

**REQUEST FOR PROPOSAL**

**FOR**

**DEVELOPMENT, IMPLEMENTATION & MAINTENANCE**

**OF**

**HRM SOFTWARE**

**FOR**

**BIHAR RURAL DEVELOPMENT SOCIETY (BRDS)**  
**RURAL DEVELOPMENT DEPARTMENT**  
**GOVERNMENT OF BIHAR**

Address for communication:  
CEO, BRDS  
Rural Development Department  
Main Secretariat  
Government of Bihar  
Patna-800015  
Bihar (India)

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**BIHAR RURAL DEVELOPMENT SOCIETY**  
**RURAL DEVELOPMENT DEPARTMENT GOVERNMENT OF BIHAR**  
**MAIN SECRETARIAT PATNA-800015 BIHAR (INDIA)**

**NOTICE INVITING TENDER (NIT)**

Invitation of proposals are invited in two bid system from reputed service providers for development, implementation & maintenance of state of the art COTS based **HRM and Payroll software** for the Bihar Rural Development Society (BRDS), Rural Development Department, Government of Bihar on a turnkey basis.

RFP including terms and conditions, specifications etc can be obtained from the office of CEO BRDS, Rural Development Department, Government of Bihar on all working days (Monday to Friday) between 11.00 hours to 16.00 hours by payment of a demand draft of Rs 5000/- drawn in favor of CEO BRDS Payable at Patna. It may also be downloaded from the website [rdd.bih.nic.in](http://rdd.bih.nic.in) in case of a downloaded form D.D of Rs 5000/- to be attached with the Proposal. The last date for submission of the completed bid will be on or before 15.00 hrs on 28-08-2014 and there will be a pre bid meeting on 07-08-2014 at 11:00 AM. The technical bids will be opened on 28-08-2014 at 15.30 hrs in presence of the bidders or their authorized representatives.

The undersigned reserves the right to cancel the bid without assigning any reasons.

Sd/-

Secretary  
Rural Development Department  
Government of Bihar

## 1. SECTION –I RFP DATASHEET

Following table brings out the dates for main events of the bidding process for this RFP. The Bidder should note that the Purchaser reserves the right to change these dates without assigning any reason at any stage of the bidding process.

Sr.	Information	Details
1.	Name of the Assignment	Selection of Software Development/Implementing Agency for HRMS project in Rural Development Department in Bihar
2.	Cost of Bid Document	Rs. 5,000/- Paid through DD, in favor of "CEO BDRS Bihar" payable at Patna
3.	Date of Publishing of RFP	July 24 <sup>th</sup> , 2014
4.	Pre Bid Meeting	August 2 <sup>nd</sup> , 2014 @ 11:00 AM
5.	Date and Time for Submission of Bids	August 28 <sup>th</sup> , 2013 @ 3:00 PM
6.	Bid Security / Earnest Money Deposit (EMD)	Rs. 5,00,000/- (Rs. Five Lakhs Only) paid through DD or Bank Guarantee in favor of CEO BRDS Bihar
7.	Validity period of Bid Security / Earnest Money Deposit (EMD)	180 Days
8.	Proposal Validity period	180 Days
9.	Place, Date and Time of opening of Pre-Qualification Proposals	August 27 <sup>th</sup> , 2013 @ 3:30 PM CEO, BRDS Rural Development Department Main Secretariat Government of Bihar Patna-800015 Bihar (India)
10.	Addressee and Address at which Bid is to be submitted	CEO, BRDS Rural Development Department Main Secretariat Government of Bihar Patna-800015 Bihar (India)

### 1.1. Clarification of RFP Documents

Bidder's requiring clarifications on RFP documents may notify either by writing to the Purchaser's address or by sending in their queries by electronic mail to [rlrsec-bih@nic.in](mailto:rlrsec-bih@nic.in). Queries/clarifications should reach the Purchaser three days prior to the Pre-Bid date provided in RFP datasheet above. Purchaser will respond to queries/clarifications of the Bidders in writing by publishing the responses on its website. Purchaser will have the right not to respond to some or any of the queries at its sole discretion. The Purchaser will not entertain any correspondence regarding delay or non-receipt of clarifications/queries.

## 1.2. Pre-Bid Meetings

- a. Bidders (or Consortium) attending the Pre-Bid meeting must do so at their own cost.
- b. The Purchaser reserves the right to change the time and venue of the Pre-Bids.
- c. The Venue for the Pre-Bid meeting is as follows:

CEO, BRDS Rural Development Department  
Main Secretariat  
Government of Bihar  
Patna-800015 Bihar (India)

## 1.3. Response to Bidder's Enquiries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person three days prior to the date specified for pre-bid meeting in the RFP Data Sheet. Any query received after the due date shall not be entertained. The queries should necessarily be submitted in the following format:

BIDDER'S REQUEST FOR CLARIFICATION				
Name of Organization submitting request		Name & position of person submitting request		Complete address of the organization including phone, fax and email points of contact
				Tel:
				e-Mail:
				FAX:
Sr.	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring clarification	Points of clarification	
1.				
2.				

All enquiries should be sent either through email or Fax. Purchaser shall not be responsible for ensuring that bidders' enquiries have been received by them. Purchaser shall provide a complete, accurate, and timely response to all questions to all the bidders. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response, nor does Purchaser undertake to answer all the queries that have been posed by the bidders. All responses given by Purchaser will be distributed to all the bidders through publication at web site.

## 1.4. Purchaser's Right to Terminate RFP Process

- a. The Purchaser reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the

grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.

- b. This RFP does not constitute an offer by the Purchaser. The bidder's participation in this process may result in Purchaser selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the Purchaser to execute a contract or to continue negotiations. The Purchaser may terminate negotiations at any time without assigning any reason.
- c. Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

#### **1.5. Supplementary Information / Corrigendum / Amendment to the RFP**

- a. If Purchaser deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be made available on websites [www.rdd.bih.nic.in](http://www.rdd.bih.nic.in). **Any such supplement shall be deemed to be incorporated by this reference into this RFP.**
- b. At any time prior to the deadline (or as extended by the Purchaser) for submission of bids, Purchaser, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- c. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Purchaser, at its discretion, may extend the deadline for the submission of bids.

#### **1.6. Language of Proposal**

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the Purchaser and will not be returned. The hardcopy version will be considered as the official proposal.

#### **1.7. Disqualification**

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c. The bidder qualifies the proposal with his own conditions
- d. Proposal is received in incomplete form
- e. Proposal is received after due date and time at the designated venue
- f. Proposal is not accompanied by all the requisite documents

- g. If bidder provides quotation only for a part of the project
- h. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any
- i. Commercial proposal is enclosed with the same envelope as technical proposal
- j. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- k. In case any one bidder submits multiple proposals or if common interests are found in two or more
- l. bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
- m. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within stipulated date of notice of award of contract or within such extended period, as may be specified in the RFP.
- n. If the bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

**1.8. Performance Bank Guarantee (PBG):** shall mean an unconditional and irrevocable bank guarantee provided by a Nationalized/ Scheduled Bank to Project Director on behalf of the Implementing Agency amounting to 5% of the Project Value calculated on annual basis. The Performance Guarantee shall be valid for three years from the date of work order/Agreement, unless extended pursuant to the Agreement



## 2. INVITATION TO BIDDERS

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INVITATION OF PROPOSALS FROM REPUTED SOFTWARE SERVICE PROVIDES FOR DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF STATE OF THE ART **COTS BASED HRM SOFTWARE** FOR THE BIHAR RURAL DEVELOPMENT SOCIETY (BRDS), RURAL DEVELOPMENT DEPARTMENT, GOVERNMENT OF BIHAR.

### 2.1. Bid Procedure

The Bidder should submit the proposals in two parts:

1. Technical Bid
2. Financial Bid

- (i) Technical part should contain all such details as mentioned in the Bid Document and it should be kept one envelop marked as “TECHNICAL BID”
- (ii) Financial part should contain the financial bid inclusive of all admissible taxes, duties and levies etc. it should be kept one envelop marked as “FINANCIAL BID”
- (iii) Both these separate sealed and superscripted envelops should then be sealed in a third envelop marked as “DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF HRM SOFTWARE FOR BRDS”.
- (iv) If both bids are found in one envelope, those offers will be rejected.

