays in the taken total, the system should calculate the totals correctly.	Y	1			
32	<b>Leave :Leave Management reports</b>	Y		10		
32.1	Leave taken reports	Y	1			
32.2	Full leave management report by individual Employee (full history)	Y	1			
32.3	Leave/sick balances	Y	1			
32.4	Maternity/Paternity Leave report	Y	1			
32.5	Leave Liability (provision) report	Y	1			
32.6	Mandatory Leave report	Y	1			
32.7	Leave Not Taken/Eligible for Mandatory Leave report	Y	1			
32.8	Days and More Leave taken in a month Report	Y	1			
32.9	Leave not Sanction/Pending for Sanction Report	Y	1			
32.10	Back Dated Leave Sanction Report	Y	1			
33	<b>Leave : Profile Specific Absence Requirements</b>	Y		25		
33.1	Absence can be viewed on a calendared display	Y	2			
33.2	User can define absence types e.g. accident at work, long term illness etc.	Y	2			
33.3	System will automatically note request for a doctors certificate beyond Bank policy	Y	2			
33.4	System informs relevant personnel if key person is absent	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
33.5	Does the self-service inform the manager if the employee applies for leave?	Y	2			
33.6	System can advise when an employee moves from paid to unpaid leave.	Y	2			
33.7	System can record projected start and end dates	Y	2			
33.8	System can record actual start and end date	Y	2			
33.9	System can record reason for leave	Y	2			
33.10	System can record if leave is paid, unpaid, or partially paid.	Y	2			
33.11	System can record the amount of leave accrued.	Y	2			
33.12	System can record leave entitlements.	Y	2			
33.13	System can record leave taken.	Y	1			
34	<b>Attendance</b>	Y		9		
34.1	The system should have the feasibility of being integrated with RFID/Biometric based attendance systems as deployed by the Bank	Y	1			
34.2	Provision to Mark Date and Time of Arrival of employee.	Y	1			
34.3	Provision to schedule shifts with date and Time	Y	1			
34.4	Provision to view employee wise schedule	Y	1			
34.5	Provision to link employee schedule with leave and training process		1			
34.6	Provision to Mark Absent based upon late attendance as defined.		1			
34.7	Consent for Late Attendance		1			
34.8	Late Attendance Reminder monthly		1			
34.9	Marking/Unmarking Late Attendance Manually		1			
35	<b>Performance Appraisal</b>	Y		16		
35.1	Provision to set objectives at organizational & employee level	Y	1			
35.2	Automation of Marks awarding system in HRMS APAR module	Y	1			
35.3	Business Dimension for all the staff officers in Branches and Regional Offices	Y	1			
35.4	Budgetary KRA for calculation of marks for all staff members in the Bank.	Y	1			
35.5	Provision to map multiple appraisers to employee	Y	1			
35.6	Uploading of KRA-Business Parameters for all staff members	Y	1			
35.7	Calculation of marks based upon achievement vis- a- vis target	Y	1			
35.8	Provision to do self- appraisal online	Y	1			
35.9	Provision to record appraisal rating online	Y	1			
35.10	Provision to record recommendations or reporting authority and record of training needs if any	Y	1			
35.11	Provision for marks or ratings by the final authority	Y	1			



ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
35.12	Display of Marks allotted to the staff members	Y	1			
35.13	Provision to normalize or appeal appraisal rating	Y	1			
35.14	Display of Revised Marks after appeal, to the staff members	Y	1			
35.15	Quarterly Progress Report submission by staff members on Probation	Y	1			
35.16	Confirmation of staff members after approval of Quarterly Progress Report for Staff members on Probation	Y	1			
36	<b>Reports</b>	Y		20		
36.1	Report on Appraisal Form	Y	2			
36.2	Report on Appraisal Exception	Y	2			
36.3	Report on Consolidated Appraisal	Y	2			
36.4	Report on Employee Appraisal Status	Y	2			
36.5	Report on Employee Appraisal Rating details	Y	2			
36.6	Appraisers Recommendation	Y	2			
36.7	Property Declaration Reports	Y	1			
36.8	Option for Managers to pull out reports of their respective team.	Y	1			
36.9	Training Attended Report – Employee wise	Y	1			
36.10	Training Requirements Report – Employee wise	Y	1			
36.11	KRA Score Evaluation Report	Y	1			
36.12	Appraisal Marks awarded to staff members Centrally	Y	1			
36.13	Appraisal Submit Reminder to all staff members.	Y	1			
36.14	Quarterly Progress Report for probation staff members	Y	1			
37	<b>Administration (Benefits)</b>	Y		30		
37.1	The system should also have provision for recording, maintaining and administering any additional benefits that are currently available in the organization. The main benefits available are:	Y	2			
37.1.1	Medical Aid	Y	2			
37.1.2	Adhoc Salary Payment	Y	2			
37.1.3	Medical Claims/Hospitalization Expenses Reimbursed	Y	2			
37.1.4	Conveyance Allowance/Fuel Charges/Update Vehicle Details for which Conveyance have been Reimbursed	Y	2			
37.1.5	Travelling Allowance	Y	1			
37.1.6	LTC/LFC Claims	Y	2			
37.1.7	Festival Advance	Y	1			
37.1.8	Telephone / Mobile charges	Y	1			
37.1.9	Facility for News Paper Reimbursement	Y	1			
37.1.10	Facility for Holiday / Shift Duty Compensation	Y	1			
37.1.11	Other Reimbursements (Sanitization Expenses Reimbursed)	Y	1			
37.1.12	Facility for issuing ID Cards to staff	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
37.1.13	Facility for access control cards	Y	1			
37.1.14	Facility for Home & Dormitory	Y	1			
37.1.15	Report of employees on completion of 25 years of service	Y	1			
37.1.16	Complaints Received under Women Cells	Y	2			
37.1.17	Report of employees Retired in Current Month	Y	2			
37.1.18	Complaints/Grievances by Staff Members	Y	2			
37.1.19	Medical Aid Arrear Calculation	Y	2			
37.2	<b>LTC/LFC Management</b>	Y		39		
37.2.1	Facility to apply online for LFC by the employees	Y	2			
37.2.2	Support online approval for LFC by concerned authority	Y	2			
37.2.3	Support LFC cancellation, extension, postponement etc.	Y	2			
37.2.4	Ability to facilitate actual LFC type within a given period of years	Y	2			
37.2.5	Ability to sanction Encashment of LFC instead of availing it by actually traveling as provided in the settlement	Y	2			
37.2.6	Ability to maintain air/railway/transport rates with respect to distance covered	Y	2			
37.2.7	Sanctioning the LFC HA/TA based on the entitlement being arrived from the approved distance for different cadre by parameterizing the eligible distance	Y	2			
37.2.8	Sanction of advance against the LFC application and generation of vouchers and accounting entries	Y	2			
37.2.9	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	Y	2			
37.2.10	Generation of reminder letters if LFC, Final bill is not submitted within the prescribed time	Y	2			
37.2.11	Payment of local conveyance charges to the award staff as per LFC eligibility	Y	2			
37.2.12	Follow up of outstanding suspense entries with staff members – Letter generation	Y	2			
37.2.13	Passing of all accounting entries, generation of vouchers and maintenance of all relevant registers	Y	2			
37.2.14	Generation of all relevant reports and MIS Reports	Y	1			
37.2.15	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	Y	1			
37.2.16	Bill payment in part amount should be possible	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
37.2.17	Entry should be adjusted or be recovered if LFC Claimed in advance should be cancelled due to any reason	Y	1			
37.2.18	Facility of extending the LFC block	Y	2			
37.2.19	Authorization from respective department is done online	Y	2			
37.2.20	Modification of entries is possible through officer and above cadre	Y	2			
37.2.21	Mass uploading of Financial Transaction should be generated through application	Y	2			
37.2.22	Sanction Letter Generation after payment	Y	1			
38	<b>Training</b>					
38.1	<b>Course Master</b>	Y		6		
38.1.1	Define Course	Y	1			
38.1.2	Group course into module and Program	Y	1			
38.1.3	Define minimum and maximum trainees	Y	1			
38.1.4	Maintain Feedback parameters specific to each Course	Y	1			
38.1.5	Maintain evaluation and post training evaluation setup	Y	1			
38.1.6	Maintain list of qualified trainers	Y	1			
38.2	<b>Course/Training Scheduling:</b>	Y		33		
38.2.1	Courses	Y	1			
38.2.2	The minimum/maximum course numbers per course details	Y	1			
38.2.3	Venues	Y	1			
38.2.4	Faculty	Y	1			
38.2.5	Sessions	Y	1			
38.2.6	Exit Test after Training	Y	1			
38.2.7	Training Feed Back	Y	1			
38.3	<b>The system should assist the user with :</b>					
38.3.1	Course Bookings	Y	1			
38.3.2	Cancellation	Y	1			
38.3.3	Waiting list	Y	1			
38.4	<b>The system should assist the user with :</b>					
38.4.1	Course completion	Y	1			
38.4.2	Results	Y	1			
38.4.3	Assessments (immediate and post training after 'x' number of days	Y	1			
38.4.4	Generation of Certificates	Y	1			
38.4.5	Update employee records	Y	1			
38.4.5	The system must allow the user to record internally and externally training courses.	Y	1			
38.4.6	Internal Courses name	Y	1			
38.4.7	External Courses name	Y	1			
38.4.8	Cost of Courses	Y	1			
38.4.9	Date of course	Y	1			
38.4.10	Be able to store exam results per course taken	Y	1			
38.4.11	Be able to view availability of resources (tutors/Assessors/facilities)	Y	1			
38.4.12	Is the system able to store and maintain information on training service providers be able to group according to courses offered	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
38.4.13	Can the system store feedback (faculty and trainee) on the courses run?	Y	1			
38.4.14	Keep track which mandatory training courses are available for certain job categories	Y	1			
38.4.15	The system should cater for a training budget whereby it can be maintained and reported	Y	1			
38.5	<b>Can the system provide a total course training cost based on various costing factors for example:</b>					
38.5.1	Venue cost	Y	1			
38.5.2	Course cost	Y	1			
38.5.3	Resource cost	Y	1			
38.5.4	Direct or indirect cost	Y	1			
38.5.5	Can the training cost be allocated to the appropriated cost centre?	Y	1			
38.5.6	Can the system accommodate the on- line registration of employees and produce automatic e-mail authorizations?(workflow)	Y	1			
38.5.7	Does the system cater for the automatic sending of confirmation notification? (workflow)	Y	1			
39	<b>Reports</b>	Y		19		
39.1	Report on Course Cost Expenses Head	Y	1			
39.2	Report on Course Cost Summary	Y	1			
39.3	Report on Employee Absent	Y	1			
39.4	Report on Individual Staff Training History	Y	1			
39.5	Report on Internal Faculty	Y	1			
39.6	Report on Staff Attended One Training Program Each Financial Year	Y	1			
39.7	Report on Training Plan	Y	1			
39.8	Report on Training Program Attendance summary details	Y	1			
39.9	Report on Training Schedule for a Period	Y	1			
39.10	Report on Training Summary (Budget Vs. Actuals)	Y	1			
39.11	Report on Training Summary – Staff Wise	Y	1			
39.12	Report on Course Participants	Y	1			
39.13	Report on Training Details	Y	1			
39.14	Report on Training Imparted to Employee	Y	1			
39.15	Monthly Training Hour Report	Y	1			
39.16	Monthly Accrual Report	Y	1			
39.17	Report on Training Schedule for a Period	Y	1			
39.18	Monthly Training Activity Report	Y	1			
39.19	Monthly Report – Training cost incurred per month	Y	1			
40	<b>Recruitment</b>	Y		35		
40.1	Provision to raise recruit request against a position.	Y	2			
40.2	Workflow to approve/reject the recruit request.	Y	2			
40.3	Provision to assign recruiter for every recruit request to manage the recruit process.	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
40.4	Provision for vacancy allocation (for ex-service men, handicapped etc.)	Y	2			
40.5	Provision to maintain Sourcing agencies master	Y	2			
40.6	Provision to assign applicant sources (internal/external) to recruit request.	Y	2			
40.7	Mark the recruit request for internal applicants	Y	1			
40.8	Provision to maintain profile of the employees of bank	Y	1			
40.9	Provision to record salary fitment.	Y	1			
40.10	Provision to record joining details	Y	1			
40.11	Transfer of resume information to employee database on applicant joining.	Y	1			
40.12	Ability to transfer the salary fitment details to employee compensation information	Y	1			
40.13	Sending mass emails from the system	Y	1			
40.14	Appointment Letter Tracker	Y	1			
40.15	Offer Letter Preparation	Y	1			
40.16	Mechanism to upload the candidate profile details as per IBPS data format	Y	1			
40.17	Scanning/Uploading of Personal documents/Photo	Y	1			
40.18	Review of Confirmation Status & Preparation of Confirmation Letters	Y	1			
40.19	Provision to capture the indemnity Bond if any during Joining.	Y	1			
40.20	Provision to capture Ex-Servicemen Cadre/PH Cadre/EWS Cadre	Y	1			
40.21	Provision for Fitment of Salary for Ex-Servicemen Cadre Staff Members under pay protection.	Y	1			
40.22	Provision for Uploading of Dependent Family Members with supporting Documents	Y	1			
40.23	Provision for staff members for monthly Questionnaires to attend before any claim/allowance request entry	Y	1			
40.24	Provision for staff members to show personal profile completion percentage with automatic reminder alert	Y	1			
40.25	View Salary Projection Report	Y	1			
40.26	View Break-up of Investment under Section 80	Y	1			
40.27	View Monthly Tax Deduction Report	Y	1			
40.28	View Break-up of Components under Section 10	Y	1			
40.29	View Salary Data Correction Status(Loan Ac Closure/New Loan Addition/Increment)	Y	1			
40.30	Investment Declaration Form	Y	1			
41	<b>Reports</b>	Y		23		
41.1	Uploading MIS reports	Y	1			
41.2	Monthly Reimbursement Report	Y	1			
41.3	Monthly Recruitment Report	Y	1			
41.4	Manager Wise Report	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
41.5	Regional Office Wise Report	Y	1			
41.6	Branch Wise Report	Y	1			
41.7	Monthly Joining Details	Y	1			
41.8	Internal Job Postings Reports	Y	1			
41.9	Reward & Recognition Nominations	Y	1			
41.10	Background Check Report of new Joinees	Y	1			
41.11	Update PAN, AADHAR, Blood Group, Personal Records	Y	1			
41.12	Code of Conduct Acceptance Report	Y	1			
41.13	IT skill Set Report	Y	1			
41.14	Employee Qualification Report	Y	1			
41.15	Submission of Declaration relating to Privacy of Account Holders	Y	1			
41.16	Nomination Details Report	Y	1			
41.17	Employee Professional Qualification Report(JAIB/CAIB)	Y	1			
41.18	Monthly Allowance Claim Report	Y	1			
41.19	Employee wise PAN Details Report	Y	1			
41.20	Employee wise Transfer Details Report for a time period	Y	1			
41.21	Employee wise Designation Report	Y	1			
41.22	Employee Wise Tenure in Branch/Office	Y	1			
41.23	Employee Wise Tenure in Region	Y	1			
42	<b>Manpower and Salary Planning</b>	Y		14		
42.1	Provision to define flexible manpower planning period.	Y	1			
42.2	Ability to maintain any number of versions of manpower and salary plan.	Y	1			
42.3	Provision to perform manpower plan at any level. (Bank, Regional Office, Department wise, Branch etc).	Y	1			
42.4	Does the system has provision to maintain CC- Accounts at branch level based on area	Y	1			
42.5	Does the system has provision for consideration Loss of pay during salary calculation	Y	1			
42.6	There should be provision to integrate the CBS for the salary or any other payment to the employee	Y	1			
42.7	There should be provision to adjust Staff Loan instalments during calculation of Salary	Y	1			
42.8	There should be provision to disburse Staff loan directly to the account through CBS. The EMI debited should be credited to the respective Loan account directly	Y	1			
42.9	Declaration of annual income should be there. Monthly tax deduction provision should be there as per the mandate from the employee	Y	1			
42.10	Any point of time, the Recruitment head can get an updated view of the existing status of Manpower in any department; and the number of new recruits that are	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
	required at Branch level, and at Department level.					
42.11	The system will have the facility to get a view of the existing headcount available at the department/job level. The concerned department head can login through the Employee Self Service, and view the existing status of the Manpower available.	Y	1			
42.12	On the basis of the existing headcount, the concerned heads will be able to decide on the projected manpower for department, and can also calculate projected cost based on the manpower cost calculator available in the system	Y	1			
42.13	After the manpower requirements forecast and the associated budget is prepared and submitted by the concerned Department head, it will move through system workflow to the HR department.	Y	1			
42.14	The HR Department will get the consolidated manpower requirements and the associated budgets as prepared by the concerned heads. The system should facilitate this Consolidation process.	Y	1			
42.15	<b>Travel Planning</b>	Y		8		
42.16	Facility for Online application seeking approval by the employee for official work	Y	1			
42.17	Facility to provide online sanction by the authority. Generation of sanction number for tracking subsequent activities	Y	1			
42.18	Facility to seek permission from competent authority to travel by a mode of travel other than permitted one	Y	1			
42.19	Online application facility to seek travel advance based on sanction number	Y	1			
42.20	Online sanction of travel advance by concerned official	Y	1			
42.21	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	Y	1			
42.22	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	Y	1			
42.23	On full adjustment of advance, sanction number must be closed	Y	1			
42.24	<b>Reports</b>	Y		10		
42.25	Vacancy Report	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
42.26	Salary Planning Report	Y	2			
42.27	Manpower Planning Report	Y	2			
42.28	Travel Itinerary Report	Y	2			
42.29	Travel Expense Report	Y	2			
43	<b>Workflow</b>	Y		70		
43.1	Provide security to control workflow process of different functions to different users.	Y	5			
43.2	Provision to Set Authorization Option for every task (Ex: Request for recruit).	Y	5			
43.3	Support authorization options such as No Authorization, Single and Multiple levels of authorization	Y	5			
43.4	Provision to define document routing path.	Y	5			
43.4	Provision to define multiple steps in each path	Y	5			
43.5	Provision to define complex workflow path	Y	5			
43.6	Provision to enable notification message	Y	5			
	Ability to maintain user profile.	Y	5			
43.7	Provision to configure alerts.	Y	5			
43.8	Provision to maintain "To Do" list for managers	Y	5			
43.8	Provision to define and edit messages	Y	5			
43.9	Provision to maintain employee email id information	Y	5			
43.10	Provision to define workflow escalations	Y	5			
43.11	Workflow engine should be open for interface with exchange servers.	Y	5			
44	<b>Self service</b>	Y		25		
44.1	Provision for managerial users to see the applications pending for authorization in single shot	Y	5			
44.2	Provision to view workflow alerts and message	Y	5			
44.3	Provision for users to define alternate users for a particular period.	Y	5			
44.5	Provision for users to re-route the document	Y	5			
44.6	Provision for users to view the status of application	Y	5			
45	<b>Security</b>	Y		50		
45.1	Provides Access level security (Function [screen] and Role [workgroup] levels).Ability to define user's access rights at the function level and at a role level.	Y	5			
45.2	Support complex scenarios in granting permission to access employee data. (Combination of various factors)	Y	5			
45.3	Ability to maintain exception list at user level	Y	5			
45.4	Provision to maintain security group.	Y	5			
45.5	Provision to grant group level permission.	Y	5			
45.6	Provision to grant permission for Login- Role Combination.	Y	5			
45.7	Provision to grant permission to access employee data for a particular function (such as Career Planning).	Y	5			



ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
45.8	The internet portal; shall be available with 2FA authentication( TOTP of any Auth application)	Y	5			
45.9	The portal for accessible in Intranet shall be without 2FA and should be integrated with Bank's active directory using LDAP.	Y	5			
45.10	Provision to set Read, Read-Write permission	Y	5			
46	<b>Ad-hoc report builder</b>	Y		20		
46.1	Provision to build ad-hoc reports.	Y	5			
46.2	Multiple level of data drill down ability.	Y	5			
46.3	Easily up-loadable/downloadable through excel.	Y	5			
46.4	Provision to view graphical charts.	Y	5			
47	Quick Codes: Quick Codes aid the process of parameterization, in as much they ensure a finite set of outcomes to an action. In some instances, they are system defined and maintained. In some instances, the user may add or even create new ones	Y		25		
47.1	The system should carry the pre-defined parameters, parameters upon which the system code and site specific business rules would know to operate. The system should limit prohibit user intervention in form of alteration/augmentation as such an act would be tantamount to the alteration of what is broadly accepted as ground rules in the HR Function	Y	5			
47.2	Employee Transfers and Movements on Deputation	Y	5			
47.3	Does the system has provisions for request for transfer from employee	Y	5			
47.4	Does the system has date wise deputed branch details	Y	5			
47.5	Does the system has provision for active directory system integration	Y	5			
48	The system should carry the pre-defined parameters, allow for user defined parameterization upon which site specific business rules may know to operate. These parameters should be extensible as a consequence of user preference, in transactions such as:			10		
48.1	Termination	Y	5			
48.2	User Defined Fields	Y	5			
49	Provision for Implementation of Pay Revision from time to time	Y		7		
<b>Technical Features</b>						
1	Setup and maintenance of Development, UAT, Pre-production, Production, DR and Near DR sites of HRMS	Y	2			
2	Bank reserves the rights to host the application in additional new instances as per Banks choice during the period of contract without any additional software	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
	Licenses cost.					
3	Employee and Pensioner will be separate instances.	Y	2			
4	The proposed HRMS Application should be available over the web and support all browsers (Chrome, IE, Edge, Firefox, Safari etc.).	Y	2			
5	The proposed HRMS Application should also be available as Mobile App on both Android and iOS.	Y	2			
6	The Application should have uniform look for all the users. Application should support ESS.	Y	2			
7	Application should be available through Single Sign-on by integration with Bank's AD	Y	2			
8	Application should have IDM for authorization of users not on Bank's AD	Y	2			
9	Application should have session time out, password expiry functionality configured and managed as per banks policy	Y	2			
10	Application should have role-based access for Functionalities.	Y	2			
11	Application should be available in English only	Y	2			
12	Application should have notification capability through emails/SMS	Y	2			
13	The Application should have capability of Quick Links to External sites	Y	2			
14	Migration of exiting functionalities, APIs, integration with other applications, existing customizations and data in its entirety in all the modules by way of conversion from Banks existing systems to proposed HRMS system. (Functional migration, Database migration and technical migration)	Y	2			
15	The current number of user base is <b>7500 (onroll user 3500 with YoY growth of 15% and Retired users 4000 with YoY growth of 5%)</b>	Y	2			
16	Load Test Report Should be Generated	Y	2			
17	Application should have Maker checker facility for validated entry posting	Y	2			
18	IP Address Tracking facility for HR users	Y	2			
19	Application should have parameterization capability to configure Banks HR policies, Staff Service Regulations, any other Procedures or policies and amendments to it.	Y	2			
20	Implementation of new modules as per Bank's future requirements through customizations/parameterization including integration with third party application as Required by bank.	Y	2			
21	All the functions should be workflow driven and should allow admins to create any workflow by drag and drop.	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
22	All the functionalities should be parameterized through front end. Back end.	Y	2			
23	Application should support digital signatures	Y	2			
24	Application should generate reports in multiple formats (Excel, PDF, Word, PPT, XML, or other formats as required by bank)	Y	2			
25	Application should be able to generate any adhoc reports.	Y	2			
26	Application should have provision to query the data and create reports with charts	Y	2			
27	Integration with Bank's core systems, as listed below			14		
27.1	Core Banking System (CBS-Finacle)	Y	2			
27.2	Account number validation (maintained in HRMS) with Finacle	Y	2			
27.3	Business Intelligence Applications	Y	2			
27.4	File Gateway	Y	2			
27.5	Email, SMS	Y	2			
27.6	Document Management Systems	Y	2			
27.7	Integration with Bank's AD, SSO	Y	2			
28	Integration with existing module, its Incremental Modules, Features, Functionalities with applications currently deployed and those which might be procured newly from time to time with flexibility of data and information exchange.	Y	2			
29	Bank should have flexibility to integrate, manage, maintain all the interfaces for which vendor has to propose the solution, which is customizable, parameterisable and having facility to dynamically change the setting including change of setting for applications.	Y	2			
30	Ability to import/export data from other systems/applications	Y	2			
31	Ability to incorporate API Service to consume/Post data for business use	Y	2			
32	Ability to facilitate System Audit Trail	Y	2			
33	Vendor shall submit source code audit certificate before production movement from a Cert-In empanelled auditor.	Y	2			
34	Data analysis for any potential issues, Data cleansing	Y	2			
35	Delivery of application					
35.1	Configuration and VAPT- 1 <sup>st</sup> round of VAPT shall be done by Vendor. Subsequent periodic VAPT will be done by Bank and vendor shall mitigate the VAPT observations as per Bank's VAPT policy. Vendor shall provide Secure Configuration Document.	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
35.2	Installation in UAT- Installation of application in test environment and making it ready for Application security review.	Y	2			
35.3	Application Security (AppSec) review- Supporting application security review and resolving issues thereof.	Y	2			
35.4	Data Migration- Migration of existing data to proposed new solution	Y	2			
35.5	Implementation of Secured configuration as per Bank's Secure Configuration document.	Y	2			
35.6	Porting /redevelopment all existing Customizations with performance tuning.	Y	2			
35.7	Training Bank personnel in proposed solution	Y	2			
35.8	System Testing, Integration Testing, Regression Testing, Load Testing, Performance Testing and User Acceptance Testing	Y	2			
35.9	Information Security Review and Compliance of observations	Y	2			
35.10	Providing documentation of all functionalities, end-user support manuals etc.	Y	2			
35.11	Mock (Test) cycles (minimum 3 error-free) will be carried out on production copy before migrating the production system	Y	2			
36	Go-live	Y	2			
37	Post-migration audit - Supporting the post-migration audit conducted on the application and compliance of observations	Y	2			
38	Post Go Live Application Monitoring and Technical Support- End-to-End SLA	Y	2			
38.1	Implementation and Maintenance of the HRMS application including maintenance of operating systems, application software, Database and other associated systems, performance tuning	Y	2			
38.2	Maintenance and uptime of the HRMS application. This also includes application of patches received from OEM after testing the same in UAT environment	Y	2			
38.3	Applying database patches, fine-tuning of database and version upgrades as per the requirement of the Bank	Y	2			
38.4	OS fine tuning, application patches on servers	Y	2			
38.5	Service Level Management Reports (as per the service levels agreed in the Service Level Agreement between the Bank and the vendor)	Y	2			
38.6	Technical execution of patches, updates, releases	Y	2			
38.7	Data, application backup and restoration testing as per Bank's Policy	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Vendor's Response (S/C/N)	Vendors Remark
38.8	Data Archival as per Bank's Policy	Y	2			
38.9	DC-DR drills as per Bank's policy	Y	2			
38.10	Capacity Planning	Y	2			
38.11	Proactive Performance Optimization	Y	2			
38.12	Performance Testing	Y	2			
39	Post Go Live Application Development, Maintenance Customization and Support	Y	2			
40	Minimum 25% OEM engagement in the project as defined in the scope (support requirements) during entire tenure of the contract	Y	5			
41	Quarterly review of entire landscape by SMEs from OEM	Y	5			
42	In case of implementation and support by System Integrator, SI should shave back-to-back engagement with OEM for critical support.	Y	5			
43	Vendor shall comply with county specific regulation/compliance requirements before rollout of HRMS functionalities at foreign offices, without any additional cost to the Bank.	Y	5			

## ANNEXURE –II (Retired Users)

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
<b>Organization Structure</b>						
<b>1</b>	<b>Organization Structure</b>	<b>Y</b>		<b>21</b>		
<b>1.1</b>	Provision to define organization entities with an "Effective From" date.	<b>Y</b>	<b>1</b>			
<b>1.2</b>	Provision to define Departments.	<b>Y</b>	<b>1</b>			
<b>1.3</b>	Provision to define multiple Department hierarchies for an Organization.	<b>Y</b>	<b>1</b>			
<b>1.4</b>	Provision to define Work Locations.	<b>Y</b>	<b>1</b>			
<b>1.5</b>	Provision to define Grade Set.	<b>Y</b>	<b>1</b>			
<b>1.6</b>	Provision to define Grades under a Grade Set.	<b>Y</b>	<b>1</b>			
<b>1.7</b>	Provision to define pay Scales.	<b>Y</b>	<b>1</b>			
<b>1.8</b>	Provision to maintain Scales in Indian currencies.	<b>Y</b>	<b>1</b>			
<b>1.9</b>	Provision to Map Scale to various Grade Sets and Grades	<b>Y</b>	<b>1</b>			
<b>1.10</b>	Provision to define Job Levels	<b>Y</b>	<b>1</b>			
<b>1.11</b>	Provision to define Job and map attributes such as the Grade Set, Grade, Standard Hours, FLSA pt.	<b>Y</b>	<b>1</b>			
<b>1.12</b>	Provision to maintain Job Description.	<b>Y</b>	<b>1</b>			
<b>1.13</b>	Provision to Catalogue jobs with Job Class, Job Family and Job Level.	<b>Y</b>	<b>1</b>			
<b>1.14</b>	Provision to classify Job as Salaried /Daily wagers.	<b>Y</b>	<b>1</b>			
<b>1.15</b>	Provision to map the competencies required for a Job	<b>Y</b>	<b>1</b>			
<b>1.16</b>	Provision to map the Qualifications required for various Jobs.	<b>Y</b>	<b>1</b>			
<b>1.17</b>	Provision to define Positions, which would be combination of a Department and Job	<b>Y</b>	<b>1</b>			
<b>1.18</b>	Provision to specify the number of Post for a Position	<b>Y</b>	<b>1</b>			
<b>1.19</b>	Provision to map the competencies require for various position	<b>Y</b>	<b>1</b>			
<b>1.20</b>	Provision to map Qualifications required for various Positions	<b>Y</b>	<b>1</b>			
<b>1.21</b>	Provision to maintain Position Control	<b>Y</b>	<b>1</b>			
<b>2</b>	<b>Employee Information</b>	<b>Y</b>		<b>2</b>		
<b>2.1</b>	The HRM Software should maintain Employee Information under two sections: 1. Employee Personal Information, catering to employee as an individual 2. Employment Information, catering to employee as a part of the organization.	<b>Y</b>	<b>1</b>			
<b>2.2</b>	Software should also cater to Employee Movements (Transfer/Deputation/ In-Charge)	<b>Y</b>	<b>1</b>			
<b>3</b>	<b>Employee Personal Information</b>	<b>Y</b>		<b>25</b>		

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
3.1	The HRM Software should maintain employee personal information	Y	1			
3.2	Provision to assign a unique employee code and create an employee file	Y	1			
3.3	Automatic and manual employee code generation	Y	1			
3.4	Provision to maintain different employee types such as Contract, Regular etc.	Y	1			
3.5	Workflow for authorization of Employee File.	Y	1			
3.6	Provision to create a User login automatically on employee file creation	Y	1			
3.7	Provision to modify Employee - User login mapping	Y	1			
3.8	Provision to maintain basic personal information of the employee	Y	1			
3.9	Provision to maintain employee Photographs.	Y	1			
3.10	Maintain unlimited personal information history.	Y	1			
3.11	Provision to record the details of Military service of the employee including specific field assignments Details	Y	1			
3.12	Provision to capture the Employee identification Information	Y	1			
3.13	Provision to capture Disability Information, if any, of the Employee	Y	1			
3.14	Provision to record Information relating to the Qualifications of the employee	Y	1			
3.15	Provision to maintain Employee Competency Information	Y	1			
3.16	Provision for supervisor to assess Employee Competency Information	Y	1			
3.17	Provision to record Employee Work Experience Information	Y	1			
3.18	Provision to record the Employee's Proficiency in different languages	Y	1			
3.19	Provision to record information on the Hobbies pursued by the employee	Y	1			
3.20	Provision to Record Information on the References supplied by the employee	Y	1			
3.21	Provision to generate a snapshot view of Employee Personal information	Y	1			
3.22	Provision for Employee to request for changes in Personal Information through Self Service. The user should be able to request for changes in all the above specified areas of personal information	Y	1			
3.23	Workflow for authorization/rejection of changes in Personal Information	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
3.24	Provision to capture details about company property issued to an employee (e.g. PC's, mobile Phones etc.)	Y	1			
3.25	Provision to manage company property assigned to employee	Y	1			
4	<b>Employment Information</b>			20		
4.1	The HRM Software should support a template to map the following employment attributes to an employee: Business Unit, Regulatory Region, Department, Work Location, Grade Set, Grade, Job, and Position	Y	1			
4.2	Provision to maintain multiple assignments for an Employee	Y	1			
4.3	Provision to capture the terms and conditions related to employment Probation period, training agreements, notices period (while separation) are some of the information, which should be captured as a part of employment terms and conditions	Y	1			
4.4	Provision to maintain a supervisor for each Assignment	Y	1			
4.5	Provision to maintain matrix reporting relationship	Y	1			
4.6	Provision to alert HR on expiry of contract/probation period	Y	1			
4.7	Provision to make effective dated changes and thereby support history maintenance.	Y	1			
4.8	Provision to view employee hierarchy	Y	1			
4.9	Employee should be identified with the unique Employee Code and Assignment number combination throughout the HRM Software	Y	1			
4.10	Provision to define the competency/competencies required for performing the assignment	Y	1			
4.11	Provision to define the qualifications required for performing the assignment	Y	1			
4.12	Assignments for non-regular employees	Y	1			
4.13	Provision for the user to record the reward and award details of the employee for a particular Assignment	Y	1			
4.14	Facility to record the official membership details of the employee	Y	1			
4.15	Workflow for authorization of Employment Information.	Y	1			
4.16	Provision to classify the employee as Daily wager in case of daily wagers or outsource person	Y	1			
4.17	Provision to classify the employee as salaried	Y	1			



ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
4.18	Provision to classify the employee Bio-Data	Y	1			
4.19	Provision to classify the employee as eligible for Overtime	Y	1			
4.20	Provision for multiple payroll groups	Y	1			
5	<b>Employee Compensation Information</b>	Y		4		
5.1	Provision for setting the Base Salary at assignment level for an employee	Y	1			
5.2	Provision to default a scale associated with the employee's grade	Y	1			
5.3	Provision for recording Base Salary attributes for Non-regular Employees	Y	1			
5.4	Provision to maintain history in employee compensation information	Y	1			
6	<b>Reports</b>			8		
6.1	Employee Salary History	Y	1			
6.2	Employee service details	Y	1			
6.3	Exit employee details	Y	1			
6.4	Employee Wise Basic with Month wise Breakup	Y	1			
6.5	Form 12BB	Y	1			
6.6	Taxation Option Report	Y	1			
6.7	Employee Wise Punishment Report	Y	1			
6.8	Employee Wise Award/ Achievement Report	Y	1			
<b>Payroll and Compensation, Tax deductions and Reporting</b>						
1	<b>Payroll</b>	Y		18		
1.1	Can we set up different types of Cost components in the system Earnings/Allowances (total of +/- 999 different earning types) e.g. Special Area Allowance, Handicapped Allowance, Qualification Allowance, Special pay etc.	y	1			
1.2	Deductions (total of +/- 999 different deduction types)	y	1			
1.3	Company Cost (total of +/- 999 different company)	y	1			
1.4	Other Cost/Fringe Benefits (total of +/- 999 different other cost/fringe benefits types)	Y	1			
1.5	Each component has usually its own rule/requirement/ or auto load (automatic creation). The system can allow for these requirements	Y	1			
1.6	The rules per component can be down to field level and can differ between business units/divisions or job category	Y	1			
1.7	The values must be reflected in the current month's reports/GL Interface	Y	1			
1.8	Cost components must be linked to the GL Account number.	Y	1			
1.9	Provision to provide access to payroll user to employees of specific grade/location	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
1.10	Provision to apply for Leave Encashment Yearly	Y	1			
1.11	Provision to apply for PLI in each FY(Conditional)	Y	1			
1.12	Provision to apply for Yearly Increment buy Staff Members if eligible	Y	1			
1.13	Provision to apply for CCA/LOCATION Allowance by Staff Members	Y	1			
1.14	Provision to Computation of Tax based upon the income of staff members	Y	1			
1.15	Staff Salary Account Details	Y	1			
1.16	Employee Salary Arrear	Y	1			
1.17	Provision to Define Various Union & Association Registration by the staff members	Y	1			
1.18	Employee Union/Association Contribution Deduction	Y	1			
2	<b>Payroll : Import of Data Facility</b>	Y		3		
2.1	Facility to import bulk payroll input documentation from business units, departments into the system without manual capturing actions	Y	2			
2.2	Provision to map the competencies required for various Positions	Y	1			
3	<b>Payroll : Fast Entry Screen Requires a fast entry screen for bulk capturing</b>	Y		2		
3.1	Bulk capturing of the payroll information from employees	Y	1			
3.2	The system should verify/check the data capture (employee number, if the cost component code exists, etc.) before saving the data	Y	1			
4	<b>Payroll Withhold of Pay</b>	Y		6		
4.1	Facility to with-hold the salary of an employee. (The user needs to stop the salary of an employee	Y	1			
4.2	Could the salary be withheld at the last moment before the final run is activated?	Y	1			
4.3	Could the salary be recovered which was already released in previous month (partly/fully)	Y	1			
4.4	Release of withhold Salary at a later date with back date salary paid facility	Y	1			
4.5	Release Suspended Employee Salary based upon their Condition	Y	1			
4.6	Bulk Generation of Salary/Stop/Release of Salary	Y	1			
5	<b>Payroll : On-Screen Pay Slip Results</b>	Y		12		
5.1	Individual Salary Slips - View salary pays lip results on the screen without printing a pays lip.	Y	2			
5.2	Please specify below payroll pay slip matters. Provision to different code types separately i.e.					
5.2.1	Allowances	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
5.2.2	Deductions	Y	2			
5.2.3	Leave Balance	Y	1			
5.2.4	Attendance	Y	2			
5.2.5	Loss of Pay	Y	2			
5.2.6	Other Cost	Y	1			
6	<b>Payroll : Salary Structuring</b>	Y		6		
6.1	Facility to provide different salary structures like:					
6.1.1	Cost to company (CTC)	Y	1			
6.1.2	Normal Pay.	Y	1			
6.1.3	Stagnation Pay	Y	1			
6.1.4	Computer Increment	Y	1			
6.1.5	Can the system handle different salary structure Branch/Controlling Office/Head Office wise Salary (Basic Pay, Dearness Allowance, Special Pay, Other Allowances/Other components of salary)	Y	2			
7	<b>Payroll : Retro, Arrears Calculations</b>	y		12		
7.1	Does the system allow the user to correct the input in the pay month where it was incorrectly Calculated/ paid?		2			
7.2	Does the system allow the user to "retro calc" an employee's payroll result effected due to pay revision under Bipartite Settlement	Y	2			
7.3	Does the system auto re-calculate all implication on the retro transaction	Y	2			
7.4	Original GL Interface amounts not to be changed by the retro but included in the current pay month	Y	2			
7.5	The system to provide retro reports	Y	2			
7.6	Retro Payments/deductions to be reflected on final pay payslip of the new pay per month	Y	2			
8	<b>Payroll : Split of Payroll Cost into Different Branches</b>	Y		2		
8.1	Does the system allow for the splitting of payroll cost into different branches? E.g. the work of overtime if any may be at Defined from separate GL or same GL	Y	1			
8.2	Does the system allow for the splitting of payroll cost into different Grade/ Cadre?	y	1			
9	<b>Payroll : Payment after Termination Date</b>	Y		4		
9.1	Can the values reflected in the current month's reports/GL Interface?	Y	2			
9.2	Can the values reflected in the current month's reports/GL Interface?	Y	2			
10	<b>Payroll : Payment of Net Pay Salaries</b>	Y		8		
10.1	Can the system make payments via EFT for net salaries to various staff accounts	Y	2			
10.2	Does the system allow the user to create a bank file which can be used for the net pay distributions, Should have provision to integrate with Bank's CBS System	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
10.3	Can the system indicate which employees are paid by cheque or cash	Y	2			
10.4	Can payment be made into more than one bank account if the employee needs to split his / her net pay amount?	Y	2			
11	<b>Tax deductions/calculations</b>	Y		5		
11.1	To allow the employees to calculate the "what if" scenarios on individual level	Y	2			
11.2	the system should allow the employee to calculate tax results without running payroll runs	Y	2			
11.3	Is functionality in the system available to calculate the income tax of an employee	Y	1			
12	<b>Payroll : Pay Slip</b>	Y		8		
12.1	Can the system generate electronic Pay Slips	Y	2			
12.2	If so, can the pay slips be distributed via employee self-service/the Emailing system	Y	2			
12.3	Do you have flexibility in the system to provide a detail breakdown of the amounts being deducted for separate garnishees, insurances, etc. (to reflect reference numbers next to the deduction) in the pay-slip	Y	2			
12.4	Payslip layout is flexible	Y	2	8		
13	<b>Payroll : Integration with Financial System</b>	Y				
13.1	Can the system interface to the General Ledger System?	Y	2			
13.2	A nominal ledger code can be allocated against each expense code?	Y	2			
13.3	The cost of an employee can then be split over more than one cost centre at a ratio/percentage that you have defined	Y	2			
13.4	Ability to split the cost of an employee over more than one cost centre automatically based on the number of days worked/gross pay at each cost centre or business unit	Y	1			
13.5	Mass Authorization/At a time Authorization of various entries/uploaded data	Y	1			
14	<b>Superannuation Benefits</b>	Y		11		
<b>The system should support all processes related to superannuation and retirement. The broad provisions required are:</b>						
14.1	Pension Proposal	Y	1			
14.2	Pension Payment	Y	1			
14.3	PPO Auto generation	Y	1			
14.4	Pension Loan Ac Entry for Loan EMI Recovery	Y	1			
14.5	Pension Arrear Calculation	Y	1			
14.6	Opt for Commutation	Y	1			
14.7	Commutation Calculation/Calculator	Y	1			
14.8	Commutation Arrear Calculation	Y	1			
14.9	Pensioner Death Reporting/marking	Y	1			
14.10	Recovery of Pension	Y	1			
14.11	Life Certificate Form Submission	Y	1			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
<b>15</b>	<b>Payroll : Company Loans</b>	<b>Y</b>		<b>1</b>		
<b>15.1</b>	The system should have provision for administering the staff loans and their Recovery/monthly instalments therein. The following main type of loans is to be covered					
<b>15.1.1</b>	Pension Loan	<b>Y</b>	<b>1</b>			
<b>16</b>	<b>Wage Revision</b>	<b>Y</b>	<b>2</b>	<b>2</b>		
<b>17</b>	<b>Arrears Calculation</b>	<b>Y</b>	<b>2</b>	<b>2</b>		
<b>18</b>	<b>Reports</b>	<b>Y</b>		<b>4</b>		
<b>18.1</b>	Report on Pension slip	<b>Y</b>	<b>1</b>			
<b>18.2</b>	IT Form 16	<b>Y</b>	<b>1</b>			
<b>18.3</b>	IT Form 16AA	<b>Y</b>	<b>1</b>			
<b>18.4</b>	Health Insurance Dependent Details	<b>Y</b>	<b>1</b>			
<b>19</b>	<b>Workflow</b>	<b>Y</b>		<b>70</b>		
<b>19.1</b>	Provide security to control workflow process of different functions to different users.	<b>Y</b>	<b>5</b>			
<b>19.2</b>	Provision to Set Authorization Option for every task (Ex: Request for recruit).	<b>Y</b>	<b>5</b>			
<b>19.3</b>	Support authorization options such as No Authorization, Single and Multiple levels of Authorization	<b>Y</b>	<b>5</b>			
<b>19.4</b>	Provision to define document routing path.	<b>Y</b>	<b>5</b>			
<b>19.5</b>	Provision to define multiple steps in each path	<b>Y</b>	<b>5</b>			
<b>19.6</b>	Provision to define complex workflow path	<b>Y</b>	<b>5</b>			
<b>19.7</b>	Provision to enable notification message	<b>Y</b>	<b>5</b>			
<b>19.8</b>	Ability to maintain user profile.	<b>Y</b>	<b>5</b>			
<b>19.9</b>	Provision to configure alerts.	<b>Y</b>	<b>5</b>			
<b>19.10</b>	Provision to maintain "To Do" list for managers	<b>Y</b>	<b>5</b>			
<b>19.11</b>	Provision to define and edit messages	<b>Y</b>	<b>5</b>			
<b>19.12</b>	Provision to maintain employee email id Information	<b>Y</b>	<b>5</b>			
<b>19.13</b>	Provision to define workflow escalations	<b>Y</b>	<b>5</b>			
<b>19.14</b>	Workflow engine should be open for interface with exchange servers.	<b>Y</b>	<b>5</b>			
<b>20</b>	<b>Security</b>	<b>Y</b>		<b>40</b>		
<b>20.1</b>	Provides Access level security (Function [screen] and Role [workgroup] levels).Ability to define user's access rights at the function level and at a role level.	<b>Y</b>	<b>5</b>			
<b>20.2</b>	Support complex scenarios in granting permission to access employee data. (Combination of various factors)	<b>Y</b>	<b>5</b>			
<b>20.3</b>	Ability to maintain exception list at user level	<b>Y</b>	<b>5</b>			
<b>20.4</b>	Provision to maintain security group.	<b>Y</b>	<b>5</b>			
<b>20.5</b>	Provision to grant group level permission.	<b>Y</b>	<b>5</b>			
<b>20.6</b>	Provision to grant permission for Login- Role Combination.	<b>Y</b>	<b>5</b>			
<b>20.7</b>	Provision to grant permission to access employee data for a particular function (such as Career Planning).	<b>Y</b>	<b>5</b>			
<b>20.8</b>	Provision to set Read, Read-Write permission	<b>Y</b>	<b>5</b>			
<b>21</b>	<b>Ad-hoc report builder</b>	<b>Y</b>		<b>20</b>		

