

Punjab National Bank



Request for Proposal
For
Software Solution
For
Human Resource Management System
For
Punjab National Bank's
Sponsored
Regional Rural Banks

Information Technology Division
Head Office,
Punjab National Bank
5, Sansad Marg
New Delhi - 110 001
Phone: 011-23718045
E-Mail: itdhw@pnb.co.in

DISCLAIMER

The information contained in this Request for Proposal Document (RFP Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of the Punjab National Bank or any of their representatives, employees or advisors (collectively referred to as – Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the Bank Representatives to any party other than the entities who are qualified to submit their Proposal (Bidders). The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Proposal. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources. The Bank Representatives, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

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 RFP Document.

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GENERAL TENDER DETAILS

1.	Tender Reference	HRMS RRB
2.	Purpose	The purpose of RFP is to solicit proposals from qualified bidders to provide and for Implementation of Human Resource Management Solution (HRMS) for Punjab National bank's Sponsored Regional Rural Banks as per the terms and condition mentioned in the RFP.
3.	Date of commencement of Tender download	26/08/2015
4.	Last date of acceptance of queries	01/09/2015 till 1700 hrs
5.	Pre Bid Meeting	02/09/2015 till 1200 hrs
6.	Bid preparation and Hash Submission	16/09/2015 till 1600 hrs
7.	Close for Technical and Commercial Bid	16/09/2015 from 1601 hrs to 1700 hrs
8.	Last Date for Bid Submission	17/09/2015 till 1400 hrs
9.	Date and Time of Technical Bid Opening	Please refer tender schedule
10.	Cost of RFP	Rs.10,000/- (Non refundable) should be submitted online only in favour of Punjab National Bank on or before last date of bid submission in the following account: IFSC Code : PUNB0015300 Bank & Branch : Punjab National Bank, Sansad Marg, New Delhi -110 001 Account No. 0153002200175673 (16 digits) Imprest account – HO IT Division

11.	Earnest Money Deposit Amount	<p>Rs.10 Lakh to be submitted online on or before last date of bid submission or in the form of Bank Guarantee (BG) in favour of Punjab National Bank, IT Division payable at New Delhi. BG should be valid up to 6 months. IFSC Code : PUNB0015300 Bank & Branch : Punjab National Bank, Sansad Marg, New Delhi -110001 Account No. 0153002100567220 (16 digits) [Proof of the transaction (printout) to be submitted along with the bid documents]. Imprest account – HO IT Division In case of unsuccessful bidder, EMD will be returned after completion of the bid process (without interest).</p>
12.	Place of opening of Bids	<p>Punjab National Bank, Information Technology Division Head Office, 5, Sansad Marg New Delhi – 110001</p>
13.	Contact Details	<p>Assistant General Manager , Punjab National Bank, IT Division, Head Office, 5 Sansad Marg, New Delhi -110001 Ph: 011- 23718045; 23311452 Email : itdhw@pnb.co.in</p>

Bank will be following the e-procurement process. The complete details of the requirements for participation in the e-procurement process of the bank are given in the website www.pnb.org.in, which may be referred for details & clarification. It is essential for the bidder to be registered on our website to be able to submit the bid online also.

Note: - Technical bids will be opened in the presence of bidders who choose to attend as above

INTRODUCTION

With more than 120 years of strong existence with more than 6800 branches including foreign branches, Punjab National Bank is serving more than 8.9 crore esteemed customers. Besides being ranked as one of India's top service brands, PNB has remained fully committed to its guiding principles of sound and prudent banking. Apart from offering banking products, the bank has also entered the credit card & debit card business; bullion business; insurance business; Gold coins & asset management business, etc.

Since its humble beginning in 1895 with the distinction of being the first Indian bank to have been started with Indian capital, PNB has achieved significant growth both in branch network and in business.

Keeping in tune with changing times and to provide its customers more efficient and speedy service, the Bank has taken major initiative in the field of computerization.

PNB has sponsored five Regional Rural Banks (RRBs) in order to mobilize financial resources from rural/ semi-urban areas and grant loans and advances mostly to small and marginal farmers, agricultural laborers and rural artisans. The area of operation of RRBs is limited to the area as notified by Government of India covering one or more districts in the State. The sponsored five RRB's are as under:

1. Madhya Bihar Gramin Bank, Patna.
2. Haryana Gramin Bank, Rohtak.
3. Himachal Pradesh Gramin Bank, Mandi.
4. Punjab Gramin Bank, Kapurthala.
5. Sarva UP Gramin Bank, Meerut.

The Sponsored RRBs are fully computerized and networked in order to achieve the effective and efficient customer services and Back office operations.

1. BACKGROUND AND PURPOSE OF THE PROJECT

HRMS system automates the whole HR activity processes. It is a centralized online system with instant updation of information by the users of the different offices of the bank so that updated data is available and maintained.

HRMS is to be used for manpower planning, training, appraisal & performance, promotions, payroll process, PF, loans, online submission of leave application etc.

PURPOSE OF THE RFP

- Purpose of RFP is to solicit proposals from qualified bidders for providing services for implementation of HRMS application and its components for PNB sponsored RRBs.

2. ELIGIBILITY CRITERIA

1. The company participating in the bid should be registered in INDIA as per the companies act or have its registered office within the jurisdiction of INDIA.
2. Bidder should be OEM of the offered solution or an authorized partner of OEM. In case the bidder is not OEM of the offered solution, then a certificate from OEM certifying that in case the authorized distributor (bidder) is not able to perform obligations as per contract during contract period, the OEM shall perform the said obligations. In such cases, the mandate/authority of the official signing the letter of OEM of offered solution in favour of Bidder company should be clearly specified.
3. Each bidder should submit only one bid for software solution for HRMS in Punjab National Bank sponsored RRBs.
4. Either the Indian agent on behalf of the Principal / OEM or Principal / OEM itself can bid however both cannot bid simultaneously for the same solution. In case it is observed that the Indian agent on behalf of the Principal / OEM and Principal / OEM itself have simultaneously submitted the bid for same solution, then all such bids will be rejected. Further, if the OEM is the Bidder then the OEM can only bid for own solution only.
5. The bidder's Support centre should be located at Delhi/NCR. In case bidder is not having support centre at Delhi/NCR, bidder should give undertaking to open the support centre in Delhi/NCR within 1 month of award of tender.
6. The bidder shall be engaged in providing and managing such type of solution in India from last 3 years.

7. The proposed solution should have been successfully implemented for the purpose of Human Resource Management Solution and should be running successfully from the last 1 year in at least 2 PSU/ Banks/ BFSI / Government organization in INDIA with a user base of atleast 10000 Users in 1 organization.
8. Bidder should have minimum turnover of Rs. 50 Crores in last two financial years as per latest Audited Balance Sheet..
9. The bidder should have positive net worth as per latest audited balance sheet.
10. The bidder should not be involved in any litigation which threatens solvency of company.
11. Bidder should not have been black listed at any time by the Government / Government agency / Banks / Financial Institutions in India. Self Certificate/Undertaking is to be provided.
12. The solution provider company should be CMMI (**Capability Maturity Model Integration**) level 3 complied. In case the solution provider company is not CMMI 3 compliant then the solution to be provided should be accompanied by a certificate from the CMMI level 5 company confirming after evaluation/audit that the solution provided is in conformity with CMMI 3 standards.
13. Bidder should be Original developer of the solution provided or authorized seller. In case of authorized seller, bidder should have all the required authorization documents and rights for the products offered to RRB's sponsored by Punjab National Bank.
14. The bidder has IP (Intellectual property) rights for the products offered or authorized reseller of the OEM product.

3. SCOPE OF WORK

The system should be capable of providing the functionalities as described in Annexure – IX. A brief overview of the requirement is outlined below and it is mandatory for the bidder to submit its response/undertaking of compliance on the following:

Note: All requirements mentioned hereunder should be complied by the bidder failing which it may lead to the rejection of the bid.

- a. It should be capable of handling the major functionalities as required in the HRMS Solution. Bidder may however indicate all functionalities/ capabilities available in the solution proposed. All the functionalities mentioned in Annexure IX should be provided.

- b. Bidder to provide the proposed end-to-end HRMS solution meeting the features and functionalities mentioned in the RFP.
- c. The Solution should have functionality to segregate the data base for different RRBs.
- d. The system should be scalable to support additional users and modules.
- e. This system should be centralized with the facility of on line access from various entities/ offices at different locations of the bank.
- f. The product should have built-in features for providing role based access to users of the Bank.
- g. After UAT and before the date of live implementation* of the software solution, the product will be audited by Bank's appointed third party Software Audit firm/in house team. All audit points raised by the Software Auditor in Audit should be complied by the selected bidder without any extra cost to bank and within the stipulated time frame mutually decided between the Bank and the selected bidder.
- h. The solution should have built in security features to help only authorized users to use the application as per roles defined. The solution should have Standard security features like Password Management, User Management, Access control, Encryption of data, Time out and Audit Trails etc. should be supported in the Software. Open Web Application Security Project (OWASP) guidelines be followed and complied by the bidder.
- i. The product shall be under a warranty of minimum one year from the date of live implementation* during which additions/modifications/bug fixing shall be done without any extra charge. Further all upgrades, patches would be provided free of cost during the warranty and support period. The warranty period would start on live implementation*.
- j. The successful bidder shall be responsible to provide Annual Technical Support of the product. The cost quoted by the bidder for the Annual Technical Support in the commercial bid will be valid for 4 years after the warranty period. The bidder should be able to provide support of the application for its lifetime. Lifetime means time up to which bank will be using the application.
- k. The solution provider should provide workflow templates/ process flow documents to facilitate bank users to easily customize it according to its needs where there is no change in the business logic.

- l. The shortlisted bidder should provide 12 months on site support from 10.00 a.m. to 6.00 p.m on working day of Bank, and offsite 24 × 7 support during warranty period, immediately after live implementation* without any extra cost.
- m. The bidder will be required to implement the solution at Disaster Recovery (DR) site of the Bank as required by the Bank. No separate License fee and implementation cost would be payable to the bidder for DR implementation.
- n. All statutory changes will be incorporated in the software by the bidder during warranty and subsequent support period free of cost.
- o. In case the bidder is not the Principal Solution Provider (PSP), the bidder should put in place adequate support structure from the Principal Solution provider for overseeing and assisting in completing the implementation within the time frame. A letter of undertaking from the Principal Solution Provider has to be submitted along with the bid documents. A representative of the principal solution provider should support during the period of implementation and during warranty period.
- p. The bidder should ensure full time availability of minimum one Subject Matter Expert onsite from 'Selected bidder/ PSP' for the period of Implementation. Subject Matter Expert will bring in his experience in the iterative process of framing business rules and to bringing process changes, review all project deliverables.
- q. The successful bidder has to submit the standard security tests result of the solution which was done by recognized independent third party auditor.
- r. Bidder will be required to provide the third party verification document for each and every person deployed in the project at bank.
- s. Selected bidder will be responsible for managing the actions and activities of its personnel or the personnel of its subcontractors, etc involved in the project and will be accountable for all the personnel deployed/engaged in the project.
- t. The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution as per annexure-XIV
- u. Solution should have clear separation between design and deployment activities.
- v. The Bidder has to provide complete document on Business continuity plan (BCP) and Disaster Recovery Plan (DRP) of the proposed solution.

- w. The bidder should develop a project implementation plan indicating milestones and deliverables. Initially deliverables will be Design document, technical architecture of the solution and action plan for implementation.
- x. The project implementation plan will be monitored regularly and delay in achieving milestones and deliverables will be analyzed and corrective action has to be taken.
- y. The Bidder should provide User Manual of the application software in hard and soft copy along with implementation of the software.
- z. The proposed application should be OS, Hardware & database Platform independent. Specify all supported RDBMS.

Other conditions:

- a. The entire activity under this facility would be guided by and conform to guidelines of PNB, government agencies, legal provisions etc if any.
- b. No right to employment in the Bank shall accrue or arise, at any point of time under this project.
- c. In the event of exit of the Bidder from the project, all the records, confidential information and knowledge sharing, as would be required by the bank shall be handed over to the bank in form as prescribed by the Bank at the time of exit. For exit a prior six months' notice is required to be given by the bidder.
- d. Bank also reserves the right to change the Bidder with one month's notice to the bidder and invoke the BG as penalty.
- e. A detailed agreement will be executed with the bidder specifying roles and responsibilities.
- f. The Bank also reserves the right to inspect such installation/s while evaluating the Technical Bid. The Bidder should bear all the expenses in this regard.
- g. Besides downloadable form, the software should also be provided in CD/DVD/Hard Disk.

***Live implementation is defined as User sign-off after successful customization & implementation of the system and customization of all modules as per Annexure-IX and its successful run at all PNB sponsored RRB's.**

INSTRUCTIONS TO BIDDERS**1. COST OF BIDDING**

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

2. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions 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 Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should strictly submit the bid as per RFP failing which bid will be rejected as non-responsive.

3. AUTHENTICATION OF ERASURES/ OVERWRITING ETC

Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing the bid initial(s) them.

4. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the Bank. All amendments shall be uploaded on the Bank's websites (www.pnbindia.in and <https://pnbindia.biz>) and will be binding on all who are interested in bidding.

In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

5. CONTACTING THE BANK

Any effort by a bidder to influence the Bank in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

6. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any

obligation to inform the affected bidder or bidders about the grounds for the bank's action. The bank reserves the right to accept or reject any technology proposed by the bidder. The bank reserves the right to select more than one bidder keeping in view its large requirements.

7. MODIFICATION AND WITHDRAWAL

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will allowed to be modified after the submission of bid. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

8. REVELATION OF PRICES

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

9. TERMS AND CONDITIONS OF THE BIDDING FIRMS

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids. Bidder has to strictly comply with the terms and conditions mentioned in the RFP.

10. LOCAL CONDITIONS

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

11. CLARIFICATIONS OF BIDS

To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

12. BID EARNEST MONEY

Bidder has to submit the Bid Earnest Money of Rs.10.00 Lac should be submitted in the form of online deposit or Bank Guarantee (BG) favoring PUNJAB NATIONAL BANK, IT DIVISION New Delhi and filling all the details as per specified performa Annexure-XIII. The BG should have a validity of 6 Months from the date of submission of bid. The BG should be submitted at the time of bid submission.

In case of unsuccessful bidder, EMD will be returned on completion of tender process and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

Details for online payment:

IFSC Code: PUNB0015300

Bank & Branch: Punjab National Bank, Sansad Marg, New Delhi -110001

Account No. 0153002100567220 (16 digits) Imprest account – HO IT Division

(Proof of the transaction (printout) to be submitted along with the bid documents).

13. DEADLINE FOR SUBMISSION OF BIDS

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the specified time in the next working day. The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended.

14. PERIOD OF VALIDITY OF BIDS

Bid shall remain valid for 6 Months from last date of submission of bid prescribed by Bank. A bid valid for shorter period is liable to be rejected by Bank. The bidders may be required to give consent for the extension of the period of validity of the bid, if so desired by Bank in writing or by fax. Refusal of such consent would not forfeit the Bid Security and granting of request will not allow the bidder to revise/ modify his bid.

15. LATE BIDS

Any bid received by the Bank after the deadline for submission of bid will be rejected.

16. BID CURRENCY

The Prices in the bid document shall be expressed in Indian Rupees (INR) only.

17. LANGUAGE OF BID

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and Bank, shall be written in English.

18. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid (Part-1)
- Commercial bid (Part-II)

The bidders will have to submit the technical and commercial bids in online form through bank's e-procurement system. The supporting documents will have to be submitted in physical form.

TECHNICAL BID (Part I)

The bidder will have to submit the technical supporting document in sealed envelopes, duly super scribing "**Software Solution for HRMS for Punjab National Bank's sponsored RRBs**".

Technical supporting document will also contain all the documents (including Annexures) as per RFP document. All the Annexures should be duly signed and sealed.

TECHNICAL SUPPORTING DOCUMENTS will **NOT contain any pricing or commercial information at all**. Technical supporting documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDS will be opened and evaluated. Only those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for next stage of evaluation.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be duly confirmed under signature/initials of the person(s) signing the bid.

COMMERCIAL BID (Part II)

Under the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are responsive, will be opened. **Commercial bids should be submitted in online form only through bank's e-procurement system.**

19. SUBMISSION OF BIDS

Bidders are required to strictly submit their bids in electronic form using the e-procurement system at <https://pnbindia.biz> the Bank by using their digital

certificates of authorized signatory as per the Board resolution. Digital Certificate should be class II and above (both encryption and signing). All the interested bidders should register themselves in the e-procurement system <https://pnbindia.biz> for submitting the bids online, if they have not done earlier. The RFP document and further corrigendum, if any can also be downloaded from bank's website www.pnbindia.in Bids received after closing of the bid in the e-procurement system are summarily rejected without any reason. The commercial bid should be submitted online only.

All the technical supporting documents should be submitted manually before the final date & time of bid submission at the following address -

The Asstt. General Manager
Punjab National Bank,
IT Procurement Department,
I.T. Division, HO: 5 Sansad Marg,
New Delhi 110 001

At the time of physical submission of bid, bidder has to show acknowledgement e-mail received after completion of the bid submission in proof of having submitted the bid online.

c. Annexure- 'L' to be submitted in e-procurement process only. No hardcopy of the same be enclosed with the supporting documents.

20. OPENING OF BIDS

All the bids will be opened at the date, time and locations mentioned in RFP (as per tender schedule). The technical bids will be opened in the presence of representatives of the bidders who choose to attend. The date and time of bid opening will be intimated to bidders after last date of submission separately.

The bidders names, modifications, bid withdrawal and the presence or absence of requisite Bid Security and such other details, as Bank at their discretion, may consider appropriate will be announced at the bid opening.

21. EVALUATION AND AWARD CRITERIA

After opening of the technical bids, all the documents and annexure (except commercial documents/offer) will be evaluated first by the bank.

- First of all, the EMD of all bidders will be verified. If any EMD is not found in order, that bidder will be declared ineligible for further participating in the tender process.

- After that received bids will be evaluated based on the eligibility criteria defined in the RFP document. Technical bids of only those bidders satisfying the eligibility criteria will be further evaluated.
- Bidders satisfying eligibility criteria will be thoroughly evaluated by the Bank on compliance of Technical Specifications/Requirements/Scope of Work of the desired solution. Only bidders complying to 100% of the Technical Specifications/Scope of Work, as defined in the RFP document will be evaluated further. Vendors are expected to submit detailed documentary evidence for all services provided by their solution specifically the ones included in the Technical Specifications/ Scope of Work, Annexure IX.

After above, technical bids of eligible bidders will be thoroughly evaluated by the Bank and those bidders satisfying the eligibility Criteria will receive a technical score based on their responses to the evaluation format and supporting documents. The score received by bidders in technical round will hereafter be called the Technical Score (TS).

This evaluation will be carried out on a total score of 1,000 on the basis of the following evaluation parameters defined in this section.

The evaluation methodology is further broken down into sub areas as under:-

Sr. No.	Proposal Bid evaluation	Sub score
1.	Technical Requirements	175
2.	Functional Requirements	725
3.	Vendor's Presentation/POC	50
4.	Site Visit	50
Maximum Technical Proposal Bid Evaluation Score		1000

The technical evaluation would involve the following major areas:

a. Technical Requirements

The evaluation of the Technical Features will be done by the Bank on the basis of adherence to the Solution design and Minimum Technical Specifications vis-à-vis products offered analysis in relation to: `

- The compliance mentioned by the Bidder to the application architecture requirements as per Annexure IX – Technical Requirements. It is the sole

discretion of the Bank to disqualify a Bidder if that Bidder is unable to comply with the requirement set in this document.

b. Functional Requirements

The Bidder needs to cover the entire functional requirement of Bank given in Annexure XI – Functional Requirements. Responses received in Annexure XI would be used for evaluating the Bidder on the functionality being proposed by them. Bidders will be required to submit the prototype of the solution offered for evaluation of Annexure XI.

c. Vendor's Presentation

The Bank will require the Bidders to make presentations regarding the various aspects of the proposed solutions. This process will also enable the Bank to clarify issues that may be identified from the Bidder's responses to the RFP.

The Evaluation Committee decided by the Bank would be scoring the presentation made by the Bidders at Bank's premises as per annexure X

d. Site Visits

The Bank requires the Bidders to provide at least ONE reference Scheduled Commercial Bank in India where the solution has been implemented. The reference site should be one where the Bidder has implemented the proposed Integrated HRMS as a System Integrator and is currently in use as of date of the RFP.

Bank may reject the proposal of the Bidder if in case the responses received from the site visited were unsatisfactory.

The Cost for travel and lodging for the team identified by the Bank will be borne by the Bank for site visits. However, the Bidder may be expected to facilitate these arrangements.

In the second stage, the **COMMERCIAL BIDS** of only those bidders, whose technical bids have been short-listed, will be opened. The Bank reserves the right to accept or reject any technology proposed by the bidder without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

The commercial bids shall be opened in the presence of shortlisted bidders, if they choose to be present. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. The intimation of time and place of opening of commercial bids will be informed separately to shortlisted bidders only.

After opening of commercial bids as above, commercial evaluation & verification of the bids will be done by the Bank. Thereafter, Bank may hold

Reverse Auction in the event of 2 or more bidders are technically eligible. The procedure for the same is available on our e-procurement website.

After conducting reverse auction, following scoring mechanism shall be deployed:

The "Commercial Score" used above will be calculated using the formula, given below:

$$\text{"Commercial Score"} = \frac{\text{Lowest commercial price}}{\text{Vendor's commercial price}}$$

In Commercials, Total Cost will be considered except price of optional items.

A 70:30 Techno-Commercial scoring model will be used for the evaluation. The bidder with the highest aggregate score of the technical and commercial will be selected.

The "Final Score" for a Vendor will be calculated using the formula, given below:

$$\text{"Final Score"} = (\text{Technical Score} \times 0.7) + (\text{Commercial score} \times 0.3)$$

The "Final Score" resulting from "Techno-Commercial Evaluation" shall be the basis for identification of Vendors. The Vendor obtaining the highest final score will be ranked as "H-1". Similarly, Vendors with second & third highest final scores will be ranked as "H-2" and "H-3" and so on.

The Vendor securing 'H-1' Rank will be recommended for award of contract.

Bank will not enter into any communication at any stage with the unsuccessful bidder.

In case two or more bidders have identical final scores, in such a scenario H1 successful bidder will be the one who has higher aggregate technical score among them.

The technically qualified and commercially evaluated H1 bidder will be asked to demonstrate Proof of Concept (POC) free of cost. In case the H1 bidder fails to demonstrate successfully & satisfactorily within the given time frame (normally within 8 weeks of declaring the successful bidder or as per time schedule given by the bank), his/her offer will be cancelled, PBG forfeited and the offer will be transferred to the H2 bidder & so on. The H2 & subsequent bidder have to match with the H1 bidder's rate and have to demonstrate POC successfully & satisfactorily. The necessary environment is to be provided by the bidder for POC.

22. REVERSE AUCTION

Bank may hold Reverse Auction in the event of 2 or more bidders are technically eligible. The procedure for the same is available on our e-procurement website.

Price Variation Factor

“If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same bidder shall not be called for reverse auction process”.

23. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined is not in order as per the specifications will be rejected by the Bank.

24. CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of commercial bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

25. VERIFICATION OF REFERENCE INSTALLATIONS

Bank may, if deemed necessary, conduct verification of reference implementation to satisfy themselves on the performance of the solution/services offered with reference to their requirements.

26. CANCELLATION OF BID/ BIDDING PROCESS

Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its action.

27. ASSIGNMENTS

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

28. NON DISCLOSURE

By virtue of Contract, as and when it is entered into between the Bank and the successful bidder, and its implementation thereof, the Successful Bidder may have access to the Confidential Information and data of the Bank and its customers. The Successful Bidder will enter into a Non-Disclosure Agreement to maintain the secrecy of Bank's data as per following:

- a) That the Successful Bidder will treat the Information as confidential and shall not disclose to any third party. The Successful Bidder will also agree that its employees, agents, sub-contractors shall maintain Confidentiality of the Confidential Information.
- b) That the Successful Bidder will agree that it shall neither use, nor reproduce for use in any way, any Confidential Information of the Bank without consent of the Bank. That the Successful Bidder will also agree to protect the Confidential Information of the Bank with at least the same standard of care and procedures used by them to protect its own confidential Information of similar importance. Without limitation of the foregoing, the Successful Bidder shall use reasonable efforts to advise the Bank immediately in the event that the Successful Bidder learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of the Contract to be entered into between the Bank and the Successful Bidder, and will reasonably cooperate in seeking injunctive relieve against any such person.
- c) That if the Successful Bidder hires another person to assist it in the performance of its obligations under the Contract, or assigns any portion of its rights or delegates any portion of its responsibilities or obligations under the Contract to another person, it shall cause its assignee or delegate to be bound to retain the confidentiality of the Confidential Information in the same manner as the Vendor is bound to maintain the confidentiality. This Clause will remain valid even after the termination or expiry of this agreement.
- d) That the Successful Bidder will strictly maintain the secrecy of Bank's data.

29. PATENTS RIGHTS

The bidder 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.

- a) The bidder 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.

- b) The bidder 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.
- c) The Bank will give notice to the bidder of any such claim without delay, provide reasonable assistance to the bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- d) The bidder shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use services (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

30. FORCE MAJEURE

Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the bidder and not involving the bidders' fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the bidder shall promptly notify the bank in writing of such condition and the cause thereof. Unless otherwise directed by the bank in writing, the bidder shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

31. CANCELLATION OF PURCHASE ORDER

After issuance of purchase order to successful bidder, Bank reserves the right to cancel the purchase order without giving any notice, for following reasons –

- a) Non submission of acceptance of order within 7 days of placement of order.
- b) Non submission of performance bank guarantee within stipulated time as specified in the RFP.
- c) Non signing of contract within the time specified by bank.

32. INTELLECTUAL PROPERTY RIGHTS

The Bidder warrant that in the course of providing the services, they shall not infringe upon any third party Patent, Copyright, Design, Trademark, or any other Intellectual Property Rights for system software and application software. The Bidder shall indemnify and at all times keep the Bank fully indemnified and hold harmless against any and all loss, damages, costs and expenses including Attorney's fees, which may be incurred as a result of any claim or action associated with such infringement, PROVIDED HOWEVER, the Bank agrees to give prompt notice to the Bidder of any such claim or action, gives complete authority and freedom to the Bidder in defending and/or settling such claim and gives all reasonable assistance to the Bidder in doing so. The remedy available to the Bank under this clause will survive termination of the Purchase Order such that in the event of violation of IPR claim by any third party after the expiry of the contract between Bank and the Bidder, the indemnity clause listed above will be valid and applicable beyond the contract period.

Annexure I

COMMERCIAL TERMS & CONDITIONS

1. ACCEPTANCE OF ORDER

The bidder shall give acceptance of order within 7 days from the date of order. Bank has a right to cancel the order, if the same is not accepted within 7 days from the date of placement of the order.

2. EXECUTION OF ORDER

Bidder has to execute its order within 1 month from date of work order.

3. DOCUMENTATION

Complete documentation of the application software in hard and soft copy should be provided along with implementation of the software. There will be separate manual for each documentation.

Documentation will include:

- Utilities reference manuals.
- Documentation on Design Logic and Program Development.
- Operator Reference manuals for each operator task.
- Error messages manuals.
- Documentation on troubleshooting.
- File / table structures, Indexes and Relations

- On line tutorials and help documentation.
- Data Dictionary
- Software Requirement Specification (SRS)
- Test Cases for UAT.

4. TRAINING

The bidder has to provide the one time training free of cost at Delhi. Training should be categorized into:

a. System Administration and Maintenance Training:

It should include training in system administration, configuration, operation and management of application software. Trouble shooting, interpretation of error message, the linkage between various programs and modules of application software must be integral to this training. The number of this type of users to be trained will be 10-15 and training will be of 2 days.

b. End Users Training:

The operators will be comprehensively trained in all application operation tasks. The number of this type of user will be 30 and training is of 1 day.

5. REQUIREMENTS OF PACKAGE

Detailed user requirements enclosed in Annexure XI. Applicant should submit their response in the prescribed format, as per Annexure XI and Annexure XI and an undertaking of compliance of requirements in Annexure IX and Annexure XI of this document.

6. PAYMENT TERMS

The Payment will be made on the achievement of the milestones mentioned as under:

Milestone	License fee (%)	Implementation fee (%)
After UAT Sign-off from Bank	10%	--
Delivery of the software (as per finalized SRS), User Acceptance and pilot implementation. (Pilot implementation means Implementation of all the functionalities at 5 RRB's Head Office and 5 Regional Offices of each PNB Sponsored RRB's).	20%	--
Live implementation. (The definition of live implementation will be same as given in	50%	80%

clause 3. of RFP).		
After the warranty period or after bidder gives a Bank Guaranty of equivalent amount valid up to warranty period.	20%	20%

The AMC/ATS Cost (after warranty period) shall be paid at the end of each half year after the date of completion of warranty period, subject to satisfactory services rendered, till that date.

In case of delayed delivery or incomplete delivery, the date of receipt of the complete and final component as per the SRS shall be treated as delivery date.

7. TAXES

The Unit Cost should be inclusive of all Taxes, statutory levies except Sales tax/service tax/VAT/Octroi/Entry tax. Octroi/Entry tax, if any payable, will be paid to the bidder on actual on production of original receipt.

The rate of the applicable taxes should be informed. TDS as applicable will be deducted from the payments. An amount equivalent to the service tax components will be deducted from the payments, which shall be reimbursed on submission of proof of payment of service tax to the appropriate Authority.

8. DURATION OF CONTRACT

Bank will enter into contract initially for a period of 3 years, however, the same should be extendable after completion of 3 years for a further period of 1 year or any other period as specified by Bank on mutually agreed terms and costs, if the bank so desires.

9. SIGNING OF CONTRACT

The successful bidder(s) shall be required to enter into a Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) with Bank, within 30 days of the award of the tender or within such extended period as may be specified by Chief Manager, I.T. Procurement Department, Information Technology Division, Punjab National Bank, HO: 5, Sansad Marg, New Delhi, based on terms and conditions as contained in this RFP document and other standards relevant clauses as well as bidder's offer document with all its enclosures, modification arising out of negotiation / clarification etc. The Bank reserves the right to stipulate, at the time of finalization of the contract, any document(s) to be enclosed as part of the final contract.

10. PERFORMANCE BANK GUARANTEE

The successful bidder has to submit the Performance Bank Guarantee of 20% of the "order cost to selected bidder" as per the Performa to be provided by the Bank

immediately upon placement of purchase order by the Bank, within 21 days of placement of purchase order, valid up to 2 years. Before the expiry of this PBG selected bidder has to provide the PBG of 20% of ATS cost valid up to the ATS period.

The Performance Bank Guarantee will be furnished by the successful bidder from first class scheduled commercial Bank (other than Punjab National Bank) for due performance of the offered solution.

Performance Bank Guarantee may be invoked in case of violation of any of the terms and conditions of this document and also in case of deficiency / delay in implementation/services provided by the successful bidder.

11. DELIVERY, IMPLEMENTATION SCHEDULE & PENALTY CLAUSE

a) Delivery

The final “Drafted SRS” should be submitted by the bidder within one month of acceptance of order, to the bank for vetting. After getting SRS Sign-Off from the bank, the required software product will be delivered to the bank within 3 months. Any delay in providing deliverables will attract penalty of 2% of license cost per week (maximum of 15% of license cost) 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.

b) Implementation Schedule

The shortlisted bidder should implement all the listed functionalities of the solution in live environment within 1 month from the date of the UAT Sign-off. Penalty is also applicable in case of delay in live implementation* of the software product. 2% of the implementation cost will be deducted as penalty per week for delaying in implementation as per schedule, with a maximum of up to 10% of implementation cost.

c) Penalty for delay in Annual Technical Support

Resolution of the problem is expected within 24 hours of escalation by the Bank (Time of reporting the issue) as per the support matrix provided by the Bidder. Delay in providing resolution will attract penalty at 2% of the ATS cost per year per week subject to a maximum of 20% of the ATS cost for the year. The bank reserves the right to terminate the contract after giving 30 days notice, in case the support is not satisfactory.

12. WARRANTY

The solution should have a comprehensive on-site warranty of one year after live implementation* of software applications. Warranty should cover trouble shooting, removing bugs/errors and enhancement (if required). There will be no charges for additional customization during warranty. All upgrades / updates / new version releases will be provided during warranty period with no extra cost to bank. During implementation phase if any upgrades / updates / new version releases comes, it should be implemented at no extra cost to bank. Bidders will ensure smooth functioning of the package for the first 12 months by deputing one on-site support engineer at bank's identified site from 10: 00 AM to 6:00 PM on all working days. The bidder shall also ensure the requisite knowledge transfer to the identified staff of the Bank for maintenance of the system subsequent to the initial on-site support period of 12 months.

13. ANNUAL TECHNICAL SUPPORT (ATS)

ATS will start after completion of warranty period. ATS should cover trouble shooting, removing bugs/errors. All upgrades / updates / new version releases will be provided during ATS period at no extra cost to bank. Bidders will ensure smooth functioning of the software package during ATS through off-site/ onsite (as per requirement of the bank) support on 24*7 basis. The shortlisted bidder should support for lifetime after completion of the warranty. Lifetime means time up to which bank will be using the application. Implementation charges (Onsite/ Offsite) for ATS related activity should be free of cost.

14. 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 Delhi. During the arbitration proceedings the Bidder 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 Delhi.

15. 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 Union Territory of Delhi.

The bidder 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 Union Territory of Delhi.

16. USE OF CONTRACT DOCUMENTS AND INFORMATION

The bidder 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.

17. SINGING OF INTEGRITY PACT

The bidder should undertake for signing of the Integrity Pact as per the Performa (Annexure-XV) provided by the bank to the bidder as per CVC guidelines.

18. CONFIDENTIALITY

The vendor shall not, without the written consent of the Bank, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the Bank in connection therewith, to any person(s).

The vendor shall not, without the prior written consent of the Bank, make use of any document or information except for purposes of performing this agreement.

19. UPGRADES AND UPDATES

The bidder shall be required to provide all future updates and upgrades for the solution provided free of cost. 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 Bidder.

20. SOURCE CODE

Source Code of the software will be provided to PNB or kept in the ESCROW arrangement with the ESCROW partner identified by the PNB.

For ESCROW MECHANISM:

The selected bidder shall ensure and facilitate an escrow mechanism for the software (all modules) supplied under this Agreement to the Bank in order to protect its interests in an eventual situation. Selected bidder shall enter into suitable Escrow Agreement with the Bank. The detailed terms and Conditions for

the Escrow Agreement between the Bank and the selected bidder will be mutually discussed and agreed at a later date.

The selected bidder shall deposit fully documented Source Code for the Software provided under the Deliverables (including in any stage of completeness, repair, or acceptance testing) in escrow, with a mutually agreed escrow agent. Under the Escrow Agreement, the escrow agent shall be required to verify each such deposit by selected bidder. The selected bidder shall verify or cause to periodically (a) verify that all such deposits are current and complete and (b) promptly provide the Bank with written certifications of such currency and completeness. Any costs related to escrow will be borne by the Bank.

21. INDEMNITY

The bidder assumes responsibility for and shall indemnify and keep the Bank harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect the Bank during the tenure of purchase order.

Where any patent, trade mark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/ or compensation thereon.

In the event of any third party raising claim or bringing action against the Bank including but not limited to action for injunction in connection with any rights affecting the machine supplied by the bidder covered under the purchase contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist the Bank in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against the Bank.

22. 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.

23. INFORMATION SECURITY

Successful Bidder upon selection will provide an undertaking to comply with the provisions of the Information Security Policy of the Bank.

24. TERMINATION OF CONTRACT

The quality of services given by the bidder 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 bidder. The decision of the bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 30 days, for any valid reason, including but not limited to the following :

- a) Excessive delay in execution of order placed by the Bank
- b) Discrepancies / deviations in the agreed processes and/or products
- c) Failure of vendor to maintain the SLAs such as Uptime & Availability, Reporting of Incidents/Alerts and Resolution of Problems related to monitoring solution as specified in the RFP for 2 consecutive quarters.
- d) Failure of vendor to complete implementation of solution within the time as specified in the RFP document
- e) Violation of terms & conditions stipulated in this RFP

-----XXX-----

PART – IV: Letter to be submitted by bidder along with bid documents

To
The Assistant General Manager
IT Procurement Department
Information Technology Division
Punjab National Bank
Head Office, 5 Sansad Marg
New Delhi – 110 001

Sir

Reg: Our bid for supply and implementation of Human Resource Management System solution for Punjab National Bank's sponsored Regional Rural Banks.

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that the Bank is not bound to accept the lowest or any bid received by the Bank, and the Bank may reject all or any bid; and it may accept or entrust the entire work to one bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter/notice board.

Dated at _____ day of _____ 2015.

Yours faithfully,

For _____

Signature _____

Name _____

Address _____

(Authorised Signatory)

ANNEXURE III**Response of Eligibility Criteria:**

S.No.	Eligibility Criteria	Documents Required	Details of Documents Submitted
1.	The company participating in the bid should be registered in INDIA as per the companies act or have its registered office within the jurisdiction of INDIA.	Bidder to give certificate of incorporation or any other certificate of registration issued by competent authority from Government of India.	
2.	Bidder should be OEM of the offered solution or an authorized partner of OEM. In case the bidder is not OEM of the offered solution, then a certificate from OEM certifying that in case the authorized distributor (bidder) is not able to perform obligations as per contract during contract period, the OEM shall perform the said obligations. In such cases, the mandate/authority of the official signing the letter of OEM of offered solution in favour of Bidder company should be clearly specified.	A valid authorization letter from OEM. The mandate/authority of the official signing the letter of OEM of offered solution in favour of Bidder company should be clearly specified	
3.	Each bidder should submit only one bid for software solution for HRMS in Punjab National Bank sponsored RRBs.	In case, it is observed that bidder has submitted more than one bid, all such bids submitted by bidder will be summarily rejected.	
4.	Either the Indian agent on behalf of the Principal / OEM or Principal / OEM itself can bid however both cannot bid simultaneously for the same solution. In case it is observed that the Indian agent on behalf of the Principal / OEM and Principal / OEM itself have simultaneously submitted the bid for same solution, then all such bids will be rejected. Further, if the OEM is the Bidder then the OEM can only bid for own solution only.		

5.	The bidder's Support centre should be located at Delhi/NCR. In case bidder is not having support centre at Delhi/NCR, bidder should give undertaking to open the support centre in Delhi/NCR within 1 month of award of tender.	List/Details of technical support centres in India with complete addresses and contact numbers as per Annexure VIII	
6.	The bidder shall be engaged in providing and managing such type of solution in India from last 3 years. Certificate/ letter of successful completion of project to be provided for the same.	Bidder to submit certificates/letters from Banks indicating project completion, No. of users, exact period for which the proposed HRMS solution has been in operation as evidence.	
7.	The proposed solution should have been successfully implemented for the purpose of Human Resource Management Solution and should be running successfully from the last 1 year in at least 2 PSU/ Banks/ BFSI / Government organization in INDIA with a user base of atleast 10000 Users in 1 organization.	Bidder to submit certificates/letters from Banks indicating project completion, No. of users, exact period for which the proposed HRMS solution has been in operation as evidence.	
8.	Bidder should have minimum turnover of Rs. 50 Crores in last two financial years as per latest Audited Balance Sheet.	Latest Audited balance sheet and Profit and Loss Statement.	
9.	The bidder should have shown positive net worth as per latest audited balance sheet.	Latest Audited balance sheet and Profit and Loss Statement.	
10.	The bidder should not be involved in any litigation which threatens solvency of company.	A written undertaking to this effect should be furnished.	
11.	Bidder should not have been black listed at any time by the Government / Government agency / Banks / Financial Institutions in India. Self Certificate/Undertaking is to be provided.	A written undertaking to this effect should be furnished.	

12.	The solution provider company should be CMMI (Capability Maturity Model Integration) level 3 complied. In case the solution provider company is not CMMI 3 compliant then the solution to be provided should be accompanied by a certificate from the CMMI level 5 company confirming after evaluation/audit that the solution provided is in conformity with CMMI 3 standards.	Complete copy of CMMI certifications and the validity period of the certification should be provided.	
13.	Bidder should be Original developer of the solution provided or authorized seller. In case of authorized seller, bidder should have all the required authorization documents and rights for the products offered to RRB's sponsored by Punjab National Bank.		
14.	The bidder has IP (Intellectual property) rights for the products offered or authorized reseller of the OEM product.	An undertaking to this effect to be given.	

SIGNATURE OF BIDDER WITH SEAL

NAME OF THE AUTHORISED SIGNATORY

Bidder Information

Please provide following information about the Company (Attach separate sheet if required): -

S. No.	Information	Particulars / Response		
1.	Company Name			
2.	Date of Incorporation			
3.	Name and Address of authorized person/Company Secretary (Please enclose the copy of company resolution)			
4.	Contact Person(s) Phone Fax E-mail Website			
5.	Provide the range of services /options offered by you covering service description and different schemes available for: <ul style="list-style-type: none"> ▪ Customization ▪ Implementation Support ▪ Warranty ▪ Post-implementation ▪ Ongoing Support for: - <ul style="list-style-type: none"> ○ ATS ○ Helpdesk ○ Training ○ Documentation ○ Others (specify) 	Yes / No / Comments (if option is 'No')		
6.	Any pending or past litigation (within three years)? If yes please give details Also mention the details of claims and complaints received in the last three years (About the Company / Software that are sold / licensed by the company).	Yes/No/Comments (if option is 'Yes')		
7.	Please mention turnover for last two financial years and include the copies of Balance Sheet in support of it.	Year	Turnover Rs.(in Cr)	Profit/Los s Rs.(in lacs)
		2013-14		
		2014-15		

**SIGNATURE OF BIDDER WITH SEAL
NAME OF THE AUTHORISED SIGNATORY**

COMPLIANCE TO SCOPE OF WORK

Sr. No.	Technical Specifications	Compliance (Yes/No)
1.	It should be capable of handling the major functionalities as required in the HRMS Solution. Bidder may however indicate all functionalities/ capabilities available in the solution proposed. All the functionalities mentioned in Annexure IX and Annexure XI should be provided.	
2.	Bidder to provide the proposed end-to-end HRMS solution meeting the features and functionalities mentioned in the RFP.	
3.	The system should be scalable to support additional users and modules.	
4.	This system should be centralized with the facility of on line access from various entities/ offices at different locations of the bank.	
5.	The product should have built-in features for providing role based access to users of the Bank.	
6.	After UAT and before the date of live implementation* of the software solution, the product will be audited by Bank's appointed third party Software Audit firm/in house team. All audit points raised by the Software Auditor in Audit should be complied by the selected bidder without any extra cost to bank and within the stipulated time frame mutually decided between the Bank and the selected bidder.	
7.	The solution should have built in security features to help only authorized users to use the application as per roles defined. The solution should have Standard security features like Password Management, User Management, Access control, Encryption of data, Time out and Audit Trails etc. should be supported in the Software. Open Web Application Security Project (OWASP) guidelines be followed and complied by the bidder.	
8.	The product shall be under a warranty of minimum one year from the date of live implementation* during which additions/modifications/bug fixing shall be done without any extra charge. Further all upgrades, patches would be	

	provided free of cost during the warranty and support period. The warranty period would start on live implementation*.	
9.	The successful bidder shall be responsible to provide Annual Technical Support of the product. The cost quoted by the bidder for the Annual Technical Support in the commercial bid will be valid for 4 years after the warranty period. The bidder should be able to provide support of the application for its lifetime. Lifetime means time up to which bank will be using the application.	
10.	The solution provider should provide workflow templates/ process flow documents to facilitate bank users to easily customize it according to its needs where there is no change in the business logic.	
11.	The shortlisted bidder should provide 12 months on site support from 10.00 a.m. to 6.00 p.m., Monday to Saturday, and offsite 24×7 support during warranty period, immediately after live implementation* without any extra cost.	
12.	The bidder will be required to implement the solution at Disaster Recovery (DR) site of the Bank as required by the Bank. No separate License fee and implementation cost would be payable to the bidder for DR implementation.	
13.	All statutory changes will be incorporated in the software by the bidder during warranty and subsequent support period free of cost.	
14.	In case the bidder is not the Principal Solution Provider (PSP), the bidder should put in place adequate support structure from the Principal Solution provider for overseeing and assisting in completing the implementation within the time frame. A letter of undertaking from the Principal Solution Provider has to be submitted along with the bid documents. A representative of the principal solution provider should support during the period of implementation and during warranty period.	
15.	The bidder should ensure full time availability of minimum one Subject Matter Expert onsite from 'Selected bidder/ PSP' for the period of Implementation. Subject Matter Expert will bring in his experience in the iterative process of framing business rules and to bringing process changes, review all project deliverables.	

16.	The successful bidder has to submit the standard security tests result of the solution which was done by recognized independent third party auditor.	
17.	Bidder will be required to provide the third party verification document for each and every person deployed in the project at bank.	
18.	Selected bidder will be responsible for managing the actions and activities of its personnel or the personnel of its subcontractors, etc involved in the project and will be accountable for all the personnel deployed/engaged in the project.	
19.	The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution as per annexure-XIV.	
20.	Solution should have clear separation between design and deployment activities. aa.	
21.	The Bidder has to provide complete document on Business continuity plan (BCP) and Disaster Recovery Plan (DRP) of the proposed solution.	
22.	The bidder should develop a project implementation plan indicating milestones and deliverables. Initially deliverables will be Design document, technical architecture of the solution and action plan for implementation.	
23.	The project implementation plan will be monitored regularly and delay in achieving milestones and deliverables will be analyzed and corrective action has to be taken.	
24.	Bidder should provide User Manual of the application software in hard and soft copy along with implementation of the software.	
25.	The proposed application should be OS, Hardware & database Platform independent. Specify all supported RDBMS.	
Other conditions:		
26.	The entire activity under this facility would be guided by and conform to guidelines of PNB, government agencies, legal provisions etc if any.	

27.	No right to employment in the Bank shall accrue or arise, at any point of time under this project.	
28.	In the event of exit of the Bidder from the project, all the records, confidential information and knowledge sharing, as would be required by the bank shall be handed over to the bank in form as prescribed by the Bank at the time of exit. For exit a prior six months' notice is required to be given by the bidder.	
29.	Bank also reserves the right to change the Bidder with one month's notice to the bidder and invoke the BG as penalty.	
30.	A detailed agreement will be executed with the bidder specifying roles and responsibilities.	
31.	The Bank also reserves the right to inspect such installation/s while evaluating the Technical Bid. The Bidder should bear all the expenses in this regard.	
32.	Besides downloadable form, the software should also be provided in CD/DVD/Hard Disk.	

Product Information

The following information should be provided.

Sr. No.	Information Required	Particulars/ Response
1.	Software Information <ul style="list-style-type: none"> ▪ Name of the Software Product /Solution ▪ Version of the proposed software ▪ Annual sales of the product during the last three years (number of installations) ▪ Annual installations (live) in the last three years similar to the module/version proposed. ▪ Year and place of the first live installation similar to the module/version set proposed. ▪ Number of versions released till date since the last three years. <ul style="list-style-type: none"> • Release month/year of last version • Release month/year of the proposed version 	
2.	Language and development environment in which the proposed version is coded.	
3.	System Module components – Specifically indicate modules / components and their dependencies (whether the modules /components can be implemented independent of other modules/ components) and level of integration for each proposed module /component.	
4. a)	Description of the solution development environment and application tools used. Also furnish whether Third Party Tools or Tools available with the System Software/RDBMS that are used in designing the solution	
7. b)	Is any third party product included in the solution? Whether the company has full control over the source code of such bundled third party software	
8.	What is the purchasing /licensing policy for the solution?	
9.	Broad solution enhancement /integration strategy for the next 3-5 years	
10.	Whether the solution offered is single product and all the modules are integrated through a menu.	
11.	Indicate the minimum hardware configuration and bandwidth requirement for the solution as per Annexure-XIV.	
12.	Inform the standards that are compliant by the product / Solution (Product, Process and Information Security)	
13.	Describe the process for modifying data dictionaries. Discuss any restrictions to this process. For example, are there any	

	specific data elements that cannot be modified by the user or are required?	
14.	Does your product utilize a Graphical User Interface (GUI) tool for user to customize screens?	
15.	What is your general integration strategy with third party packages and customer proprietary products?	
16.	What native report-writing or inquiry tools are included with your product?	
17.	What third party report writing tools do you support (i.e. Crystal, Brio etc.)? Does the customer have to pay extra licensing fee for this? (All the tools to be provided by Bidder without any extra cost)	
18.	Describe how the passwords and security codes are maintained on the system	
19.	Are there any restrictions to this process (for example: formatting standards that must be adhered to)?	
20.	Describe the deployment process when application is upgraded or fresh deployed.	
21.	What is the typical cost of deployment in terms of hardware, software, skills, effort?	
22.	Provide broad hardware sizing guideline for the different tiers in the architecture?	

Note:

All the information should be provided for the solution offered only

SIGNATURE OF BIDDER WITH SEAL**NAME OF THE AUTHORISED SIGNATORY**

COMPLIANCE STATEMENT

DECLARATION

Compliance	Description	Compliance (Yes/No)
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bids).	
Technical Specifications / Scope of Work	We certify that the solution offered by us for tender confirms to the Technical specifications/ requirements /scope of work stipulated by you. (Any deviation may result in disqualification of bids).	

Please note that any deviations mentioned anywhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid not submitted in proper format as per RFP.

Date: _____

Place: _____

Signature of Authorized Signatory
Name of Signatory:
Designation:
Seal of Company

DETAILS OF TECHNICAL SUPPORT CENTERS

Sr. No.	Location of Centers	Complete Address	Contact Person	Contact Numbers	Number of support engineers at each center
1					
2					
3					
4					
5					

Signature of Authorized Signatory
Name of Signatory:
Designation:
Seal of Company

ANNEXURE -IX**Technical Feature and Technology Architecture****TECHNICAL REQUIREMENTS**

The bidder should mention as Yes/NO in the column and also mention remarks/ response under 'Response/ Remarks of Bidder'. Remarks/ Response are mandatory in case of 'NO'.

The proposed system should have the following technology features:

HUMAN RESOURCE MANAGEMENT SYSTEM SOLUTION FOR PUNJAB NATIONAL BANK'S SPONSORED REGIONAL RURAL BANKS (175)				
S. No.	Requirement	Compliance (Yes/No)	Marks	Response/ Remarks of Bidder
I.	System Design Philosophy/ Concepts/ Architecture:			
1.	The proposed system should have been built on Pure Internet Architecture technology. Describe in detail the architecture of the system.		5	
2.	Support open standards for integration like web services, XML etc.?		5	
3.	The communication between server, database and other connected systems should be encrypted.		5	
II.	PC Client – User Interface			
1.	Is the system Thin Client		5	
2.	The proposed architecture should support web browsers like Internet Explorer, Chrome, Mozilla Firefox		5	

	etc. What web browsers are supported? Please also indicate the versions best suited for the proposed architecture?			
3.	The proposed solution can be accessed easily by any browser on a PC, or Laptop or PDAs and Handhelds / mobile devices		5	
III.	Customizing			
1.	The application functionality should be flexible and user friendly with capability to be customized by functional group, department or Business Unit?		5	
2.	Facility to write our own add-on modules with proposed solution		5	
3.	Can the system allow different fields to be required and/or displayed based on an individual user profile, group or security class?		5	
4.	Facility to create a new screen by us		5	
5.	Does any addition or modifications of screens affect the upgrade process?		5	
6.	Can all customization be carried out using one tool set? Describe the toolset. If no, how many tools does the developer need to know? Provide details of each tool. (All the tools to be provided by Bidder without any extra cost)		5	
IV.	Report Generation/ Design			
1.	Capability to configure sending the printing outputs fax, Screen, File, e-mail message, Excel etc. If any other report formats are supported, describe other report formats		5	
2.	Capability to format reports as Word, Excel, HTML or Acrobat Files?		5	

3.	Is there any Facility for a user to create a new report. Are “wizards” available to guide the process?		5	
4.	Capability to process multiple reports concurrently?		5	
5.	Ad hoc Reporting Capabilities: Provides the flexibility to HR personnel to themselves Design & generate ad-hoc reports without the intervention of IT Personnel.		5	
V.	Search Capability			
1.	Capability to support various searching options viz. Full-text, keyword, wildcard, user defined ranges, query by SQL operators (=, <, >, null, not null etc), multiple conditional queries etc.		5	
VI.	System Security			
1.	Ability to configure different users (employees, trainers, managers) at different levels of security based upon their job role?		5	
2.	The proposed system should support database level security and/or Application- Role Based Authorization (RBA)		5	
3.	Supports file level security?		5	
4.	Supports user level security?		5	
5.	Supports module level security?		5	
6.	Describe the level of access we can assign to users? The system should have the ability to customize the roles to any degree we desire? (For example: modify, Insert/ Update/ Read-Only access to certain system “resources”).		5	
7.	Capability to define any number of roles and flexibility to modify these roles?		5	
8.	Capability to allow users to change their own passwords to the application?		5	
9.	The proposed application should		5	

	provide complete logging and audit trails of activities performed by users?			
10.	HRMS solution should not allow any database level modification like creating, modifying, deleting, dropping database objects from application front-end		5	
VII.	Deployment			
1.	Modular Structure - various modules can be deployed as and when the business requirement arises.		5	
VIII.	Backup and Recovery			
1.	Should be capable of automating the backup process for all the applications/ database in the Primary & Disaster Recovery sites.		5	
2.	System should support Online, Automated and manual backup modes		5	
3.	The system should automatically log out a user in case of session breakdowns (e.g., communication failure, high inactivity period - these should be parameterized)		5	
4.	All modules in the system should be fully integrated and provide online processing, real time updates and batch processing		5	
IX.	Others			
1.	Can the common web server deployed for other applications integrate with this application?		5	
2.	The security features of the proposed application should "SSL aware"?		5	

We confirm that, all the details mentioned above are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of

evaluation, the Bank has the right to reject the proposal and disqualify us from the process.

We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of bidders for providing software solution.

SIGNATURE OF BIDDER WITH SEAL

NAME OF THE AUTHORISED SIGNATORY

ANNEXURE -X**VENDOR PRESENTATIONS**

Sr. No.	Parameters	Weight	Marks obtained	Comments
1	Alignment of the solution being proposed with the requirements of the Bank			
1.1	Does the vendor display clear understanding in fulfilling the bank's requirements?	5		
1.2	Does the vendor demonstrate beyond any doubt ability to deliver on ALL requirements?	20		
1.3	Is the vendor able to provide crisp and clear answers to questions asked with strong content?	10		
1.4	Is the vendor proactive to provide innovative solutions for capabilities required by the bank?	5		
1.5	Does the vendor have experience of performing similar functions in other clients?	10		
Total		50		

ANNEXURE - XI**FUNCTIONAL REQUIREMENTS.**

The bidder should provide the prototype of the proposed solution. The weightage will be given to standard features (S), which will be verified using prototype. No marks will be given for the customization feature (C).

**HUMAN RESOURCE MANAGEMENT SYSTEM SOLUTION
FOR PUNJAB NATIONAL BANK'S SPONSORED
REGIONAL RURAL BANKS
(725)**

Sr. No.	Requirement	Marks	Bidder's Response (S/C)	Bidder's Remarks (If Any)	Marks Obtained
I.	MANPOWER PLANNING	{10}			
1.	Provision to define requirement plans (periodic) in terms of specific skills, Qualifications, Experience, Designation etc.	2			
2.	Provision for mainstream, specialist and part time employee recruitment	2			
3.	Support to analyze the cadre-wise/ branch or office-wise/ department-wise staff strength – sanctioned/ working strength and the gap for which recruitment is required	2			
4.	Facility to capture the data relating resignations/ retirements/ VRS/ Dismissals etc.	2			
5.	Facility to allow receipt of projected manpower from Zones and Create a finally approved manpower plan.	2			
II.	RECRUITMENT	{34}			
1.	Facility to carry out recruitment for different types of employees separately viz. Officers, Specialist Officers, Clerks, Subordinates etc.	2			
2.	Provision for special recruitment for ST/SC/OBC/ Physically Challenged	2			

	etc. including relaxations to the conditions for eligibility				
3.	Facility for recruitment of people under compassionate grounds	2			
4.	Special recruitment category like physically handicapped/sportsperson /ex-servicemen/specialist/SC/ST/OBC/Others	2			
5.	Facility to release advertisements for various posts	2			
6.	Facility to automatically intimate vacancies to internal employees through mail, notices	2			
7.	Facility to create a standard recruitment template and host it on the PNB site for receipt of web based applications	2			
8.	Facility to attach documents/credentials in soft form as a part of the application	2			
9.	Provision to capture detailed information of applicant/ candidate	2			
10.	Facility to define the specification of the vacancy in terms of qualifications, work experience, location considerations, skills/competencies required, additional certifications/ professional qualifications etc.	2			
11.	Facility to maintain various types of tests and maintain a question/answer database of each type of test (medical/ psychometric, analytical etc.) to be administered as a part of the selection process.	2			
12.	Facility to maintain references and carry out references check on antecedents, character etc.	2			
13.	Capability of the system to automatically short list candidates based on the specifications at every stage of the selection process viz. preliminary short listing, test, interview etc.	2			
14.	Generation of system driven call letters (interview/test), regret letters	2			

	and offer/ appointment letters through both manual as well as electronic modes				
15.	Facility to record interview/ test evaluation results online in the system	2			
16.	Facility to maintain check list of for authentication and acknowledgement of various aspects related to joining viz. medical reports, testimonials, caste certificates, other relevant certificates etc.	2			
17.	Facility to automatically transfer applicant information into employee information for candidates joining	2			
HR ADMINISTRATION (PERSONAL RECORD MANAGEMENT)					
III.	HUMAN RESOURCES INVENTORY	{143}			
1.	Capability to maintain personal information like				
a.	Name (with capability to change of name with effective dates)				
•	Primary Name	1			
•	Maiden Name	1			
•	Father's Name	1			
•	Mother's Name	1			
•	Spouse Name	1			
•	Any other type of name	1			
b.	Address (with capability to capture change of with effective dates)				
•	Permanent Address	1			
•	Mailing Address	1			
•	Home State	1			
•	Domicile State	1			
•	Any other Address	1			
c.	Other				
•	Phone nos.	1			
•	e-mail ids	1			

•	Blood group	1			
•	Gender	1			
•	Religion	1			
•	Caste	1			
•	Date of Birth	1			
•	Marital Status/ Date	1			
•	Educational Qualification	1			
•	Prior Work Experience	1			
•	Language Known	1			
•	Dependent Data	1			
•	Details of relatives in the organisation including dependents and their relationships	1			
•	Bank Data	1			
•	Driving License Data	1			
•	Health Data	1			
•	National Identification	1			
•	Employee Photo	1			
•	Signature, Finger Prints	1			
•	Passport Details	1			
•	Visa Details	1			
•	Bank Account Information	1			
•	Emergency contact details	1			
•	Volunteer Activities etc	1			
2.	Capability to maintain Job Information				
a.	Employees Class (Permanent Employees, Temporary Employees, Contract Workers, Project Teams)	2			
b.	Employee Category (ST/SC/OBC/ Others)	2			
c.	Location (Corporate/ Zone/ Region/ Branch)	2			
d.	Department	2			
e.	Job Code/ Designation	2			
f.	Grade/ Cadre	2			

g.	Job History Covering details of				
	• Appointments	1			
	• Promotions	1			
	• Transfers- Branch to Branch, City to City, Rural to Urban, Semi urban etc.	1			
	• Deputation	1			
	• Increments	1			
	• Disciplinary Actions	1			
	• Awards	1			
	• Date of Joining	1			
	• Date of Probation/ Confirmation	1			
	• Date of Termination/ Retirement	1			
	• Previous Employment Details	1			
	• Date of Pay rate change etc.	1			
	• Union Information (If applicable)	1			
	• Compensation Data including components of pay	1			
3.	Capability to configure various types of actions along with the reasons including additional action/ reasons	2			
4.	Capability to link the account no. with the payroll and expenditure disbursement related activity.	2			
5.	Capability to maintain all the above job and personal information with effective dates	2			
6.	Capability to parameterize maintenance of the personal information under various types	2			
7.	Facility to maintain concurrent jobs for employees with additional responsibilities /special duties in addition to regular responsibilities	2			
8.	Capability to maintain various salary plans, salary grades and salary steps and link it to the employees	2			
9.	Capability to carry out automatic salary processing either in case of time-bound increments or merit linked increments and also to manually adjust the same based on pre-defined budgets/ ratings	2			

	criteria.				
10.	Ability to calculate the back dated changes in salary and pay out arrears.	2			
11.	Leave Management				
a.	Definition of leave types	2			
b.	Holiday schedule	2			
c.	Leave eligibility	2			
d.	Leave rules for encashment/ availment/ carry over	2			
e.	Online application and approval of Leaves	2			
f.	Maintenance of Leaves Balances	2			
12.	Linkage of Leave management to payroll process	2			
13.	Mobility – Transfers				
a.	Inter Branch transfer	2			
b.	Transfer at employee request	2			
c.	Transfer on promotion	2			
d.	Transfer on disciplinary grounds	2			
e.	Obstacle to mobility like health, family, education etc	2			
f.	Transfer History	2			
g.	Transfer based on tenure	2			
14.	Promotions				
a.	Time Bound	2			
b.	Performance Based	2			
c.	Grade Advancement	2			
15.	Employee Relations				
a.	History of disciplinary action like date reported, nature of charge, action taken, action date, resolution process	2			
b.	History of grievances reporting, action taken, resolution process, action taken, redressal date	2			
16.	LFC Details				
a.	Definition of LFC types	2			
b.	LFC Span	2			
c.	LFC eligibility	2			

d.	Rules for encashment/ availment/ carry over	2			
e.	Online application and approval of LFC	2			
f.	Maintenance of LFC Balances	2			
17.	Medical Aid / Hospitalization Claim details				
a.	Definition of Claim details	(6)			
	• Medical Checkups Claim	2			
	• Hospitalization Claim	2			
	• Domiciliary Claim	2			
b.	Claim Eligibility	2			
c.	Online submission and approval of Claim	2			
d.	Issue of Claim Number and Reference Number	2			
e.	Maintenance of Claim entered/ received/ rejected	2			
f.	View Claim Status/ Claim Date/ Claim amount	2			
IV.	TRAINING ADMINISTRATION (Capability To):	{55}			
1.	Support preparation of yearly (or user defined) training calendar	2			
2.	Track and schedule courses for both in-house and external courses	2			
3.	Maintain and Track instructors, training facilities, contract bidders, standard equipment required for courses and equipment available at training facilities	2			
4.	Identify the courses that instructors are qualified to teach based on match between competency requirements to conduct the course vis-à-vis actual instructor competencies	2			
5.	Facility to receive "Training Needs Analysis" forms from various zones/ regions/ branches for the purpose of creating a training plan	2			
6.	Support to identify training needs from the Performance Appraisal system on the basis of the development areas	2			

	identified				
7.	Plan and schedule course sessions either in own facilities or at a bidder's premises				
a.	Bank's own Training College/ Centres	1			
b.	Outside Institute within Country	1			
c.	Institute Located Abroad	1			
8.	Provision to check training room and instructor availability online	2			
9.	Provide for various types of course enrollments viz. employee enrollment, manager enrollments, training needs identification from Performance appraisal system	2			
10.	Provision to enroll at individual level as well as at group level	2			
11.	Provision to maintain minimum and maximum number of students per course and create waiting lists if enrollments exceed maximum number of students	2			
12.	Provision to auto enroll waitlisted students	2			
13.	Define training courses and group training courses into training programs, which can be linked to jobs	2			
14.	Track training requirements for jobs or re-certifications	2			
15.	Track information about student training	2			
16.	Establish prerequisites course requirements and verify online that students have met the requirements for a course before confirming final enrolment	2			
17.	Identify competencies that employees gain from completing a course and provide for automatic updation of employee competency inventory	2			
18.	Capability to maintain training budgets at employee level, department level, senior management level	2			
19.	Track training budgets for budget periods	2			
20.	Track training costs for students	2			

21.	Generate and email training letters to students including course confirmation, cancellation and rescheduling	2			
22.	Track various types of training expenses including course expenses, student-incurred expenses and tuition reimbursements	2			
23.	Compare planned and real costs	2			
24.	Record and review student feedback for various parameters viz. training facility, instructor and course materials	2			
25.	Maintain training history of all employees with effective dates	2			
26.	Facility to record test results conducted as a part of the training certification	2			
27.	Maintain feedback from employees as well as instructors on training for assessment of training effectiveness and impact	2			
V.	APPRAISAL & PERFORMANCE MANAGEMENT	{40}			
1.	Capability to create Performance documents for employees depending on the cadre/ grade in the organisation	2			
2.	Ability to define competency wise/ parameter wise desired levels of performance for each cadre/ grade in the organisation	2			
3.	Ability to define proficiency descriptions for each parameter for each cadre/ grade so as to ensure that the same measures of performance are communicated to the appraiser as well as the appraisee.	2			
4.	Facility to attach different rating model (5 point scale, 7 point scale) depending upon the cadre/ grade in the organisation	2			
5.	Facility for self appraisal as well as superior's appraisal	2			
6.	Facility to record superior's appraisal and approval for the appraisal	2			
7.	Ability to define the period for which appraisal is being carried out	2			

8.	Capture appraisal details as given by the appraising authority	2			
9.	Capture appraisal details as given by the reviewing authority	2			
10.	Support parameter wise ratings, final ratings, strength/ weakness and suggestions/ recommendations for improvements by the appraising/ reviewing authority	2			
11.	Facility to give weightage to each parameter and points against each rating attained	2			
12.	Facility to consolidate the overall points and calculate an overall grade for the appraisee	2			
13.	Facility to import Short/ Long term goals (particularly at officer level and above) in the performance appraisal document	2			
14.	Support maintenance of history of performance appraisals and promotions	2			
15.	Support maintenance of automatic release of time based increments	2			
16.	Release of increments for qualifications acquired	2			
17.	Increments released should automatically be integrated with the payroll module and other relevant modules	2			
18.	Support generation of increments due for each month or for user defined period for employees – cadre wise/ scale wise/ other user defined combination	2			
19.	Support to generate reminder letters/ mails/ workflows to the employees/ appraising authorities in case of non-submission of self-appraisals etc.	2			
20.	Support memo letters/ mails/ workflows to be issued to the employee in case of unsatisfactory performance	2			
VI.	LFC – MANAGEMENT AND DETAILS	{22}			
1.	Definition and maintenance of LFC details for different types of LFC depending upon the scales of the employee	2			

2.	LFC register-containing records of all types of LFC, employee-wise	2			
3.	Provision to maintain all types of LFC	2			
4.	Ability to maintain LFC eligibilities for each type of LFC depending on rules specified by the bank	2			
5.	Ability to maintain rules for LFC takes in terms of rules for availing LFC, encashing LFC, encashing PL, lapsing of LFC, ceilings for accumulation of LFC, rules for combination of LFC with PL encashment etc.	2			
6.	Ability to record actual LFC taken	2			
7.	Ability to calculate actual LFC balance at any point in time	2			
8.	Link LFC management to employee history				
9.	Provision to accounting of LFC including automatic credit of LFC and also provision with manual credit/ modification/ cancellation etc	2			
10.	LFC availment process administration as per the statutes laid down by the government/ bank	2			
11.	Support online application and approval of LFC	2			
VII.	PROMOTIONS – CAREER AND SUCCESSION PLANNING	{40}			
1.	Ability to create standard career paths in the organisation in terms of various possible moves from the current level/ grade in the organisation	2			
2.	Ability to define grade advancements within a level on the basis of time based as well as merit based criteria	2			
3.	Ability to define the competencies/ skills required at the higher level so as to perform an evaluation	2			
4.	Ability to define the rules for promotion eligibility in terms of tenure, consistent achievement of high performance grades etc.	2			
5.	Ability to define additional rules specific to service in terms of suspensions,	2			

	disciplinary actions				
6.	Based on the above criteria, ability of the system in identifying employees who are eligible for promotion (general cadre, SC/ST/OBC etc.)	2			
7.	Conducting written tests, interviews etc for the employees identified as a part of the eligibility list	2			
8.	Capability to capture results of written test, interview evaluation and preparation of merit list of employees for promotion	2			
9.	Facility to intimate employees of promotion/ rejection through mail/ workflow/ letters	2			
10.	Facility to create a waiting list of employees for promotions	2			
11.	Facility to create offer letter on promotion	2			
12.	Facility to identify the strength and development areas for an employee and link the development areas to the training plan	2			
13.	Ability to define short/ long terms goals for employees and provide a framework to assess and update completion of the same	2			
14.	Ability to define various mentors and mentoring requirements for the employees	2			
15.	Ability to identify key positions for the purpose of succession planning	2			
16.	Ability to plan for vacancy of the key position in advance	2			
17.	Identification of employees who can fill the key vacant position on the basis of a competency/ skill search	2			
18.	Slating of the candidates on various parameters linked to performance, service related factors, skills etc.	2			
19.	Identify the gaps/ developmental areas between the slated employees and requirements of the key position	2			
20.	Link the same to career plan	2			

VIII. LEAVE MANAGEMENT		{26}			
1.	Definition and maintenance of leave calendars for different types of leave depending upon the scales of the employee	2			
2.	Leave register-containing records of all types of leave, employee-wise	2			
3.	Provision to maintain all types of leave like CL, PL, ML and sports related, SL-extra ordinary leave, sabbatical leave, special leave etc.	2			
4.	Ability to maintain leave eligibilities for each type of leave depending on rules specified by the bank	2			
5.	Ability to maintain rules for leave takes in terms of rules for availing leave, encashing leave, accrual of leaves, lapsing of leaves, ceilings for accumulation of leaves, rules for combination of leave types etc.	2			
6.	Ability to record actual leaves taken	2			
7.	Ability to calculate actual leave balance at any point in time	2			
8.	Link leave management to payroll and employee history	2			
9.	Provision to accounting of leave including automatic credit of leave and also provision with manual credit/debit/ modification/ cancellation etc	2			
10.	Leave cancellation and leave extension/amendments, advancements postponement of leave	2			
11.	Supports extra-ordinary leave on loss of pay	2			
12.	Leave availment/ carry-over processes administration as per the statutes laid down by the government/ bank	2			
13.	Support online application and approval of leaves	2			
IX. MANAGEMENT OF TRANSFERS AND POSTINGS		{74}			
1.	Facility for automation of transfer process and related workflow with	2			

	facility to configure rules				
2.	Maintenance of complete history of employee transfers since his recruitment	2			
3.	Transfer/ redeployment of officers based on requirement/ sanction strength of different regions/ zones	2			
4.	Identification of vacancies and preparation of transfer list based on the user defined criteria- e.g. Officers who completed 3 years at one place etc.	2			
5.	Maintenance of request transfer register for officers, clerical and subordinate staff separately and facility to generate list of eligible candidates for transfers based on criteria fixed	2			
6.	Generation of <i>inter se</i> seniority and seniority list	2			
7.	Posting/ transfer of officers upon their promotions	2			
8.	Maintenance of records for officers transferred out of parent state and also officers to be transferred back to home state on completion of required tenure	2			
9.	Maintenance of transfer records of specialist transfer identification of vacancies and issue of transfer orders based on the recommendations received from the respective specialist departments	2			
10.	Provision to maintain temporary transfer details on compassionate/ health grounds and generation of overdue cases	2			
11.	Provision to maintain lateral transfer details and transfers on promotion	2			
12.	Generation of list of eligible staff members for transfer based on the user defined criteria (like those who completed 3 years service at one place, those who working more than 10 year in one region, those who have not worked outside the state in a particular scale or overall position)	2			
13.	Maintenance of exemptions given in transfers with a facility to record the	2			

	reasons for the same				
14.	Provision to record the transfer orders cancelled/ deferred/ modified and follow up with the respective regional/zonal offices for implementation	2			
15.	Capture of details of officers on deputation to outside agencies like IBA etc.	2			
16.	Employee profile				
a.	Functionality needed for users to maintain their own demographic data: name, address, phone, marital status, birth date etc.	2			
b.	Delivery of integrated directory services allowing for a centralized location for user authentication and security	2			
17.	Employee Development				
a.	Supports the personal and professional development of users through training management and delivery, skills and competency management, career and succession planning and other areas	2			
b.	All key components of the training environment are covered within the application: from competency assessment through course enrollment and reassessment of newly acquired skills.	2			
c.	Transactions enable users to self-report on training, licenses, certifications, languages, activities and numerous other development related topics, essentially providing the organization with an employee knowledge or skills pool	2			
18.	Employee Performance				
a.	Collaboratively plan performance, behaviours and competencies	2			
b.	Link strategic enterprise objectives to employee performance results and goals	2			
c.	Track performance progress throughout the performance period	2			
d.	Leverage HR Advisement tools such as Writing Assistant, Language Checker and Development Tips	2			

e.	Complete assessments for results, behaviours and competencies	2			
f.	Rate and weight results and competencies	2			
g.	Leverage pre-integrated performance and competency content	2			
h.	Track performance review deliverables with alerts and reports	2			
i.	Identify top performers and those needing performance improvement	2			
19.	Recruitment Manager				
a.	Helps managers take control of their recruiting needs and helps organizations build competitive advantage through effective hiring	2			
b.	Create job requisitions	2			
c.	Review and evaluate applicants	2			
d.	Get interviews scheduled	2			
e.	Make job offers completely online	2			
20.	Profile Manager				
a.	Enabling department and Line Managers to update employee demographic information as well as manage an employee's status within the organization, within a web environment	2			
b.	Changing an employee's full time or part time status, updating address, telephone and other personal data, managing location and job changes, promotions, terminations, retirements and other status-related events	2			
c.	Enable managers change information such as location and reporting changes, for an entire group of employees as opposed to entering these changes individually	2			
X.	EXPENDITURE/ REIMBURSEMENTS DETAILS		{24}		
1.	Definition and maintenance of expenditure/ Reimbursement for different types depending upon the scales of the employee	2			

2.	Expenditure/ Reimbursement register-containing records of all types of Expenditure/ Reimbursement, employee-wise	2			
3.	Provision to maintain all types of Expenditure/ Reimbursement like Newspaper, Briefcase, Conveyance, Phone Bill, Medical-Aid Payment, Sumptuary Payment etc.	2			
4.	Ability to maintain Expenditure/ Reimbursement eligibilities for each type of Expenditure/ Reimbursement depending on rules specified by the bank	2			
5.	Ability to maintain rules for Expenditure/ Reimbursement takes in terms of rules for availing Expenditure/ Reimbursement, accrual of Expenditure/ Reimbursement, lapsing of Expenditure/ Reimbursement, ceilings for accumulation of Expenditure/ Reimbursement etc.	2			
6.	Ability to record actual Expenditure/ Reimbursement taken	2			
7.	Ability to calculate actual Expenditure/ Reimbursement balance at any point in time	2			
8.	Link Expenditure/ Reimbursement management to employee history	2			
9.	Provision to accounting of Expenditure/ Reimbursement including automatic credit of Expenditure/ Reimbursement and also provision with manual credit/ modification/ cancellation etc	2			
10.	Expenditure/ Reimbursement availment/ carry-over processes administration as per the statutes laid down by the government/ bank	2			
11.	Support online application and approval of Expenditure/ Reimbursement viz. Newspaper, Phone Bill, sumptuary etc.	2			
12.	Link Expenditure/ Reimbursement management like petrol, newspaper to payroll if needed.	2			
XI.	MEDICAL AID/ HOSPITALIZATION CLAIM - MANAGEMENT AND	{20}			

	DETAILS			
1.	Definition and maintenance of Claims details for different types of Claims depending upon the scales of the employee	2		
2.	Hospitalization Claim register-containing records of all types of Medical Aid/ Hospitalization Claim, employee-wise	2		
3.	Provision to maintain all types of Medical Aid/ Hospitalization Claim	2		
4.	Ability to maintain Medical Aid/ Hospitalization Claim eligibilities for each type of Medical Aid/ Hospitalization Claim depending on rules specified by the bank	2		
5.	Ability to maintain rules for Medical Aid/ Hospitalization Claim takes in terms of rules for availing Medical Aid/ Hospitalization Claim.	2		
6.	Ability to record actual Medical Aid/ Hospitalization Claim taken	2		
7.	Ability to calculate actual Medical Aid/ Hospitalization Claim passed	2		
8.	Link Medical Aid/ Hospitalization Claim management to employee history	2		
9.	Medical Aid/ Hospitalization Claim availment process administration as per the statutes laid down by the government/ bank	2		
10.	Support online application and approval of Medical Aid/ Hospitalization Claim along with issue of Claim number and Circle reference Number mapping	2		
XII.	PAYROLL SPECIFICATIONS	{95}		
1.	Support Multi-currency, multi-language, Unicode supported functionality	2		
2.	Capability to run multiple payrolls in a single instance	2		
3.	Capability to maintain a single central payroll depository and be able to run and access payroll from any location in a centralized or decentralized manner	2		

4.	Support a rule based architecture whereby all the rules, tax updates, country functionalities are built using GUI based screens	2			
5.	Support configuration and parameterization of different pay components including facility to add/modify/ delete pay components	2			
6.	Capability to make changes to rules, tax updates etc. without any code programming	2			
7.	Capability to define various pay elements like earnings and deductions using a rules based framework	2			
8.	Capability to group individual earning and deductions and link them to employees as per their eligibilities	2			
9.	Facility to record various types of Pay entities	2			
10.	Ability to define various types of Pay cycles (normal, off-cycle, bonus etc) and link them to the corresponding Pay calendars and pay runs	2			
11.	Ability to define flexible processing frameworks wherein the order of processing various elements of pay can be defined as per the specific rules followed	2			
12.	Ability to run separate payrolls for officers and staff depending on the eligibilities and rules applicable for each category	2			
13.	Ability to support multiple re-runs, if necessary, after resetting, before final payroll generation	2			
14.	Ability to define the following at the basic earnings and deductions level:				
a.	Override levels	2			
b.	Configurable calculation type	2			
c.	Frequency of payment	2			
d.	Rounding off rules	2			
e.	Segmentation/ proration rules	2			
15.	Capability to maintain balances/ accumulated amounts for the purpose of various calculations. These balances				

	to support definition of:				
a.	Level at which balances to be maintained (employee level, job level)	2			
b.	Period of time to accumulate data				
	• By payment period	1			
	• By segment period	1			
	• MTD, QTD, YTD and other period to date options	1			
c.	accumulator signs (adding or subtracting)	2			
d.	Accumulator type (contributing, as encountered or after calculation etc)	2			
16.	Capability to define various formulae and ability to link them to other calculation formulae/ elements such that when there is a rule change only the component which has undergone a change will be effected	2			
17.	Capability to enter formulae not as a code but as a rule using a GUI based screen such that the code is system generated. System also to have a syntax checker and auto validate formulae options	2			
18.	Support main, supplementary and partial payroll run	2			
19.	Multiple re-runs, if necessary, after resetting, before final payroll generation	2			
20.	Problem/ error tracking of payroll run, through error table, priority list for recovery and maintenance of unrecovered amount with facility to fix future instalments of recovery	2			
21.	Does the system use audit trails to capture batch modifications to employee payroll information?	2			
22.	Does the system use audit trails to capture on-line modifications to employee payroll information?	2			
23.	Does the system support tracking changes made to payroll information by the date changed, reason etc.	2			
24.	Support to view pay details of current month, pay history, net amount paid, unpaid deductions – employee-wise and	2			

	month-wise, financial year-wise				
25.	Support entry of Payee specific data before pay run				
a.	Ability to override at the payee level the resolved value of an element	2			
b.	Ability to override at the payee level an earnings or a deductions component values such as amount, unit rate, rate, base, percent	2			
c.	Assign or remove an earnings or deductions eligibility for a payee based on the payee's eligibility group settings	2			
d.	Positive input – one time or repetitive entries like over time, bonus etc	2			
e.	Absence	2			
26.	Support the functionality related to Retroactivity, Segmentation and Proration	2			
27.	Support both types of Retroactivity viz. Corrective and Forwarding	2			
28.	Support the auto mapping of Staff account number from personnel information page for salary disbursement	2			
29.	Support Post payroll processing and banking activities viz.				
a.	Online setup of banks	2			
b.	Employee accounts and net distribution	2			
c.	Receiver account setup and assignment	2			
d.	Batch processes viz. payment preparation and bank file generation	2			
30.	Carry out Absence processing apart from payroll processing:				
a.	Definition of various leave types	2			
b.	Definition of leave eligibilities	2			
c.	Definition of leave rules	2			
d.	Running absence payroll for capture of opening balances, leave availment during the period, calculation of leave accruals and calculations of closing balances	2			
XIII.	INDIA SPECIFIC PAYROLL	{66}			

1.	Support calculation of different allowances based on user-defined criteria as applicable at the bank (Basic, DA, HRA etc)	2			
2.	Maintenance of slab-wise details for BASIC, DA, HRA, INCOME-TAX, PROFESSIONAL TAX etc	2			
3.	Maintenance of employee-wise deductions to be updated monthly	2			
4.	Calculation of overtime and linking such payments with income tax calculation	2			
5.	Facility to indicate taxable earnings, deduction priority, carryover and partial recovery	2			
6.	Monthly salary payment calculations and generation of related reports, salary slips, deduction lists, vouchers, tax challans etc (as per the user defined criteria like for a branch/ region/ zone etc)	2			
7.	Pay fixation for all cadres on promotion	2			
8.	Calculation of income tax as per rate slabs & standing instructions	2			
9.	Calculation of income tax forecast for each employee based on the employee declaration of savings etc	2			
10.	Facility to allow income tax exemption & deductions	2			
11.	Facility to maintain tax rates, standard deduction, investment, rebate, national rent, perquisites, like furniture and accommodation etc	2			
12.	Professional tax deductions with exemptions, arrears and generation of related reports and challans	2			
13.	Generation of all types of statutory reports of taxes like form 16 and form 24 in the user-defined format	2			
14.	Support calculation of loss of pay, half-pay, strike cut etc and consequent adjustment in income tax payment etc	2			
15.	Provision to recover other taxes like professional tax etc	2			
16.	Support leave encashment on LFC and also on retirement with consequent tax	2			

	adjustments				
17.	Releases of festival advance and other advances (user defined) against salary. Employee-wise recovery position, recovery list and outstanding balances list – month wise or as user defined	2			
18.	Support calculation and payment of bonus consequent tax adjustments	2			
19.	Support generation of bonus payment reports to be submitted to various Govt. Departments	2			
20.	Payment of medical allowances, recovery and taxation (if any) thereon	2			
21.	Recovery of union contributions. Generation of reports of check off with a facility to locate dual membership	2			
22.	Housing loan recovery of bank and outside agencies and updation of it rebate. Generation of reports.	2			
23.	Support payment of educational allowance, mid academic transfer allowances and any other user defined allowances with automatic updation of it deductions	2			
24.	Support recovery of all other types of loans with reports like recoveries made, overdue list etc.	2			
25.	Support calculation of incremental arrears with consequent tax adjustments	2			
26.	Support payment of salary arrears as per the industry level settlements with tax adjustments from backdate	2			
27.	Support payment of salary to special appointees, temporary staff etc.	2			
28.	Support payment of subsistence allowance in case of suspended employees and facility for rephrasing various staff loans when on loss of pay and suspension	2			
29.	Support DRF (Death Relief Fund) and SBS (Staff Benevolent Scheme) or any other such schemes recovery from employee salary – yearly recovery statement to be given to staff	2			
30.	Support reimbursement with regard to	2			

	conveyance, medical (normal & hospitalization)				
31.	Payment of deputation allowance	2			
32.	Support creation of PF enrollments, nominations and deduction of employee contribution to PF	2			
33.	Support calculation of employer contributions to PF including both EPF and FPF part (if applicable)	2			
XIV.	ASSETS & LIABILITIES	{20}			
1.	Capability to create Assets & Liabilities documents for employees as per the format provided by bank mainly contains Assets, Liabilities and any other form.	2			
2.	Ability to define descriptions for each parameter for Assets & Liabilities	2			
3.	Facility for to save and confirm the detail as well as submit	2			
4.	Facility to print the submitted data.	2			
5.	Ability to define the period for which Assets & Liabilities details is being carried out	2			
6.	Capture Assets & Liabilities details as given by the authority	2			
7.	Support maintenance of history of Assets & Liabilities details mentioned earlier.	2			
8.	Support to generate reminder letters/ mails/ workflows to the employees in case of non-submission of Assets & Liabilities etc.	2			
9.	Support memo letters/ mails/ workflows to be issued to the employee in case of non-submission of Assets & Liabilities	2			
10.	Support view of earlier Assets & Liabilities details filled by user.	2			
XV.	CHARGE TAKING REPORT PACKAGE	{46}			
1.	Capability to maintain Charge Taking Information like				
a.	Charge Taking Date	2			

b.	Dist No/ Sold Id	2			
c.	Employee ID Charge Taking By (CTR BY)	2			
d.	Name of Charge Taker	2			
e.	Designation of Charge Taker	2			
f.	Employee ID of Charge Taken From (CTR From)	2			
g.	Name of Charge Taken From	2			
h.	Designation CTR From	2			
i.	Total Deposit (In Lakhs at the of Charge taking)	2			
j.	Total Advances (In Lakhs at the of Charge taking)	2			
k.	NPA (In Lakhs at the of Charge taking)	2			
l.	Profit (In Lakhs at the of Charge taking)	2			
m.	Loss (In Lakhs at the of Charge taking)	2			
n.	Branch Status (Urban/ Rural/ Semi-Urban)	2			
o.	Branch Category (Small/ Medium/ Large/ Very Large)	2			
p.	Specialization (MSME Branches/ Service branches etc.)	2			
q.	Location Classified	2			
r.	IR Date (Audit date)	2			
s.	No of serious Irregularity as per Audit Report	2			
t.	IT Rating (Low/Medium/High/Very High)	2			
2.	Linking of the detail with the CTR of Charge taken from (Employee ID CTR From)	2			
3.	Maintenance of Charge Taking Report	2			
4.	Link Charge Taking report to employee history	2			
XVI.	Others	{10}			
1.	Capability to log out a user from a central location	2			
2.	Capability of session logout	2			
3.	The system should have adequate localization to handle specific	2			

	requirements of Indian Laws and regulations (Central and state), taxes and duties, and other regulations applicable.				
4.	Ability to re calculate pay/recover based on changes from a backdate in case of data updation for past period /late approval /rejection of leave	2			
5.	Ability to segregate the data logically by functional group, department or business unit	2			

We confirm that, all the details mentioned above are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the Bank has the right to reject the proposal and disqualify us from the process.

SIGNATURE OF BIDDER WITH SEAL
NAME OF THE AUTHORISED SIGNATORY

ANNEXURE - XII**RFP for Software Solution for Human Resource Management System for Punjab National Bank's sponsored Regional Rural Banks****Commercial Bid****To be submitted in e-Procurement process only****Format for Commercial Bid:**

S. No.	Particulars	Cost (In Rs.)
1.	User-based Software License Fees for 10000 users (including one year warranty with onsite support for 12 months from the date of live implementation).	
2.	Software implementation Cost	
3.	Annual Technical Support per annum To be quoted as 'Total price = (4*price per annum)'	
Total		
	Optional items, if desired by the Bank (To be Negotiated with the H-1 bidder)	
4.	Post Warranty On-Site support (per man month) Rate valid for four years after warranty period.	
5.	Additional customisation charges (T & M Rates) per man month (if required by the bank), beyond SRS.	

Note:

- (A) **Commercial Price = S.No. 1 + S.No. 2 + S.No. 3**
- (B) **The bidder has to submit the commercial bid only in the above format. Any other format would be summarily rejected at the time of opening the bid.**
- (C) **The bidder has to quote for optional items also (if any).**
- (D) **Software license will be Scalable and initially taken for 10000 users and additional licenses will be procured as per the future requirement, if any.**
- (E) **Additional license cost per user will be taken on pro-rata basis.**

- (F) Bidder shall quote all the figures in numbers followed by in words enclosed in brackets in all commercial bids.**
- (G) The Unit Cost should be inclusive of all Taxes, statutory levies except Sales tax/service tax/VAT/Octroi/Entry tax. Octroi/Entry tax, if any payable, will be paid to the bidder on actual on production of original receipt.**

Proforma for the Bank Guarantee for Earnest Money Deposit

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee # Date

Punjab National Bank

Information Technology Division

5, Sansad Marg

New Delhi 110001

Dear Sir,

In accordance with your bid reference no. _____

Dated _____ M/s _____ having its
registered office at _____ herein after

Called 'bidder') wish to participate in the said bid for Software Solution for HRMS
for Punjab National Bank's sponsored RRBs.

An irrevocable Financial Bank Guarantee (issued by a nationalized / scheduled
commercial

Bank) against Earnest Money Deposit amounting to Rs. _____ Rupees (in
words _____) valid up to _____ is required to be submitted by the
bidder, as a condition for participation in the said bid, which amount is liable to
be forfeited on happening of any contingencies mentioned in the bid document.

M/s _____ having its registered office at
_____ has undertaken in pursuance of their offer to Punjab
National bank (hereinafter called as the beneficiary) dated _____ has
expressed its intention to participate in the said bid and in terms thereof has
approached us and requested us _____ (Name of
Bank) _____ (Address of Bank) to issue an irrevocable financial
Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs _____/-
Rupees (in words _____) valid up to _____.

We, the _____ (Name of Bank) _____
(Address of Bank) having our Head office at _____ therefore
Guarantee and undertake to pay immediately on first written demand by Punjab
National Bank, the amount Rs. _____ Rupees (in words _____) without
any reservation, protest, demur and recourse in case the bidder fails to Comply
with any condition of the bid or any violation against the terms of the bid,
Without the beneficiary needing to prove or demonstrate reasons for its such
demand. Any Such demand made by said beneficiary shall be conclusive and
binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to _____. If
any further extension of this Guarantee is required, the same shall be extended to

such required period on receiving instructions in writing, from Punjab National Bank, on whose behalf guarantee is issued.

"Notwithstanding anything contained herein above
Our liability under this bank guarantee shall not exceed Rs _____ Rupees (in words_____).

This bank guarantee shall be valid up to _____. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand, on or before _____ before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this
_____ Day of _____ 2015 at _____

Name of signatory
Designation
Bank Common Seal

ANNEXURE - XIV**PROPOSED HARDWARE SPECIFICATION**

TECHNICAL PLATFORM REQUIREMENT FOR DEPLOYMENT OF THE
PROPOSED SOLUTION

1. SYSTEM REQUIREMENTS

S. No.	Item description / configurations/ make /model	Quantity
1.	Operating system	
2.	Database system	
3.	Others (please specify)	

2. HARDWARE & STORAGE DETAILS

S. No.	Item description / configurations/ make /model	Quantity
1.		
2.		
3.		
4.		

SIGNATURE OF BIDDER WITH SEAL

NAME OF THE AUTHORISED SIGNATORY

ANNEXURE - XV**Performa for Integrity Pact****General**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ 2015, between, on one hand, the Punjab National Bank acting through Shri _____, Designation of the officer, Punjab National Bank having its Head Office at 7, Bhikaji Cama Place, New Delhi -

110607 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First

Part. and M/s. _____ represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part,

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS- the BIDDER is a private company/public Company / Government Undertaking / partnership / registered export agency, constituted in accordance with the relevant law in the, matter and the BUYER is a Ministry/Department of the Government of India / PSU performing its functions on behalf of the President of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any Influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the, contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1) Commitments of the BUYER

- 1.1. The BUYER, undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour, or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2. The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford art advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3. All the officials of the BUYER will report to the appropriate Government office any attempted completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2) In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima-facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3) Commitments of BIDDERS

- I. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
- II. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantages, commission, fees, brokerage or inducement to any Official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- III. The BIDDER further undertakes that it has not given, offered or promised, to give, directly or indirectly any bribe, gift; consideration, reward, favour,

any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

- IV. BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.3.4.* BIDDERS shall disclose the payments to be made by them to agents / brokers or any other intermediary, in connection this bid/ contract.
- V. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized-government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the, contract to the BUYER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- VI. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and details of services agreed upon for such payments.
- VII. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of .the bidding process, bid evaluation, contracting and implementation of the contract.
- VIII. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- IX. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- X. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- XI. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

XII. If the BIDDER or any employee of the BUDDER or an person acting on behalf of the BIDDER, either directly or indirectly is a relative of any of the officers of the BUYER or their family members, agents, brokers alternatively, if any relative of an officer of the BUYER has financial interest / stake in the BIDDER'S firm, the same shall be disclosed by the

BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

XIII. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgressions

4.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, With any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could Justify BIDDER's exclusion from the tender process.

4.2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount _____ (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

(i) Online Deposit with transaction No. Date & Amount _____

(ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever The demand for payment by the BUYER shall be treated as conclusive proof of payment.

(iii) Any other mode or through any other instrument (to be specified in the RFP),

5.2. The Earnest Money/Security Deposit shall be valid up to a period of six months and for the successful bidder, EMD will be returned upon submission of Performance bank guarantee as mentioned in tender document.

5.3. No interest shall be payable by the BUYER to the BIDDER on Earnest Money

/ Security Deposit for the period of its currency.

6. Sanctions for violations

6.1. Any breach of aforesaid provisions by the BIDDER or any one employed by it or action on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However; the, proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER
- (iv) To recover-all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with Interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER
- (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

(x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1. (i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IC of the Indian Penal code, 1860 or Prevention of Corruption Act 1988 any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

7.1. The BIDDER undertakes that It has not supplied/is not supplying similar Product / systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India, or PSU and if it is found at any stage that similar product / systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1. The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

8.2. The 'task' of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact

8.3. The Monitors shall not be subject to instructions by the representatives, of the parties and perform their functions neutrally and independently.

8.4. Both the parties accept the Monitors have the right to access all the documents relating to the project /procurement, including minutes of meetings.

8.5. As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that

provided by the BIDDER. The BIDDER will also grant the Monitor, upon, his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation, the same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

- 8.7. The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer

the Monitor the option to participate in such meetings

- 8.8. The Monitor will submit a written report to the designated Authority of BUYER/Secretary of the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

9. Facilitation of investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the; BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER

11. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

- i. The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- ii. Should one or several provisions of this Pact turn out to be invalid; the remainder of, this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____.

BUYER

BIDDER

Name of the Officer

CHIEF EXECUTIVE OFFICER

Designation

Punjab National Bank

Witness

Witness

1. _____

1. _____

2. _____

2. _____

*Provisions of these clauses would need to be amended/ deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

Check List (Technical Bid)**Documents required in Technical Bid Envelope (Sealed Cover):**

Sl. No	Contents of the RFP Document	Submitted in Bid (Page No. in the document)
1.	Commercial Terms and Conditions - Annexure I	
2.	Bidder's undertaking letter - Annexure II	
3.	Compliance to Eligibility Criteria – Documents mentioned in Annexure III	
4.	Bidder's Information – Annexure IV	
5.	Compliance to Scope of work – Annexure V	
6.	Product Information- Annexure VI	
7.	Compliance Statement – Annexure VII	
8.	Details of technical Support Centers – Annexure VIII	
9.	Technical Feature and Technology Architecture – Annexure IX	
10.	Functional Requirements – Annexure XI	
11.	Format of Bank Guarantee for submission of EMD- Annexure XIII	
12.	Proposed Hardware Specification – Annexure XIV	
13.	Pre contract Integrity Pact – Annexure XV	
14.	Copy of last two years audited balanced sheet.	
15.	Board resolution and Power of attorney in favor of authorized person signing the Bid documents.	
16.	Any other document indicating the feature of the product	

Note: a. All pages of the bid documents must be signed by authorized person.

- **b.** All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...

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