Bid Document may be downloaded from website ([www.rdd.bih.nic.in](http://www.rdd.bih.nic.in)) in which case the fee of Rs.5,000 in the form of demand draft in favour of “CEO, BRDS, Rural Development Department, Government of Bihar” as should be enclosed with the bid document at the time of submission. Offers received without tender fees shall be summarily rejected.

The last date for submission of bid is **28/08/2014** up to 15:00 hrs at the following address:

CEO, BRDS  
Main Secretariat  
Rural Development Department  
Government of Bihar  
Patna - 800015  
Bihar (India)

The technical bids will be opened on the same day at 15:30 hours before the authorized representatives of the participating bidders. Late / delayed proposals will not be opened at all. The Right of acceptance / rejection of any offer shall remain reserved with the Society.

## 3. SECTION II: SCOPE OF WORK

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### 3.1. Project Introduction

The Human Resource Management (HRMS) system is that system used to acquire, store, manipulate, analyze, retrieve, and distribute information regarding an organization's human resources. The Human Resource Management (HRMS) system is built to handle personnel of varying conditions. It also replicates personal information held across the department as required. The HRMS is an easy to use, easy to learn and flexible system of Rural Development Department Bihar. There is greater recognition that distinctive competencies are obtained through highly developed employee skills, distinctive organizational cultures, management processes, and systems and this is in contrast to the traditional emphasis on transferable resources such as equipment. Increasingly, it is being recognized that competitive advantage can be obtained with a high quality work force that enables organizations to compete on the basis of market responsiveness, product and service quality, differentiated products, and technological innovation. Procurement, Installation, Commissioning and maintenance of HRMS Software at all District locations of BRDS Offices and Rural Development Department covering its Head Office. All the HRMS Software installed and commissioned shall be maintained by the system integrator up to contract period. Training and Manpower support to the all District Offices is also to be undertaken along with Data entry of all employees of the Department. The Service provider also runs training programs for the awareness to employee from time to time. The service provider has to understand the requirements of the Department and digitize the data related to these above HRMS and Payroll Software. Solution based on open standard only. **Solution Based on Open source will not accept. The HRM software development, implementation & maintenance will have the following works:**

### 3.2. Objectives of Project

- a) Improve efficiency on human resource management and payroll processing.
- b) Provide accurate and timely financial data.
- c) To facilitate the management of human resources.
- d) This project would help Government in building the Employees and Pensioners Database which would keep track of the personal details of individual employees including calculation of salary and pensions payable, filing of returns, keeping track of attendance & other leaves, Service Books, insurance, health benefits.

#### 3.2.1. Development & Implementation of COTS Based HRM software

- i. Development & Customization of **COTS Based HRM software** as per the structure of Bihar Rural Development Society.
- ii. Integration of HRM software to BRDS website. Users should be redirected and able to log in through the BRDS website only. The offered COTS solution should be user friendly and ready to implement and should be customised and configured as per structure and functioning process of BRDS.

### 3.2.2. General Mandatory Requirement of the HRMS solution to be offered:

Sl. No.	Description
1	The proposed HRMS solution should be a Commercially of the shelf (COTS) solution. By COTS ,we mean a global solution (having customers in multiple countries). The solution should be ready to be implemented and should be customised/configured as per structure and functioning of BRDS,
2	Application licenses should be Enterprise wide full use without any restriction on access/usage of any kind of functionality including read/write/update for all the users. The user licenses should be full and complete in all respects There should be a provision to create, modify, delete, enquire records and create transactions by each user. The bidders need to quote all the user licenses without any restrictions or limitations.
3	All the Major and Minor Upgrades and releases should be provided as a part of the Annual technical Support by the OEM for the proposed application.
4	Proposed Solution should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari.
5	Solution provided by OEM should be based on open technologies like JAVA and these should follow <b>Open Standards</b> . The complete solution proposed must be SOA compliant.
6	Proposed HRM Solution should support each of the following Operating Systems i.e. Microsoft Windows, UNIX & Linux.
7	<b>OEM of COTS Application authorization letter is required in case OEM not quoted directly.</b>

### 3.2.3. Key in exiting Employee details of BRDS to the implement HRM software

- ✓ Existing employee details will be keyed in to the newly implemented software.
- ✓ All the reporting hierarchy, salary details, leave details, employment history have to get updated in the system.

### 3.2.4. Maintenance and Other services

The intending vendor has to be in close contact with the BRDS for to maintenance and changes of HRM software for 3 years from date of implementation. Ownership of the entire software Data

will lie solely with the Society. The bidder is also expected to maintain the HRMS supplied for the period of 3 years from the date of installation including the warranty period along with Manpower Support.

### **3.2.5. Required Modules of the HRM software**

The HRM software will have the following features/Modules:

- a. **Organizational Setup**
- b. **Employee Data & Information Management**
- c. **Employee Self Service**
- d. **Leave Management**
- e. **Travel Management**
- f. **Job Application Management**
- g. **Employee training & service Management**
- h. **Documents Management**
- i. **RDS information Management**

### **3.2.6. Organisational Setup**

- Organisation structure definition including
- BRDS/RDD Organizational structure setup o Branch / Site
- Department
- Designation
- Cost Center
- Grade
- Salary structure definition ( Grade wise )
- Ability to View Organisation Chart with Name & Designation (drill down till last employee in reporting hierarchy )

### **3.2.7. Employee Data & Information Management**

- Employee general information, photo, note attachment files, medical information, tax & PAN information, monthly timesheet, payroll reports (based on the tax information and timesheet), and medical insurance and emergency contacts
- Employee job history information management
- Employee certification and awards management
- Employee equipment tracking
- Employee resume and training records management
- Employee performance evaluations information management
- Report generation of employee data and payroll data to Microsoft Excel file and PDF
- The database records of all employee information to review it by name list, phone list, or department lists

- Create Employee Performance Review Forms and employee EEO Forms and keep these form records at document management system
- Benefits information management
- Grievance history information (e.g. complaints, dispute etc.) management
- Generate organization chart drag to employees management form Create HR payroll report, phone list, employee list, department list reports, and can add own report later based on the need.

### **3.2.8. Employee Self Service**

Employee can input/update their own data, but they cannot access other employees HR data

- Employee login to their own page
- Employee input their own information
- Employee update their own timesheet, vacation/sick sheets data
- Employee records maintenance
- Employee time and attendance entry
- Employee directory
- Benefits enrollment
- Apply and approve leave

### **3.2.9. Vacation & Leave Management**

- Employee can apply for leaves online based on the entitled leaves
- Automatic Leave accruals based on completion of each month or year
- Balances leaves should be automatically managed
- Approval / rejection by reporting Managers through workflow
- Email alert for leave approvals

### **3.2.10. Travel Management**

- Travel request can be sent to supervisors for approval
- Approval / rejection of travel request through workflow
- Bills and expenses of travel can be uploaded for approval
- Online approval of travel expenses
- Transfer of approved bills to accounts
- Update of settled bills from accounts

### **3.2.11. Job Application Management**

- Recording all applicants records and contact information
- Applicant status management
- Applicants interview setup and feedback

- Create Employee Application Form and Employee Record Audit Form for all applicants and keep those document records on document management system.

### **3.2.12. Employee Training Data Management**

- List all training program that BRDS has.
- Training class information description and registration information
- Printing training class information sheet
- Records all the employees' training records.

### **3.2.13. BRDS Information Management**

- BRDS holiday schedule management
- Health care insurance benefits information

## **3.3. Other Scope under this Project Services**

### **3.3.1. Helpdesk for Employees**

Helpdesk and call management services that will automate processes to consolidate, log, track, manage and escalate incidents and problems. The Service will act as a single point of contact Help Desk tool for all users\employees of department who will record an incident. It will help the department to accelerate detection and problem resolution, maintain accurate configuration details, and minimize the risk caused by any change. The centralized helpdesk would also facilitate resolution of day to day technical issues faced by the technical coordinators at the remote level through call ticket management system. Following activities shall be carried out at the help desk:

- i. Assign severity level to each call
- ii. Track each call to resolution
- iii. Escalate the calls, to the appropriate levels, if necessary as per escalation matrix, which can be defined at the time of award of contract
- iv. Escalate the call related to usage of application software to respective application owners
- v. Provide feedback to callers.
- vi. Analyze the call statistics
- vii. Creation of knowledge base on frequently asked questions to aid users.

## **3.4. Training Services**

- i. Training of staff is essential for ensuring that the software developed is actually put to use. Hence, the selected bidder shall also ensure a proper hands-on training to the designated end-users on the solution implemented so as to make them well conversant with the functionalities, features and processes built in the solution.
- ii. Training could have multiple sessions as per the need and requirement of the project/application. Hence, selected bidder shall conduct Training Needs Analysis of all the

concerned staff and draw up a systematic training plan. There should be sufficient number of trainers in every training session for conducting the training program.

- iii. Training methodology will be an interactive workshop. The success of the training will be determined by the ability of the participants to clearly understand how to use the system with minimal help.
- iv. The content of the training plan and schedule shall be mutually decided by the department and the selected bidder later at an appropriate time period.
- v. The space for training will be provided by the department. The requisite training infrastructure like computers, projector with screen shall be provided the Service Provider.
- vi. The selected bidder shall provide training material (role base), the language of training material shall be in Hindi and English.
- vii. The bidder shall ensure that all the training documentation in Hardcopy and Softcopy is in place (user training, operation procedures, visual help-kit etc.).

### **3.5. Manpower support at Head office and Districts**

#### **3.5.1. Manpower support at Head office**

Considering the low IT capabilities at BRDS and Rural Development Department GOB , Bidder is required to deploy experienced and trained manpower for smooth functioning of the project. Suitable manpower need to be deployed at centralized infrastructure and Back-office infrastructure, during the project period to meet the project objectives and outcomes. IA would also be responsible to provide services of Database Administrator during contract period.

#### **3.5.2. Qualifications for manpower:**

The Bidder would need to ensure that adequate & sufficiently trained resources are deployed to manage the Centralised HRMS components to meet the SLA and functional requirements of the project. The minimum qualifications and skills requirements are given in the table below:

<b>Sr.</b>	<b>Manpower</b>	<b>Minimum Qualification &amp; Skills</b>
1	Payroll Manager at Head office	Qualification: B. E. / B Tech. (Computer Science/IT) / MCA / MS (IT) from recognized institute Experience: Minimum 5 years of experience Certifications: Relevant Database Administration certifications Maintain data standards Communicate regularly with technical, applications and operational staff to ensure database integrity and security; Support for commissioning and installing new applications. Supervise, coach, and mentor support resources. Should have experience of implementing appropriate security standards

Sr.	Manpower	Minimum Qualification & Skills
		<p>Good communication skills</p> <p><b>Having 3 Year Experience of Payroll MIS of Minimum 3000 Employee in COTS Applications</b></p>
2	HRMS Manager at Head office	<p>Qualifications: (B. E. / B Tech./ MCA)</p> <p>Experience: minimum 5 years of experience in IT/ software development/ IT System projects.</p> <p>Area of Expertise:</p> <p><b>Having 3 Year Experience of HRMS of Minimum 3000 Employee in COTS Applications</b></p> <p>Experience of project management of minimum 3 IT turnkey projects involving delivery of G2C services from multiple locations with value minimum INR 1Crore (successfully completed or in O&amp;M phase).</p> <p>Good people management, coaching and mentoring skills and Team building skills. Experience in Computerization of large organizations involving Technology selection issues desirable.</p>
3	<b>HRMS and Payroll Supervisor at all District Offices for Payroll and HRMS Management</b>	<p>Qualifications: MCA/Graduate in /Management /Computer Science</p> <p>Experience: Minimum 3+ years of experience in Payroll/MIS Management (to upto 300 participants) Should have experience of handling large scale projects in e-Governance domain , Should have experience in understanding training requirements and develop training plans. Should have an understanding of government orders, notifications, letters and other communication medium in government Deep understanding of Business Processes as well as Technical concepts related to the proposed Project.</p> <p>3-4 years' experience in troubleshooting with good communication skills in English and Hindi and with extensive experience on computer</p>
4	<b>Help Desk Executives at Head office</b>	<p>Diploma/ Graduate in Computer applications / Hardware/ Networking with 3-4 years' experience in troubleshooting and Handholding support with good communication skills in English and Hindi and with extensive experience on computer.</p>

### 3.6. Time Schedule

The project shall be completed within a period of **180 days** from the issue of work order and Agreement for which an activity wise time chart would be prepared and adhered to. The failure to



complete the work within stipulated delivery period shall invite penalty at the rate of Rs. 5000 per day.

**3.7. Responsibilities of the BRDS:**

- a) Nominating a nodal officer for the project to coordinate with the Solution Provider and to provide required information.
- b) Checking the Quality of Service (QOS) provided by the Solution Provider.
- c) Facilitating the Solution Provider during the course of the project for necessary information and support.
- d) Providing Master data of All employees of Department for data entry and Data Migrations.
- e) Providing Computer System and Printers at Districts and Head Offices.
- f) Providing required Internet Bandwidth and Power Backups at District offices.
- g) Providing All Printer, Consumable, Paper etc.
- h) Providing Space for data entry and training at District Offices.
- i) Providing Space and IT Infrastructure at State Data Centre or Head office.

#### 4. SECTION III: PRE-QUALIFICATION CRITERIA OF BIDDERS

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Keeping in view the complexity & volume of the work involved, the following criteria are prescribed:

- A. Number of members in a consortium shall be restricted to maximum two companies, each consortium partner must be an ISO 9001:2008 Certified Company/Organisation. One of the members of the consortium should act as the lead bidder and be responsible to the Purchaser for discharging project responsibilities. However, both the consortium members will be jointly and severally responsible for the execution of the project. The bid should contain details of all the members of the consortium including their legal status and specify their roles and responsibilities in the project. The members of the consortium shall enter into an Agreement for the purpose of submitting the proposal and the same shall be submitted with the proposal, failing which bid will be summarily rejected.
- B. Projects executed for bidder's own or bidder's group of companies or bidder's consortium companies shall not be considered.
- C. The Bidders (Both Bidder in case of Consortium) must submit self attested copies of Service Tax , VAT , Company PAN Card , Incorporation under Company Act 1956 certificates
- D. The Bidder (Lead Bidder in case of a Consortium) must have comprehensive experience in development and deployment of software and must be in the business of IT Services for at **last 5 Years** as per Company act 1956. Must have adequate experience of execution of similar projects (HRM Software) either in Government Sector or Govt PSUs.
- E. The Bidder (Lead Bidder in case of a Consortium) must have been assessed and must possess a valid certification for CMMi Level 3 or better and ISO 27001 Certification as on the date of submission of bid and the certificate should be valid.
- F. The Bidder(Lead Bidder in case of a Consortium) company must be minimum Average annual Turnover of Rs. 25 Crores (As on 31st March 2013) in the last 3 financial years from IT business only, as evidenced by the audited accounts of the company.
- G. The Bidder(Lead Bidder in case of a Consortium), should be profitable in during the last three financial years and Net worth of Company should be positive.
- H. The bidding firm / company should have Developed, Implemented and maintained at least four (4) HRM working software site portals. One of the implemented HRM site should have

minimum 3000 employees which should have been supported, maintained for minimum three (3) years and used by minimum ten(10) site offices or branches in Government Sector or government PSUs or ULBs.

- I. The Bidder (lead Bidder in case of a Consortium) should have experience of implementation of at least two(2) ICT/e-Governance projects for Government/PSU (Involving software implementation, Integration, Post Implementation Support etc.) with a project value each of Rs. 5.00 Cr or above.
- J. The bidder (Lead Bidder in case of consortium) must have prior experience of working on at least two (2) **COTS based HRMS implementation** project for any Indian e-governance Project anywhere in India. Each project must be worth at least Rs 2.00 Cr.
- K. Bidder's HRM software should fulfil criteria's listed in 'Annexure II: Functional Requirement Compliance.
- L. Bidding firm / company must provide all documentary evidence indicating fulfillment of all eligible criteria's. CEO, BRDS holds the right to alter or cancel any of the above mentioned points without assigning any reasons thereof and also to cancel or reject any or all the Proposals.
- M. The Consortium partner must have at least one project in e-governance Project anywhere in India. Project must be worth at least Rs. 5.00 Cr
- N. The bidder (Lead Bidder in case of consortium) must have prior Experience to handle minimum 50 Manpower in multi-location Indian Government/PSUs/State Govt. setup and Project duration must be at-least three years and Project value not less than 3Cr.
- O. The bidder should not have been blacklisted by any State / Central Government in India for corrupt, fraudulent or any other unethical business practices or for any other reason. **Bidder Should be submit the affidavit along with technical document.**

**Note : Project Executed in Indian/State Government , Indian/State Government PSUs, State Government will be Considered. Private, Global or overseas orders not considered.**

## **5. SECTION IV: SELECTION PROCEDURE - OPENING AND EVALUATION OF BIDS**

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### **5.1. Bid Evaluation**

**5.2.** Authority will formulate a Selection Committee for making technical and financial evaluation and ranking of Bids received. This committee(s) will undertake evaluation of technical bids, opening of financial bids, final selection of the company, negotiations (if any) on various terms and conditions, etc.

**5.3.** The envelope 1 (Technical Bid) shall be opened first. If the bid security is not found to be in order then the Bid shall be treated as non responsive and shall not be evaluated further.

**5.4.** All the proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected at any stage of detection.

### **5.5. Evaluation of Technical bids**

The eligibility criteria will be first evaluated as defined in Notice Inviting Request for Proposal for each bidder. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed eligibility criteria. Scrutiny of the tender document will be done by the Selection Committee to determine whether the documents have been properly signed, Earnest Money Deposit (EMD) paid and all relevant papers submitted. Tenders not conforming to such requirements will be prima facie rejected.

**5.6.** A Technical Bid may not be considered for evaluation in any of the following cases:

- A. Bidder has not submitted bid security.
- B. The Technical Bid was submitted in the wrong format; or
- C. The Technical Bid included details of financial bid; or
- D. The Technical Bid reached the Authority after the submission closing time and date specified in the Data Sheet.
- E. After the technical evaluation is completed, the Authority shall notify Bidders whose Bids meet the minimum qualifying technical criteria.

### **5.7. Technical Evaluation**

- A. All the bids (applications) will be evaluated based on the Eligibility Criteria. The Selection Committee will shortlist those companies which are satisfying the eligibility criteria in all respects and declare the companies which are technically qualified for further evaluation.

- B. For evaluation, a weighted composite success score will be calculated based on separate evaluations of the Technical Bid (70% weightage) and the Financial Bid (30% weightage). The Selection Committee will oversee the evaluation process.
- C. The Selection Committee would first thoroughly check the technical bid form and supporting documents and shortlist the eligible agencies based on the technical eligibility criteria.
- D. The above short-listed companies will be **advised to make a presentation (in power point)** duration of approximately 30 minutes including Q&A **to the Selection Committee** on their capabilities, experiences, etc. and showcase their work done for other clients. These companies will be given sufficient notice for this presentation. This presentation will include a strategy suggestion outlining the features of the HRM software.
- E. The Selection Committee would evaluate the quality of Bidders on the criteria formulated by it. Points will be given on the basis of proposals submitted and the presentation given by the bidders. The Committee may even wish to personally visit the firms headquarter any time 15 days of after the selection process. **Preference will be given to the firms having the HRM software with maximum number of features listed in the Annexure II: Functional Requirement Compliance.**

**5.8. Marking Criteria :** The criteria for evaluation and marks will be as follows:

S. No.	Evaluation Criteria	Max Score	Score Evaluation
1	Company Experience in the Field of IT Services / Software development.	10	≥10 years = 10 ≥05 years = 05
2	Average Annual turnover in the last 3 financial years i.e. 2010-11, 2011-12 & 2012-13	10	≥75 Crore = 10 ≥50 Crore = 07 ≥25 Crore = 05
3	The bidding firm / company should have Developed, Implemented and maintained COTS Based HRM working software portals which have been supported, maintained for minimum three (3) years. <b>Project Value not less than 2.00 Cr..</b>	10	>10 projects = 10 >=8 projects = 08 >=4 projects = 04
4	At least one of the implemented HRM site should have minimum order value of 200 Lakhs, which should have been supported, maintained for minimum three (3) years and used by minimum ten (10) site offices. <b>Max 5 Project</b>	20	Project with >7000 Employee = 10 Marks Project with >5000 Employee = 4 Marks

	<b>Considered</b> Project executed in Government department, PSUs, Urban Local Bodies in Indian or State govt only.		Project with >3000 Employee = 2 Marks
5	Undertaken development and maintenance of software projects for Indian Government Ministries / Departments / undertaking and the project value not less than 200 lakhs.	<b>20</b>	≥ 5 projects = 20 3-4 projects = 15 02 projects = 10
6	HRM software should fulfill criteria's listed in „Annexure II: Functional Requirement Compliance“	<b>10</b>	=100% = 10 ≥90% = 08 ≥85% = 05
7	<b>Quality certification</b>	<b>5</b>	ISO 9001:2008 + 27001 and CMMI level 5 = 5 Marks ISO 9001:2008 + 27001and CMMI level 3 – =3 Marks
8	Proposed Technology Solution Architecture, Logical design, associated details of solution architecture required for the implementation of the HRMS software, manpower deployment during implementation and post implementation,	<b>5</b>	Evaluation on the basis of blue print and presentation.
9	Understanding of the Objectives of the Assignment: The extent to which the Bidders' approach respond to the objectives of the Projects, Key Challenges identified for successful completion of the project, best practices and manner in which proposed project to be approached to respond to the objectives. Change Management,	<b>5</b>	Evaluation on the basis of blue print and presentation. Submit the relevant documentation in Technical bid.
10	Appropriateness of approach / methodology, and built in processes for engagement and Training of users / core team and for performance quality Assurance. Key challenges identified for successful completion of the project and the manner in which it would be dealt with, Backup Plan and Methodologies	<b>5</b>	Evaluation on the basis of blue print and presentation. Submit the relevant documentation in Technical bid.
	<b>Max Marks</b>	<b>100</b>	

**Note: All the relevant documents required for the technical scoring should be placed in the technical bid.**

**The participating agencies will be assigned a Technical score (TS) out of a maximum of 100 points. Bidders with Technical score of 70 and above out of 100 will qualify for the evaluation in the commercial process / Financial Evaluation. These “Qualified Companies” will be considered further for Financial/Commercial Evaluation”.**

## **6. Empanelment of Companies**

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- 6.1.** All the proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.
- 6.2.** The companies will be evaluated based on the qualifying criteria.
- 6.3.** The final selection of the companies for empanelment will be done by the committee based on criteria mentioned in technical form.
- 6.4.** BRDS-RDD Directorate reserves the right to increase or decrease the qualifying marks for technical evaluation in case of greater competition or most of the applying agencies receiving less than the stipulated score for the purpose. Accordingly the weight-age financial score will be decreased or increased for Financial Evaluation.
- 6.5. Public Opening of Financial Bids**
  - 6.5.1.** At the public opening of Financial Bids, Bidder representatives who choose to attend will sign an Attendance Sheet.
  - 6.5.2.** Each Financial Bid will be checked to confirm that it has remained sealed.
  - 6.5.3.** The Authority's representative will open each Financial Bid. Such representative will read out aloud the name of the Bidder and the total price shown in the Bidder's Financial Bid. This information will be recorded in writing by the Authority's representative.
- 6.6. Evaluation of Financial Bids**
  - 6.6.1.** Financial Proposals of only the Technically Qualified Bidders would be opened for further evaluation.
  - 6.6.2.** The Financial bid will be evaluated for the cost of all the components including the software, implementation and data entry of all the existing employees of BRDS & maintenance of software for 3 years. For data entry (Employee details) travel of the representatives may be required at the district level which will also be part of the quoted financial proposal.
  - 6.6.3.** Bidders' attendance at the opening of Financial Bids is optional.

**6.6.4.** The selection committee will review the detailed content of each Financial Bid. During the review of Financial Bids, the Committee and any Authority personnel and others involved in the evaluation process, will not be permitted to seek clarification or additional information from any Bidder, who has submitted a Financial Bid. The detailed contents of each Financial Bid will be subsequently reviewed by the Authority. Financial Bids will be reviewed to ensure these are: -

- I. Complete, to see if all items of the corresponding Technical Bid are priced;
- II. Computational errors if there are errors these will be corrected.

**6.6.5.** The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the **financial scores (Sf) of all other Proposals** is calculated as following:-

**Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.**

The weights given to the Technical (T) and Financial (P) Proposals are:-

**T = .70 and P = .30**

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: **S = St x T% + Sf x P%.**

**6.7.** The composite final score will be calculated by summing the technical and financial scores. In case of a tie between bidders after combining the quality and price score, the bidder with higher quality / Technical score would be selected.

**6.8.** The authority reserves the sole right for carrying out amendments / modification / changes including any addendum to this tender document. All Bidders whose technical bid has been selected shall be notified of the amendment in writing by email or fax or post, and all such amendment (s) shall be binding on them.



## 7. SECTION V: GENERAL CONDITIONS OF WORK

Documents required to be submitted with the bid Technical Bid Format/Check List:

### Envelope 1

Criterion	Whether fulfilling criteria	Documents Attached in brief with Reference Page No
EMD Enclosed (Rs. 5,00,000/)		
Tender Document Fee (Rs. 5,000/)		
The Bidders (Both Bidder in case of Consortium) must submit self attested copies of Service Tax, VAT, Company PAN Card and Incorporation under Company Act 1956 certificates.		
The Lead Bidder must be in the business of IT Services for at last <b>5 Years.</b>		
The Bidder (Lead Bidder in case of a Consortium) must have been assessed and must possess a valid certification for <b>CMMi Level 3 or better and ISO 27001 Certification</b> as on the date of submission of bid and the certificate should be valid.		
The Bidder(Lead Bidder in case of a Consortium) company must be minimum Average annual Turnover of <b>Rs. 25 Crores (As on 31st March 2013)</b> in the last 3 financial years from IT business only, as evidenced by the audited accounts of the company.		
The Bidder (Lead Bidder in case of a Consortium), should be profitable in during the last three financial years and Net worth of Company should be positive.		
The bidding firm / company should have Developed, Implemented and maintained at least four (4) HRM working software site portals. One of the implemented HRM site should have minimum 3000 employees which should have been supported, maintained for minimum three (3) years and used by minimum ten(10) site offices or branches.		
The Bidder (lead Bidder in case of a Consortium) should have experience of implementation of at least two(2) ICT/e-Governance projects for Government/PSU (Involving software development / Customization, implementation, Integration, Post Implementation Support etc.) with a project value each of Rs. 5.00 Cr or above.		
The bidder (Lead Bidder in case of consortium) must have prior experience of working on at least two (2) <b>COTS based HRMS implementation</b> project for any Indian e-governance Project anywhere in India. Each project must be worth at least Rs 200 Lacs.		

Bidder's HRM software should fulfil criteria's listed in 'Annexure II: Functional Requirement Compliance.		
The Consortium partner must have at least one project in e-governance Project anywhere in India. Project must be worth at least Rs. 5.00 Cr		
The bidder (Lead Bidder in case of consortium) must have prior Experience to handle minimum 50 Manpower in multi-location Indian Government/PSUs/State Govt. setup and Project duration must be at-least three years.		
The bidder should not have been blacklisted by any State / Central Government in India for corrupt, fraudulent or any other unethical business practices or for any other reason. Bidder Should be submit the affidavit along with technical document.		

Note : Project Executed in Indian/State Government , Indian/State Government PSUs, State Government will be Considered. Private, Global or overseas orders not considered.

**Deviation Statement as per format at Annexure I should be enclosed along with the bid document clearly indicating the deviations with reference to the conditions mentioned in the tender document. If there are no deviations, a NIL statement needs to be enclosed. However, if no statement is enclosed, it would be presumed that the bidder has accepted all terms and conditions in its entirety and no subsequent correspondence shall be entertained.**

### **7.1. Earnest Money Deposit**

The Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) in the form of a DD drawn in favour of "CEO, BRDS" Payable at Bihar for Rs. 5,00,000/- (Five Lakhs only). **Offers, which are not accompanied with EMD, will be summarily rejected.** Unsuccessful Bidder's EMD as will be discharged / refunded as promptly as possible.

### **7.2. Validity of Bids**

The bid should be valid for a period of 180 days from the opening of the Proposal. The EMD shall be forfeited:

- i. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.
- ii. In case of a successful Bidder, if the Bidder denies to accept the work.
- iii. No exemption for submitting the EMD will be given to any Company or organization including Government companies.

### **7.3. Contents of envelopes**

- a. It will be a two envelope bid comprising of technical bid and financial bid.
- b. First envelope shall be marked as Envelope No. 1 Technical Envelope and shall contain:
  - i. Demand Draft/Bank Guarantee for Earnest Money Deposit (EMD).

- ii. The draft for non-refundable cost of bid document worth Rs.5000/- if not deposited earlier
- iii. All the documents establishing Bidder's eligibility and qualification mentioned in Section II of the Proposal.
- iv. Detail Technical Proposal

**c. 2<sup>nd</sup> envelope should contain financial bid in the prescribed format attached with the tender document on Company Letterhead with Signed and Stamped.**

#### **7.4. SUBMISSION OF BIDS**

##### **a. Sealing and Marking of Bids**

The Bidders shall seal the envelope No.1 Technical envelope and envelope No.2 Financial envelope in separate inner envelopes, duly marking the envelopes as envelope No.1, "Technical BID" and "Envelope No 2" .Financial BID He shall then place these two envelopes in an outer envelope. Both the inner envelopes and the outer envelope should be addressed to:

Address:-  
CEO, BRDS  
Rural Development Department  
Main Secretariat  
Government of Bihar  
Patna-800015  
Bihar (India)

The inner and outer envelopes shall bear the words:

"PROPOSAL FOR DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF HRM SOFTWARE FOR BRDS"

Both the inner envelopes shall indicate the name and address of the Bidder. If the outer envelope is not sealed and marked, the tender will be summarily rejected. Telex, cable or facsimile bids will be rejected.

#### **7.5. AWARD OF WORK**

- i. The finalization of the Proposals will be done by a committee constituted by the Society for this purpose.
- ii. The contract will be awarded to the Successful bidder, whose bid has been determined as the best technically and lowest commercially acceptable bid.

#### **7.6. Interpretation of the clauses in the Proposal Document / Contract Document**

In case of any ambiguity in the interpretation of any of the clauses in Proposal Document or the Contract Document, interpretation of the Society shall be final and binding on all parties.

## **7.7. Decision Taken**

The decision taken by the Society in the process of Proposal evaluation will be full and final and binding on all the bidders.

## **7.8. Payment Schedule:**

Payment terms as per annexure-IV ,The payment schedule will be as follows:-

### **A. Software Development and Implementation Charges**

1. No Advance payment shall be made.
2. 20% on Successful System Study.
3. 50% on Delivery and verification of COTS Licenses.
4. 20% on Installation, commissioning.
5. 10% against Bank Guarantee.

### **B. Data entry Work One Time**

- a. No Advance payment shall be made.
- b. 100% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s) on pro data basis.

### **C. Installation and Implementation Charges**

The selected service provider shall be paid on Quarterly basis (QGR) at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract.

### **D. Training Charges**

90% on successful training.

10% against Performance Bank Guarantee valid for project period

### **E. Annual Technical Support Cost from OEM**

No Advance payment shall be made.

100% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s) on pro data basis.

### **F. Manpower Services**

The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract.

### **7.9. Acceptance**

The Acceptance Tests, which shall involve testing of each module of each Application System with live and test data, shall be conducted by the Bidder in the presence of a person's nominated by the Society.

### **7.10. Penalty Clause**

If the Solution Provider is not executing the contract to the satisfaction of the Society then the Society may invoke any or all of the following clauses.

- i. Forfeit the Security Deposit or
- ii. Terminate the contract without giving any notice.

### **7.11. Termination for Default**

The Society may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Solution Provider, terminate the Contract in whole or part:

- i. If the Solution Provider fails to deliver any or all of the Software solutions within the period(s) specified in the Contract,
- ii. If the Solution Provider fails to perform as per the performance standards.
- iii. If the Solution Provider, in the judgment of the Society has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

### **7.12. Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Patna courts only.

### **7.13. Taxes and Duties**

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the rates will not be allowed.

### **7.14. Binding Clause**

All decisions taken by the Society Purchase Committee regarding the processing of this Proposal and award of contract shall be final and binding on all concerned parties.

### **7.15. The Society, reserves the right -**

To verify, modify, revise, amend or change any of the terms and conditions mentioned above or to reject any or all the Proposal/s without assigning any reason whatsoever thereof or may terminate the Proposal process midway without assigning any reason.

### **7.16. The Decision regarding acceptance of Proposal by the Society will be full and final.**

## 8. Annexure I: Deviation Statement

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1	2	3	4	5	6
Sl. No.	Description of work	Clause of Proposal condition	Originally stated condition in the Proposal	Offered condition in the bid	Deviations in columns 4 & 5

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

**Note:** In case of no deviation, NIL statement in the above Performa should be submitted. At the risk of repetition, it is mentioned that if this statement is not enclosed with the bid document, it would be presumed that the bidder have agreed with all terms and conditions in their entirety.

## 9. Annexure II: Functional Requirement Compliance

### MANDATORY COMPLIANCE POINTS FOR THE OFFERED COTSHRM SOLUTION OFFERED:

Sr. No	Requirements	Availability (Y/N)
1	The proposed HRMS solution should be a Commercially of the shelf (COTS) solution. By COTS , we mean a global solution (having customers in multiple countries)	
2	Application licenses should be Enterprise wide full use without any restriction on access/usage of any kind of functionality including read/write/update for all the users. The user licenses should be full and complete in all respects There should be a provision to create, modify, delete, enquire records and create transactions by each user. The bidders need to quote all the user licenses without any restrictions or limitations.	
3	Proposed HRM Solution should support each of the following Operating Systems i.e. Microsoft Windows, UNIX & Linux.	
4	The Application OEM should provide unlimited/ life time Support for the Application (ie. OEM must support the software licenses provided in the scope of this RFP till the time the department wishes to use the licenses) and this declaration should be available in the public domain , authorised website of OEM etc. The objective is that OEM should not force the department for the product upgradations.	
5	COTS solution proposed should not have/use any Proprietary language	
6	Solution provided by OEM should be based on open technologies like JAVA and these should follow <b>Open Standards</b> . The complete solution proposed must be SOA compliant.	

### Organisational / Enterprise Setup

Sr. No	Requirements	Availability (Y/N)
1	Supports multiple organisations in one database	
2	Provides capability to view all employees simultaneously or separately by organisation or division	
3	Reports on actual from check history	
4	Provides capability for the posting of organisation/ groups specifics such as policies and forms in the Web portal	
	Provides employee searches by:	
5	. Employee Number	

6	. Last Name & First Name	
7	. Organizational Level	
8	. Organization: working organization/ visa organization	
9	. Location and Department	
10	. Status	
11	. Job(designation/ department)	
12	Provide on-line support/instructions for completion of routine tasks (user guide).	
13	Establish new organizational entities (e.g., companies, cost centres, and other variables) with no IT or programming required.	
14	Add/change organizational entities and easily/effectively transfer employees within and/or across them.	
15	Maintain employee demographic data for all employment-related details (e.g., birth date, employee number, gender, hire date, contact information).	
16	Maintain marital, family, and dependent/beneficiary related and tax-related elections.	
17	Maintain historical data for current/former employees (e.g., names, employment, job/assignments, performance ratings, status, and pay).	
18	Maintain audit trails of employee file and data updates by date, time, and origin of update.	
19	Generate, identify, and track employees by unique employee number.	
20	Maintain language, education, and certification data.	
21	Establish jobs/roles/positions and all relevant details.	
22	Maintain data for all job-related details (e.g., grade, salary, job family).	
23	Make simultaneous changes to large employee groups (e.g., new hires, salary changes, transfers).	
24	Managers can view and change employee salary information with workflow.	
25	Managers can submit new hires.	
26	Managers can run reports.	
27	Managers can create ad-hoc reports/data extract based on his/her access profile.	
28	Managers can view employee training and employment records.	
29	E-mail alerts can be generated based on system or user defined events.	
30	Data/transactions submitted by managers automatically validate for accuracy and completeness.	
31	Life-to-date history on all employee fields.	
32	Audit trails for all additions, updates and changes.	
33	Retains employee status code history.	
34	Narrative history (e.g., disciplinary actions, grievances).	



### Organisation Structure

Sr. No	Requirements	Availability (Y/N)
1	Structures the organizational chart based on the reporting relationships defined for each associate.	
2	Provides an on-line organization or report to chart with drill down option to view employee till last level from top most level within each reporting hierarchy	
3	Establishes new organization entities (i.e., companies, cost centres, etc.) without vendor professional services.	
4	Adds/changes organization entities and easily transfers associates within and/or across entities (including companies).	

### Job Application Management

Sr. No	Requirements	Availability (Y/N)
1	Posts internal and external jobs to BRDS Internet site and intranet site with effective dates.	
2	Has a requisition library of job templates that can be utilized when creating requisitions.	
3	Sends automatic responses, notifications, or e-mails to applicants/candidates.	
4	Allows administrators to customize verbiage on the e-mail messages (including confirmation acknowledgement and job filled) to external and internal applicants/candidates	
5	Allows users to e-mail potential interview times, applications, corporate material and job opening status.	
6	Provides a library of standard communication correspondence for printing and distribution.	
7	Integrates seamlessly with standard e-mail systems through SMTP for applicant/candidate activity for hiring managers and recruiters.	
8	Allows administrators to schedule interviews, notify interviewers of times, locations and topics to cover.	
9	Distinguishes applicant/candidate status for internal or external candidates.	
10	Facility to maintain resume/application other documents etc. in the system	
11	Facility to search resume/application using key words	
12	Stores resumes for future use by category, job title, skill, or other user-defined attributes.	
13	Allows applicants/candidates to modify or replace their existing resume.	
14	House interview question templates for each job/designation	

15	Hiring managers and recruiters can review pre-screened applicant/candidate	
16	Hiring managers and recruiters can track applicant/candidate status	
17	Hiring managers and recruiters can schedule interviews	
18	Hiring managers and recruiters can communicate with applicants/candidates via e-mail	
19	View multiple recruiter schedules	
20	Hiring managers and recruiters can view and print assessments between applicants/candidates	
21	Hiring managers and recruiters can view and print applicant/candidates job history, qualifications and resume	
22	Hiring managers and recruiters can record interview notes	
23	Searches applicants/candidates based on a variety of criteria (e.g., location, skills, prior employers, zip code, and metropolitan areas).	
24	Has embedded workflow for approvals based on Society"s-defined process including requisition approval, offer approval, and new hire approval.	
25	Generates offer letters containing all compensation options to applicant/candidate/ has the provision to for the offer letters to be customized / different templates for the offer letters	
26	Job openings will track the requisition number, status and reason for the opening	
27	Job opening will include education and skill requirements.	

### Termination

Sr. No	Requirements	Availability (Y/N)
1	Enables manager self-service request for termination workflow.	
2	Tracks terminations by reason (e.g. discharged, better opportunity, etc.), date, rehire eligibility	
3	Maintains exit interview information.	

### On boarding

Sr. No	Requirements	Availability (Y/N)
1	Ability for the hiring manager to enter all required data on behalf of the contingent worker.	
2	Ability to close the requisition tracker — does the new hire automatically close the open requisition?	
3	Ability to link to person prior to bringing on board to enable new hire process to begin earlier.	

4	Ability for HR and manager new hire/rehire to create/access checklist, by position, with check-off ability as tasks are completed (e.g., offer letter has been sent and received).	
5	Ability to print a new hire package for candidate's signature to generate appropriate pre-employment forms to be sent to the candidate.	

### Appraisal

Sr. No	Requirements	Availability (Y/N)
1	Delivers configurable comprehensive options to allow administrators to configure the performance review process	
2	Intuitive user experience that eliminates the need for end-user training for administrators, employees, and managers.	
3	Solicits performance feedback from multiple reviewers (e.g., subordinates, directors, other managers, peers) and exchanges data among multiple users simultaneously.	
4	Saves work in process/draft reviews and provides option to return to complete.	
5	Enables administrators to assign different review forms for different employees within the same review cycle.	
6	Enables employees to complete self-evaluations.	
7	Tracks performance review status and dates (e.g., complete, incomplete).	
8	Maintains performance feedback and ratings history.	
9	Provides historical reviews that can be accessed easily by managers or administrators.	
10	Enables administrators to view the status of the review process at any time & does it have the functionality of generating reports on status	
11	Provides delivery of standard competencies and objectives.	
12	Provides goals management that allows either the employee or manager to create and add their own personal goals or objectives.	
13	Enables individual weighting of goals.	
14	Enables reporting and analysis of performance ratings for various employee groups (e.g., by job, manager, geography).	

### Employee Relations

Sr. No	Requirements	Availability (Y/N)
1	Tracks disciplinary actions including a description of the incident.	
2	Managers and HR staff can record the type of action taken (i.e., written warning, verbal warning, and termination).	

3	Records required follow-up steps and the time frame for completion.	
4	Schedules review of employee response to actions.	
5	Grievances can be viewed in summary format.	
6	Managers can drill into specific grievances.	
7	Tracks the date and type of grievance (i.e., inequality, unfair pay, and unfair working conditions).	
8	Tracks final outcome of the grievance and the date it was closed.	

### Salary Definition (Allowance / Deductions)

Sr. No	Requirements	Availability (Y/N)
1	Assigns different allowance packages to different groups of employees based on eligibility rules.	
2	Establishes benefit/deduction plans with multiple types and options.	
	Supports effective dated:	
3	. Allowance/deduction plans	
4	. Employer allowance/deduction plan enrolment	
5	Updates allowance/deduction plans based on employee status change.	
6	Automatically enrolls employees in required plans.	
7	Automatically cancels specified employee allowances upon termination.	
8	Provides one screen that shows employee data (“allowances-at-a-glance”), without having to scroll through multiple screens.	

### Leave Management

Sr. No	Requirements	Availability (Y/N)
1	Supports multiple leave types	
2	Supports maximum duration of leave types and combined leaves, i.e. SL PL, EL etc.	
3	Tracks the approved date when the associate’s leave of absence is expected to start.	
4	Tracks the approved date when the associate is expected to return from the leave.	
5	Tracks and reports cumulative leave time taken.	
6	Maintains leave of absence (leave without pay) history.	
7	Calculates the planned duration, based on expected end and expected start dates.	
8	Supports workflow approval processes for leave requests initiated by associates or managers.	
9	Displays warning message during pay processing if time entered exceeds the leave balance.	

10	Leave can be configured to accrue based on Months completion of service	
11	Employees can view PTO/leave plan balances.	
12	Employees can request PTO/leave.	
13	Manager can view PTO/leave plan balances.	
14	Managers can view pending employee PTO/leave requests.	
15	Email based approval of leave application without login into system by the approver or reporting manager	

### Time and Attendance

Sr. No	Requirements	Availability (Y/N)
1	Allow employee punch captured for start and stop times of breaks and lunches.	
2	Allow group change capabilities to modify common elements in a group of employee timesheets.	
3	Employees can enter hours using on-line timesheets.	
4	Timesheet values can be adjusted by week and selected days within a week by authorized users.	
5	Provides a comprehensive audit trail of all changes made to the timekeeping records.	

### Employee Self Service

Sr. No	Requirements	Availability (Y/N)
1	Employees can view communications posted from administrators.	
	Employees can access links that can launch:	
2	Documents (forms may be saved and/or printed).	
3	Web sites	
	Employees can view and/or update personal information including:	
4	Name	
5	Ability for all employees to perform the following: <ul style="list-style-type: none"> <li>a. Update personal details (e.g. address, dependents, etc.)</li> <li>b. Update bank account information for payroll processing</li> <li>c. Apply for leave</li> <li>d. Submit travel requests</li> <li>e. Enroll in training courses</li> <li>f. Update their skills and competencies</li> <li>g. Book, cancel and check status of holiday home applications</li> <li>h. Obtain pay slips</li> <li>i. Obtain Income Tax Computation Statement</li> <li>j. Obtain month-wise salary breakdown</li> <li>k. Check leave balances</li> <li>l. Check loan balances etc etc.</li> </ul>	
6	Ability for Managers to perform the following:	

	<ul style="list-style-type: none"> <li>i. Approve employee changes</li> <li>ii. Approve training enrollments</li> <li>iii. Approve holiday home bookings</li> <li>iv. Approve leave applications</li> <li>v. Approve travel requests etc., etc.</li> </ul>	
7	Address	
8	Phone numbers	
9	Emergency contacts	
10	Previous employment	
11	Educational background	
	Employees can view their status and key dates.	
12	Employees can view BRDS property assigned to them.	
13	Employees can view job information including:	
14	Job code and title	
15	Date and time in job	
16	Compensation	
17	Supervisor.	
18	job history including change reasons	
19	performance review history	
20	salary review history	
21	Skills	
22	Awards	
23	Employees can view documents attached to their employee record.	
24	Employees can view open jobs.	
25	Employees can apply for open jobs.	
26	Employment Letters / Certificates etc....	

### Manager Self Service

Sr. No	Requirements	Availability (Y/N)
1	Managers have access to the entire employee self-service capability.	
2	From a Web browser, managers can search for employees by name or employee number.	
	From a Web browser, managers can view and/or modify the following information:	
	Employee personal information	
	Employee job information	
	Employee job history	
	Employee compensation history	
	Previous employment information	
	Educational background	
	Licenses and certifications	

	Performance reviews	
3	Begin requisition process to create job openings	
4	Review and approve vacation request	
5	Review and approve leave request	
6	Update organization information (e.g., department, division, supervisor etc.).	
7	Assign employee paid through dates	
8	Attach documents to an employee record	
9	Establish whether attached documents are viewable by the employee	
10	Begin termination workflow process.	
11	Access on-line forms/checklist, etc.	

### System Administration

Sr. No	Requirements	Availability (Y/N)
1	Offers role-based security (system access based on an individual's role within the organization).	
2	Includes built-in workflow.	
3	Includes a feature that enables administrators to view and edit entries in code and description of initial common master setup.	
4	Includes the ability to upload and securely share documents such as Microsoft Word documents, Excel spreadsheets, and PDF files.	
5	Includes the ability to customize the colour scheme for your Web pages.	
6	Designates different levels of ability to manage system administration activities, from a super user with all rights, to users with lesser degrees of system administration access.	
7	Allows you to view users currently logged in the system	
8	Resets user passwords.	
9	Requires strong passwords (case sensitive).	
10	Requires that passwords expire based upon a number of days designated by the system administrator.	
11	Requires that passwords for a given user are always different by maintaining password history.	

### Reporting

Sr. No	Requirements	Availability (Y/N)
1	Provides standard report capabilities.	
2	Provides access to unlimited years of check and schedule history	
3	Provides flexibility for defining selection criteria, data ranges, sorting and grouping options, and report output enabling users to tailor information to their specific needs	
4	Provides ability to set up and run batch reports	

5	Provides ability to access reports area from within the system.	
6	Provides user-friendly, graphical user interface for accessing and running reports.	
7	Provides point-in-time reporting capabilities.	
8	Provides integrated ad hoc report extraction in excel.	
9	Access to reports is based on a manager's role	
10	Managers can output reports in PDF format	
11	Managers can output reports in Excel format	
12	Does the system have the ability to export reports in a format that may be sent to recipients electronically without manual reformatting?	
13	Can letters be generated as well as mailing labels in multiple formats directly from the system?	

### Travel Management

Sr. No	Requirements	Availability (Y/N)
1	Allow employee to apply for Travel request to be sent to supervisors for approval	
2	Approval / rejection of travel request through workflow	
3	Bills and expenses of travel can be uploaded for approval	
4	Online approval of travel expenses	
5	Update of settled bills from accounts	



## 10. ANNEXURE III: FORMAT FOR FINANCIAL BID

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RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

**Subject:** "PROPOSAL FOR DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF HRM SOFTWARE FOR BRDS"

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

- 1. PRICE AND VALIDITY –Cost of all works/ services mentioned in section II "Scope of Work" including the maintenance of the software for 3 years after GO LIVE –Rs. \_\_\_\_\_ (as per Annexure IV)**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies.

We hereby declare that all taxes which are liveable under law prevailing at that time will be paid by us.

**Note:** The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as "FINANCIAL BID", which will be opened only after the Technical Bid is found suitable.

**2. EMD**

We have enclosed a Demand draft (DD no. -----, Bank -----, Dated-----) in favour of BRDS, Patna, payable at Patna at for the sum of Rs. 5,00,000/- (Rs. Five Lakhs) only. This EMD is liable to be forfeited in accordance with the provisions of Bid documents. We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

**3. Bid Pricing**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in Bidding document.

**4. Bid Price**

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

**Business Address:**

## 11. ANNEXURE IV COMMERCIAL BID BREAKUP

<b>A. Software Development and Implementation Charges</b>							
Sr.	Particulars	Unit	Duration	Rate (Rs. per unit)	Amount	Service Tax	Total Cost
1	<b>System Study</b>						
2	Module – 1 Organizational Setup	<b>20000 Employees</b>					
3	Module – 2 Employee Data & Information Management						
4	Module – 3 Employee Self Service						
5	Module – 4 Payroll and Pension Management						
6	Module – 5 Travel & Leave Management						
7	Module – 6 Job Application Management						
8	Module – 7 Employee training & service Management						
9	Module – 8 Employee Documents Management						
10	Module – 9 Department information Management						
11	Cost Of Customization of Modules as per user requirement for Three year						
12	Database Licenses for COTS application	<b>As per requirement</b>					
						<b>Total Cost</b>	
<b>B. Data entry Work One Time</b>							
Sr.	Particulars	Unit	Duration	Rate (Rs. per unit)	Amount	Service Tax	Total Cost
1	Data-entry Work of all 20000 Employees of BRWD and RDD Personals	20000 Personals	1				
<b>C. Installation and Implementation Charges</b>							
Sr.	Particulars	Unit	Duration	Rate (Rs. per unit)	Amount	Service Tax	Total Cost
1	Patna	1	1				
2	Nalanda	1	1				
3	Bhojpur	1	1				
4	Rohtas	1	1				
5	Buxar	1	1				

6	Kaimur	1	1				
7	Muzaffarpur	1	1				
8	East Champaran	1	1				
9	West Champaran	1	1				
10	Sitamarhi	1	1				
11	Sheohar	1	1				
12	Vaishali	1	1				
13	Saran	1	1				
14	Siwan	1	1				
15	Gopalganj	1	1				
16	Darbhanga	1	1				
17	Madhubani	1	1				
18	Begusarai	1	1				
19	Samastipur	1	1				
20	Saharsa	1	1				
21	Madhepura	1	1				
22	Supaul	1	1				
23	Purnia	1	1				
24	Katihar	1	1				
25	Araria	1	1				
26	Kishanganj	1	1				
27	Bhagalpur	1	1				
28	Banka	1	1				
29	Munger	1	1				
30	Jamui	1	1				
31	Khagaria	1	1				
32	Lakhisarai	1	1				
33	Sheikhpura	1	1				
34	Gaya	1	1				
35	Nawada	1	1				
36	Aurangabad,	1	1				
37	Jehanabad	1	1				
38	Arwal	1	1				
						<b>Total Cost</b>	

<b>D. Training Charges</b>							
Sr.	Particulars	Unit	Duration	Rate (Rs. per unit)	Amount	Service Tax	Total Cost
1	Change Management Trainings @250 Staff	250	1				
2	Trainings on the Application modules@250 Staff	250	1				
					<b>Total Cost</b>		
<b>Total Capex Cost (One Time Cost) A +B+C+D</b>							
<b>Total Amount in Words</b>							
<b>PART B OPEX COST</b>							
<b>E. Annual Technical Support Cost from OEM</b>							
Sr.	Particulars	Unit	Duration Years	Rate (Rs. per unit)	Amount	Service Tax	Total Cost
1	Application Maintenance of e-HRMS & Operational Expense including up-gradation, deployment of patches, fixes etc.	1	3				
					<b>Total Cost support</b>		
<b>F. Manpower Cost</b>							
Sr.	Particulars	Unit	Duration in Months	Rate (Rs. per Man-months )	Amount	Service Tax	Total Cost
1	MIS Manager	1	36				
2	Payroll Manager	1	36				
3	Staff at Helpdesk for Employees	4	36				
4	IT Supervisor for Payroll Management at <b>District Offices</b>	38	36				
					<b>Total Cost of manpower</b>		
					<b>Total Estimated Cost of OPEX(E+F)</b>		
					<b>Total Capex Cost (One Time)(A+B+C+D)</b>		
					<b>Total Cost of Project A+B+C+D+E+F</b>		

This should be kept in envelope number 2 marked as "FINANCIAL BID", which will be opened only after the Technical Bid is found suitable.

## 12. Annexure V : Roles and Responsibilities

Responsibly of Work	BRDS under Rural Development Department	Service Provider
Space Allocation , Electric Power/solar / Gen set at Offices and HQ	Y	
Internet Connectivity with Backup to head office at Patna Based on MPLS	Y	
Hi speed Internet Connectivity to Departmental Divisional and Districts offices at Bihar Based on MPLS /VSAT/BSWAN/OFC/WiMax for online access.	Y	
COTS Based HRMS Online Application Development		Y
Backup and Recovery of Database		Y
Installation of Necessary HRMS application Software in Offices , HQ		Y
Deployment Of Manpower at Offices and HQ		Y
Data Migration Related Work		Y
Maintenance of Application Software, 3 years from date of LOI		Y
Monitoring of work flow	Y	Y
Reporting on completion	Y	Y
Exit Management	Y	Y
Sign off Certificate on completion of Contract and successful Exit Management	Y	Y
Data Availability from other department in .xml or .xls format for migration if required	Y	
Data entry of employee master data		Y

### 13. Annexure VI Implementation Schedule:

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S. No	Milestone	Completion Time
1	Requirement Study, Business Process re-engineering for best fit solution and preparation of SRS	T+ 6 WEEKS
2	Design of Web Based Integrated HRMS portal application	T+ 20 weeks
3	Development of Web Based Integrated application	T+ 24 Weeks
4	Set up Installation & commissioning of HRMS Application	T+ 18 weeks
5	User Acceptance	T+ 25 weeks
6	Go live (Successful deployment of Application and User Acceptance )	T+ 26 weeks
7	Training of the staff on application	T+ 26 weeks
8	Master Data Entry of Employee of BRDS and RDD at Districts Offices and HQ Level	T+ 16 Weeks

**Note: - T means date of Issue of Signing of contract.**