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
21.1	Provision to build ad-hoc reports.	Y	5			
21.2	Multiple level of data drill down ability.	Y	5			
21.3	Easily up-loadable/downloadable through excel.	Y	5			
21.4	Provision to view graphical charts.	Y	5			
22	Quick Codes: Quick Codes aid the process of parameterization, in as much they ensure a finite set of outcomes to an action. In some instances, they are system defined and maintained. In some instances, the user may add or even create new ones	Y		25		
22.1	The system should carry the pre-defined parameters, parameters upon which the system code and site specific business rules would know to operate. The system should limit prohibit user intervention in form of alteration/augmentation as such an act would be tantamount to the alteration of what is broadly accepted as ground rules in the HR Function	Y	5			
22.2	Employee Transfers and Movements on Deputation	Y	5			
22.3	Does the system has provisions for request for transfer from employee	Y	5			
22.4	Does the system has date wise deputed branch details	Y	5			
22.5	Does the system has provision for active directory system integration	Y	5			
23	The system should carry the pre-defined parameters, allow for user defined parameterization upon which site specific business rules may know to operate. These parameters should be extensible as a consequence of user preference, in transactions such as:			10		
23.1	Termination	Y	5			
23.2	User Defined Fields	Y	5			
24	Provision for Implementation of Pay Revision from time to time	Y		7		
<b>Technical Features</b>						
1	Setup and maintenance of Development, UAT, Pre-production, Production, DR and Near DR sites of HRMS	Y	2			
2	Bank reserves the rights to host the application in additional new instances as per Banks choice during the period of contract without any additional software Licenses cost.	Y	2			
3	Employee and Pensioner will be separate instances.	Y	2			
4	The proposed HRMS Application should be available over the web and support all browsers (Chrome, IE, Edge, Firefox, Safari etc.).	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
5	The proposed HRMS Application should also be available as Mobile App on both Android and iOS.	Y	2			
6	The Application should have uniform look for all the users. Application should support ESS.	Y	2			
7	Application should be available through Single Sign-on by integration with Bank's AD	Y	2			
8	Application should have IDM for authorization of users not on Bank's AD	Y	2			
9	Application should have session time out, password expiry functionality configured and managed as per banks policy	Y	2			
10	Application should have role-based access for Functionalities.	Y	2			
11	Application should be available in English only	Y	2			
12	Application should have notification capability through emails/SMS	Y	2			
13	The Application should have capability of Quick Links to External sites	Y	2			
14	Migration of exiting functionalities, APIs, integration with other applications, existing customizations and data in its entirety in all the modules by way of conversion from Banks existing systems to proposed HRMS system. (Functional migration, Database migration and technical migration)	Y	2			
15	Load Test Report Should be Generated	Y	2			
16	Application should have Maker checker facility for validated entry posting	Y	2			
17	IP Address Tracking facility for HR users	Y	2			
18	Application should have parameterization capability to configure Banks HR policies, Staff Service Regulations, any other Procedures or policies and amendments to it.	Y	2			
19	Implementation of new modules as per Bank's future requirements through customizations/parameterization including integration with third party application as Required by bank.	Y	2			
20	All the functions should be workflow driven and should allow admins to create any workflow by drag and drop.	Y	2			
21	All the functionalities should be parameterized through front end. Back end.	Y	2			
22	Application should support digital signatures	Y	2			
23	Application should generate reports in multiple formats (Excel, PDF, Word, PPT, XML, or other formats as required by bank)	Y	2			
24	Application should be able to generate any adhoc reports.	Y	2			
25	Application should have provision to query	Y	2			

ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
	the data and create reports with charts					
26	Integration with Bank's core systems, as listed below					
27	Core Banking System (CBS-Finacle)	Y	2			
27.1	Account number validation (maintained in HRMS) with Finacle	Y	2			
27.2	Business Intelligence Applications	Y	2			
27.3	File Gateway	Y	2			
27.4	Email, SMS	Y	2			
27.5	Document Management Systems	Y	2			
27.6	Integration with Bank's AD, SSO	Y	2			
27.7	Integration with existing module, its Incremental Modules, Features, Functionalities with applications currently deployed and those which might be procured newly from time to time with flexibility of data and information exchange.	Y	2			
28	Bank should have flexibility to integrate, manage, maintain all the interfaces for which vendor has to propose the solution, which is customizable, parameterisable and having facility to dynamically change the setting including change of setting for applications.	Y	2			
29	Ability to import/export data from other systems/applications	Y	2			
30	Ability to incorporate API Service to consume/Post data for business use	Y	2			
31	Ability to facilitate System Audit Trail	Y	2			
32	Vendor shall submit source code audit certificate before production movement from a Cert-In empanelled auditor.	Y	2			
33	Data analysis for any potential issues, Data cleansing	Y	2			
34	Delivery of application					
35	Configuration and VAPT- 1 <sup>st</sup> round of VAPT shall be done by Vendor. Subsequent periodic VAPT will be done by Bank and vendor shall mitigate the VAPT observations as per Bank's VAPT policy. Vendor shall provide Secure Configuration Document.	Y	2			
35.1	Installation in UAT- Installation of application in test environment and making it ready for Application security review.	Y	2			
35.2	Application Security (AppSec) review- Supporting application security review and resolving issues thereof.	Y	2			
35.3	Data Migration- Migration of existing data to proposed new solution	Y	2			
35.4	Implementation of Secured configuration as per Bank's Secure Configuration document.	Y	2			
35.5	Porting /redevelopment all existing Customizations with performance tuning.	Y	2			



ID	Requirement	Mandatory (Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
35.6	Training Bank personnel in proposed solution	Y	2			
35.7	System Testing, Integration Testing, Regression Testing, Load Testing, Performance Testing and User Acceptance Testing	Y	2			
35.8	Information Security Review and Compliance of observations	Y	2			
35.9	Providing documentation of all functionalities, end-user support manuals etc.	Y	2			
35.10	Mock (Test) cycles (minimum 3 error-free) will be carried out on production copy before migrating the production system	Y	2			
35.11	Go-live	Y	2			
36	Post-migration audit - Supporting the post-migration audit conducted on the application and compliance of observations	Y	2			
37	Post Go Live Application Monitoring and Technical Support- End-to-End SLA	Y	2			
38	Implementation and Maintenance of the HRMS application including maintenance of operating systems, application software, Database and other associated systems, performance tuning	Y	2			
38.1	Maintenance and uptime of the HRMS application. This also includes application of patches received from OEM after testing the same in UAT environment	Y	2			
38.2	Applying database patches, fine-tuning of database and version upgrades as per the requirement of the Bank	Y	2			
38.3	OS fine tuning, application patches on servers	Y	2			
38.4	Service Level Management Reports (as per the service levels agreed in the Service Level Agreement between the Bank and the vendor)	Y	2			
38.5	Technical execution of patches, updates, Releases	Y	2			
38.6	Data, application backup and restoration testing as per Bank's Policy	Y	2			
38.7	Data Archival as per Bank's Policy	Y	2			
38.8	DC-DR drills as per Bank's policy	Y	2			
38.9	Capacity Planning	Y	2			
38.10	Proactive Performance Optimization	Y	2			
38.11	Performance Testing	Y	2			
38.12	Post Go Live Application Development, Maintenance Customization and Support	Y	2			
39	Minimum 25% OEM engagement in the project as defined in the scope (support requirements) during entire tenure of the contract	Y	5			
40	Quarterly review of entire landscape by	Y	5			

ID	Requirement	Mandatory ( Y/N)	Marks	Total	Response (S/C/N)	Vendors Remark
	SMEs from OEM					
41	In case of implementation and support by System Integrator, SI should shave back-to-back engagement with OEM for critical support.	Y	5			
42	Vendor shall comply with county specific regulation/compliance requirements before rollout of HRMS functionalities at foreign offices, without any additional cost to the Bank.	Y	5			

## Annexure-1

(Tender offer forwarding letter in Vendor's Letter Head)

Tender Reference No.:

Date:

The General Manager (HRD)  
Odisha Grameen Bank,  
Human Resource Department,  
Dear Sir,

Sub: Your TENDER for "Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) For Odisha Grameen Bank sponsored by Indian Overseas Bank.

With reference to the above TENDER, having examined and understood the instructions including all annexures, terms and conditions forming part of the Bid, we hereby enclose our offer for Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) For OGB mentioned in the TENDER document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) For OGB as per your purchase order.

In the event of our selection by The Bank, we will submit a Performance Guarantee for a sum equivalent to 10% of the order value in favour of Odisha Grameen Bank.

We agree to abide by the terms and conditions of this tender offer till 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.

Until a formal contract is executed, this tender offer, together with The Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.

We understand that The Bank is not bound to accept the any bid as per the Terms and condition mentioned in the TENDER without assigning any reason.

We enclose the followings:

1. DD/PO No.....dated for Rs.10,000.00 (Rupees Ten Thousand only) as Tender Fees.
2. DD/PO/BG No.....dated for Rs.5,00,000/- (Rupees Five Lac only) as EMD.

DDs/PO/BG is issued in favour of Odisha Grameen Bank  
by.....Bank,.....Branch  
payable at Bhubaneswar.

Dated:

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of

## Annexure 2

### MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM

No.

Date:

To:

The General Manager (HRD)  
Odisha Grameen Bank,  
Human Resource Department,

Dear Sir:

**Ref:** Your tender for "Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) For Odisha Grameen Bank"

We who are established and reputable manufacturers / producers of \_\_\_\_\_ having software development facilities at (address of facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation for the complete contract period.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

1. Such Products as The Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and b. In the event of termination of production/support of such Products:
  - a. Advance notification to The Bank of the pending termination, in sufficient time to permit The Bank to procure needed requirements; and
  - b. Following such termination, furnishing at no cost to The Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract. In case the vendor fails to deliver or provide support, we, as software developer, will provide direct support at no additional cost than the cost finalized herewith.

Yours faithfully, (Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Vendor in its Bid should include it.

## Annexure 3

### Performance Bank Guarantee

**The General Manager (HRD)**

**Odisha Grameen Bank,**

**Human Resource Department,**

In consideration of Odisha Grameen Bank acting as a lead bank (hereinafter called "the Customer") which expression shall, unless repugnant to the context or meaning, thereof include its successors, representatives and assignees, having placed Purchase Order no.....on M/s....., having its registered office at.....(hereinafter called "the Supplier") for the purchase of "Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) For Odisha Grameen Bank" for the term and conditions set out inter alia in TENDER & Service Level Agreement dated.....

(hereinafter referred to as SLA), valued at.....and the same having been unequivocally accepted by the SUPPLIER and the SUPPLIER having agreed to provide a SLA Performance Guarantee for the faithful performance of the entire "SLA" including the warranty obligations /liabilities under the SLA Equivalent to 5% of the said value of the Contract if any, to the PURCHASER amounting to Rs.....as SLA Security in the form of a Bank Guarantee.

We, \_(Bank Name & Address)....hereinafter referred to as the "Bank which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, representatives and assignees do hereby irrevocably guarantee and undertake to indemnify, or pay for the losses and damages that may be caused to or suffered by the CUSTOMER in the event of continuous and consistent non-performance of the software supplied by the SUPPLIER as per terms and conditions of the above referred SLA. the PURCHASER merely on demand without any previous notice and without any demur and without referring to any other source, any and all monies payable by the SUPPLIER by reason of any breach by the said SUPPLIER of any of the terms and conditions of the said CONTRACT including non-execution of the "SERVICE LEVEL AGREEMENT" to the extent of 10% of the Contract price at any time upto AMC period or up to..... Whichever is later. Any such demand made by the PURCHASER on the bank shall be conclusive and binding, absolute and unequivocal not withstanding any disputes raised/pending before any court, tribunal, arbitration or any other authority. The Bank agrees that the guarantee herein contained shall continue to be enforceable till this sum due to the PURCHASER is fully paid and claims satisfied or till the PURCHASER discharges this Guarantee or till the expiry of this bank guarantee....., whichever is earlier.

