



Request for Expression of Interest (EOI) for Selection of a service provider for Human Resources Management System (HRMS)

Request For EOI Number: HRM:592:2021

Head Office:

**Centre One Building, 21st Floor, World Trade Centre Complex,
Cuffe Parade, Mumbai – 400 005**

1. Export-Import Bank of India (India Exim Bank) was set up in 1981 by an Act of Parliament and commenced business in March 1982. India Exim Bank has a network of 10 Regional Offices spread across India. The Bank also has 8 Overseas Representative Offices and one Branch at London.
2. With this view, India Exim Bank invites Expression of Interest (EOI) from service providers, which can provide Human Resource Management solutions and willing to participate in a bidding process for “Selection of a service provider for Human Resources Management System (HRMS)”.
3. A comprehensive and self-contained HRMS solution conforming to the best standards with sophisticated tools and processes for HR management is sought. The solution should have a strong Management Information / Decision Support System facility. The HRMS must bring in the best of systems/processes in HR management to enhance efficiency of the Bank's existing HR systems / practices /procedures. The HRMS service provider must assist the Bank in Change Management. The offer should include the desired capability of Bank in Change management, process, and methodology used & experience.
4. The HRMS should be able to integrate well with the Bank's existing system and Microsoft applications like SharePoint. The Data ownership will remain at Head Office of the Bank. Branches/Regional Offices of the Bank 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.
5. Bank is looking forward to utilizing HRMS in two phases. First phase shall pertain to improvement and upgradation of the Bank's performance management system, namely, PAPR – Performance Appraisal and Potential Review System; Second phase shall be concerned with revamping Bank's Payroll system and other modules of HRM.
6. Expression of Interest (EOI) is invited in sealed envelope superscribed as [EOI – Selection of a service provider for Human Resources Management System (HRMS)]:
 - a. From the service providers who meet the eligibility criteria as set out in Annexure 'A'
 - b. Agree to abide by the terms and conditions contained in this Request for EOI document.
 - c. Sealed envelope containing complete set of hard copy of EOI and a soft copy thereof (be mailed to swarup.c@eximbankindia.in and vinny.g@eximbankindia.in) should be submitted by Post to or delivered in person at the below mentioned Office:

Shri Lokesh Kumar
General Manager
Human Resource Management Group
Export-Import Bank of India
Centre One Building, Floor 21
World Trade Centre Complex
Cuffe Parade, Mumbai 400005

1. Queries on EOI

If a service provider, desiring to respond to EOI for **“Selection of a service provider for Human Resources Management System (HRMS)”** to Export Import Bank of India, requires any clarification on the points mentioned in the EOI may communicate with the Bank using the following format.

Queries in the following format should be emailed to: Swarup Chakraborty swarup.c@eximbankindia.in Assistant General Manager – Human Resource Management Group Kiran Patil kiran@eximbankindia.in Assistant General Manager – Information Technology Group		
Name of Organisation submitting request	Name & position of person submitting request	Full formal address of the organisation including phone, fax and email points of contact
		Email:
		Tel/Mobile:
Page Number:	Point Number:	Query description

All questions received at least two days before the query meeting (query meeting will be held online) i.e., on or before October 18, 2021; it will be formally responded to and questions/points of clarification and the responses will be discussed during the query meeting with all participating service providers. The meeting will be held over WebEx at <https://eximbankindia.webex.com/meet/hrm>

The source (identity) of the service provider seeking points of clarification will not be revealed. Alternatively, Export-Import Bank of India may at its discretion, answer all such queries in the pre-bid meeting.

2. Modification in Request for EOI document:

At any time prior to the last date for submission of EOIs, India Exim Bank may modify any part of this document. Such change(s) if any may be in the form of an addendum/corrigendum and will be uploaded on India Exim Bank's website - <http://www.eximbankindia.in>. All such change(s) will automatically become part of this Request for EOI and binding on all service providers. Interested service providers are advised to regularly refer the Bank's URL as above for changes uploaded, if any.

