

RFP for Human Resources Management System (HRMS)
Tender No: PSB/HOIT/24/2013-14

Request for Proposal For
Supply, Customization, Deployment, Maintenance & Support of
Integrated Human Resource Management System



PUNJAB & SIND BANK

Bank House, 21, Rajendra Place

New Delhi-110008

KEY INFORMATION

Particulars	Details
Tender Number	PSB / HOIT / 24 /2013-14
Tender Title	Selection of vendor for supply, Customization, Deployment, maintenance and support Integrated Human Resources Management System
Cost of RFP	Rs. 10000/- (Rs. Ten Thousand Only)
Bid Security (EMD)	Rs. 3500000/- (Rs. Thirty Five Lacs Only)
Date of Publishing the tender on Bank's Website	11.09.2013 11:00 Hrs
Last Date for Submission of Pre-Bid Query	18.09.2013 17:00 Hrs (queries must be mailed to hoit.tenders@psb.org.in only quoting tender reference number in the subject)
Pre Bid Meeting	23.09.2013 11:30 Hrs
Last Date for sale of RFP	11.10.2013 14:00 Hrs
Last Date and time for submission of Bids	11.10.2013 15:00 Hrs
Date and Time of Opening of Technical Bids	11.10.2013 15:30 Hrs
Date and Time of online Commercial Bids (through Reverse Auction)	To be notified later to the qualifying bidders only.
Place of Opening of Bids	Punjab & Sind Bank Head Office Information Technology Department Bank House, 2 nd Floor, 21, Rajendra Place, New Delhi 110008
Contact Persons for any clarifications/ Submission of Bids	Mr. J. S. Dhingra – AGM(IT)
Contact Numbers	011-25815512, 25823354

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1. Invitation for tender offers

Punjab & Sind Bank (P&SB) is planning to procure Human Resource Management Solution for its Personnel & Human Resource Department (HRD) from potential solution providers on turnkey basis. Offers in sealed envelopes are therefore invited for supply, installation, customization, Implementation and support of comprehensive and integrated application software, system software, RDBMS, hardware and any dependent suits if required for HRMS.

2. Introduction

Punjab & Sind Bank, established in 1908, was nationalized in the year 1980 and today is a leading public sector undertaking listed in BSE/NSE. Punjab and Sind Bank has three tier administrative architecture having Head Office (HO) at 21, Rajendra Place, New Delhi- 110008 , Zonal Offices (ZO) at 20 locations and more than 1150 branches across India. Established in the year 1908, the bank envisages emerging as one of the leading commercial banks of the country. All the branches of the Bank are CBS enabled. Bank has deployed Finacle as a Core Banking Solution for all its Branches. The bank has approx 9000 employees as on date, approx 6700 pensioners, approx 3000 employees under NPS.

The Bank shall procure & implement Human Resource Management System (HRMS) including Human Capital Management, Financial Management, Relationship Management, Recruitment, Manpower Planning, Career & Succession planning, establishment & pay roll, leave & LFC, PF, Pension and Gratuity Management, Training of the staff, Personnel administration, Exit management modules, Vigilance Module etc. for its Human Resource and Development Department(HRD) through the RFP. The HRMS solution should be a centralized, integrated, uniform, and standardized and secure in bilingual form (English and Hindi) to be accessible across all branch offices / Zonal offices and departments of the Bank through bank's intranet as well as through internet and intranet.

The function of HRD is generally administrative and common to all organizations. Efficient and effective management of human capital progressed to an increasingly imperative and complex process. The HRD's function consists of tracking existing employee data which traditionally includes personal histories, department, designation, promotions, salary, loans, entitlements, leaves, emoluments, etc. To reduce the manual workload of these administrative activities, the bank wants to electronically automate many of these processes by introducing specialized HRMS. The PF department is specialized to handle work related to Pension, PF, Investments, Gratuity and various welfare schemes for the employees. HRMS must cater to the needs of Vigilance Department as well.

The HRMS must be able to integrate the functionalities of HRD, PF Department and Vigilance department along with minimum interference between the working of the three.

3. Broad Scope of Work

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

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

1. The successful bidder will be required to supply, customize and implement an integrated HRMS solution along with requisite hardware, software, middleware interface, networking equipments, bandwidth etc. to meet the required uptime and response time etc.
2. Bring in the best of systems/processes in HR management to enhance efficiency of the Bank's existing HR systems / practices /procedures.
3. Assist the Bank in Change Management. The offer should include the desired capability of Bank in Change management, process and methodology used & experience.
4. Assist the Bank in providing self-service facilities to the employees like browsing leave records, Printing of Pay Slips, Booking of bank's guest's house and electronic submission of various applications, etc. on on-line basis.
5. Offer a comprehensive and self-contained HRMS & Payroll solution conforming to the best standards with sophisticated tools and processes for HR management. The Application should have user-friendly and powerful querying mechanism and help effective data mining based on the Bank defined parameters, processing logic, rules and criteria. The solution should have a strong Management Information / Decision Support System facility.
6. The Data ownership will remain at Head Office. Branches/Zonal Offices should be able to work on and/or upload data to / download data from HRMS Data Centre Servers, as per defined levels of access and permissions. All the offices should be operational in an on-line real-time mode i.e. the offices will be connected to the central server on an online real time basis.
7. Wherever, connectivity is an issue, branches should be able to send data files in structured, standardized format on floppy/CD, so that batch upload on to the Central Server is possible. In certain cases even manually prepared data sheets may be forwarded for data entry at Zonal Offices.
8. The solution should provide a facility for processing Payroll, reimbursements, etc. at Head Office, Zonal Office and Branch level.
9. The solution should have the feature for consolidating data of all Zones in the Server containing Head Office Data, at pre-defined intervals. The Head Office Server will be located at a Data Centre in Mumbai. The solution should have all reports generation facility for MIS as well as statutory requirements, Data Mining, Data Warehousing and reporting (statutory and other) purposes.
10. The Bank may specify enable Migration of data from existing systems with proper validation, controls and consistency checks as. The Bidder should submit effort estimation and man days rate for the data preparation and migration in the commercial proposal.
11. Provide end User IT support, impart the required training to the Bank's staff for

operating the HR applications brought in /implemented by him.

12. The Solution should be based on pure internet architecture with no download required on any client machine whatsoever (That is to run the solution the browser should be sufficient)
13. The Bidder shall develop the required interface to integrate HRMS software with the Core Banking solution deployed in The Bank. Integration may involve automated interaction, accessing Finacle database, services, and seamless automated two way data exchange with Finacle etc. The bidder shall coordinate with Bank's system integrator for the successful integration with Core Banking Solution (existing or higher versions).
14. The HRMS solution must necessarily have Bi-lingual (Hindi, English) support with no changes in the database and should have the capability to generate bilingual screens, forms, letter, vouchers, charts and reports. The successful bidder is required to implement bilingual option in the HRMS with the following features:
 - The System should support printing of the reports/letters/notes/vouchers in bi-lingual format.
 - The System should have the facility to enable or disable bilingual screen facility as per the user requirement.
15. In case, the bidder has not indicated any component/module in their proposed solution and is required for implementation of solution, the successful bidder has to provide required peripherals/equipments, within the contracted price.
16. The proposed HRMS solution should be a centralized, integrated, and uniform and standardized with bilingual facility (Hindi & English) to be accessible across all offices / departments of The Bank through Bank's intranet. The proposed HRMS solution should also be accessible through internet using secure channel.
17. The solution should be scalable to provide facilities for login to the HRMS software using Biometric /Smart Card Devices. The link to such device would include recording time-in, time-out from such device in HRMS database
18. The system should be able to integrate with Bank's email messaging system and should allow forwarding/receiving of emails to/from the system. However, the complete responsibility of integration of HRMS solution with the email system of the bank shall be of the bidder

4. Disclaimer

This Tender is not an offer by the Bank, but an invitation to receive offer from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the Bank with the vendor.

Current Status

1. Setup

DC/DR

The Bank's Data Center (DC) is located in Vashi Mumbai and Disaster Recovery Center at Chennai (likely to be shifted at Greater Noida). The DC is connected to the branches, Zonal office and Head Office through Bank-wide Wide Area Network. The entire network uses Mix of Leased Lines, RF, VSAT and Backup connectivity through ISDN lines & RF etc. The ATMs, Mail Messaging System and other applications also use the WAN. The Disaster Recovery Center has similar setup as that of DC.

Present Applications at HRD and PF Department

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

Packages / Software	Brief Description
Personal Information System (PIN)	An in-house Developed Software on Foxpro have Employee Data on various parameters
Claim and Advances against Bills System (CABS)	An in-house Developed Software on Foxpro being used for processing Advance against bills and Bill claims
Bank Employees' Emoluments Disbursement System (BEEDS)	An in-house Developed Software on Foxpro being used for employees Salary Disbursement and Tax Related functionalities.
Pension Calculations Package	The Foxpro based software introduced in 1995 being used for Pension calculation of around 6700 Retired Staff.
Gratuity / Leave Encashment/Welfare packages	Developed on Foxpro in-house
PF Package	The software was installed 20 years back and is on COBOL Language.
Other Miscellaneous applications	Vigilance and other Departments are using in-house Developed Utilities for Department function mostly on Foxpro platform.

2. Requirements

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

The detailed requirements for the above areas are provided in Annexure A

3. Roll Out Plan

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

- Pilot run at Head Office and 2 Zonal Office for 2 month
- Roll Out across all locations

4. One Time Data Conversion Requirements

The entire data from the existing systems will have to be migrated to the new system by the vendor before going-live. The historical data (Number of years for which the data needs to be converted) will vary depending on the need for such historical data by the Bank

Instructions to Vendors

1. Two Bid System Offer

1.1 The Bid Proposal being submitted would be binding on the Bidder. As such it is necessary that authorized personnel of the firm or organization must sign the Bid. The designated personnel should be authorized by a senior official of the Organization having such authority to do so. The same person or a different person should be authorized who should have Digital Certificate issued in his name and should have authority to quote offer price during On-line Reverse Auction. The details of Digital Certificate like Name, Digital Key details, Issuing Authority and validity etc. are to be provided. The Xerox copy of necessary Original Resolutions/ Authority/ Power of Attorney having authority to authorize the person to submit Bid Documents/ participate in Online Reverse Auction, on behalf of the Company shall be enclosed. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

1.2 The bidder shall submit his response to the present tender separately in two parts – “The Technical Bid” and ‘The Indicative (Estimated) Price’. Technical Bid will contain product specifications whereas the Indicative (Estimated) price will contain the estimated pricing information. In the first stage, only the Technical Bids shall be opened and evaluated as per the criterion determined by the Bank. Bank reserves the right for physical inspection of the hardware with quoted configuration during the process of technical evaluation. Those bidders satisfying the technical requirements as determined by the Bank in its absolute discretion shall be short-listed for opening their Indicative (Estimated) Price. The indicative prices are to fix the start price for on-line Reverse Auction. The shortlisted vendors shall be intimated the date and time for participating in the On-Line Reverse Auction. Bidder should be agreeable to accept the offer at the price quoted in Reverse Auction, in case bidder is identified /selected as L1 Bidder. In order to participate in online reverse auction, bidders should have Digital Signature. M/s E-Procurement Technologies Ltd (ETL) has been engaged for providing e-tendering services for Punjab & Sind Bank. ETL will train the bidders for this purpose and they will have to abide by the E-Business Rules framed by the service provider and duly approved by the Bank. The E-business Rules shall be shared with Shortlisted bidder before Reverse Auction. For more information on participating for this reverse auction contact **Ms. Vaishali soni** (abcprocure) – Mob. 09662940485, Landline: 079-4001 6860/6861/6863 email: Vaishali@abcprocure.com. The Address of M/s e-Procurement Technologies Ltd. is as under:-

M/s e-Procurement Technologies Ltd. (abcprocure)
A-201-208, Wall Street - II,
Opp. Orient Club, Nr. Gujarat College,
Ahmedabad - 380 006, Gujarat , India
Tel.:- 91 - 079 - 4001 6860 /6861/6863/6864/ 6877/ 837
Fax:- 91 - 079 - 4001 6876
Auction Website : <https://psb.abcprocure.com>

1.3 The Bank reserves the right to accept or not to accept any bid or to reject a particular bid at its sole discretion without assigning any reason whatsoever.

1.4 The Indicative (Estimated) Price of equipments of only technically qualified & short-listed vendors shall be opened to fix the Start price for online Reverse Auction. The Bank shall, however, may follow any other basis to determine the start price for on-line Reverse Auction.

1.5 Bid documents shall be submitted in a single sealed envelope, including **RFP Cost and Bid Security** and **sealed envelope containing Indicative (Estimated) Price**, duly super-scribing the envelope with the reference of this RFP, due date, name of the Bidder with contact details, Offer reference number etc. Bid document should be duly filed and all the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted Bid Documents should be serially number numbered with the Bidder's seal duly affixed with the Signature of the Authorized Signatory on each page. Documentary proof, wherever required, in terms of the RFP shall be enclosed.

1.6 The Bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the Bids. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in.

2. Schedule of Requirements

This tender comprises of the following schedule.

Schedule Number	Name of Schedule	Quantity
I	Human Resource Management System with One Year Warranty	1
2	RDBMS	Vendor to specify the licensing requirement depending upon the solution offered by them and provide the same
3	Production Hardware(s) and System Software for HRMS Data Centre	1
4	Any other Licensed software (if required)	Vendor to specify the licensing requirement depending upon the solution offered by them and provide the same

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

The proposed solution should be capable of running on the existing Network architecture of the Bank. (If additional Hardware / Network is required, that has to be clearly mentioned in the bid).

Vendor shall take the responsibility of installing, commissioning the necessary IT

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

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

3. Qualification

Only the vendors who meet all the qualifications mentioned in “Qualification Criteria” of the tender are eligible to participate in the tender.

4. Terms and Conditions

Terms and conditions for vendors who participate in this tender are specified in the section named “Terms and Conditions”. These terms and conditions are binding on all the vendors. These terms and conditions will form part of the purchase order.

5. Offer Validity Period

The Bids shall be valid for a period of 180 days from the last date for bid submission. A bid valid for a shorter period shall be rejected by the Bank as non responsive.

6. Address for Communication

Offers should be addressed to the following office at the address given below:

Asstt General Manager - IT
Punjab & Sind Bank
Information Technology Department
Bank House (2nd Floor)
21, Rajendra Place, New Delhi-110008

7. Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Punjab & Sind Bank intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP as Key Information. The queries of all bidders should reach by date and time specified in Key Information. It may be noted that no queries of any bidder shall be entertained/ received after the Pre-Bid meeting. The clarifications given in the Pre-Bid meeting will be available on the Bank’s Website

8. Proposal Ownership

The proposal and all supporting documentation submitted by the vendor shall become the property of the Bank.

9. Modifications and Withdrawal of Offers

Vendors are allowed to modify or withdraw their offers anytime before the last date and time specified for closing. No offer can be modified or withdrawn by a vendor after the closing date and time for submission of offers.

10. Opening of Technical offers

Technical Offers received within the prescribed closing date and time will be opened in the presence of vendors’ representatives who choose to attend the opening of the Offer on

the date and time specified in this tender document. Vendors' representatives present shall sign a register of attendance.

11. Preliminary Scrutiny

Offers not meeting the qualification criteria will be rejected.

The Bank will scrutinize the offers received to determine whether they are complete and as per tender requirement, whether technical documentation as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the vendors and the Bank reserves the right to exercise such waivers.

12. Clarification of Offers

In order to facilitate scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarifications on the offer made by them. The request for such clarifications and the vendor response shall necessarily be in writing.

13. No Commitment to Accept Lowest or Any Offer

Punjab & Sind Bank is under no obligation to accept the lowest or any other Offer received in response to this tender and reserves the right to reject any or all the offers including incomplete offers without assigning any reason whatsoever.

Punjab & Sind Bank reserves the right to make any changes in the terms and conditions of the RFP. The Bank will not be obliged to meet and have discussions with any vendor and / or to entertain any representations.

14. Documentation

Functional and Technical information in the form of Brochures/Manuals/CDs etc. must be submitted in support of the Offer made.

15. Submission of Functional and Technical Details

It is mandatory to provide the functional and technical details in the exact format (**Annexure A**) given in this tender.

The offer may not be evaluated / rejected by the Bank in case of non-adherence to the format or partial submission of technical information as per the format given in the offer. The Bank shall not allow/permit changes in the technical specifications after due date. The relevant product information, brand and version/model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the Offer. Failure to submit this information along with the Offer could result in disqualification. Please note that substituting required information by just brand name is not enough.

16. Format for Technical offer

The Technical offer/bid should be made in an organized, structured and neat manner. Brochures/leaflets etc. should not be submitted in loose form.

The suggested format for submission of Technical Bid is as follows:

1. Index
2. Covering letter. This should be as per Annexure B,
3. Solution Questionnaire, as per Annexure C,
4. Eligibility Compliance Statement, as per Annexure F,
5. Bill of materials as per Annexure H. This table should not contain any price information in Technical Bid.,
6. Technical Bid as per Specifications as given in Annexure A, complete with all the columns filled in,
7. Terms and Conditions Compliance Table in the following format. This table must cover vendor's response to all the terms and conditions specified in the offer document,
8. Warranty and AMC details. This should not contain any price information in Technical Bid,
9. Delivery schedule,
10. Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed,

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
1			
To			
34			

11. Software / Hardware / RDBMS / Other licensing suits details,
12. Manufacturer's / Developer's Authorization Form (if applicable) as per Annexure D,
13. Track record of past installations, as per Annexure J,
14. Reference Site Details, as per Annexure E,
15. Details of Service Support Centers as per Annexure G,
16. Vendor's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the tender document,
17. Earnest Money Deposit (EMD) as per Annexure M.

17. Format for Commercial Offer

The Commercial Offer must not contradict the Technical offer in any manner. The suggested format for submission of Commercial Offer is as follows:

1. Index
2. Covering letter
3. Commercial Version of Bill of Materials and Price Schedule (as per Annexure H). This annexure must contain all price information, including AMC details.
4. A statement that the vendor is agreeable to the Payment schedule given in the tender.

18. Erasures or Alterations

The Offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" will not be acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and hence unacceptable.

19. Locations of Installation

The proposed architecture envisages using the server room of centralised data centre for

hosting of central application servers, databases and associated hardware and software. Aggregation of the data of all the offices of the Bank will be done at the central application server (central server). Data pertaining to all staff members of the Bank will reside on the central server and all offices/branches shall be operational in an on-line real-time mode. Most of the offices/branches will be connected to the central server on an online real time basis, whereas for other non-networked offices/branches, the aggregated data will be updated on a periodic basis to the central server.

The proposed system must have tried and tested encryption layer to ensure data security on the WAN.

20. Short-listing of Vendors

The Bank will prepare a short-list of technically qualifying vendors and the commercial offers of only short listed vendors will be opened. The Bank will intimate the date and time of opening of Commercial Offers to the vendors whose Offer is technically in line with the tender requirements.

21. Costs & Currency

The Offer must be made in Indian Rupees only, including the following:

1. Head Office license costs
2. RDBMS costs (specify number of licenses & its type & provide the same)
3. Production hardware and System software costs
4. Any other licensed suits costs (specify number of licenses, its type and provide the same)
5. Installation and commissioning, training and other costs, if any,
6. Minimum of one-year comprehensive on-site post implementation warranty covering technical and operational support for the software, RDBMS, hardware and other suits supplied. This period will start on the next date succeeding the date of successful implementation and acceptance (see Acceptance Tests clause of Terms and Conditions) of the system by the Bank in writing.
7. All taxes and levies except Entry Tax and Octroi.

Entry tax and Octroi must be mentioned separately.

22. Fixed Price

The Commercial Offer shall be on a fixed price basis, inclusive of all taxes and levies except entry tax and octroi, if any. No price increase due to increase in customs duty, excise tax, dollar price variation etc. will be permitted.

23. Price Comparison

All the offers will be compared on the basis of 5 years Total Cost of Ownership (TCO) arrived at adding the one-year comprehensive warranty price offered (including all the taxes & levies except Octroi and Entry tax, if any) plus four years comprehensive Annual Maintenance Contract (AMC) charges for the purpose of price comparison to arrive at the lowest commercial offer.

24. Negotiation

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiations, except with the L1 declared vendor, whose Offer is found to be technically in line with the tender specifications.

25. Downloading of Tender document from bank’s website

The tender document is also available for download from the Bank’s website www.psbindia.com. Those who choose to down load the tender from our website are required to pay the price of tender before or at the time of submission of their offer. **They are also required to confirm in writing that they have not modified any part of the tender and abide by the same.** If any vendor fails to pay the price of the tender, his offer will be rejected.

In case of any dispute/discrepancy of the tender submitted with the physical version of the tender available with the Bank, the decision of the Bank will be final & binding on all who participate in the tender.

26. Escrow arrangement

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

27. Amendment to RFP Contents

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

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

Qualification Criteria

1. Tender Respondent

The tender is being issued to the vendors whose role as tender respondent is reiterated below: The vendor submitting the proposal will have to implement the proposed software/solutions at all offices of the Bank and install and configure the production hardware in Banks data centre. **The vendor will be responsible for interfacing the proposed solution with the CBS** and migration of data from the existing systems to the new proposed system.

The vendor is expected to propose only one integrated HRM application solution. The vendor will be responsible for installing and commissioning the production hardware at Bank’s premises.

2. Eligibility of the Vendor

Reputed vendors , who have experience in executing similar projects and who meet the following Eligibility criteria only need to apply:-

S.No.	Eligibility Criteria	Documents to be submitted
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EC-1	The Bidder and Principal (OEM) should be a registered company in India	Certificate of Incorporation & Commencement of Business (applicable for Public Ltd. Companies). A certified copy of the same are required to be submitted with the Bid.
EC-2	The Bidder must have a minimum annual turnover of Rs.100 (One Hundred only) Crore out of it's IT operations in each last 3 financial years i.e. 2010-11, 2011-12 and 2012-13.	A certificate with regard to turnover is required to be submitted from CA by the bidder.
EC-3	The Bidder should be reputed IT company having existence in India for at least five years as on 31.03.2013.	Documentary proof duly signed by authorized person is required to be submitted.
EC-4	The bidder must be a ISO 9001:2000 OR a Capability Maturity Model for software (SEI-CMM) level 5.	Documentary Proof of ISO Certification OR SEI CMM level 5
EC-5	The bidder and the principal (OEM) should have made profits (Profit After Tax, PAT would be considered) for the last 3 financial years i.e. 2010-11, 2011-12 and 2012-13.	Audited Financial Statements (and Annual Reports, if applicable) for the last three financial years, viz. 2010-11, 2011-12 and 2012-13 is to be furnished.
EC-6	Product offered (HRMS) should be successfully running in at least 2 (Two) public sector banks in India each having at least 1200 branches/offices spread in different locations with access to a minimum of 10,000 & above employees across the country.	Certificate & Credentials from respective bank(s), duly signed by authorized person is required to be submitted.
EC-7	The Bidder should not have been blacklisted by any Government department /PSU /PSE or banks. Self-declaration to that effect should be submitted along with the technical bid.	An undertaking is required to be submitted by bidder duly stamped and signed by authorized person on Company Letter pad is required to be submitted.
EC-8	The bidder should have implemented and customized proposed HRMS solution in at least 1(one) Public Sector Bank in India having at least 1200 branches/offices & a minimum of 10,000 employees across the country.	Certificate & Credentials from respective banks, duly signed by authorized person is required to be submitted.
EC-9	Bidder must have its own minimum one support / service locations at Delhi/New Delhi.	List of Support/Service centre along with name of the contact person, telephone/Mobile, Complete Address No. duly signed by authorized person is required to be submitted.
EC-10	The Bidder should have Digital Signature or agree to obtain the same to participate in the Reverse Auction.	A Declaration is in this regard on company letter pad duly stamped & signed by Authorized person is required to be submitted.

3. Quality Standards

The Bank is looking for well proven / designed and quality product, which is used by a large number of users in India / abroad. All items quoted should be associated with specific version / model numbers and names and with printed literature. Any departure from the specifications as given in Annexure A should be clearly listed in Annexure called “deviations”.

4. Manufacturer’s / Developer’s Authorization Form

Vendors, other than the company which manufactured / developed the product must submit a letter of authority from their manufacturers / developers that they have been authorized to quote on behalf of the manufacturer / developer as per Annexure D.

5. Earnest Money Deposit (EMD)

The bidder shall have to deposit earnest money in the form of Financial Bank Guarantee for the amount as specified in Key Information Table, as per enclosed format (**Annexure M**) from a public Sector Bank other than Punjab & Sind Bank valid for six months plus 45 days from the last date for proposal-submission. The period of the Bank Guarantee can be further extended as per the Bank’s requirements. The offer without Earnest Money Deposit would be considered as non-responsive, incomplete and shall be out rightly rejected.

The BGs relating to EMD shall be released/ returned to all the bidders except successful bidders after finalization of tendering process. In case of successful bidders the BG shall be released after receipt of requisite PBG.

The BG submitted to the Bank may be invoked and EMD amount forfeited in case the bidder fails to participate in the reverse auction or backs out from the offers made by it under tendering process after being declared as successful vendor.

Terms and Conditions

1. Technical Inspection and Performance Evaluation

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

2. Deliverables

Following should be delivered to the Bank

- a. Software Package with system document after customization
- b. Production Hardware, System Software, RDBMS (installation and commission) and other suits with related documents
- c. User & Quick reference manuals
- d. Training
- e. Data migration
- f. Licenses

All copies should be delivered in hard & soft media.

3. Implementation Strategy and Training

Implementation will be staggered consisting of the following activities:

- Setting up of procedures to be followed by the Data Administrator.
- Requirements Phase
- Customization
- Data Migration
- System & Acceptance Testing
- Software Audit, Rectification and Re-Audit
- User, process owner & IT training
- Pilot run (for 2 month)
- Production Hardware Installation with RAID configuration (please specify)
- Parallel runs
- Changing over to live runs
- Post implementation support (till all the modules run properly in live environment)

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

Training

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

Training will need to be provided to various teams of the Bank personnel in the following areas

-Training in system software

-Full-fledged training on workflow and the application software operation

-Training on fault reporting procedures for the HRMS SOFTWARE

-User training.

- On the job training to Data entry operators.
- On the job training to Officers.
- Training to DBA.

All the required infrastructure for the training will be provided by the bank and the venue of the training shall be decided by the bank .

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

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

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

-Training Study Material for each programme in soft copy and hard copy shall be provided by successful Bidder to The Bank.

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

4. Acceptance Tests

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

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

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

5. Implementation Schedule

The total time for full (including pilot) HRMS project implementation (Supply, Customization, and Deployment) will be **8 months from the date of issuance of purchase order**. Vendor is required to adhere to full project implementation schedule of 8 months. Bank expects the vendor to submit a detail project plan for implementation

6. Payment Terms

The Bank’s payment terms are as follows:

6.1 HRMS application Payment

30%	On delivery & installation of the HRMS software.
50%	On completion of pilot run and its acceptance
20%	30 days after full project implementation

6.2 Hardware, Data base, Operating System etc. Payment

40%	On delivery of hardware and related system software, data base, licenses etc.
50%	On successful installation of hardware & related system software, data base etc. AND after successful completion of pilot run of HRMS.
10%	After 6 months of successful implementation

6.3 AMC

Total cost of AMC (table-H2 of TCO) shall be divided into four equivalent parts and each part shall be paid on yearly basis after completion of the year after expiry of warranty. It can be paid at the start of each year after furnishing Performance Bank guarantee by the vendor of equivalent amount valid for one year. This PBG will be separate from Purchase order PBG.

7. Pricing and Payments

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

Octroi / Entry tax, if applicable, will be paid / reimbursed by the Bank at actual on production of original payment receipt.

No price increase on account of changes in tax structure shall be permitted.

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

8. Reference Checks

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

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

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

9. Pre-dispatch Inspection

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

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

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

10. Software Audit, Rectification and Re-Audit

The Bank shall get the software audited (before/after going to live run) in-house or by outside agency as per the Bank's requirement. The vendor shall extend all sorts of support required for carrying out the audit of the software. The vendor must rectify the discrepancies /

observations in the system, as per the audit report in consultation with the Bank. There shall not be any additional charges payable by the Bank for such rectifications. The software shall be re-audited after rectification to verify that the recommended modifications have been made by the Vendor.

11. Vendor Demonstrations

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

12. Penalty for delay

For any delay in installation and implementation of the software package/hardware and other related items ordered within the stipulated time schedule or by the date extended by the Bank, the same shall be treated as a breach of contract. In such an event, vendor is liable to pay penalty calculated at the rate of 1% of the value of order (other than AMC amount) per week subject to a maximum of 10% of order value. If the delay is from bank's side, vendor shall not be liable for penalty.

13. Completeness of Implementation/Installation

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

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

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

14. Backup and Archiving

The selected vendor will be asked to provide facilities for automation of backup and archiving processes. The selected vendor will be asked to propose a methodology for the backing up of data, bearing in mind that the primary and fallback sites will be kept synchronized with current data.

15. Disaster Recovery and Business Continuity Plan

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

16. Order Cancellation

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any

time by assigning appropriate reasons in the event of one or more of the following conditions:

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

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

17. Warranty

The Date of software & hardware warranty will start from the date of signing of the User's Acceptance Test (UAT) and will continue for a **period of one year**. During the warranty period, the vendor will have to provide the On-Site Post Implementation Support and other Technical support for the software and hardware supplied.

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

During the warranty period the vendor should update/upgrade the software and also provide any new versions released as part of warranty.

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

18. Annual Maintenance Charges (AMC)

The vendor is required to quote for post warranty Annual Maintenance charge for 4 years i.e. for 2nd year, 3rd year, 4th year and 5th year. The Bank will pay AMC charges on quarterly basis (pro-rata) at the end of each quarter. However, It can be paid at the start of each year after furnishing Performance Bank guarantee by the vendor of equivalent amount. This rate shall remain unchanged for the first four years after expiry of the warranty period. During the AMC period, the vendor shall provide Technical support for the software/hardware/other-suits supplied as envisaged in clause 27 of the Terms and Conditions hereunder. The AMC period will start after the completion of one-year warranty period from the date of acceptance of the HRMS package.

During the AMC period the vendor should update/upgrade the software and also provide any new versions released as part of Annual Maintenance Contract. All major and minor upgrades

for the HR application software should not be charged extra. AMC for subsequent period shall be on mutually agreed rate.

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

19. Spare Parts

The vendor will make the spare parts for the hardware systems available for a minimum period of six years from the time of acceptance of the system.

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

20. Mean Time Between Failures (MTBF)

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

21. Indemnity

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

22. Publicity

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

23. Insurance

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

24. Performance Bank Guarantee

a) The successful bidder should provide a performance bank guarantee for a period of 5 years and 45 days for an amount equivalent to 10% of the total order value in the format specified by the bank within 15 days from the date of purchase order. The Proforma for Performance Bank Guarantee is attached as **Annexure- I**.

b) In the event of non performance of obligation or failure to meet the terms of the RFP , bank shall be entitled to invoke the performance guarantee without notice or right of demur to the bidder.

Bank reserves its right to invoke the Performance Bank Guarantee besides cancellation of the entire Purchase Order in the event of breach and/or nonobservance of any of guaranteed performance of any of the software and/or hardware as mentioned in clause 25 to 27

25. Guarantees on Software and Hardware

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

26. Guarantees On Response Time To Errors

The Bank will classify all errors in to three categories:

- (I) **Critical errors** defined as the Errors that require/cause the Bank to shutdown the HRMS server or stop all services through the server.
- (II) **Medium Level Errors** defined as those errors that are not the Critical Errors as defined above but cause great inconvenience or operational difficulties to the Bank
- (III) **Low Level Errors** defined as those other errors that are not the Critical errors or the Medium Level Errors as defined above

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

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

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

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

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

In case the Low Level Errors are not resolved within the stipulated time as above, there shall be a penalty of Rs.500/-(Rupees Five hundred only) per day exceeding the above said seven days' resolution time apart from replacement of the respective hardware/software at the

vendor's own cost for solving such errors. In case the error is not resolved within 10 days from the time of reporting of the error by the Bank, the vendor shall be liable to pay a penalty of 0.25% of the total value of the above said purchase order. Such penalty shall be adjusted as maintenance credit against the AMC payable by the Bank to the vendor.

27. Guarantees on System Up-Time

The combined Up-Time of the hardware and software provided by the vendor relating to the HRMS package should provide continuous and guaranteed level of service and functionality as defined in this document (except the down-time due to the Bank's network or UPS failure). The vendor undertakes and guarantees a system Up-Time of 99% during the period of warranty and AMC with the Bank is in force.

The vendor is liable for a penalty of Rs. 1,000/- (Rupees One thousand only) per day when system availability falls below the expected availability of 99%, subject to a maximum of 1% of the above said purchase order value, apart from replacement of the respective hardware/software at vendor's own cost for ensuring system availability. Such penalty shall be adjusted as maintenance credit against the AMC payable by the Bank to the vendor.

28 Confidentiality

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

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

29. Security

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

30. Solicitation of Employees

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

31. Bid Pricing Information

By submitting a signed bid, the vendor certifies that:

- The vendors have arrived at the prices in its bid without agreement with any other bidder of this tender for the purpose of restricting competition.
- The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this tender.

- No attempt by the vendors to induce any other vendor to submit, or not to submit a bid for restricting competition, has occurred.

32. Non-Disclosure Agreement/Service Level Agreement (SLA)

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

33. Force Majeure

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

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

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

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

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

34. Resolution of Dispute

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out therein the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party, and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of the arbitration shall be New Delhi.

Annexure A – Functional and Technical Requirements

A1. For HRMS Application Software

Please refer to attached **Appendix 1** for functional and technical requirements details for HRMS package.

The vendors should provide a response to the requirements, which could be any one from the following categories:—

- (S) Standard** - Readily Available or
- (C) Customization** required.
- (U) Unavailable**

Please respond in accordance with the following guidelines.

Standard - Readily Available: The system that will be delivered currently supports this function without further enhancement or the use of either programming or user tools, i.e. included in the base package at no additional cost.

Customization: The function does not exist in the current system but the work is in progress to make the function available in the system in an update within six months without additional cost.

Unavailable: Functionality is not available and will not be provided by the Bidder.

The response should be given by marking under the category, which will apply to the requirement. Where a response requires explanation, provide the explanation in the 'Remarks' on a separate page, if necessary, with reference to the requirement number.

A2. For HRMS Hardware/RDBMS/System Software

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

- HRMS live run for 400 concurrent users, which is scalable to 700 concurrent users in a period of 5 years. The user classification is considered as under:-
 - Heavy users (20 transactions /hour) : 75
 - Medium users (10-20 transactions/hour) : 100
 - Normal Users : 325
- The resultant disk size has been further escalated by a safety factor of 20%. Other data precautionary disk space requirements such as mirroring & RAID (Redundant Array of Independent Disks -method of storing data on multiple hard disks) are also desired.
- HRMS data relating to employees' master information transfer and promotions will be retained forever. The other data will be retained on-line for a period of 10 years, beginning from the previous 9 years and ending with the current year. All the data previous to the 9 years will be archived and will be retained offline. The maintenance of the archival of the data will be done either on tape or DAT drive.
- Typical Response Time required : 2 seconds.

S.No.	Item Name	Description of your offer
1.	Application Server -Make of the Server -Model of the Server -No. of Servers -CPU Speed -No. of CPU with above speed -Minimum Memory in each server -Disk in each server	
2.	Web Server -Make of the Server -Model of the Server -No. of Servers -CPU Speed -No. of CPU with above speed -Minimum Memory in each server -Disk in each server	
3.	Database Server -Make of the Server -Model of the Server -No. of Servers -CPU Speed -No. of CPU with above speed -Minimum Memory in each server -Disk in each server	
4.	Any other servers, Please specify all the relevant detail like number of servers, memory required and minimum disk space in each server etc.	
5	Storage device– For future scalability of database -Make of the Storage -Model of the Storage -Database sizing capacity -Any other detail	
6	System Software Component -Version of the software -Other Specification Note : if more than one software components is required, Please Specify details of each components	
7	RDBMS -Make -Version -Other Specification	

Annexure B
Covering letter format

Offer Reference No.: _____

Date: _____ 2013

The AGM- IT
Information Technology Department
Punjab & Sind Bank
Rajendra Place
New Delhi

Dear Sir,

Tender Ref: _____

Having examined the tender document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer supply, installation, customization, implementation and support of comprehensive and integrated HRMS package (software/hardware/RDBMS/any other licensing suits, please mention) in conformity with the said tender in accordance with the Schedule of Prices indicated in the Commercial Offer and made part of this offer.

If our offer is accepted, we undertake to commence delivery within four weeks and to complete delivery, installation, customization, and support of all the equipment as specified in the Offer document within _____ (Number) days calculated from the date of receipt of your Notification of Award / Letter of Intent.

We agree to abide by this offer till 180 days from the last date of tender submission and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

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

We understand that the Bank is not bound to accept the lowest or any offer, the Bank may receive without assigning any reason whatsoever.

Dated this _____ day of _____ 2013

Signature: _____
(in the Capacity of:) _____

Duly authorized to sign the offer for and on behalf of

Annexure C
Solution Questionnaire

C1. Vendor's Profile

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

(To be filled by vendor)

General	
Company Name	
Date of Incorporation	
Holding Company or Parent Company (if any)	
Company local (in India) address	
Contact details: Name, phone, fax and e-mail	
Provide details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years? Who are the primary shareholders? (Also indicate major shareholders with percentage holding in case of limited companies)	
Number of years in business	
Whether direct developer or authorized dealer/agent	
Name, address and phone of developer	
Financial Background (last published report)	
Annual Revenue	
Annual Net Income	
Please provide a brief history of sales figures during the last three years i.e 2010-11: 2011-12: 2012-13: Net profit made during: 2010-11: 2011-12: 2012-13:	
Attach most recently available annual report, and audited balance sheets and income statements for previous three years i.e 2010-11,2011-12 and 2012-13.	
Certifications	

Provide details of any quality process certifications (e.g. ISO,SEI CMM etc.)	
Any other certifications, please specify	
Staff	
Total number of employees	
Provide a break-up of the number of Employees by function e.g. Sales/Marketing Administrative Staff Research & Development Implementation Staff Tech. Support staff Others	
Details of pending past litigation (With in 3 Years) If Yes :Please Explain Details of Claims/ Complains received in the last three years.	
Total number of implementation done for offered product & the total number of employees covered in each implementation. (State in brief)	

C2. General Product Information

System name	
Date of launch	
Date when first client site went live with name of client	
Current version and release date	
Provide a break-up of the number of Employees by function e.g. Sales/Marketing Administrative Staff Research & Development Implementation Staff Tech. Support staff Others	
Number of (for older version) Clients using this software in production Clients in India using this software Installations in the last financial year Number of (for proposed version) Clients using this software in production Clients in India using this software Installations in the last financial year	

Largest customer for this product Name of the customer Number of employees Number of offices/branches	
How can the software be acquired? (Purchase/lease/other)	
In case of licensing, explain software licensing system fee structure. Is it restricted as to location of installation or global?	
Whether source code is provided?	
Is the license agreement on per site, per CPU, per concurrent user, per named user, per server licence, per database or enterprise basis?	
Escrow availability of Source Code	
If there are any other features that will be useful in evaluating the product(s) / solution, please state them	
What major enhancements are planned?	
Describe any limitations on the use of the proposed products.	
What is the road map of your product for the next 3 to 5 years? Please discuss in detail. Use additional sheets if required.	
How many releases of your product have been produced during the last five years?	
What is the next scheduled major release of your software?	
How often are new versions released?	
Has there been a major rewrite of the proposed systems since the original?	

Annexure D
Manufacturer's / Developer's Authorization Form (MAF / DAF)

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

No. _____ dated _____

The AGM-IT
Information Technology Department
Punjab & Sind Bank
Rajendra Place,
New Delhi

Dear Sir / Madam,

Tender Reference No. _____

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

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

Yours faithfully,
(Name)
for and on behalf of
M/s _____ (Name of manufacturer/Developer)

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

Annexure E
Reference Site Details

(Please provide detail of atleast 2 public sector banks)

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

State, if any, interfaces to external systems are implemented at this site	
State, if any, interfaces to CBS System and/or other systems are implemented at this site.	
...	

Annexure F

Eligibility Compliance Statement

Eligibility Compliance Table must be in following format. This table must cover vendor's response to all the terms and conditions specified in the bid document. Where there is no deviation, the statement should mention no Deviation in the respective column.

S. No.	Eligibility Criteria	Complied (Y/N)
EC-1	The Bidder and Principal (OEM) should be a registered company in India	
EC-2	The Bidder must have a minimum annual turnover of Rs.100 (One Hundred only) Crore out of it's IT operations in each last 3 financial years i.e. 2010-11, 2011-12 and 2012-13.	
EC-3	The Bidder should be reputed IT company having existence in India for at least five years as on 31.03.2013.	
EC-4	The bidder must be a ISO 9001:2000 OR a Capability Maturity Model for software (SEI-CMM) level 5.	
EC-5	The bidder and the principal (OEM) should have made profits (Profit After Tax, PAT would be considered) for the last 3 financial years i.e. 2010-11, 2011-12 and 2012-13.	
EC-6	Product offered (HRMS) should be successfully running in at least 2 (Two) public sector banks in India on their respective instances each having at least 1200 branches/offices spread in different locations with access to a minimum of 10,000 & above employees across the country.	
EC-7	The Bidder should not have been blacklisted by any Government department /PSU /PSE or banks. Self-declaration to that effect should be submitted along with the technical bid.	
EC-8	The bidder should have implemented and customized proposed HRMS solution in at least 1(one) Public Sector Bank in India having at least 1200 branches/offices & a minimum of 10,000 employees across the country.	

EC-9	Bidder must have its own minimum one support / service locations at Delhi/New Delhi.	
EC-10	The Bidder should have Digital Signature or agree to obtain the same to participate in the Reverse Auction.	

Dated

Signature and seal of the Vendor

Annexure G -Details of Service Support Centers

Sl. No	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1							
2							
3							
4							
5							
6							
7							
...							

Annexure H -Bill of Materials and Price Schedule (Table 1 to 4)

Note:

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

Table-1

(All the cost must be quoted on the basis of one year's comprehensive warranty)

SI No.	Item	Qty	Cost	Taxes at present rate	Total
01	Human Resource Management System				
1.1	Manpower Planning module				
1.1.1	Module cost				
1.1.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.1.3	Data Migration Charges				
1.2	Recruitment module				
1.2.1	Module cost				
1.2.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.2.3	Data Migration Charges				
1.3	Establishment & Payroll module				

1.3.1	Module cost				
1.3.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.3.3	Data Migration Charges				
1.4	Leave & LFC module				
1.4.1	Module cost				
1.4.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.4.3	Data Migration Charges				
1.5	Training module				
1.5.1	Module cost				
1.5.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.5.3	Data Migration Charges				
1.6	Personnel Administration module				
1.6.1	Module cost				
1.6.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.6.3	Data Migration Charges				
1.7	Career & Succession Planning module				
1.7.1	Module cost				
1.7.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				

1.7.3	Data Migration Charges				
1.8	Exit Management module				
1.8.1	Module cost				
1.8.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.8.3	Data Migration Charges				
1.9	Other module (if any, please specify)				
1.9.1	Module cost				
1.9.2	System Integration Cost (installation, Implementation, configuration, customization and testing charges)				
1.9.3	Data Migration Charges				
02	Training				
2.1	Core team training				
2.2	End user training				
03	Facility Management Service				
04	Others (if any, please specify)				
A. Total cost of HRMS Software, System Integration Cost(installation, Implementation, configuration, customization, testing, acceptance, training and facility management charges) and data migration charges (total of 01 to 04)					

Table 2: Hardware, System Software ,RDBMS ,Network equipment, Bandwidth etc
 (All the cost must be quoted on the basis of one year comprehensive warranty)

Sl No.	Item	Qty	Cost	Taxes on present rate	Total
01	Server				
1.1	Database Server				
1.2	Application Server				
1.3	Web Server				
1.4	Database Server – UAT /Training				
1.5	Application Server – UAT /Training				
1.6	Web Server - UAT /Training				
1.7	Any other (Please specify)				
02	Operating System				
2.1	OS for HRMS Database Server				
2.2	OS for HRMS Application Server				
2.3	OS for HRMS Web Server				
2.4	OS for HRMS Database Server – UAT/Training				
2.5	OS for HRMS Application Server– UAT/Training				
2.6	OS for HRMS Web Server - UAT/Training				
2.7	Any other (Please specify)				
03	RDBMS				
3.1	RDBMS for HRMS Database Server				
3.2	RDBMS for HRMS Database Server – UAT /Training Server				
3.3	Others (if any, please specify)				
04	Storage System				

4.1	Disk Storage System (SAN)				
4.2	Tape Backup				
4.3	Any other (Please specify)				
05	42u Server Rack with Sliding TFT Monitor and 8 Port KVM Switch (Analog/Digital) along with necessary				
06	Router				
07	Firewall				
08	Layer 3 Switch				
09	Layer 2 Manage switch				
10	Internet Lease Line Modem				
11	Internet Lease line with backup from another service provider				
12	Any other (Please specify)				
B. Total cost of Implementation for Hardware and System Software RDBMS Network equipment, Bandwidth etc. (total of 01 to 12)					

Table 3:
Calculation table for Post warranty charges i.e. AMC/ATS for 4 years

Sl	Item	Qty	Cost	Taxes	Total
01	Human Resource Management System				
1.1	Manpower Planning module				
1.2	Recruitment module				
1.3	Establishment & Payroll module				
1.4	Leave & LFC module				
1.5	Training module				
1.6	Personnel Administration module				
1.7	Career & Succession Planning module				
1.8	Exit Management module				
1.9	Other module (if any, please specify)				
02	Servers				
2.1	Database Server				
2.2	Application Server				
2.3	Web Server				
2.5	Database Server – UAT /Training				
2.6	Application Server – UAT /Training				
2.7	Web Server - UAT /Training				
2.8	Any other (Please specify)				
03	Operating System				
3.1	OS for HRMS Database Server				
3.2	OS for HRMS Application Server				
3.3	OS for HRMS Web Server				
3.4	OS for HRMS Database Server –				
3.5	OS for HRMS Application Server–				
3.6	OS for HRMS Web Server - UAT/Training				

3.7	Any other (Please specify)				
04	RDBMS				
4.1	RDBMS for HRMS Database Server – DC				
4.2	RDBMS for HRMS Database Server – UAT				
4.3	Others (if any, please specify)				
05	Storage System				
5.1	Disk Storage System (SAN)				
5.2	Tape Backup				
5.3	Any other (Please specify)				
06	Network equipments/Bandwidth				
6.1	42u Server Rack with Sliding TFT Monitor and 8 Port KVM Switch (Analog/Digital) along with necessary accessories				
6.2	Router				
6.3	Firewall				
6.4	Layer 3 Switch				
6.5	Layer 2 Manage switch				
6.6	Internet Lease Line Modem				
6.7	Internet Lease line with backup from another service provider				
6.8	Any other (Please specify)				
C. Total AMC/ATS cost (total of 01 to 06)					

Place: _____

Signature: _____

Date: _____

Name: _____

Business Address: _____

Note:-

- Bidders should strictly quote in the format and for periods as mentioned above.
- No counter condition / assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
- The price quoted by the Bidder should be inclusive of the cost of customization for the features which are stated as „Customization required’ by the Bidder.

TABLE : 4 (TOTAL COST OF OWNERSHIP)

Sl no.	Description	TOTAL COST
01	Total cost of HRMS Software, System Integration Cost (installation, Implementation, configuration, customization, testing, acceptance, training and facility management charges) and data migration charges (Table 1 , A = Total of 1 to 4)	
02	Total cost of Implementation for Hardware and System Software RDBMS ,Network equipment, Bandwidth etc. (Table 2, B = Total of 1 to 12)	
03	Total AMC/ATS cost (Table 3, C = Total of 1 to 6)	
Total cost of ownership (01 + 02+ 03) for Determination of L1 Bidder		
Amount in Words		

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

ANNEXURE-I
Performa for Performance Bank Guarantee

PERFORMANCE BANK GUARANTEE

TO,

-----,
-----,
-----.

In consideration of Punjab & Sind Bank having Registered Office at Rajendra Place (hereinafter referred to as "Purchaser") having agreed to purchase Human Resources Management System (HRMS) along with associated production hardware(s), database, system software etc. (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the supply, customize and maintenance of HRMS solution as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor of HRMS solution along with hardware(s) & other associated components as per the terms and conditions of the said contract;

1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs----- (Rupees----- only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of computer hardware, HRMS and associated components to perform as per the said contract, and also failure of the contractor to supply, Customize, Deploy, maintain and support HRM Solution, and its hardware and associated components as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware, HRMS and associated components has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the computer hardware(s), HRMS and associated components as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on ----- ;without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e ----- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said

contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncanceled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

- i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees-----
--only);
- ii) This Bank Guarantee shall be valid upto -----; and
- iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before -----(date of expiry of Guarantee).

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 2013 at -----

For and on behalf of ----- Bank.

sd/- -----

Annexure J – Track Record of Past Installations

Name of the Vendor _____

S.No.	Name of the Client	Production Hardware(s)		Contact person
		Make	& Qty	-Name -Tel. No. -Fax No. -Address
		Model,		
1				
2				
3				
4				
5				

Annexure K – Technical & Commercial Evaluation for selection of the vendor

Technical and Functional Evaluation:

RFP evaluation methodology that The Bank would adopt is as given below:

- i. The functional and technical requirements are in the form of tables which are given as Annexure-L(I) and Annexure-L (II) respectively containing the required functionality and technical features.
- ii. The Bidders should provide their response to the questionnaire in the column 'Response' of Annexure-II (A) and Annexure-II (B) only.
- iii. The Response should be as per the table below.

Scale Description

U Unavailable. Functionality is not available and will not be provided by the Bidder.

S Standard feature .Required features readily available and to be provided by the Bidder

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

Response except 'S'/'C'/'U' are not acceptable and will be treated as 'Unavailable'

Basis for evaluation:

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

Scale Description

- 10 S- Standard feature**
5 C-Customization required.
0 U-Unavailable

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

The marks allotted to the responses of the Bidder after carrying out above step would be reduced to a scale of 1 to 100 as under:

Marks Scored in response to functional (fn) requirement (Annexure – L (I))

Total marks obtained $M (fn) = (\text{Marks Obtained (fn)} / \text{Max. Possible marks (fn)}) * 100$

Marks Scored in response to technical (tc) requirement (Annexure – L (II))

Total marks obtained $M (tc) = (\text{Marks Obtained(tc)} / \text{Max. Possible marks(tc)}) * 100$

Thereafter the following weightage will be applied to the technical and functional evaluations and total Marks (after scaling), scored in Technical and Functional evaluation will be arrived as under:

$$\text{Total Marks (after scaling)} = (M(\text{fn}) \times 85) + (M(\text{tc}) \times 15) \times 100$$

After arriving the total marks (after scaling), following weightage will be applied:-

Sl. No.	Criteria	Marks Scored (out of 100)	Weightage	Weighted Marks
		A	B	A*B
01	Total marks (after scaling) based on bidder's response to function and Technical requirements duly validated by product walk through (out of 100)		85%	
02	Feedback from the site visits to the reference bank (out of 100)		15%	
Total marks obtained in technical and functional evaluation(Total of Sl. No. 1 and 2)				

Illustration

Suppose a bidder has scored 80 marks in functional evaluation and 60 marks in technical evaluation then total marks obtain by the bidder after scaling would be as under:-

$$\text{Total Marks (after scaling)} = (80 \times 85/100) + (60 \times 15/100) = 68 + 9 = 77$$

Suppose the same bidder has been awarded 87 marks by the core team of The Bank after getting feedback from the site visits to the reference bank. Then total marks obtain by the bidder would be as under:

$$\text{Total Marks} = (77 \times 85/100) + (87 \times 15/100) = 65.45 + 13.05 = 78.5$$

Note :

1. Bank's decision in respect to evaluation methodology and short-listing Bidders will be final and no claims whatsoever in this respect will be entertained.
2. In order to be eligible for Commercial bidding, the bidder needs to achieve a cut-off score of 75% total marks in the technical, functional evaluation and feedback from the site visit , after applying the scaling and weightage as mentioned above.
3. Calculation of marks would be rounded off to the nearest two decimal places.

Note: During the technical and functional (technical bid) evaluation process if it is found that any item is missing or incomplete , the

bidder will be required to submit the incremental price quotation for the missing/incomplete item(s) in sealed envelope within 48 hours of being advised of the same which will then form an integral part of the commercial submission.

Commercial Evaluation

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

Commercial Offer of only those vendors will be opened who have scored minimum 75 % marks in the functional and technical evaluation process (marks in the technical ,functional evaluation and feedback from the site visit)described above.

Detailed criteria for evaluation of commercial bid are furnished in Annexure H- Table-1, 2 , 3 & 4.

Bank will finalize the L-1 vendor based on the TCO (Annexure –H -Table 4)

Annexure L

Functional and Technical Requirements

Functional Specifications

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

S : Standard - Readily available

C : Customization required

U : Unavailable

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

Annexure L (I)

Functional Requirements/Specifications

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
1	Recruitment (Part of Recruitment)	
1.1	Provision to define requirement plans (periodic) in terms of specific skills, Qualifications, experience, designation, etc. in each cadre	
1.2	Provision for mainstream, specialist and part time employee recruitment in each cadre.	
1.3	Support to analyze the cadrewise / branch or officewise / department – wise staff strength – sanctioned/working strength and the gap for which recruitment is required	
1.4	Facility to capture the data relating to resignations / retirements/VRS/dismissals etc.	
1.5	Facility to allow receipt of projected manpower from Regions and create a finally approved manpower plan or create the same centrally.	
1.6	Facility to carry out recruitment for different types of employees separately viz., Officers, Special Officers, Clerks, subordinates	
1.7	Provision for special recruitment for SC/ST/OBC/Physically challenged/ Ex servicemen/ Specialist etc. including relaxations to the conditions for eligibility	
1.8	Facility to release advertisements for various posts	
1.9	Facility to create a standard recruitment template and host it on PUNJAB & SIND Bank website for receipt of web based applications	
1.10	Facility to attach documents / credentials in soft form as a part of the application	
1.11	Provision to capture detailed information of applicant/candidate	

1.12	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	
1.13	Facility to maintain references and carry out references checks on antecedents, character, etc	
1.14	Capability of the system to automatically short list candidates based on the specifications at every stage of the selection process viz., preliminary shortlisting, test, interview, etc	
1.15	Generation of system driven call letters (Interview/test), regret letters and offer / appointment letters, etc through both manual as well as electronic modes	
1.16	Generation of system driven letters for verification of his previous employer/ Police/ Referee/Caste Verification etc through both manual as well as electronic modes	
1.17	Generation of system driven letters for Training of new recruits, Monthly Progress report Reminder, Confirmation letter etc through both manual as well as electronic modes	
1.18	Facility to record interview / test evaluation results online in the system	
1.19	Facility to maintain check list for authentication and acknowledgement of various aspects related to joining viz., medical reports, testimonials, caste certificates, other relevant certificates, etc.	
1.20	Facility to automatically transfer applicant information into employee information for candidates joining	
1.21	Appointment on compassionate ground due to death or permanent inability of employees – approval, rejection– generation of appointment letters / rejection letters	
1.22	Facility to update the Business figures, Productivity of the Branch/ Extension Counters (update minimum half yrly/ quarterly basis)	
1.23	Facility to capture the data given by the Branch like average number of vouchers handled, number of loan/deposit accounts etc etc.	
1.24	Based on the information available, assessing the requirement of staff under various cadre based on the given parameters	
1.25	Facility to prepare Note to competent authority for getting approval to sanction the assessed staff requirement and automatic generation of communication to the concerned Branch / Zonal Office	
1.26	Facility to update the staff strength sanctioned under various cadre to arrive at the vacancy position	
1.27	Provision to arrive at the staff position of The Bank on a given particular date and generation of various reports viz, Cadre- wise, Area wise, with further classification as to Sex wise, Scale- wise (in case of Officer cadre) Clerks, Special Assistants/ Head Cashiers (in case of Clerical cadre) Branch/Offices	
1.28	Capability to prepare post based roster to arrive at the backlog, if any under various reserved category	

1.29	Capability to auto calculate vacancies based on rules e.g. upward movement/wastages/ position/upgrades/ downgrades/ available manpower in the particular grade (provision for user intervention should be available)	
1.30	Capability to project vacancies for specific period and also populate probable candidates	
1.31	Capability to re-calculate the vacancies and probable candidates with different options for promotion policy modelling	
1.32	Facility for generating advertisement for recruitment for internal/ external candidates for publication on HRMS portal, media and website.	
1.33	Facility to receive online applications & response	
1.34	Facility to define the specifications of the vacancy in terms of qualifications, work experience, location considerations, skills/ competencies required, additional certifications/ professional qualifications etc.	
1.35	Ability to report generation for all the above functionalities with a provision for dynamic querying	
1.36	Ability to capture details of the policy for recruitment to various cadre in the Institution	
1.37	Ability to record payments made to the panel members / invigilators/ candidates etc.	
1.38	Should allow for maintaining a checklist of details to be mentioned in each employees personnel file	
1.39	Provision to record comments of interviewers at Level 1, Level 2 & Level 3 Interviews	
1.40	There must also be provision to archive the final assessment of candidates interviewed, so that rejected candidates of one location/ zone are not considered for selection in another location/ zone	
1.41	Linkage to resumes received from the extranet (careers page on websites or homepages on external jobsites). The resumes must be importable from these sites to the HRIS	
2	Manpower Planning Transfer & Promotions	U/S/C
2.1	Employee Information System (Part of Manpower Planning)	
2.1.1	Capability to maintain personal information of employees for master maintenance like	
2.1.2	Employee name, Employee's short name, father's/husband's name, mother's name, spouse name, spouse income, maiden name, Date of birth, sex, marital status, religion, caste, sub caste, gender, scanned signatures with unique signature id, gender health data, blood group, identification marks etc in addition to Employee Name etc., employee's e-mail ID & PAN No., details of caste/police verification, reminders and status etc.	
2.1.2.1	Facility to maintain desired old employee, CMD/ED record viz, PF Code, etc	
2.1.3	Permanent address, Hometown, Home state, Domicile	
2.1.4	Address for communication, phone number, email id Language known (read, write and speak), dependent data (Data which may undergo change)	

2.1.5	Educational qualification, prior work experience with area of exposure	
2.1.6	Detail of relatives working in our Bank - Name, Employee number, branch/office where working, designation and relationship	
2.1.7	Whether spouse is working in any other Bank/ any other organization, if so details Detail of spouse – name, income of spouse, name of the organization the spouse is working with, type of organization (central government, state government, public sector, private sector, local body, own) and is the spouse liable to transfer of not.	
2.1.48	The report can be in an electronic uploadable format	
2.1.49	Recording of Desk handled with various duties during a period	
2.1.50	Facility to generate reports of employees working in sensitive areas during a given period/as on a particular date	
2.1.51	Facility to arrive at the list of Officer employees for whom review has to be done as per OSR 19(1)	
2.1.52	Facility to store information regarding employees who got selected in the external recruitment process and entered in to the services of The Bank	
2.1.53	Capability to automate Manpower Requirement/ Planning based competencies, skill, experience, qualification and other criteria, Budget.	
2.1.54	Capability to make provisions for direct employment/ promotion/ recruitment to specialist categories/ part time or contractual employees.	
2.1.55	Capability to project cadre-wise / grade-wise manpower requirements for a specified period based on data relating to resignations/ dismissals/ future retirements etc.	
2.1.56	Capability to analyze the unit-wise, cadre-wise, grade-wise resources available and required and do a gap analysis with specific time frame.	
2.1.57	Capability to issue alerts before any position falling vacant due to retirement/ term of temporary or contractual employee getting over.	
2.1.58	Capability to generate a consolidated Manpower Plan (Institution-wise/Unit-wise) for approval through work flow.	
2.1.59	Capability to integrate with the recruitment/promotion module for filling up of vacancies.	
2.1.60	Educational Qualification should be bifurcated into two heads viz. Basic qualification and Professional qualifications.	
2.1.61	System to support Specimen Signature Index No.of signatories both at Inland & Foreign branches.	
2.1.62	Instead of PF No. , it may be stated as Employee No.	
2.1.63	There should be a provision to generate statement of employees due for rotation based on the cut off stipulated.	

2.1.64	Support maintenance of automatic release of time based increments, including on a/c of completion of JAIIB/CAIIB etc.	
2.1.65	Calculation of service period of part time employees eg ½,1/3,3/4 etc	
2.2	Performance Appraisal and Increments, asset and liabilities statement Management (Part of Career & Succession Planning)	
2.2.1	Capability to create online Performance documents for employees depending on the cadre/grade in the organization	
2.2.2	Facility to capture information of self appraisal	
2.2.3	Ability to map the reporting officer for a given appraisee officer	
2.2.4	Support generation of system confirmation number for the appraisee, reporting officer in printable form, stating the date and time etc. of submission	
2.2.5	Facility to appraise the performance online by the appraising officer and capture details as given by the appraising authority (reporting officer), reviewing authority	
2.2.6	Facility for self appraisal as well as superior's appraisal	
2.2.7	Facility to have 360 degree appraisal	
2.2.8	Facility to attach different rating model (5 point scale, 7 point scale) depending upon the cadre / grade in the organization along with marks	
2.2.9	Ability to define the period for which appraisal is being carried out (Monthly/Quarterly/Half yearly/Yearly etc.)	
2.2.10	Support parameter wise ratings, final ratings, strengths / weakness and suggestions / recommendations for improvements by the appraising/reviewing authority	
2.2.11	Facility to consolidate the overall points and calculate an overall grade for the appraise	
2.2.12	Support maintenance of history of performance appraisals and promotions	
2.2.13	Support upload of a fixed format appraisal in case of non- connected branches/offices	
2.2.14	Ability to include the name of the employee in the training program in respective area based on the training needs of the employee as envisaged from the appraisal	
2.2.15	Support to generate reminder letters / mails / workflows to the employees/ appraising (BILINGUAL) authorities in case of non submission of selfappraisals, etc	
2.2.16	Support generation of printable list of outstanding appraisals for each reporting and reviewing officer and dispatch to concerned officer through letter/mail / workflow etc.	
2.2.17	Support to generate defaulters list	
2.2.18	Support memo letters / mails / workflows to be issued to the employee in case of unsatisfactory performance	
2.2.19	Online Capture the details of assets & liabilities as furnished by the officers at the end of every year	

2.2.20	Support maintenance of history of assets & liabilities details furnished by officers	
2.2.21	Support to generate list of officers defaulted from submitting the statement and provision to generate reminder letters to the officers	
2.2.22	Support generation of all related report and facility for dynamic query utilities	
2.2.23	Ability to draw a Performance Matrix/ Job Matrix and map Key Responsibility Areas for each employee (individual goal setting) position in the institution based on the Matrix.	
2.2.24	Ability to design the Matrix based on behavioral and technical (functional) competencies for each cadre / grade in the organization.	
2.2.25	Facility to review the Goals set earlier and changes them during the performance period with adequate rights i.e. Both employee and reviewer should mutually agree for the change the preset goals which should get recorded in the system – to be linked with transfer/ change of role.	
2.2.26	Ability to maintain past Annual Appraisal reports on scanned format or through templates with feature to record quantitative score in separate field for making calculations etc.	
2.2.26.1	- Display of full/partial APAR employees. Communication of APAR to employees. -System of appeal against the ratings/comments given in the APAR to the employee and its grievance redressal mechanism. -Generation of note, presentation, to Appellate Authority and communication of decision of competent authority.	
2.2.27	Capacity to link with organizational chart for reporting and reviewing relationship including dotted line relationship in case of institution adopting new model for performance management.	
2.2.28	Facility for direct integration with module so that the training needs/ gaps identified during the appraisal process form an input to the training calendar. Facility to take action on those not attending the training.	
2.2.29	System to support online submission of Performance Appraisal and Assets and Liabilities statement and acknowledgement to staff members for the same	
2.2.30	Capability for moderation of the marks by the Moderation Committee awarded by Reporting/ Review Authorities.	
2.3	Tour Approval and Claim Processing (Part of Manpower Planning)	
2.3.1	Facility for Online application seeking approval by the employee for official work	
2.3.2	Facility to provide online sanction by the authority. Generation of sanction number for tracking subsequent activities	

2.3.3	Facility to seek permission from competent authority to travel by a mode of travel other than permitted one	
2.3.4	Online application facility to seek travel advance based on sanction number	
2.3.5	Online sanction of travel advance by concerned official	
2.3.6	Facility to credit the employee's account by the advanced sanctioned and passing necessary entries in the books of accounts	
2.3.7	Provision to process the Claim with all validations and classifying the claim under different category viz., on duty claim, cash remittance claim, LFC claim, Transfer claim etc., with further break up as to Transportation expenses, Lodging Expenses, Boarding Expenses and other expenses	
2.3.8	Facility to adjust the advance (after filing the claim and sanctioning the same by the concerned official) through the employee's account and passing necessary entries to the employee's account and passing necessary entries in the books of accounts	
2.3.9	On full adjustment of advance, sanction number must be closed	
2.3.10	Support for tour programme of Executive	
2.3.11	Facility to generate online remainder letter for the concerned employee in case of non submission of tour expense claim within a fixed time period	
2.3.12	Facility to generate separate sanction number when employee wish to avail LFC facility for dependents separately and self separately	
2.4	Leave and attendance administration (Part of Leave & LFC)	S/C/U
2.4.1	Maintenance of leave calendars for different types of leave depending upon the type and scales of the employee	
2.4.2	Leave register containing records of all types of leave, employee wise	
2.4.3	Ability to maintain all types of leave like CL, PL, SL, ML, Extra-ordinary leave (both on medical and nonmedical ground), Special Leave, Special Casual Leave, Unauthorised absence, Sports related, Sabbatical leave with a provision to add any new type of leave which may be introduced on a future date with a provision to differentiate them as leave which will be considered as active service and inactive service for the purpose of calculation of P.L credit	
2.4.4	Ability to store the days declared as HOLIDAY under N.I Act in different states	
2.4.5	Support online application and approval of leaves	
2.4.6	Support a fixed uploadable format for the nonconnected branches officials' leave application upload and sanction should be intimated through email etc	

2.4.7	Ability to maintain all types of leave including automatic credit of leave and also provision for manual credit / debit / modification / cancellation etc.	
2.4.8	Leave cancellation and leave extension/ amendments advancement, postponement of leave	
2.4.9	Link Leave management to payroll and employee history	
2.4.10	Ability to check leave balance availability at any time against current request	
2.4.11	Ability to maintain muster roll of various departments with time in/out in office, and should be linked to Biometric scan reader/Proximity card system at the places where such system exists/comes in operation.	
2.4.12	Ability to link to Biometric scan reader/Proximity card system for attendance at the places where such system exists/comes in operation.	
2.4.13	Capability to mark attendance on-line through the HRMS or through a link to the swipe card/ contact less card system	
2.4.14	Support extraordinary leave or loss of pay	
2.4.15	Support leave encashment / availment / carryover processes administration as per the statutes laid down by the government / bank	
2.4.16	Support interfacing of attendance captured with that of leave record	
2.4.17	Facility to generate report periodically where the leave sanction is required post facto, but the employee has not applied for sanction	
2.4.18	Facility to caution the forwarding authority in case more than a given percentage of employees of the cadre already sanctioned with leave during the period for which the current request is being processed	
2.4.19	Provision to store the lapsed portion of P.L and permit the employee to avail the same up to a future date incase the same is permitted by the competent authority	
2.4.20	Provision for extending the LFC block of the employee	
2.4.21	Provision to block the LFC block of the employee in case the spouse is working in our Bank and availing LFC However, Encashment of leave should be available, if the employee is eligible for such facility, otherwise	
2.4.22	Provision to process LFC application separately against a leave already sanctioned	
2.4.23	Provision to process Encashment for a LFC already sanctioned	
2.4.24	Provision to modify / cancel the number of day's encashed.	
2.4.25	Provision to process one day encashment to contribute to P.M.R.F with all validations (letter to be generated)	
2.4.26	Provision to sanction Encashment of P.L accrued at the time of retirement / death of an employee and sanction of permitted percentage of leave at the time of resignation	
2.4.27	Provision to generate a letter to the employee informing him / her the annual P.L credit given to their account	

2.4.28	The period of unauthorized absence and extra ordinary leave under non medical ground beyond the prescribed leave limit should be linked to terminal benefit like pension, to arrive at the eligibility	
2.4.29	Provision to store other types of absence from duty due to On duty, Joining time etc., separately	
2.4.30	Provision to generate the P.L balance of all employees as on a given date	
2.4.31	Provision to get the list of employees sanctioned with leave to visit abroad	
2.4.32	Capability of record keeping and maintenance of historical data	
2.4.33	Capability to integrate the time management with leave management	
2.4.34	Capability to mark attendance through on-line with authentication feature (Manual Intervention to be allowed with Authentication fetures)	
2.4.35	Capability to integrate with pay-roll module for calculation and recovery of loss of pay etc.	
2.4.36	Capability to provide the Manager consolidated status of presnt/absent employees working under him/her.	
2.4.37	Capability to link to payroll module for calculation of leave liability	
2.4.38	Capability to intimate the controlling officer when an employee goes on unauthorized leave (unmarked attendance)/returns back from unauthorized leave/extends leave/reports in the middle of the sanctioned leave period (along with appropriate reduction in sanction)	
2.4.39	Facility for Unavailed Casual Leave (UCL) as per Bi-partite settlements/ Officers' Service Regulations.	
2.4.40	Provision of additional sick leave as on date after completion of 24 yrs	
2.4.41	Provision for the cancellation of authorized leave encashment of PL.	
2.4.42	Provision of Extended PL after 240 leaves and should be taken within 3 months.	
2.4.43	Provision of 12 leaves of employee who is in Contract Basis.	
2.4.44	Provision of not counting LFC block and calculating the leaves of next year on prorated basis if employee go for LFC on 25 dec to 15 jan . It will calculate current year leave & next year leave upto 15 jan.	
2.4.45	Info system for maintaining record of IBA, RBI, ministry letters received, action taken, reply sent (reference no) etc.,	
2.4.46	Info system regarding amendments to OSR stage wise	
2.4.47	Info system for maintaining the details of clarifications concerning policy matters sent to Zonal offices on various service	
2.5	Management of LFC (Part of Leave & LFC)	S/C/U
2.5.1	Facility to apply online for LFC by the employees	
2.5.2	Support online approval for LFC by concerned authority	
2.5.3	Support LFC cancellation, extension, postponement etc.	
2.5.4	Ability to facilitate actual LFC type within a given period of years	
2.5.5	Ability to sanction Encashment of LFC instead of availing it by actually traveling as provided in the settlement	

2.5.6	Ability to maintain air/railway/transport rates with respect to distance covered	
2.5.7	Sanctioning the LFC DA/TA based on the entitlement being arrived from the approved distance for different cadre by parameterising the eligible distance	
2.5.8	Sanction of advance against the LFC application and generation of vouchers and accounting entries	
2.5.9	Processing the calculation of final LFC bill as per the eligibility and payment of amount if the advance availed is less and recovery in case of advance availed is more	
2.5.10	Generation of reminder letters if LFC, Final bill is not submitted within the prescribed time	
2.5.11	Payment of local conveyance charges to the award staff as per LFC eligibility	
2.5.12	Follow up of outstanding suspense entries with staff members – Letter generation	
2.5.13	Passing of all accounting entries, generation of vouchers and maintenance of all relevant registers	
2.5.14	Generation of all relevant reports and MIS reports	
2.5.15	Advance payment for self and dependents should be accepted in LFC in single block. LFC for different blocks but availed in same year	
2.5.16	Bill payment in part amount should be possible.	
2.5.17	Entry should be adjusted or be recovered if LFC Claimed in advance should be cancelled due to any reason	
2.5.18	Facility of extending the LFC block	
2.5.19	Authorization from respective department is done online.	
2.5.20	Modification of entries is possible through officer and above	
2.5.21	Calculate perquisite value on eligible amount of LFC for visiting abroad / applicable due to any other reason.	
2.6	Transfer Record maintenance (Part of Manpower Planning)	S/C/U
2.6.1	Maintenance of complete history of employee transfers since his recruitment. Expunge wrongly entered transfer entries.	
2.6.2	Identification of vacancies and preparation of transfer list based on the user defined criteria – eg. Officers who completed 3 years at one place/region etc	
2.6.3	Transfer/redeployment of officers based on requirement/sanction strength of different regions	
2.6.4	Transfer/redeployment of officers based on their specialization and expertise in any particular area. This data has to be linked to the Performance Appraisal submitted by the Officer and observation of the Reporting Office and Reviewing Officer	
2.6.5	Maintenance of request transfer register for officers and subordinate / clerical staff separately and facility to generate list of eligible candidates for transfers based on criteria fixed	
2.6.6	Provision to generate employees who have requested for a given town and arranging them as per their seniority based on the date of request with special weightage for spouse joining cases Cancellation of request of the employee as per the option of the employee	
2.6.7	Updation of the request entry once the same is considered and order is issued	

2.6.8	Posting / transfer of officers upon employee's promotions. Employee's preference for future posting in rural/semi-urban/home states.	
2.6.9	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	
2.6.10	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	
2.6.11	Maintenance of transfer diary for award staff as per the union agreement conditions and also diary for request transfers	
2.6.12	Provision to maintain temporary transfer/ deputation details on compassionate/health grounds/ Bank's exigencies and generation of list of such Temporary Transfers/ Deputations on such grounds I.e, compassionate/health grounds/ Bank's Exigencies and generation of overdue cases.	
2.6.13	Support online updation of relevant particulars (e.g. date of relieving etc.) of the employee by the relieving branch to the joining branch. The joining branch will provide a second online update for joining particulars	
2.6.14	Provision to record the transfer orders cancelled/ deferred/ modified and follow up with the respective Zonal offices for implementation	
2.6.15	Provision to record Reliving & reporting dates	
2.6.16	Provide transfer / promotion / confirmation history of employees. Provision to track manpower / transfer details for reserved categories (SC/ST/OBC etc.)	
2.6.16	Provide transfer/promotion/confirmation history of employees. Provision to track manpower / transfer details for reserved categories (SC/ST/OBC etc.)	
2.6.17	Generation of all related reports and also dynamic query facility	
2.6.18	The system should be able to track the details of employees deputation within or outside the organisation.	
2.6.19	The System should be able to review employees qualifications and skills to identify the best qualified candidate to send on deputation.	
2.6.20	The System should enter assignment details for each employee including their passport., visa, citizenship etc if it is a foreign posting.	
2.6.21	Ability to link Transfers with the Transfer Policy.	

2.6.22	Processing and sanction of Mid Academic Allowance AND Automatic stopping of the same on expiry of period.	
2.7	Promotions – Career and Succession Planning (Part of career & succession Planning)	
2.7.1	Support full promotion processes from sub staff to clerical, clerical to officer and from one scale to another amongst officer/executive cadres	
2.7.2	Ability to define grade advancements within a level on the basis of time based as well as merit based criteria	
2.7.3	Ability to define the rules for promotion eligibility in terms of tenure, consistent achievement of high performance grades, etc	
2.7.4	Ability to define additional rules specific to service in terms of suspensions, disciplinary actions	
2.7.5	Ability to prepare lists of eligible candidates based on user defined criteria	
2.7.6	Support inviting applications online from eligible candidates and evaluate the details	
2.7.7	Support preparation of lists for Normal Track, Fast Track and issue of call letters for interview/written test in specified formats	
2.7.8	Provision to give consent in electronic mode, which can be uploaded	
2.7.9	Provision to enter the consent received in physical format	
2.7.10	The entry module should have all validations such as length of service, relaxation for certain category of employees, age factor, qualification, disqualification etc.	
2.7.11	Facility to store data related to conducting written tests, interviews, etc for the employees identified as a part of the eligibility list	
2.7.12	Ability to generate the roll number for the test based on certain rules as suggested by IBPS/ other such Agencies.	
2.7.13	Ability to define out of turn promotions	

2.7.14	Ability to capture the list of candidates attended the test	
2.7.15	Ability to capture results of written test, interview evaluation and preparation of merit list of employees for promotion. Provision to generate SC/T list in promotion process	
2.7.16	Ability to calculate the marks to be given to each eligible candidate under various parameters like, service, qualification, previous tests qualified etc., with a cap on each such parameter	
2.7.17	Facility to intimate employees of promotion / rejection through mail / letters etc	
2.7.18	Maintenance of employees who got through the test and could not come within the ranking list	
2.7.19	Arriving at the final select list taking in to consideration Government guideline with regard to reserved category candidates who are falling within the Zone of consideration	
2.7.20	Facility to create a waiting list of employees for promotions under different channels / category.	
2.7.21	Facility to create offer letter on promotion (in bilingual format)	
2.7.22	Ability to update promotion/Posting details	
2.7.23	Facility for issuance of letters to unsuccessful candidates including the details of marks obtained by them and their eligibility to participate in the next promotion process	
2.7.24	Issuance of posting orders on promotion and updating promotion / posting details of employees	

2.7.25	Keeping track on promotion refusal / degradation	
2.7.26	Support issue of letters to candidates who refused promotion indicating the consequences like barring to participate in the next	
2.7.27	Sending promotion intimation letter with fitment	
	Ability to draw a competency matrix in the system and define the competencies/skills/roles/responsibilities required at each	
2.7.29	Ability to do salary fitment on promotion.	
2.7.30	Capability to handle Back Dated promotions with respective promotion policy.	
2.7.31	Support issue letters to candidates who refused promotion/not attended interview etc.	
2.7.32	Ability to update promotion/reporting position of promotees etc.	
2.7.33	Generate letters for appointment of interview committee.	

2.7.34	Ability to link Promotions with Promotion Policy.	
2.7.35	Ability to update promotion/reporting position of promotees etc.	
2.7.36	Generate letters for appointment of interview committee.	
2.8	Management of Medical Aid (Part of Establishment & pay roll)	
2.8.1	Maintenance of employee wise medical aid details	
2.8.2	Whenever an employee promoted to another cadre whereby the employee is eligible for higher Medical Aid the same should be	
2.8.3	The eligibility of employee has to be parameterized and the period up to which an employee can accumulate has to be parameterized	
2.8.4	Whenever the application is received, the eligibility has to be arrived afresh and the application has to be validated and passed for payment	
2.8.5	Maintaining the medical aid eligibility for different category of employees	
2.8.6	Maintenance of list of hospitals having tieup facility with The Bank – with tieup details, payments made etc.	
2.8.7	Issuance of letters of admission to hospitals	
2.8.8	Processing the final hospitalization bill and calculation of eligible amount as per the eligibility (for self and dependent separately)	
2.8.9	Payment of sanctioned amount and passing of necessary accounting entries and generation of vouchers	
2.8.10	Maintaining suspense account register for advances given	
2.8.11	Processing and payment of Exgratia in respect of Hospitalization expenses	
2.8.12	Generation of clarification/decline letters in ineligible cases	
2.8.13	Maintenance of detail of medical clinic of The Bank including the details of the Doctors, their remuneration payments	
2.8.14	Budgets for medicines. Payments of bills for medicines in respect of Medical clinics	
2.8.15	Details of medical diagnostic laboratories having the tieup arrangements with budgets and payment details	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
2.8.16	Accepting applications from staff members and issue of permission letters to undergo health checkup	
2.8.17	Details of package charges for various ailment Details of I.I.M.S rates	
2.8.18	Maintenance of details of I.D. cards issued to employees, updation/deletion on resignation, death, retirement	
2.8.19	Online application for issue of ID card/upgration on promotion/duplicate in case lost	
2.8.20	Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme and remittance to concerned branches.	
2.8.21	Provision for advanced payment of medical aid .	
2.8.22	Facility to provide advance or difference payment in OSR as well as SWS Scheme	
2.8.23	Provision for retired ED & MD.	
2.8.24	Provision for retired employees	
2.9	TA/DA BILL (Part of Manpower Planning)	
2.9.1	Support on line submission of TA Bills, processing, sanction etc. as per User Defined Parameters. Claim passing of TA bill without tour programme with a defined procedure and defined sanction authority.	
2.9.2	Support keeping record history of all TA Bills passed employees wise (individual and categoriwise) periodicity wise.	
2.9.3	If an employee avails TA DA for a sanctioned bill, system should not accept the same bill / again. This should be same with advance payments.	
2.9.4	Award staff gets diem allowance for training. There should be provision to do this online	
2.9.5	There should be separate menu for Bifurcation of staff as retired and existing on TA/DA bills.	
2.9.6	Facility of authorization by officers for entry done by CTO.	
2.9.7	Facility to allows the calculation of Multiple bills pertaining to particular staff should be allowed on same day.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
3	PAYROLL MANAGEMENT (Part of Establishment & pay roll)	
3.1	Comprehensive payroll management system which should include all the functions mentioned below but not limited to:	
3.2	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	
3.3	Facility to upload data history from existing system for a number of years/months as decided by The Bank and its updating	
3.4	Support configuration and parameterization of different pay components including facility to add / modify / delete pay components	
3.5	Ability to make changes to rules, tax updates etc. without any code programming	
3.6	Support Multicurrency, payment , guage, Unicode supported functionality	
3.7	Capability to run multiple payrolls in a single instance	
3.8	Support to define pay structure at various levels	
3.9	Support calculation of different allowances based on user defined criteria	
3.10	Capability to arrive at outer limit of salary for a given employee and check for variation beyond certain user defined percentage and generation of exception report on such occurrence	
3.11	Ability to define various pay elements like earnings and deductions using a rules based framework	
3.12	Maintenance of slabwise details for Basic, DA, HRA, Income Tax, Professional Tax etc	
3.13	Capability to group individual earning and deductions and link them to employees as per their eligibilities	
3.14	Calculation of overtime and linking such payments with Income Tax calculation	
3.15	Ability to run separate payrolls for Officers, Clerical and sub-staff depending on the eligibilities and rules applicable for each category	
3.16	Support final settlement of salary based on attendance marked, any other due etc. for the employee who have resigned	
3.17	Facility to calculate casual laborer wages for a given period	
3.18	Ability to support multiple reruns, if necessary, after resetting, before final payroll generation	
3.19	Support main, supplementary and partial payroll run	
3.20	Support Bipartite Settlements/Wage revisions/settlement etc	

3.21	Support location based payroll run Problem / error tracking of payroll run, through error table, priority list for recovery and maintenance of unrecovered amount with facility to fix future installments of recovery	
3.22	Audit trails to capture batch modifications to employee payroll information	
3.23	Support to view pay details of current month, pay history, net amount paid, unpaid deductions – employee wise and month- wise, financial year wise	
3.24	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	
3.25	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	
3.26	Facility to indicate taxable earnings, deduction priority, carryover and partial recovery	
3.27	Monthly salary payment calculations and generation of related reports, salary slips (Hindi and English), deduction lists, vouchers, tax challans etc. (as per the user defined criteria like for a branch/ Region/zone etc.)	
3.28	Pay fixation for all cadres on promotion and otherwise	
3.29	Facility to maintain tax rates, standard deduction, investment, rebate, notional rent, perquisites, like furniture and accommodation etc	
3.30	Professional tax deductions with exemptions, arrears and generation of related reports and challans	
3.31	Calculation of income tax as per rate slabs & standing instructions	
3.32	Facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically updation of salary record and tax calculation by the system	
3.33	Generation of all types of statutory reports of taxes like Form 16 and Form 24 in the userdefined format (16AA, 12BA, 24 Q , 26 Q AND 27A) other Statutory Statements	
3.34	Generation of employee's individual tax return	
3.35	Generation of ETDS data	
3.36	Calculation of income tax forecast for each employee based on the employee declaration of savings etc.	
3.37	Facility to allow income tax exemption & deductions Support calculations of loss of pay, half pay, strike cut etc. and consequent adjustment in income tax payment etc.	
3.38	Provision to Manually adjust taxable earnings (in case of income from other sources, investments etc.)	
3.39	Provision to recover other charges as defined and configured by the user	
3.40	Support leave encashment on LFC and also on retirement with consequent tax adjustments	

3.41	Release of festival advance and other advances (user defined) against salary. Employeewise recovery position, recovery list and outstanding balances list – month wise or as user defined	
3.42	Support calculation and payment of arrear/bonus with consequent tax adjustments	
3.43	Payment of medical allowances, recovery and taxation (if any) thereon	
3.44	Support Recovery of union contributions (Union wise)	
3.45	Housing loan recovery of bank and outside agencies and updation of it rebate/deductions	
3.46	Generation of reports Support payment of educational allowance, mid academic transfer allowance and any other user defined allowances with automatic updation of it deductions	
3.47	Support recovery of all other types of loans with reports like recoveries made, overdue list etc.	
3.48	Support calculation of incremental arrears with consequent tax adjustments	
3.49	Support payment of salary arrears as per the industry level settlements with tax adjustments	
3.50	Provide an impact analysis tool for analysis of impact of salary revision	
3.51	Support payment of arrears calculated in user defined installments or in lump sum	
3.52	Support payment of salary to special appointees, temporary staff etc	
3.53	Support payment of subsistence allowance in case of suspended employees and facility for rephrasing various staff loans when on loss of pay and suspension	
3.54	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	
3.55	Support reimbursement with regard to conveyance, medical (normal & hospitalization) Payment of deputation allowance	
3.56	Support creation of PF enrolments, nominations and deduction of Employee contributions to PF	
3.57	Support calculation of Employer contributions to PF including both EPF and FPF part (if applicable)	
3.58	Support passing of accounting entries for salary payments and maintenance of related books of accounts, registers. Generation of month wise, quarter wise, halfyear and year wise statement of accounts	
3.59	Support upload facility of salary through external diskettes viz. floppy etc. to effect salary credit to staff current or saving (All the cost must be quoted on the basis of three years comprehensive warranty) account (in case of non CBS branch)	
3.60	Monthly balance and halfyearly balance position of various accounts related to payroll	
3.61	Facility to upload the overall salary heads of employees in case of nonconnected branch (for which fixed format has to be generated by vendor)	

3.62	Facility to calculate Bonus payable projections for a given period	
3.63	Facility to provide the authorization for any type of posting in payroll.	
3.64	Income tax & estimation reports should be generated on half yearly/ user defined periodicity basis alongwith confirmation reports.	
3.65	Addition/subtraction clause to be included for pay elements i.e. special allowance.	
3.66	Bilingual pay slip generation is required to be created.	
3.67	Festival advance reports for individuals and department wise is required to be generated.	
3.68	Increment processing & releasing of increment of employee to be made automatically.	
3.69	Generation of perquisite calculation reports (PF loan, Car loan, OD)	
3.70	Non-trust hospitalization availment reports should be generated for tax calculations.	
3.71	Establishment report to be generated half-yearly.	
3.72	LFAR & Tax audit report to be generated on half yearly basis.	
3.73	Facility for automatic Voucher generation for tax calculation.	
3.74	Facility for generating Union/Welfare Associations/CMD club membership details/records alongwith monthly subscription.	
3.75	Facility for Generation of tax estimation report at half yearly	
3.76	Facility for Generation of Memberwise festival advance report.	
3.77	Facility for Generation of Leave Encashment report(Daily report and memberwise report)	
3.78	Facility for Incorporation of Addition / Subtraction facility for amount payable and amount recoverable.	
3.79	Facility for perquisite calculations.	
3.80	Facility for the generation of tax report for hospitalization against non trust hospitals.	
3.81	Facility for Furniture perks & deductions basing on the value of furniture provided.	
3.82	Facility for the declaration and details of dependents.	
3.83	Increments, EB increments, sanction / restoration of increments/ basic pay in punishment cases, shifting of the date of increment due to LOP etc., special increments for CAIIB / Graduation etc.	
3.84	Salary attachment :	
3.84.1	Maintaining General & Memberwise Registers.	
3.84.2	Starting & stopping deduction.	
3.84.3	Maintaining memberwise and order wise accounts.	
3.84.4	Provision of Suspending and Restoring deduction of particular order on receipt of another order.	
3.85	Reports :	
3.85.1	Memberwise orders received.	
3.85.2	Memberwise & Orderwise ledger.	
3.85.3	Monthly remittance letters.	
3.85.4	Monthly deduction report Memberwise & Member cum Beneficiary wise	

3.85.5	Capability to map with New Pension Scheme (NPS) w.e.f. 01.04.2010.	
3.85.6	Calculation of Tax on Terminal Benefits/ Leave encashment.	
3.85.7	Capability to calculate salary as per different dispensation as may be required till regulations are amended.	
4	Training and Development (Part of Training)	U/S/C
4.1	The design of the training module should be generic in nature and binds courses, faculty, resource persons (in house subject experts), mentors, infrastructure, administration, and testing, budgeting and costing details. There should be a facility to update the employees profile upon his/ her successful completion of the training programme and in accordance with the provisions of Recruitment, Induction, Training, Placement, Promotion, Transfer and Exit Policy provisions from time to time.	
4.2	The system should enable The Bank to improve and leverage the knowledge, skills, and abilities of the employees. It should facilitate Managers to use competency data for recruiting, performance and development, training and succession planning activities.	
4.3	The Software shall support a three level classification of training courses: program, module and course level.	
4.4	Course level details should include number of sessions, maximum/minimum employees that can be enrolled, maximum wait listed employees, and based on mapping module and program should be automatically updated.	
4.5	Enrolling an employee into a program could be on the basis of pre requisites or by an organizational policy that details eligibility parameters. Eligibility parameters could be years in service, exposure in different business verticals, cadre/grade in management or such other employee profile determining parameters. Facility for storing the reference material for a program, module or a course with details such as author name, available at (venue), publications etc should be provided.	
4.6	Training objectives for program, module, and course should be definable. Session details for capturing the number of sessions to break up into training time should be captured.	
4.7	Infrastructure booking details such as capturing the venue and resources should be possible. Venue can be internal or external. Faculty and resource persons captured in Faculty Master can be internal or external. If faculty is external then, skills are captured separately. This is mandatory to shortlist faculty to impart a particular course.	

4.8	Feedback on course and infrastructure availability should be available on all relevant screens. Course request and training needs are available as a look up.	
4.9	Capability of Training Need Analysis and Skill Gap identification by the Business Vertical Heads at Corporate level and Zonal Levels as per the strategic business plans	
4.10	Training Needs from Performance Appraisal Report, mentors and Self are considered and linked to a suitable training program.	
4.11	Capability to receive Training Need Analysis forms from mentors, regions/branches for creation of a training plan.	
4.12	Capability to make competency assessment on pre designed metrics and should facilitate in employee development initiatives	
4.13	Recording of competency and proficiency required for each job matching with the available competencies of employees.	
4.14	Faculty can rate trainees on the basis of attendance, participation and test performance.	
4.15	Faculty can evaluate the programme, module, course and sessions on pre defined metrics.	
4.16	Faculty can be evaluated on the basis of feedback on pre defined parameters from the trainees and training outcomes.	
4.17	This performance determination should result in an automatic upgrade of employee upgrade.	
4.18	Capacity to use training as a tool for development for the employee's functional and behavioral competence.	
4.19	Capability to conduct virtual classes, on line self based learning, instructor lead interactive web oriented training.	
4.20	Capability of hosting a virtual university for e learning which would include e-learning content management, nomination by the management/self, programme search/content search/online testing and certification interaction with faculties, resource persons, interactive helpdesk, faculty/group evaluation on the basis of feedback etc.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
4.21	Capability of undertaking training need analysis for various cadres/management grades/business verticals for creating a training plan using multiple tools e.g. performance management, competency management, succession planning, self nomination etc.	
4.22	Capability to prepare and publish training calendar and seek nominations/recommendations online.	
4.23	Capability of conducting in-house/external/customized training programme based on the training need analysis.	
4.24	Capability to utilize the training infrastructure available to the best results including training centres, faculties, mentors, resource persons, contract vendors, equipments etc.	
4.25	Ability to assess faculty/resource person competencies for conducting particular courses.	
4.26	Capability of tracking the trainings to employees in institutions including training abroad.	
4.27	Capability for prepare an inventory of national and international training institutions for different business verticals linked to the training need assessed.	
4.28	Maintenance of course fees paid to external training institutes	
4.29	Maintenance of training budget for internal institutes	
4.30	Cost benefits analysis-External/Internal training institutes.	
4.31	Provide for various types of courses enrollments viz., employee enrollment, management enrollment, training needs identification from performance Appraisal System, online.	
4.32	Support the process of Induction training for new recruitees by integrating with the recruitment module. Provision to generate letters for trainings/rajbhasha trainings.	
4.33	Provision to enroll at individual level as well as group level including facility for self nomination with recommendation from appropriate authority i.e. management, mentors etc.	
4.34	Provision to monitor minimum and maximum number of trainees per course and create waiting lists if enrollment exceeds maximum number of trainees with auto enrollment features for waitlisted candidates.	
4.35	Capability to maintain training budget at employee level, unit level, institution level and track the training costs and track various type of training expenses and income from training to employees from outside organizations.	
4.36	Capability of generating the training letters through print/ESS/e-mail including features like on line confirmation, cancellations, explanation for non attendance and rescheduling of training courses.	

4.37	Capability to record and review trainee feedback for various parameters viz. training facility, faculty and course material and generate consolidated report for information of the management online.	
4.38	Maintain feedback from employees, faculty, mentor as well as controllers on training for assessment of training effectiveness and impact.	
4.39	Provision to conduct entry level tests and exit tests.	
4.40	Capability to maintain full training history of the employees.	
4.41	Maintenance of history on number of personnel trained- monthly, quarterly, half yearly, yearly and cumulative-region wise/state wise/training centre wise separately for all cadres/grades of employees.	
4.42	Capability to run virtual class room training on remote link basis for faculty led virtual class room and at the designated time permits the faculty to initiate the virtual class session by taking control of the desk tops/laptops of those who have joined the course and consent to transfer the control rights for the session available. Faculty shall also have the ability to transfer communication rights to any participant to raise a question or use white board facility to make a point for collaborative learning. Please explain the hardware required for the purpose and whether it can be done purely on the intranet/internet with a mobile/landline-360 degree of Feedback.	
4.43	Facility to record the virtual classroom proceedings and upload for the purpose of those who could not attend and for those taking self paced courses.	
4.44	Capability to nominate Visiting Faculty based on the competence of the faculty and skill gap/training requirement of the targeted employee cluster.	
4.45	Generation of all types of related reports and dynamic querying facility across the functionalities.	
4.46	Provision to record the permission for non attendance and reasons thereof.	
4.47	Capability to monitor and evaluate post training utilization and retention in the area trained of employees	
4.48	Tracking training costs for each employee with provisions for total training cost incurred cumulatively for all types of trainings.	
4.49	Provision to generate bilingual letters for training / rajbhasha trainings.	
5	Industrial Relations (Punishment and punitive actions) (Part of Personnel administration)	
5.1	History of Show Causes/ Disciplinary Action like date reported, nature of charge, action taken, action date, resolution process of all officers/award staff – Zone/Office/Branch wise and also in consolidation	

5.2	<p>Facility to define workflows for Online Vigilance/DAC Clearance. <u>For Example :-</u></p> <ul style="list-style-type: none"> • apply for clearance by employee, forwarding to respective ZO/HO • Review and approval by Vigilance department. • Generation of auto intimation through SMS Alerts / Email alerts at each level • Various Search options i.e. on date, for a period employee no, name, request id and status etc. • Reports at all level. 	
5.3	History of grievances reporting, action taken, resolution process, action taken, redressal date.	
5.4	Maintenance of records in respect of all cases under enquiry and noting the periodic progress made including the punishment	
5.5	Facility to generate various statutory and management reports related to participation in strikes etc.	
5.6	Capture of appeals and reviews made by the staff members and recording of the decisions given by competent authorities	
5.7	Recording of staff grievances and follow up made in this regard	
5.8	Nomination of disciplinary Authority	
5.9	Generation of standard/user defined - showcause notice/Chargesheet / Suspension Order/ Extension of Service under OSR 20 (3) (iii)/ Note & Order for appointment of Common Disciplinary Authority by CMD as Competent Authority/ Chief Executive Officer.	
5.10	Capture information about suspension cases including suspension revocation	
5.11	Maintenance of registers and compilation of periodic statements about pending cases, suspension cases, cases dismissed, punishments awarded etc	
5.12	Maintaining data of cases pending in Labour Courts, Asst., High courts, Supreme Court, criminal cases, CBI cases, Police cases in respect of employees category wise and grade/scale wise related to disciplinary cases / other than disciplinary cases in the above courts.	
5.13	Check number of cases handled by particular defense representative / Enquiry Officer/ Presenting Officer.	
5.14	Details of references to CVC/CBI	
5.15	Capture details of the stage of departmental/court cases & follow up actions	
5.16	Capture statements showing disciplinary action taken against Bank staff for the lapses in sanction and disbursement of loans under government sponsored schemes	
5.17	Capture statements showing disciplinary action taken against banks staff for lapse in sanction and disbursement of corporate schemes	
5.18	Capture information for submitting notes before departmental promotion committee for review of non vigilance disciplinary cases/ CBI Cases, Civil Court Cases	
5.19	Capture information about:	

5.19.1	RDA Cases where fraud is involved and their reporting to RBI	
5.19.2	<ul style="list-style-type: none"> • Employees for their involvement in fraud cases • Other than fraud cases for reporting to RBI 	
5.19.3	RDA Cases other than those where fraud is involved.	
5.19.4	Pending disciplinary cases in respect of officers/ executives deputed to RRBs/RBI elsewhere.	
5.20	Capture information on:	
5.20.1	Anti corruption measures from vigilance Department.	
5.20.2	Vigilance/ Non-vigilance cases pending for more than six/ four months (or user defined periods) respectively.	
5.20.3	Ghosh committee recommendation to antifraud section	
5.20.4	Review of suspension cases/ Show Cause cases.	
5.20.5	Action on CVC first stage advice and second stage advice to Vigilance Department. Likewise, CVO's first stage advice and second stage advice to PSD/ Zones.	
5.20.6	Progress of pending disciplinary cases to Vigilance Department.	
5.20.7	False caste certificate submitted by employees in connection with their employment in The Bank to Ministry of Finance.	
5.20.8	Capture master data of legal opinion	
5.20.9	Capture data of closed file	
5.20.10	Capture data of Sanction for Prosecution Cases	
5.20.11	Capture data of Employees on Agreed List and Employees on doubtful	
5.21	Data of pending non-vigilance Disciplinary action cases , zone wise, age-wise, scale wise , stage-wise, penalty-wise, date-wise and	
5.22	Cases of less than six months and more than six months need to be generated with reference to the date of the charge sheet.	
5.23	Data in different time-frequencies / or cumulative or on quarterly basis.	
6	Terminal Benefit (Pension, Gratuity and PF) Management(Part of Exit management)	S/C
6.1	Support Terms & Conditions of Pension Payment and calculation process. Calculation of liabilities of employee.	
6.2	Support pension calculation as per the rule of The Bank. Pension payment of CMD, ED of as per guidelines of MoF.	
6.3	Support pension settlement and commutation calculation	
6.4	Ability to intimate the employees three months before their retirement about PF, Gratuity and Pension claim forms etc.	
6.5	Support pension processing for pensioners	
6.6	Support processing and approval of pension applications	
6.7	Support to generate pension advices (first time pension settlement and also monthly pension payment)	
6.8	Facility to generate pension register	
6.9	Provision to maintain nominee details to facilitate pension settlement	
6.10	Facility to store the details such as nature of relationship with the pensioner, family pensioner's date of birth etc.	
6.11	Should be integrated with payroll system	

6.12	Facility for accounting & recording/generating of instruments for payments	
6.13	Facility to accommodate & calculate for revised pension as per Bipartite settlement & OSR	
6.14	Support for revision of DA and calculation of pension every Half Year – August & February.	
6.15	Application of Family Pension.	
6.16	Support calculation of Family Pension.	
6.17	Support in linking / integrating pension with Income Tax Return - calculation of Tax	
6.18	Support relating to returns relating to Pension payment	
6.19	Welfare measures for pensioners - terms - application for facilities like mediclaim and others or user defined parameters	
6.20	Eligibility and terms for payment and calculation of Ex-Gratia	
6.21	Support for payment of Family Ex-Gratia	
6.22	Details of provisional pension being paid	
6.23	Pension Package interface with pensioners or Pensioners SelfService	
i.	Obtain Pension Slip,/PPO	
ii.	Obtain details of Pension received 78aymen financial year	
iii.	Calculation of Tax by putting admissible deductions in Tax window	
iv	Update personal details i.e. address, Tel. No. etc.	
v	Apply for admissible payment schemes.	
6.24	Capability to allot PF Number to new employees and maintenance of PF accounts.	
6.25	Mapping of PF accounts with Salary of respective staff members for credit of prescribed monthly contribution from salary	
6.26	Support to credit the amount of interest at prescribed rate to PF accounts (Halfyearly, Quarterly or monthly) depending upon yield earned from investment in securities. The system should handle interest processing.	
6.27	Generation of PF Statement on Half Yearly/ user defined basis.	
6.28	Reconciliation of PF Trust Account with Bank account	
6.29	Maintenance of record of nomination/amendment in nomination.	
6.30	Marking of lien on PF & Gratuity with reasons thereof.	
6.31	Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting	
6.32	Support VPF, percentage basis and amount basis	
6.33	Support online application for PF loans as per prescribed application forms (soft copy), processing of PF loan applications as per user defined parameters in respect of refundable loans/ non-refundable withdrawals.	
6.34	Support online sanction of refundable loan/ non-refundable withdrawals by appropriate competent/ sanctioning authority.	
6.35	Printing of cheque for the loan amount/Online credit of amount to Bank account of respective employee.	
6.36	Maintenance of Loan ledgers. Trigger for due dates on maturity of securities.	

6.37	Support recovery of loan in monthly instalments with applicable rate of interest as per user defined norms.	
6.38	Support sending Default Notice to concerned employee / his branch – in respect of overdue Loan accounts.	
6.39	Support recording of the clearance from vigilance / audit /salary sections for PF claims	
6.40	Support generation of cheques / indent for Payorder for settlement amount	
6.41	Support forfeiture of PF (Bank contribution) and gratuity to the extent of loss suffered by The Bank in case of dismissed employees.	
6.42	Support giving effect of dismissal of employee to 79ayment of PF amount.	
6.43	Support calculation of Gratuity payable to employees on superannuation as per Rules & regulations of Gratuity Act as well as OSR/ Bi-partite settlements.	
6.44	Provision to be made in case if PF is paying more interest than the govt. prescribed, so as to arrive at the taxable portion amount to be reckoned	
6.45	Generation of Form 15 AA for the terminal benefits like PF/Gratuity/Pension	
6.46	Financial accounting of PF Trust: Reconciliation of bank account of the PF trust	
6.47	Generation of form M, L etc to various labour authorities in respect of Gratuity payable/paid	
6.48	Provision to generate data to be given to Actuary	
6.49	Should incorporate the existing systems & procedures, regulations of each trust viz., Provident Fund, Pension Fund & Gratuity Fund including investments	
6.50	Module for investment of funds of SPF, Pension, Gratuity	
6.51	Investment module should include pattern of investment as per Government Policy & MIS including yield on security wise, maturity wise, type of security wise etc.	
6.52	Accounting module for PF, Pension and Gratuity including daily, quarterly, yearly Trial Balance, Balance Sheet and Profit & Loss Account, MIS etc.	
6.53	Capability to maintain records of Voluntary Retirement/ Resignation as follows as also on other user defined parameters -	
6.53.1	Rules/ Regulations/ Conditions applicable.	
6.53.2	Format of the Note to be placed before the Competent Authority.	
6.53.3	Letter to Zonal Office after acceptance.	
6.54	Capability to prepare –	
6.54.1	Retirement Letter.	
6.54.2	List of Retired / VR opted Employees on Annual/Half Yrly/ Quarterly/ Monthly Basis. Date of superannuation wise Seniority List .	
6.54.3	Register of VR/ Resignations.	
6.54.4	Claim Forms in respect of settlement of PF/BCPF/GF/ Pension	
6.54.5	Guidelines for completion/ filling up of forms.	

6.55	Capability to maintain / process deceased claims as follows as also on other user defined parameters –	
6.55.1	Compassionate Appointments.	
6.55.2	Ex-Gratia Payments	
6.56	Capability to maintain -	
6.56.1	Rules & Guidelines	
6.56.2	Relevant Forms.	
6.56.3	Register	
6.57	Provision for Gift in case of retirement as superannuation	
6.58	Maintenance of Group Savings Linked Insurance (GSLI) and other insurance schemes	
6.58.1	Recording Rules & regulations of GSLI Membership and Claims under the Policy.	
6.58.2	Support credit of monthly premium to LIC as per category of employee after deduction of the same from their salary.	
6.58.3	Lodgement of claim with LIC for saving portion in respect of retirees.	
6.58.4	Support generation of GSLI Statement on half yearly/ user defined periodicity.	
6.58.5	Support generation of required papers / documents for lodgement of GSLI claim in case of death of employee/ spouse.	
6.58.6	Reconciliation of GSLI Account with Bank account	
6.59	NEW PENSION SCHEME (NPS)	
6.59.1	Covering of employees who joined after 01.04.2010 in New Pension Scheme as per requirement.	
6.59.2	Keeping track of PRAN Accounts opened with NSDL	
6.59.3	Transferring of monthly contribution under NPS to NSDL for PRAN holders.	
6.59.4	Reminder to non PRAN holders for submission of Subscriber Registration Form	
6.59.5	Calculation of arrears, if any.	
6.59.6	Notification should be generated by the system in case a PRAN holder employee resigns, and appropriate shifting of PRAN.	
6.59.7	Provision for interest calculation of funds, not transferred to NSDL.	
7	Staff Loan Detail Maintenance (Part of Establishment & pay roll)	
7.1	Processing of various staff loans based on user defined eligibility criteria. System should have the flexibility to allow the user to configure different type of loan products	
7.2	Maintenance of loan disbursement details	
7.3	Facility to provide online application for the loan	
7.4	Online approval/rejection of loan by the concerned official	
7.5	Facility to communicate about the sanction/rejection of loan application online or through email etc.	
7.6	Capturing of all types of loan details of an employee	
7.7	Facility to update the details of the loan of the employees online or as and when such details are received from the branches/offices	

7.8	Updation of rebate/deduction during recovery of loan and affecting the employee's tax accordingly	
7.9	Generation of overdue staff loan account details	
7.10	Maintenance of loan registers	
7.11	Generation of all types of loan documents, related reports etc., and also dynamic query facilities	
7.12	Facility to store physical documents associated with loans (e.g. legal forms, deeds etc.) for reference	
7.13	Provision to store Loan documents in digital format	
7.14	Loan EMI deduction must be directly linked with monthly salary computation and with accounting books.	
7.15	Details of indirect liabilities of employees and provision for updation	
7.16	On line provision for application for NOC to avail loan under general public category from The Bank and other Banks and provision for note for approval from Competent Authority, generation of sanction/rejection letter	
7.17	Facility of various benefits after retirement should be possible through package.	
7.18	In case of staff loan there should be provision to check whether loan already sanctioned by other banks.	
7.19	Facility for checking NOC with others if there would be education loan of more than one children.	
7.20	Facility for co-borrower should be there in case of joint-application.	
7.21	Provision for prompting message if loan Overdue.	
8	Staff Welfare	
8.1	Schemes (Part of Establishment & pay roll)	
8.1.1	Maintenance of various staff welfare scheme details & preparation of office notes (bilingual) for different applications	
8.1.2	Facility to apply/withdraw online by the employee to join various staff welfare scheme	
8.1.3	Generation of relevant reports – Also downloadable in different formats like pdf, excel, word.	
8.1.4	Payment of conveyance, entertainment, News paper, Telephone and other expenses to staff	
8.1.5	Maintenance of details of allowances paid to each employee month wise bases on the application received	
8.1.6	Online settlement of accounts of concerned officials and passing of necessary accounting entries to maintain related books of accounts	
8.1.7	Details of Spouse : Name ,DOB, Employed or Not.	
8.1.8	Details of Children: Names, DOB,Sch/Coll Fee/Reward Availment : FY & Class.	
8.1.9	Details of :	
	a) All availments of Health Check up Date wise.	
	b) Availment of GI Punjab & Sindmeter/ B P Meter	
	c) FY availment of SWDOM/SWTH/SWNTH/DENT.	
8.1.10	Sanction / Payment of Normal / CAP Cost HRA.	
8.1.11	Sanction of In Lieu of Accommodation.	
8.1.12	IncomeTax. : Automatic calculation of IT on SCHOOL/COLLEGE FEE / Medical reimbursement	

8.1.13	Facility of generating all above reports in system format and converting in Excel format.	
8.1.14	Generating reports with some variable general columns like EMP NO./PFM NO. Name, Design, Department etc.)	
8.1.15	Facility of office notes for NOC for PP/ VISA / GOING ABROAD/OUTSIDE EMPLOYMENT /studies/ VRS/ RESIGNATION /POA ISSUE/POA LOST	
8.1.16	Provision for SWS taxable.	
8.1.17	Facility of Staff welfare scheme taxable	
8.1.18	Sanction and disbursement of all bills should be centralized or decentralized as per the need of the bank.	
8.1.19	Sanction amount passed with different checks , parameters, tax, service tax rules should be credit in staff account/party account. voucher should be generated for the same.	
8.2	Modification of Canteen Subsidy (Part of Establishment & pay	u/s/c
8.2.1	On line payment of Canteen subsidy to employees after validating	
8.2.2	Appointment and capturing the details of contractors for the	
8.2.3	Bill payment and reconciliation	
8.3	Scholarships (Part of Establishment & pay roll)	
8.3.1	Details of various scholarship schemes of The Bank	
8.3.2	Acceptance and processing of applications for grant of scholarships	
8.3.3	Details of sanctioned scholarships and recording payments made thereof	
8.3.4	Generation of all relevant reports regarding scholarship in different formats like pdf, excel, word etc.	
8.3.5	Maintaining of data and payment of fees to the vendor for issue of I cards to Ex employees	
8.3.6	Denial of incomplete/ineligible applications of employees.	
9	Allotment of cars and other vehicles to executives (Part of Establishment & pay roll)	U/S/C
9.1	Capture the details of all the vehicles available to The Bank and the details of allotments made to different executives.	
9.2	Maintenance of related registers of allotment, cancellation, surrender etc	
9.3	Generation of all relevant reports regarding allotment	
9.4	Executive wise reports of petrol reimbursement.	
9.5	Capturing the daily employee wise bill payment details in to the database and deducting the consolidated amount at the end of the month from employee's salary or Issue of Smart cards to the staff members so as to allow them to pay the bills through the card	
9.6	Information regarding-	U/S/C
9.7	Officers claiming conveyance reimbursement on the basis of declaration, petrol bills in respect of 4/2 wheelers owned by them	
9.8	Reimbursement of expenses incurred for medical check up by employees over 40 years of age.	
9.9	Financial assistance to employees on LOP on account of major ailment/operation. etc	

10	Allotment of Residential Quarters, Holiday Homes (Part of Establishment & pay roll)	
10.1	Ability to maintain master details of all residential quarters and holiday homes of The Bank according to the grade/scale of employee	
10.2	Ability to maintain status of residential quarters and holiday homes – occupied / vacant / nonusable / under repair etc. depending on grade/scale of employee	
10.3	Ability to add details of new quarters and holiday homes with facilities	
10.4	Facility to apply and approval online for quarters and holiday homes	
10.5	In case the employee could not apply online, the authority has the facility to feed the application detail for the employee.	
10.6	Ability to maintain the details of allotment, pending applications, allotment of priority basis etc.	
10.7	Support sanction of rent to the residential quarters taken on lease basis	
10.8	Support relaxation of rent to be paid for residential quarters	
10.9	Support sanction of holiday homes and intimation to concerned employee online	
10.10	Support to maintain waiting list for the residential quarter / holiday homes for each grade/scale separately and automatically allotment in case of cancellation on the basis of waiting list	
10.11	Support to arrive at the occupancy rate for any given Holiday Home for a given period	
10.12	Facility to deduct the required HRR from employee's salary and provide effect of the same in concerned books of accounting as per user defined requirements	
10.13	Information regarding quarters to officers:	
10.14	Officers enjoying leased quarters facility	
10.15	Officers enjoying bank quarters facility	
10.16	Officers staying in their own accommodation and claiming HRA on capital cost basis	
10.17	Officers claiming HRA on rent receipt basis	
10.18	Officers claiming HRA on normal rates as applicable to the	
10.19	Rent Free Accommodation (RFA) :	
10.19.1	Sanction / Change / Renew of RFA according to :	
	i. Branch Head/NON Branch Head.	
	ii. Area of Flat.	
	iii. Scale.	
10.19.2	Sanction of Brokerage /Shifting Charges according to :	
	i. Area of Flat.	
	ii. Sanction / Renewal / Change with or without Notice.	
	iii. Refusal of Bank Quarters.	
10.19.3	Automatic Deduction of Standard Rent for RFA; and	
10.19.4	Automatic stopping of HRA	
11	Details of Sports persons (Part of manpower planning)	

11.1	Ability to capture the details of sports persons employed in The Bank , their designation, sex, scales etc.	
11.2	Capture their achievements in various tournaments	

11.3	Approval for participation in various tournaments	
11.4	Special leave& expenses details granted to sports persons	
11.5	Budget sanction & expenditure maintenance in various sports disciplines	
11.6	Expenses sanctioned for promotion of cultural activities & their details	
12	Human Resource MIS (Part of Establishment & pay roll)	
12.1	Two statements i.e. Establishment Expenses (details of all manpower expenses-head wise incurred in a region) and Stage wise data (details of expenses at different stage of time scale in a cadre) are to submitted by Zonal Offices on half yearly basis.	
12.2	The said functionality should also help in generating these reports in different formats like pdf, excel, word etc.	
12.3	Apart from these reports, there can be ad-hoc query based reports required for various types of decision making.	
13	HRM AUDIT (Part of manpower planning)	
13.1	HRM Audit as a system control tool for making HR administration effective has to be implemented in all branches and administrative offices.	
13.2	It should be a comprehensive report format concentrating on various areas of HR administration as payroll, claim settlement, leave, attendance, discipline management, adherence to statutory requirements etc.	
13.3	The system should have Intelligence tools to facilitate an online audit of all HR activities wherein the users can set up their KPI's (Key Performance Index) to measure the performance of their internal systems and the system will pop up warning messages to alert incase the performance is not within defined threshold targets.	
13.4	To assess adequate staff –Officers-award in a office/department/branch in accordance with approved policies and user defined parameters.	
14	Competency Assessment and Potential Appraisal (Part of career & succession planning)	
14.1	Recording of competencies and proficiency required for each job matching with the available competencies of employees.	
14.2	The system should make competency assessment on pre- designed metrics and should facilitate in employee development initiatives	
14.3	The system should enables an organization to improve and leverage the knowledge, skills, and abilities of the workforce. The system should facilitate managers to use competency data for recruiting, performance and development, training and succession planning activities .	

14.4	To assess adequate Staff Officer, Award in an Office/ Department/ Branch in accordance with approved policies and user defined parameters.	
14.5	Generation of appraisal reports on confirmation	
14.6	To assess adequate Staff Officer, Award in a Office/ Department/ Branch in accordance with approved policies and user defined parameters.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
15	EMPLOYEE SELF SERVICE (Part of manpower planning)	
15.1	Self Service should streamline Day to day business, workflow and policy automation and should comprise of Employee Self Service and Manager self Service.	
15.2	Ability for all employees to perform the following:	
15.2.1	Update personal details (e.g. address, dependents, etc.)	
15.2.2	Update bank account information for payroll processing	
15.2.3	Apply for leave	
15.2.4	Apply/modify for Union/Association membership for check off facilities	
15.2.5	Submit travel requests	
15.2.6	Enroll in training courses	
15.2.7	Update their skills and competencies	
15.2.8	Book, cancel and check status of holiday home applications	
15.2.9	Obtain pay slips	
15.2.10	Obtain Income Tax Computation Statement	
15.2.11	Obtain month-wise salary breakdown	
15.2.12	Check leave balances	
15.2.13	Check loan balances etc etc.	
15.2.14	Ability for Managers/Competent Authority to perform the following:	
15.3.1	Approve employee changes	
15.3.2	Approve training enrollments	
15.3.3	Approve holiday home bookings	
15.3.4	Approve leave applications	
15.3.5	Approve travel requests etc., etc.	
16	Statutory compliances (Part of Establishment & pay roll)	
16.1	Capability to prepare various statutory returns / notices/statements which are required to be submitted under various labour laws like;	
16.1.1	Payment of Gratuity Act, 1972	
16.1.2	Payment of Bonus Act, 1965	
16.1.3	Payment of Wages Act, 1936	
16.1.4	Equal Remuneration Act, 1976	
16.1.5	Industrial Dispute Act, 1947	
16.1.6	SC/ST returns and Memorandum to MOF/Govt./Board.	

17	Workforce Scorecard (Part of career & succession planning)	
17.1	Using the workforce score card the system should be able to define organization goals and evaluate employees against those goals on ongoing basis.	
17.2	The system should be able to deliver a comprehensive view of the workforce throughout the Hire-to-retire lifecycle of an employee	
18	MISCELLANEOUS FACILITIES (Part of Establishment & pay roll)	
18.1	Facility for News Paper Reimbursement.	
18.2	Facility for Briefcase Reimbursement.	
18.3	Facility for Furniture fixture / Flat allotment.	
18.4	Facility for meals to executives and recovery of charges	
18.5	Provision of separate account for rent cheque issue (monthly payments)	
18.6	Facility for Telephone/Mobile to executives.	
18.7	Facility for issuing ID Cards to staff.	
18.8	Facility for Silver Jubilee award after completion of 25 yrs of service.	
19	Essential Features (part of all modules)	
19.1	· Multiple locations (Offices / Branches)	
	· Multiple modules	
19.2	Support defining organization hierarchies for transaction entry, consolidation, query and reporting at:	
	· Corporate office level	
	· Zonal office level	
	· Branch level	
19.3	Support blocking of access to users in case of more than pre- defined unsuccessful attempts to log in. Support revocation of the same user by the administrator	
19.4	Support storage and retrieval of photographs, signatures, other documents when required	
19.5	Support following batch activities:	
	· Multiple credits, single debits	
	· Multiple debits, single credits	
	· Multiple debits and multiple credits	
19.6	Support offline functioning of office/branches when the network connectivity is down. Support raising of flag on the central server for off-line status of a office/branch in case of network failure	
19.7	Support rounding-off the amount to nearest user-defined unit / decimal. Also support rounding-off rules for specific transactions (e.g. interest etc.)	
19.8	Calendar Definition and Modification for each location / branch within The Bank , capturing	
	· Weekly holidays	
	· Public holidays	
	· Unscheduled holidays	
19.9	Support defining and processing of activities/tasks for the following but not limited to	
	· Start of day	
	· Start of month	
	· Start of quarter	

	· Start of half-year	
	· Start of year	
19.1	Support maker-checker functionality allowing entry, verification, committing, post commit verification and audit by different users based on	
	· Transaction type	
	· Transaction amount	
	· Authorization levels based on designation	
	· Authorization levels based on scale/grade	
19.11	Audit Trail which triggers the following activities:	
	· Types of change performed (Addition/deletion/updation)	
	· Date and time on which change was made	
	· User who authorized the change	
	· Date and time on which change authorized	
	· Old value of the field	
	· New value of the field	
20	Reporting and Inquiries	
20.1	Enable user to customize reports as per his requirements	
20.2	Enable user to sort the reports generated by the system on any of fields in the report	
20.3	Enable user to define filters, selection criteria on any field for generation of reports	
20.4	Enable users to define grouping, totaling on any field in the user defined reports	
20.5	Support user defined page and column headers, footers, paper size etc. for all user defined reports	
20.6	Support capture and retrieval of employee's photograph, signatures, other necessary documents	
20.7	System should be able to recognize duplication of data entry and caution the user	
21	MIS & Reporting Requirements	
21.1	Enable generation of management, statistical, statutory, audit, e-monitoring and analysis reports at user defined intervals viz. daily, weekly, monthly, annual	
21.2	Provide a flexible and powerful report Writer capable of producing ad-hoc and periodical reports	
21.3	Support uploading of data in user defined format from stand alone offices/branches	
21.4	Support consolidation of data and its analysis inclusive of the information of standalone offices/branches	
21.5	Facilitate generation of report on screen, print, file, optical disk, tap etc.	
21.6	Support generation of consolidated reports across organization hierarchy / structure	
21.7	Provide tools for generating reports across multiple financial periods for any entity within the organization hierarchy	
21.8	Enable publishing of reports to the web (intranet / extranet)	
21.9	Log-in report – This report lists the unauthorized login attempt for the branch during the day as well as any other system security aspects	

21.10	Birthday greetings to employees on line	
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Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
22	Other Requirements	
22.1	Ability to direct information / application forms to the relevant system	
22.2	Ability to send any message and any other information to the employees by e-mail, attachment, Mobile Alerts or any other form	
22.3	Ability to create a unique transaction reference number for each interaction of a registered user	
22.4	Enable online filling of application form for all possible activities like transfer request, leave etc.	
22.5	Ability to generate acknowledgement receipt in case of transactions request. The system should allow The Bank to customize the acknowledgements based on following criteria:	
	· Acknowledgement number	
	· Transaction type	
	· Date and time (IST)	
	· Name of employee	
	· Employee ID	
	· Purpose	
22.6	The software should also support generation of all types of MIS returns and other periodical statements/reports as required by The Bank.	
	As an example – some of the reports required (for instance) in Payroll module are listed hereunder	
	· Bilingual (hindi and English)Salary slip printing	
	· Location-wise salary slips	
	· Division-wise salary slips	
	· Zone-wise salary slips	
	· Grade/scale-wise salary slips	
	· Pay head-wise reports	
	· PF statement – branch-wise, region-wise etc	
	· Tax-slab master report	
	· Professional tax statement	
	· Tax investment and exemption report	
	· Employee investment and loan report	
	· All other type of report required by the user	
	· Monthly and quarterly service tax return as an input service distributor, service provider and service receiver.	

	· Reports should be generated monthly/quarterly for service tax return as a input service distributor, service provider and service receiver	
22.7	Third party payment (NEFT/RTGS) is also needed and staff lease payment and department like Photocopies, stationary, meeting expenses, misc, expenses.	
22.8	Help option for HRM/Banking terminologies/Reference material/ Reservation policies of government for SC/ST/OBC/PH/EX SERVICE MAN	
22.9	Organizational charts at various specified levels.	
22.10	Facility to update BSR at ZO level	
22.11	Pension payment of ED and CMD of Bank as per revised guidelines where MOF has directed to pay the differences of pension by the different banks (career post, ED,CMD level at one or more banks) The system needs the data of PPO of different banks and DA applicable on different slabs i.e., Date of retirement (deemed) and settlement applicable i.e., the pension at different banks will be paid in parts by different banks.	

Technical Bid

(Technical Requirements/Specifications)

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

S.N.	Features	Bidder's Response (U/S/C)
1	Hardware and Operating system	
1.1	Hardware parameters (like CPU, Memory, and hard disk) should not cross the 70% utilization levels at any point in time.	
1.2	Should support different protocols (TCP/IP, IPX, etc.)	
1.3	Implement patches / upgrades on all softwares, firmwares	
1.4	Hardware equipment should be scalable to support increased requirements of The Bank	
1.5	Hardware should have built-in redundancy features such as dual Power supply, dual NIC, RAID etc	
1.6	Hardware should have efficient hardware monitoring and diagnostic functions	
1.7	Hardware should be rack optimized	
1.8	The Server should be horizontal & Vertical scalable.	
1.9	The hardware components should be hot swappable.	
1.10	Hardware should be scalable to ensure HRMS live run for 20% concurrent users	
1.11	System should be sized to ensure that HRMS data relating to employees' master information transfer and promotions will be retained forever. The other data will be retained on-line for a period of 10 years, beginning from the previous 9 years and ending with the current year. All the data previous to the 9 years will be archived and will be retained offline. The maintenance of the archival of the data will be done either on tape or DAT drive.	
2	Backup & recovery	
2.1	The backup success rate should be 99.99% at all times for the Integrated HRMS Solution	
2.2	Should support online replication to backup site	

2.3	Disaster Recovery site to be up & running 24*7	
2.4	Reliable integrity verification functionality for backups	
2.5	The solution should be compatible with all types of backup devices.	
2.6	The solution should support all backup application softwares	
2.7	Should support IP protocol	
2.8	Should be capable of automating the backup process for all the applications/ database in the Primary & Disaster Recovery sites.	
2.9	Application should recover and become fully operational within 90 minutes from the Disaster Recovery Site in case of a disaster at Primary HRMS site	
2.10	Recovery Point Objective (RPO) for the proposed HRMS solution should be 30 minutes	
2.11	System should support Online, Automated and manual backup modes	
2.12	System should support following Type of backup facility Hot backup Cold backup	
2.13	System should Allow the backup of Whole system Application program Database	
3	Availability Parameters	
3.1	Should support load balancing in terms of system parameters (CPU, Hard Disk, memory, etc.)	
3.2	Hardware should be available for 24*7	
3.3	Solution should have maximum Response Time of 2 seconds	
4	Web Server	
4.1	The application should have the ability to support Apache, Netscape enterprise, Commerce server, Microsoft IIS, IBM websphere etc. as web servers	
4.2	The web server should have the capability of writing to multiple logs	

4.3	The web server should have the capability to support Virtual Servers	
4.4	Should support network monitoring agents like SNMP agent, etc.	
4.5	Should be able to support Integrated certificate server, SSL with 128 bit encryption mechanism or more	
4.6	Should be able to install on Windows platforms, UNIX flavours, etc (Operating systems).	
4.7	Should be hardened to disable unnecessary features and plug known security vulnerabilities	
5	Web Browser	
5.1	Proposed architecture should support web browsers like Internet Explorer, Netscape Navigator etc. Please also indicate the versions of different browsers best suited for the proposed architecture?	
6	Application Server	
6.1	The application should be able to support HTML, DHTML, etc. (Markup language)	
6.2	The application should be able to support Server side languages like ASP, JSP, Personal home page, Cold Fusion Markup Language (CFML), Common Gateway Interface (CGI), etc.	
6.3	The application should support the application layer technologies like Java, C++, Netscape server application process interface, Internet server application process interface, etc.	
6.4	Support standard queuing engines (IBM MQ, MSMQ, etc.)	
6.5	The system should provide interface to standard firewalls (application proxy, stateful inspection and mix of both)	
6.6	Database Connectivity support should at a minimum be ODBC, JDBC, etc.	
7	Interfaces	
7.1	The system should Seamlessly Integrate with Core Banking Solution (Finacle) without any manual intervention	
7.2	The Solution should interface seamlessly with individual modules and provide Straight Through Processing.	

7.3	The system should provide interface with third party service providers, for eg. E-mail service provider, SMS Service provider	
7.4	The system should provide interface for generation of requisite data from HRMS database to other Applications/Processes (ASCII fixed length /delimited variable length record format, csv format ,excel format etc.) for other processes	
7.5	Provide support to ISO 8583, XML, WAP, SMS, etc. standard messaging protocols for interfacing.	
7.6	The system should have the ability to rollback a transaction to a particular stage and restart, if required.	
7.7	Support for standard component frameworks (COM/DCOM/COM+, CORBA, etc.)	
8	Integration Application Requirements	
8.1	Ability to integrate to support online , real time & batch operations	
8.2	Integrator's support for scheduling and defining of Jobs	
8.3	Application should handle automatic switchover in cluster environment	
9	Data Exchange / Interface	
9.1	During exchange of information, the application should support Encryption of data.	
9.2	Remote Access: System should provide Security check while logging in, via: User-id and password Hardware device (smart card etc.) Biometrics	
9.3	System should provide for the following facility on the user-id and password Creation Modification Soft deletion (marked for delete but not removed from the system) Deletion (remove from system)	

9.4	System define external access levels to the database / tables / columns based on Read only feature Read-write (insertion / modification / deletion) Read-write (insertion / modification) Read-write (modification only) Any other feature as per The Bank 's requirements	
10	Database Requirements	
10.1	Ability to Patch management/ upgradation of database	
10.2	Ability to support for pooling multiple database connections when the load on the application increases	
10.3	Ability of the database to support clustering.	
10.4	Ability to support online replication.	
10.5	Ability to implement SANs for data storage in the architecture	
11	REPORTS	
11.1	Flexible Report Builder for generating simple reports. The system should have a report writing wizard that provides users with step by step menus and allows them to draw up simple reports	
11.2	Drilling up/down of reports on the screen should be available.	
11.3	The system should allow users to print reports directly form the system. Option should be available to print reports in A4/Legal/A3 page using Inkjet/Laser Printer. The default mode for printing of reports (bulk/volume) should be High Speed DMP/LMP	
11.4	Provision should be available for generating & printing any previous day's report i.e. backdated reports.	
11.5	Capability to format reports as Word, Excel, HTML,PDF or Acrobat files	
11.6	Ability to generate automatic reports	
11.7	Generate reports using various fields as sorting-keys to sort in ascending and descending order	
11.8	Users have the option such as but not limited to – online viewing, hard copy generation, file creation etc.	

11.9	System should have the ability to process multiple reports concurrently.	
11.10	Generate reports using various fields as sorting-keys to sort in ascending and descending order	
12	Audit Trail The system should provide comprehensive audit trail features such as:	
12.1	Daily activities log are merged into the history log files, two statement i.e. establishment expensed and stage wise data to be submitted by ZO on quarterly basis.	
12.2	Date, time and user-stamped transaction list are generated for different transactions	
12.3	Transaction screens display system information including Processing Date, Current Time, Current User	
12.4	Daily activity reports are provided to highlight all the transactions being processed during the day	
12.5	Support for recording of Unsuccessful attempts to log-in to the system	
12.6	System to provide session log files. The user should be able to analyse the information (e.g., account id, session time etc.)	
12.7	System should provide tracking of the client's IP & Network Interface	
12.8	The application should facilitate definition of user-defined log files for tracking sessions	
12.9	System to provide session logs. The user should be able to analyze the information (e.g. account id, session time etc.)	
12.10	The application should facilitate definition of user-defined log files for tracking sessions	
12.11	Daily activity reports are provided to highlight all the transactions being processed during the day	
12.12	Unsuccessful attempts to login to the system should be recorded	
12.13	Daily activities logs are merged into the history log files	
12.14	Date, time and user-stamped transaction checklist are on-line generated for different transactions for both maker and checker	
13	INPUT / OUTPUT	

13.1	Link from Excel & Other Applications	
13.2	Export of Reports & Inquiries into different formats like Word, Excel, PDF, Text & CSV etc.	
14	Network Connectivity	
14.1	In case of network connectivity gets down, what facility to be given to ensure working at Zonal / Branch offices: → Allow batch update when the connection established → Through secondary storage devices (e.g. floppy etc) → No such facility available	
15	Search Capability	
15.1	System should have capability to support various searching options viz., Full-text, keyword, wildcard, user defined ranges, query by SOL operators (=, <, >, null, not null, etc.), multiple conditional queries, etc	
16	Security	
16.1	System should support facility for operational security and to be able to restrict access through password at: System level Application level Function level	
16.2	System should have ability to configure different users (employees, trainers, managers) at different levels of security based upon their job role?	
16.3	Proposed system should support: Database level security Application – Role based authorization (RBA) level security Module level security Field level security User level security	
16.4	System should have capability to define any number of roles and flexibility to modify these roles.	
16.5	System should have ability to define security customers system administrators.	
16.6	The proposed application should provide complete logging and audit trails of activities performed by users.	

16.7	Security feature on the proposed system should be Encryption aware SSL aware , IPSEC	
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ANNEXURE - M
Performa for the Bank Guarantee for Earnest Money Deposit

(To be stamped in accordance with stamp act)

Ref: Bank Guarantee # _____

Date _____

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

Dear Sir,

In accordance with your bid reference No. _____ Dated _____ M/s _____ having its registered office at _____ herein after Called „bidder“) wish to participate in the said bid for supply, Customization, Deployment, maintenance and support Integrated Human Resources Management System at Punjab & Sind Bank, Information Technology Department, 21, Rajendra Place, Bank House, New Delhi 110008. An irrevocable Financial Bank Guarantee (issued by a nationalized /scheduled commercial Bank) against Earnest Money Deposit amounting to Rs. _____ (Rs. _____) valid up to _____ is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document. M/s _____ having its registered office at _____ has undertaken in pursuance of their offer to Punjab & Sind Bank (hereinafter called as the beneficiary) dated _____ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us _____ (Name of Bank) _____ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs _____ (Rupees _____) valid up to _____. We, the _____ (Name of Bank) _____ (Address of Bank) having our Head office at _____ therefore Guarantee and undertake to pay immediately on first written demand by Punjab & Sind, the amount Rs. _____ (Rupees _____) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder. This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Punjab & Sind Bank, on whose behalf guarantee is issued. "Not withstanding anything contained herein above Our liability under this bank guarantee shall not exceed Rs. _____ (Rupees _____).

This bank guarantee shall be valid up to _____. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand, on or before _____ before 14.30 hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us." In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ 2013 at _____

Name of signatory Designation Bank Common Seal

--End of the document--