The Bank further undertakes not to revoke this guarantee during its currency without the previous consent of the PURCHASER. This guarantee will not be discharged due to the change in the constitution of the bank or the SELLER (S).

This guarantee is valid till.....

For the successful and satisfactory operation of the software's furnished and installed under the said SLA as per the specifications and documents.

Notwithstanding anything contained herein above

1. Our liability under this bank guarantee shall not exceed Rs.....
2. This Bank guarantee shall be valid up to .....
3. We shall be liable to pay any amount under this Bank Guarantee or part thereof only if we receive (if you serve upon us) a written claim or demand under this guarantee on or before..... At .....(Bank Name & address).

This guarantee will be returned to us as soon as the purpose for which it is fulfilled. All claims under the guarantee will be payable at.....(Bank Name & address).

Signature

.....

Name

.....

(in Block letters)

Designation.....

(Staff Code No.).....

Official address:.....

.....

.....

(Bank's common Seal)

Attorney as per power of Attorney

No.

Date.

WITNESS:

1.....

(Signature with Name, Designation & Address)

2.....

(Signature with Name, Designation & Address)

## Annexure-4

### Format of EMD/Bid Security Bank Guarantee

To

The General Manager (HRD)

Odisha Grameen Bank,

Human Resource Department,

Dear Sir,

In response to your invitation to respond to your TENDER reference No..... Addressed to M/s..... having their registered office at ..... (Here in after called the „Vendor“) wish to respond to the said TENDER and submit the proposal for “Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System (HRMS) For Odisha Grameen Bank” as listed in the TENDER document.

Whereas the “Vendor” has submitted the proposal in response to TENDER, we, the Bank having our head office.....hereby irrevocably guarantee an amount of Rs.....(Rupees ..... only) as bid security as required to be submitted by the “Vendor” as a condition for participation in the said process of TENDER.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Vendor withdraws his proposal during the period of the proposal validity; or
2. If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the TENDER or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to Odisha Grameen Bank, the said amount of Rupees Ten Lakh without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/enforced on the happening of the contingencies as mentioned above and also in the TENDER document and we shall pay the amount on any Demand made by Odisha Grameen Bank, which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed Rs.....Lakhs (Rupees .....only).
- 2) This Bank guarantee will be valid up to .....and
- 3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before .....

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this.....day of .....at.....

Note: To be issued in a stamped paper duly affixed with requisite stamp value as applicable at the place of issue.

## Annexure 5

### TECHNICAL BID FORMAT

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

- i. Index
- ii. Letter of Authorized representative signing the bid or POA
- iii. Covering letter (Annexure –1)
- iv. Manufacturer Authorization Letter (MAF) (Annexure – 2)
- v. Undertaking to be submitted by authorized signatory in Vendor's letter head stating that the user requirements as per scope of work mentioned in TENDER is clearly understood by the vendor.
- vi. Compliance of Eligibility Criteria mentioned in TENDER on vendor's letter head along with all supporting documents.
- vii. Compliance of technical & functional specifications on vendor's letter head along with all supporting documents, if any.
- viii. General Details of the Vendor (Annexure –6)
- ix. Letter for acceptance and compliance of all the Terms and Conditions of TENDER.
- x. Valid Bank Draft / Pay order/ Bank Guarantee as EMD (Bank Guarantee as per format in Annexure 4).
- xi. Valid Bank Draft/ Pay order as Tender Fee.
- xii. Vendor's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the TENDER.
- xiii. Hardware & System Software Bill of Material. This table should not contain any price information. Complete technical details of the Hardware and software should be given.
- xiv. Any other compliance document asked in the TENDER
- xv. Product Brochures

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

### COMMERCIAL BID FORMAT

(Commercial Bid Format is attached in separate Excel Sheet)



## Annexure 6

### General Details of the Vendor

#### Profile of the Vendor

5. Name of vendor:
6. Location Regd. Office:
7. Controlling Office:
8. Constitution:
9. Date of incorporation & Date OF COMMENCEMENT of business:
10. Major change in Management in last three years:
11. Names of Banker / s:
12. Vendor's Representative Contact Name and details for this bid:

#### Financial Position of Vendor for the last three financial years

	2021-22	2022-23	2023-24
<b>Paid Up Capital</b>			
<b>Total Net worth (Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up Preference shares + Free reserves) – (Accumulated balance of loss + balance of Out of the above Net Sales, Net Sales from services Revenues</b>			
<b>Gross Profit</b>			
<b>Net Profit (Profit After Tax)</b>			
<b>Summary of Financial Position and working results</b>			
<b>Growth in Operations (%)</b>			
<b>Growth in profitability (%)</b>			

**N.B. Enclose copies of Audited Balance Sheet along with enclosures**

## References

Details of similar solution provided to PSU / Banks/ Private organization in India specifying the number of Banks) with module wise break up of functionality being used. A minimum of one references is required as per Eligibility Criteria. Please refer to Eligibility Criteria.

Description	Vendors Response
Company Name	
Company Address	
Telephone Number	
Fax Number	
Contact Person Name and Designation	
Contact Person's Email id & Telephone No.	
What is or was the role of the above contact person in the implementation of the project?	
State the duration of the implementation	
UAT Completion Date	
GO LIVE Date	
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	
State the number of employees and users using the software.	
State, if any, interfaces to external systems are implemented	
State, if any, interfaces to CBS System and/or other systems are implemented	
State number of payroll processed every month	

### Support Centre Details

Vendor to provide details of Support centres in Odisha in the format below.

Location	
Complete Address	
Contact Person details	
Type of Office: Sales / Support or both	
Owner: Vendors / OEM's	
No. of Engineers supporting HRMS Application	

Dated this day of 2025

Signature:

(In the Capacity of)

Duly authorized to sign the tender offer for and on behalf of

**ANNEXURE-7**

**LETTER OF AUTHORISATION TO BID**

Ref. No. ....

Dated:        /        /2025

**The General Manager**

**Human Resource Department,**

**Odisha Grameen Bank, Head Office,**

**Gandamunda**

**Bhubaneswar-751030**

**Dear Sir,**

**Sub: Letter of Authorisation to TENDER for HRMS System.**

**We M/s ..... (Name and address of the Company) hereby authorize Mr/Ms ..... (Name and Address of person), to submit a Bid, and sign the Contract on behalf of us for all the Goods required by the Bank as called for vide the Bank's request for proposal reference no : TENDER ..... dated :.....**

**We are here with submitting the certified Xerox copy Power of Attorney, authorising them to submit Bid documents on behalf of our Company.**

**Yours faithfully,**

**(Signature)**

**Name& Seal**

**Note: This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the Principal. It should be included by the Vendor in its Bid.**

## ANNEXURE-8

### ***Undertaking compliance of minimum wages***

The General Manager,  
Human Resource Department,  
Odisha Grameen Bank, Head Office,  
Gandamunda, Khandagiri  
Bhubaneswar – 751030  
Sir,

**Sub:** Confirmation for Government Rules relating to Minimum Wages:

Ref: Your Purchase Order No..... dated .....

We refer to your purchase order no. Dated / Service Level Agreement awarding contract for HRMS System w.r.t TENDER..... .

In this regard we confirm that the employees engaged by our Company to carry out the services in your bank for the above said contract are paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of Labour for noncompliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labour Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

## ANNEXURE-9

### LETTER OF UNDERTAKING

The General Manager,  
Human Resource Department,  
Odisha Grameen Bank, Head Office,  
Gandamunda, Khandagiri  
Bhubaneswar – 751030

Dear Sir,

1. We hereby confirm that we agree to all the TENDER terms and conditions of the TENDER No. .... dated....., its Annexure's, amendments made to the TENDER without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Dated .....this.....day of ..... 2025.

Yours faithfully,

For .....

Signature:.....

Name:.....

Authorized Signatory

Name and Designation

Office Seal

Place:

Date:

**ANNEXURE-10**  
**SELF DECLARATION – BLACKLISTING**

The General Manager  
Human Resource Department  
Odisha Grameen Bank  
Head Office Bhubaneswar- 751030

Dear Sir,

We hereby certify that, we have not been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the TENDER.

Authorized Signatory

Name and Designation

Office Seal

Place:

Date: