

**E - Tender**

**For**

**Human Resources Management System (HRMS) & Payroll System**

**Tender Reference No: IT/EXIM/RFP/2016-17/011**

**Ph: 022-22172410**

**E-Mail: [dharmendra@eximbankindia.in](mailto:dharmendra@eximbankindia.in)**

**Head Office: Center One Building, 21<sup>st</sup> Floor, World Trade Centre Complex,  
Cuffe Parade, Mumbai – 400 005  
Ph. 022-22172600, 2410**

**E-Mail: [dharmendra@eximbankindia.in](mailto:dharmendra@eximbankindia.in)**

<b>TENDER DOCUMENTS FOR</b>	Human Resources Management System (HRMS) & Payroll System
TENDER DOCUMENT COST	Rs.5000
Last date for acceptance of Tender Document fee	17-Aug-2016 10:00 AM
EMD Amount	Rs.100000 (One Lakh only)
Date of Online Notice	02-Aug-2016 02:00 PM
Document Downloading Start Date	04-Aug-2016 02:00 PM
Document Downloading END Date	18-Aug-2016 02:00 PM
Last Date and Time For Submission	18-Aug-2016 04:00 PM
Opening Of Tender	18-Aug-2016 05:00 PM
Place of Receipt of Tender	<a href="https://eximbankindiatenders.procuretiger.com">https://eximbankindiatenders.procuretiger.com</a>

**e-Tendering / Electronic Tendering / Web Tendering / Online Tendering** is the simulation of the manual tendering process on the internet. i.e. the eligible bidders / tenders can log on to the internet site specified using a unique username and password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e-Procurement Technologies Ltd. (Abc Procure) personnel on the methodology of submitting the bids online using a special digital signature / electronic key / password at the date and time specified. The bids placed by the tenderers are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

**Minimum requirement:**

1. Computer / Laptop with internet connection.
2. Operating system – Windows XP Service pack 3 / VISTA/ WINDOWS 7.
3. Digital certificate - Class II or III, Signing + Encryption, and it should be organizational certificate.

**CONTACT INFORMATION FOR E-TENDER PROCESS**

Vendor registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on “**New Bidder Registration**” link, create User Id and Password and attach your Digital certificate. For any clarification kindly contact -

E-Procurement Technologies  
Limited  
A- 801 – Wall Street - II  
Opposite Orient Club  
Near Gujarat College, Ellis Bridge  
Ahmedabad – 380 006  
Gujarat, India

Phone: +91 (79) 40230 813/14/16/18/03

Fax: +91 (79) 40230847

### **E-Tendering Process Compliance Statement**

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to glitch in telephone lines, Internet response issues, software or hardware hangs will not be the responsibility of M/s E-Procurement Technologies Ltd or the EXIM Bank. However M/s E-Procurement Technologies Ltd, shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s E-Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel an e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I / We have read, understood and agree to abide by the e-tendering process compliance statement.

Date Organization

Name Designation

**Seal and Signature of the Bidder/s not required since the document is Digitally Signed.**

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01	Quotation Bid Notice
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### **01. QUOTATION BID NOTICE**

1. Export-Import Bank of India (EXIM Bank) , a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids from eligible bidders for - **HR Management & Payroll System** which should be a web enabled centralized solution with security features.
2. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
3. Vendor registration can be done online by opening Website: Click on “**New Bidder Registration**” link, create User Id and Password and attach your Digital certificate.
4. Tender document will be allowed for download (hard copies of the tender document will not be provided) from the above website after successful vendor registration and submission of tender document cost.
5. **CONTACT INFORMATION FOR E-TENDER PROCESS** E-Procurement Technologies Limited  
A- 801 – Wall Street – II  
Opposite Orient Club  
Nr. Gujarat College, Ellis Bridge Ahmedabad – 380 006  
Gujarat, India  
Phone: +91 (79) 40230 813/14/16/18/03  
Fax: +91 (79) 40230847  
Concern Persons: Mr Dharam, Mr Anuj, Mr Vivek Email Ids: [dharam@auctiontiger.net](mailto:dharam@auctiontiger.net)  
[bhavik.dave@auctiontiger.net](mailto:bhavik.dave@auctiontiger.net) [anuj@procoretiger.com](mailto:anuj@procoretiger.com) [vivek.bhirud@auctiontiger.net](mailto:vivek.bhirud@auctiontiger.net)
6. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

**02. ELIGIBILITY CRITERIA**

Sr. NO.	Eligibility Criteria
1.	The Bidder and Principal (OEM) should be a registered company in India. The Bidder should be reputed IT company having existence in India for at least five years as on 31.03.2016.
2.	The Company must have a minimum turnover of Rs.100 Cr per annum out of its operations for the past 3 years and should have made profits (Profit After Tax, PAT would be considered) for the last 3 financial years.
3.	Product offered (HR & Payroll) has been supplied and successfully running in at least 5 banks in India. The HRMS Licenses supplied should be perpetual and cover all Employees of the Bank. The number of user License should be unlimited.
4.	The bidder preferably should have ISO 9001:2000, Capability Maturity Model for software (SEI-CMM) level 5 Certifications.
5	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.
6	HRMS Licenses should allow all employees to perform any operational roles available in the system unconditionally including read / edit / view options. Also should allow access of all functionalities through self-service for all employees of bank. The right to restrict the use of the application is solely at the Bank's discretion and cannot be restricted by the HRMS vendor in any way. The HRMS Licenses supplied should be perpetual and cover all Employees of the Bank. The number of user License should be unlimited.
7	Bidder should have experience in Payroll integration with Microsoft technologies like .net and Sharepoint applications.
8	Bidder should submit MAF (Manufacturers Authorization Form) by mentioning the Tender ID.

**03. Mandatory information required for pre-qualification of the Tenderer**

I/We confirm that to the best of our knowledge this information is authentic **and accept that any deliberate concealment will amount to disqualification at any stage.**

Sr. No.	Particulars	Details
1.	Name of the Firm	
2.	Name of the Proprietor, Partners/Directors	
	A (Mobile No.)	
	B (Mobile No.)	
3.	Office Telephone Nos.	
	a.	
	b.	
	c.	
4.	Head Office Address	
5.	Email Address a.	
	b.	
6.	Year of Establishment	
7.	Registration No. and Date of Registration	
8.	Status Of Firm. (Proprietor/Partnership/Co. etc)	
9.	Name of Bankers	
	a.	
	b.	
10.	PAN Card No.	
11.	Sales Tax No.	
12.	VAT No.	
13.	Service Tax No.	

**Seal and Signature of the Bidder/s not required since the document is digitally signed.**

**Date:**

**Place:**

**Note:**

Please upload scanned copies of Certificates for S.No.7,8,10,11,12,13



**04. TENDER FORM**

**Mr. Dharmendra Sachan,  
Deputy General Manager,  
Export- Import Bank of India,  
21st Floor, Centre One,  
World Trade Centre,  
Cuffe Parade, Mumbai 400 005**

Dear Sirs,

**Ref: Human Resources Management System (HRMS) & Payroll System**

**Ref. No: IT/EXIM/RFP/2016-17/011**

I / we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I / we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I / We agree to pay Sales Tax, Works Contract Tax, Excise Tax, Octroi, LBT, VAT, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are Exclusive of the same.

I / we understand that you are not bound to accept the lowest tender or bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I / We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is digitally signed.

Place:

Name:

Date:

Designation:

Seal:

## **05. INSTRUCTIONS TO TENDERERS**

### **1.1 Location:**

Export-Import Bank of India, 21<sup>st</sup> Floor, Centre One Building, World Trade Center, Cuffe Parade, Mumbai 400 005 and regional offices in pan India.

Tenderers must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. The Tenderer shall seek clarification up to **17<sup>th</sup> August 2016, 10.00 AM**, if required, prior to submitting his tender. No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the tenders.

### **2.0 Submission of Tender:**

Refer to E-Tendering Process Compliance Statement, No queries will be entertained on last day of tender submission i.e. **18 August 2016**.

**3.0 Any printing or typographical errors /omission** in tender document shall be referred to EXIM Bank and their interpretation regarding correction shall be final and binding on Service Provider.

### **4.0 Transfer of Tender Documents:**

Transfer of tender documents purchased by one intending Tenderer to another is not permitted.

### **5.0 Validity:**

Tenders submitted by Tenderers shall remain valid for acceptance for a period up to 120 days from the date of opening of Bid/tender. The Tenderers shall not be entitled during the period of validity, without the consent in writing of EXIM Bank to revoke or cancel his tender or to vary the tender given or any terms thereof.

### **6.0 Right to accept or reject tender:**

The acceptance of a tender will rest with the EXIM Bank who does not bind themselves to accept lowest tender and reserve to themselves the authority to reject any or all the tenders received. They also reserve the right of accepting the whole or any part of the tender and the Tenderers shall be bound to perform the same at the rates quoted. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the Tenderer are liable to be rejected. For this purpose Tenderer shall quote rates for various items which will be self-sufficient to meet their whole costs for executing any / every item. No demand for variations in rates for items executed shall be entertained on the plea of the EXIM Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

**7.0 Rates:**

EXIM Bank is not concerned with any rise or fall in the prices of materials, Parts and labor.

**8.0** Payments for the work to be executed under this contract shall be made as per the tender document, and no variation in the mode of payment will be acceptable.

**9.1 Signing of the contract:**

- a) The successful Tenderer shall be required to execute a non-disclosure agreement with Exim Bank within 07 days from the date of receipt of the notice of acceptance of tender. In the event of failure on the part of the successful Tenderer to sign the agreement in the above- stipulated period. EXIM Bank reserves the right to cancel the contract.
  
- b) Until the Agreement is formally signed, the Work Order / Letter of Acceptance of Tender issued to the successful Tenderer and accepted by him shall be operative and binding on the EXIM Bank of India and the Service Provider.

**10.0** On acceptance of the tender, the name of the accredited representatives of the Tenderer who would be responsible for taking instructions from EXIM Bank shall be mentioned by the Tenderer.

**11.0** If so decided EXIM Bank reserves the right to appoint PMC (Project Management Consultant) or any other agency to get the quality of works checked, measurements recorded, including certification of bills etc.

**12.0 EXIM** Bank has the right to delete items, reduce or increase the scope of work without the Service Provider claiming any compensation for the reduction in the scope of work.

**13.0 Notices to local bodies:**

The Service Provider shall comply with and give all notices required under any law, rule, regulations or bye laws of parliament, state legislature or local authority relating to works.

I / We hereby declare that I / We have read and understood the above instructions for the guidance of the Tenderers. Seal and Signature of the Bidder/s not required since the document is digitally signed.

## **06. SCOPE OF WORK**

### **Current IT Status of the Bank**

The Bank's Data Center (DC) is located in Mumbai and Disaster Recovery Center in Hyderabad. The DC is connected to the 9 Domestic Representative Offices through Wide Area Network. Eight Overseas Resident Representative Offices which are connected with Head Office through VPN Network. The entire Domestic network uses MPLS Network. The Disaster Recovery Center has limited similar setup as that of DC.

### **Current Human Resources Set-up**

Presently bank is using a HRMS package from M/s Spine Technologies (I) Pvt. Ltd. This package is working in a distributed environment. Separate instances are installed at separate locations like Central Office, Zonal Office. The database of the Spine Technologies Application is in **SQL Server**. Detailed status location wise is as under:

### **Status of HRMS Application at Head Office**

At Head Office, Treasury and Accounts Group (TAG) and Human Resource Management HRM Group are using the HRM & PAYROLL software of M/s Spine Technologies (I) Pvt. Ltd for approximate 450 employees for maintaining Personal/Department details, and Payroll/ Salary.

Bank is using Microsoft SharePoint Application for Intranet purpose. Following are the HR related modules available in SharePoint Application.

- a) Leave Module – Employee Leave portal for Casual Leave, Privilege Leave, Sick Leave, Paternity Leave, Maternity Leave and Mandatory Leave.
- b) On Duty (OD) Module,
- c) Attendance
- d) Attendance Regularization
- e) Mediclaim Request
- f) Privilege Leave Roster
- g) Leave Travel Concession (LTC) Request
- h) Travel Allowance and Diem Allowance (TADA) – Online Travel Approval and Claim.
- i) Holiday Home Booking
- j) Repairs and Maintenance
- k) Petty Cash Request
- l) Inward / Outward Document System
- m) Stationery Request
- n) Employee Training
- o) Bank is also using PAPP (Performance Appraisal and Potential Review) application for employee appraisal. It is standalone system.

### **Bank's Requirements**

- a) 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.
- b) The Bank proposes to award the contract to a selected vendor with necessary resources and expertise for delivering the software and agreed services as broadly outlined below.
- c) Bring in the best of systems/processes in HR management to enhance efficiency of the Bank's existing HR systems / practices /procedures.
- d) Assist the Bank in Change Management. The offer should include the desired capability of Bank in Change management, process and methodology used & experience.
- e) Assist the Bank in providing self-service facilities to the employees like browsing Salary records, Printing of Pay Slips. Offer a comprehensive and self-contained HRMS & Payroll solution conforming to the best standards with sophisticated tools and processes for HR management. The solution should have a strong Management Information / Decision Support System facility.
- f) The Data ownership will remain at Head Office. Branches/Regional 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.
- g) The solution should provide a facility for processing Payroll, reimbursements, etc. at Head Office for all Domestic Offices.
- h) The solution should have all reports generation facility for MIS as well as statutory requirements and reporting (statutory and other) purposes.
- i) Enable Migration of data from existing systems with proper validation, controls and consistency checks as may be specified by the Bank.
- j) Provide end User IT support, impart the required training to the Bank's staff for operating the HR applications brought in /implemented by him.

- k) The HRMS/Payroll system should be integrated with SharePoint application for loss of pay Leave Calculation. After implementation of proposed payroll application, there should be single application for Employee Master Data maintenance.
- l) The duration of proposed HRMS/Payroll project implementation should not be more than 3 months and 2 months of parallel salary processing.
- m) No advance payment will be made. Payment will be released after completion of project.
- n) Employee Information Management:-
- Each employee is provided with an Online Account.
  - Employee can easily view their Service details i.e. Histories like
  - Training | Transfer | Increment | Promotion.
  - Auto increment provision based on Salary structure and reports on Increment due.
  - Promotion due report as per policy.
  - Employees can easy to maintain & view their Personnel & Official details like
  - PF | Gratuity| Family | Depend | Nominees | Qualification | Skill | Hobbies | Passport | Visa | Social Responsibilities | Service Security | Loan Guarantor
  - Employee can view all salary & Income Tax details like
  - Pay slip | Annual Salary | IT Projection | Yearly Payment.
  - Easy to submit Investment Declaration and Actual for ITAX.
  - Easy to add attendance for Functional Allowance (Daily/Hourly).
  - Improve administrative responsiveness and efficiency.
  - Deliver Significant Cost, Time Saving & Paper less for Payroll/HR department.
- o) Payroll Management:-
- Loan & Advance Management Module including user definable Loan/Advances with EMI/Interest Calculation facility.
  - Perk Management Module handles Perk head for regular/irregular earning perquisites.
  - Salary Management Module for regular/irregular earning & deduction.
  - Salary management Module for pensioner employees
  - Income Tax Management Module handles complex tax calculation by considering investment with ease.
  - Activity Management Module for Increment / Promotion / Transfer / Disciplinary / Officiating Tracking

- Arrear Calculation Module for Salary Arrears, DA Arrear, Increment Arrear or LWP arrear.
- Statutory Requirement Management Module handles all statutory earning/deduction as per rule.
- Yearly Payment Management Module for yearly salary components transaction with security feature.
- Salary Generation Module with Location wise salary generation facility
- JV voucher interface as per EXIM bank through sequential file
- Loan EMI credit to the individual account in the bank software through sequential file.
- Reports Generation Module includes Pay slip, Salary Register and all earn & deduct reports with Location/Department/Grade wise facility.
- Salary Reconciliation & Budgeting Module
- NPS deduction from salary of the employees
- Notional PF calculation of the overseas employees
- Integration of leave and attendance
- JV Report
- Separate reports for Regular employees and pensioner employees
- Final Net salary report
- Final Summary report
- Branch wise salary report
- Salary head wise salary report
- Administrative Control Module
- Lock Month facility to avoid changes in processed data.

p) One Time Data Conversion Requirements

The entire data from the existing systems (Spine) 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.

**07. TECHNICAL EVALUATION**

<b>Parameter</b>	<b>Weightage</b>	<b>Remarks</b>
The Company must have a minimum turnover of Rs.100 Cr per annum out of its operations for the past 3 years and should have made profits (Profit After Tax, PAT would be considered) for the last 3 financial years.	10	Upload Last Three years audited Balance Sheet (FY-2013-14, FY 2014-15, FY 2015-2016)
Product offered (HR & Payroll) has been supplied and successfully running in at least 5 banks in India.	20	Upload Document evidence and Declaration letter for unlimited License.
The Bidder should have technical support Office in Mumbai	10	Upload Office address proof.
No. of years of experience in implementation/maintenance of proposed HRMS solution. 2 mark(s) for every year of experience.	10	Upload self-declaration on Experience in years
Implementation base for proposed HRMS product in Banks. 5 Mark(s) for 0-5 organizations, 10 mark(s) for 5-10 and 20 mark(s) for > 20 organizations (Maximum 20 Marks)	20	Upload Total implementation base along with names
ISO 9001:2000, Capability Maturity Model for software (SEI-CMM) level 5 Certifications.	10	Upload Certification
Bidder should have experience in Payroll integration with Microsoft technologies like .net and Sharepoint applications.	10	Write up on Integration experience.
Service, support, Training & Change Management approach	5	Upload Write-up on Service, support, Training & Change Management approach
The HRMS Licenses supplied should be perpetual and cover all Employees of the Bank. The number of user License should be unlimited.	5	Upload Declaration
<b>Total Weightage</b>	<b>100</b>	
<b>Minimum Weightage required</b>	<b>70</b>	



**08. Price Bid**

Description	Amount Rs. (Exclusive of all taxes and duties)
<p>Total Fixed Project Cost for entire implementation and training as per scope work in the tender document including customisation.</p> <p>Note: The Bank will take care all hardware and software requirements for implementation.</p>	

**Tender Evaluation Method**

Method of selection: Quality and Cost Based Selection (QCBS)

The minimum technical score (St) required to pass is: 70 Points

The formula for determining the price scores is the following:

$P_p = 100 \times P_m / F$ , in which  $P_p$  is the price score,  $P_m$  is the lowest price and  $F$  the price of the proposal under consideration.

The weights given to the Technical and Price Proposals are:

T (Technical Proposal) = 0.7, and

P (Price Proposal) = 0.3

**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.