3. Extension of date of submission of EOIs:

Request for extension of date for submission of EOIs will not be entertained. However, the Bank at its discretion may extend the date to allow prospective service providers a reasonable time to take the amendment/changes, if any, into account.

4. Format and Signing of EOI:

- a. The service provider should prepare EOI strictly as detailed in this Request for EOI document. a. EOI should be typed and submitted on A4 size paper, spirally and securely bound and with all pages therein in serial numbered.
- b. All pages of the EOI should be signed by only the authorized person(s) of the company/firm. Any interlineations, erases or overwriting shall be valid only if the person(s) signing the EOI authenticates them. The EOI should bear the rubber stamp of the service provider on each page except for the un-amendable printed literature.
- c. Contact detail of the authorized signatory and an authorized contact person on behalf of the service provider are to be provided as under:

Particulars	Authorized signatory for signing the EOI	Authorized contact person
Name		
Designation		
Email ID		
Landline		
Mobile No.		
Fax No.		
Address		

5. Process after submission of EOIs:

- (i) All EOIs received by the designated date and time will be examined by the Bank to determine if they meet criteria/terms and conditions mentioned in this document including its subsequent amendment(s), if any and whether EOIs are complete in all respects.
- (ii) On scrutiny, the EOIs found NOT in desired format/illegible/incomplete/not containing clear information, in view of India Exim Bank, to permit thorough analysis or failing to fulfil the relevant requirements will be rejected from further evaluation process.

- (iii) India Exim Bank reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of India Exim Bank.
- (iv) If deemed necessary, the Bank may seek clarifications on any aspect of EOI from the service provider. If a written response is requested, it must be provided within 7 days beyond which the response received, if any will not be considered. However, that would not entitle the service provider to change or cause any change in the substances of their EOI document already submitted. Bank may also make enquiries to establish the past performance of the service provider in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- (v) After examining the EOI, some or all of the service providers may be asked to make presentation of the solution and demonstrate proof of concept.
- (vi) India Exim Bank may shortlist the service providers who fulfil the eligibility criteria, have solution as per the requirement of the Bank and are agreeing to abide by the terms and conditions of the Bank. Bank's judgment in this regard will be final.
- (vii) India Exim Bank may issue a Request for Proposal (RFP) to shortlisted service providers for inviting technical and indicative commercial bids for next process of procurement, which is through E-Tendering. However, please note that short listing of service providers should not be treated as a contract for the proposed work.
- (viii) The service providers will be advised about shortlisting of their EOIs or otherwise. However, service providers will not be provided with information about comparative position of their EOIs with that of others.
- (ix) Nothing contained in this EOI shall impair the Bank's Right to issue 'Open Tender' on the proposed solution.

6. Terms & Conditions

- I. Lodgement of an EOI is evidence of a service provider's consent to comply with the terms and condition of Request for EOI process and subsequent bidding process. If a service provider fails to comply with any of the terms, its EOI may be summarily rejected.
- II. Wilful misrepresentation of any fact in the EOI will lead to the disqualification of the service provider without prejudice to other actions that the Bank may take. The EOI and the accompanying documents will become property of India Exim Bank. The service providers shall be deemed to license, and grant all rights to India Exim Bank, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other service providers and to disclose and/ or use the contents of submission as the basis for EOI process.
- III. India Exim Bank reserves the right to accept or reject any or all EOIs received without assigning any reason thereof whatsoever and the Bank's decision in this regard will be final. No contractual obligation whatsoever shall arise from the EOI process.

- IV. Any effort on the part of the service providers to influence evaluation process may result in rejection of the EOI.
- V. India Exim Bank is not responsible for non-receipt of EOIs within the specified date and time due to any reason including postal delays or holidays in between.
- VI. India Exim Bank reserves the right to verify the validity of information provided in the EOIs and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after award of contract.
- VII. The service providers shall be deemed to have:
 - a. examined the Request for EOI document and its subsequent changes, if any for the purpose of responding to it.
 - b. examined all circumstances and contingencies, having an effect on their EOI application and which is obtainable by the making of reasonable enquiries.
 - c. satisfied themselves as to the correctness and sufficiency of their EOI applications and if any discrepancy, error or omission is noticed in the EOI, the service provider shall notify the Bank in writing on or before the end date/time.
- VIII. The service provider shall bear all costs associated with submission of EOI, presentation/POC desired by the Bank. Bank will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- IX. The service providers must advise the Bank immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advices. For successful service providers, this requirement applies until a contract is awarded as a result of subsequent bidding process.
- X. Shortlisted service providers must not advertise or publish the same in any form without the prior written consent of India Exim Bank.
- XI. Brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details may be included in the e-tender document to be issued as a result of evaluation process of EOIs.
- XII. India Exim Bank shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected service providers. Reasons for cancellation, as determined by India Exim Bank in its sole discretion include but are not limited to, the following:
 - a. Services contemplated are no longer required.
 - b. Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
 - c. The project is not in the best interest of India Exim Bank.
 - d. Any other reason.
- XIII. The selected service providers have to adhere to the implementation timelines and to the penalties for the overrun.
- XIV. The selected service providers must get themselves annually audited by external empanelled Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware / software) and services etc. provided to the Bank and the service

providers are required to submit such certification by such Auditors to the Bank. The Selected service provider and / or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the service provider. The service providers shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.

- XV. Where any deficiency has been observed during audit of the service provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the service provider shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the service provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.
- XVI. The service providers shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the service providers (e.g., financial, internal control and security reviews) and findings made on Selected service provider in conjunction with the services provided to the Bank.

Disclaimer:

India Exim Bank is not committed either contractually or in any other way to the service providers whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige the Bank to proceed with any part or steps of the process.

Subject to any law to the contrary, and to the maximum extent permitted by law, India Exim Bank and its directors/officers/employees/contractors/agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of India Exim Bank or any of its officers, employees, contractors, agents or advisors.

Please Note: Since this is not a Tender or Request for Proposal (RFP), commercials are not required to be submitted at this stage

General EOI Details

EOI Document for	Selection of a service provider for Human Resources Management System (HRMS)
EOI Reference No.	HRM: 592: 2021
Date of Online Notice	October 07, 2021, 5:00 PM
Document Downloading Start Date	October 07, 2021, 5:00 PM
Date of Query Meeting	October 18, 2021, 11:00 AM-12:00 PM at https://eximbankindia.webex.com/meet/hrm
Document Downloading End Date	October 21, 2021, 5:00 PM
Last Date and Time For Submission	October 21, 2021, 5:00 PM
Address for communication	Ph. 022-22172771/2831 swarup.c@eximbankindia.in kiran@eximbankindia.in

ELIGIBILITY CRITERIA OF THE BIDDER

The applicant should clearly mention, describe their proposed solution and how it will meet the required parameters and provide details thereof in their EOI proposal on the following lines. HRMS Solution providers must explicitly mention all details and must be able to seamlessly integrate with systems being used at India Exim Bank.

If the solution is not able to meet some of the parameters mentioned below directly, the solution providers must explicitly mention supporting partner details and must be able to provide seamless integration to meet the parameters (Though it is not preferred, it will be examined by India Exim Bank at its sole discretion, considering the individual weightage for each parameter subject to the adherence of the other terms and conditions mentioned in this EOI)

Applicant should clearly specify whether they adhere to each of the following requirements (Yes/No). Based on the responses received from HRMS service providers to this EOI process, a limited E-Tendering process will be done amongst the short-listed service providers.

Sr. No.	Eligibility required from service provider	Compliance (Y/N)	Supporting Document enclosed (Y/N)
1.	The HRMS Service Provider should have minimum 5 years of experience as on October 01, 2021 in providing human resource management systems to various reputed organizations.		Work Experience Certificate from clients.
2.	The service provider must have annual turnover of ₹ 20 crore in each of the last three financial years, i.e., FY 2018-19, FY 2019-20 and FY 2020-21 and should have made profits (Profit After Tax, PAT would be considered) for the last 3 financial years.		Audited Balance sheet along with IT Return for the last 3 Financial years shall be submitted.
3.	Successfully completed/ on-going application development and rollout projects of HRMS/ ERP between FY2018-19 to FY2020-21, with At least 1 project of with value not less than ₹ 30 Lakhs OR At least two projects of with value not less than ₹ 15 Lakhs each OR - At least three projects with value not less than ₹ 10 Lakhs each		Certificate of Experience, Work Order or Contract Agreement from clients containing scope and value of project as well as contact details of such client references shall be submitted.

Sr. No.	Eligibility required from service provider	Compliance (Y/N)	Supporting Document enclosed (Y/N)
4.	The Service provider should have (a) technical support Office(s) in Mumbai		Proof of electricity bill and telephone bill of office premises to be submitted.
5.	The service provider should have valid GST and PAN Number.		Government-issued documents to be submitted.
6.	The service provider should have a valid registration number.		Government-issued documents to be submitted.
7.	The firm should neither be blacklisted by any government department nor there should be any criminal case registered/pending against the firm or its owner/partners anywhere in India.		Self – Declaration as per Annexure B .
8.	The HRMS Licenses supplied should be perpetual and cover all Employees of the Bank.		Self-declaration to be submitted.
9.	Product offered (HRMS) has been implemented and successfully running in at least 3 banks/ financial institutions in India.		Work Experience Certificate should be submitted. Details of the product offering (all modules of HRMS) as implemented at client sites and the gamut of services available with the service provider to be included.
10.	Service provider should have experience in Payroll integration with Microsoft technologies like .net and SharePoint applications.		Self-declaration to be submitted.
11.	HRMS Licenses should allow all employees to perform any operational roles available in the system unconditionally including read / edit / view options. HRMS Licenses should allow access of all functionalities through self-service for all employees of bank. The right to restrict the use		Self-declaration to be submitted.

Sr. No.	Eligibility required from service provider	Compliance (Y/N)	Supporting Document enclosed (Y/N)
	of the application will solely be at the Bank's discretion and should not be restricted by the HRMS service provider in any way.		
12.	The HRMS Service Provider should have among others, modules like Performance Appraisal and Potential Review, Attendance & Leave Management, Onboarding of new Hires, Request for Training, Reimbursement & Claim Settlements integrated in the HRMS system.		Self-declaration to be submitted.
13.	The HRMS system should have the ability for customization as per requirements of the Bank in line with acceptable industry practices.		

Note:

- Please be informed that the service provider must fit in all the eligibility criteria requirements.
- All the above criteria will be considered during evaluation of documents and will be tabulated in a marking system. The service providers must submit documentary proof for the above eligibility criterion wherever necessary.
- All offers received will be screened and shortlisted by a Committee of the Bank based on the specified requirements and the details submitted by the service providers. The discretion of Bank will be final and binding to all service providers in respect of finalising parameters on which the proposals will be analysed. A detailed Scope of Work (SoW) will be developed and shared with the shortlisted vendors. Based on this SoW, an E-Tendering process will be done only for the shortlisted service providers. Subsequently, the shortlisted service providers will be evaluated on eligibility criteria of the E-Tender document scheduled to be released at a future date.
- India Exim Bank reserves the right to reject any or all the proposals at any stage of the tendering process. Canvassing in any form will disqualify the agency.

Date:

Authorised Signatory Name:

Place:

Designation:

Company Seal:

SELF-DECLARATION ON NOT BEING BLACKLISTED

(To be provided on letterhead of the firm)

I hereby certify that the above firm has not been ever blacklisted by any Central/ State Government/ Public Undertaking/ Institute and there is no criminal case registered/ pending against the firm or its owner/ partners anywhere in India.

I also certify that the above information is true and correct in every respect and, at a later date, it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Seal:

Authorized Signatory:

Place:

Name:

Designation:

Contact Number: