

August 22, 2025

Corrigendum 03: Bidder's query and Bank response for participating in E-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India.

Corrigendum	Details	Date
Corrigendum 01	Bidder's query and Bank response	14-08-2025
Corrigendum 02	NDA Document in Annexure VIII	18-08-2025
Corrigendum 03	Extension of Date	22-08-2025

Please refer to GEM Tender Bid No. **GEM/2025/B/6492329** for GEM-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India. In case of query, bidders are advised to communicate on email before submission of their bids against this tender.

The details are as follows:

Tender Reference No.	GEM/2025/B/6492329
Date & time for Bid Submission of Tender	08-09-2025 16:00:00
Date & time for Opening of Tender	08-09-2025 16:30:00

All other terms and conditions of the tender document will remain unchanged. The tender document is available on our website <https://www.eximbankindia.in>.

Sd/-
(Sujeet Bhale)
Digital Technology Group

August 18, 2025

Corrigendum 02: Bidder's query and Bank response for participating in E-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India.

Corrigendum	Details	Date
Corrigendum 01	Bidder's query and Bank response	14-08-2025
Corrigendum 02	NDA Document in Annexure VIII	18-08-2025

Please refer to GEM Tender Bid No. **GEM/2025/B/6492329** for GEM-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India. In case of query, bidders are advised to communicate on email before submission of their bids against this tender.

The details are as follows:

Tender Reference No.	GEM/2025/B/6492329
Date & time for Bid Submission of Tender	26-08-2025 16:00:00
Date & time for Opening of Tender	26-08-2025 16:30:00

All other terms and conditions of the tender document will remain unchanged. The tender document is available on our website <https://www.eximbankindia.in>.

Sd/-
(Sujeet Bhale)
Digital Technology Group
Chief Technology Officer (CTO)

August 14, 2025

Corrigendum 01: Bidder's query and Bank response for participating in E-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India.

Corrigendum	Details	Date
Corrigendum 01	Bidder's query and Bank response	14-08-2025

Please refer to GEM Tender Bid No. **GEM/2025/B/6492329** for GEM-Tender: Hiring of Consultants - Milestone/Deliverable Based - Custom Software Development for Performance Appraisal Performance Review (PAPR) System; Architect -Software Solution; No; Hybrid (As specified in scope of work) for Export-Import Bank of India. In case of query, bidders are advised to communicate on email before submission of their bids against this tender.

The details are as follows:

Tender Reference No.	GEM/2025/B/6492329
Date & time for Bid Submission of Tender	25-08-2025 16:00:00
Date & time for Opening of Tender	25-08-2025 16:30:00

All other terms and conditions of the tender document will remain unchanged. The tender document is available on our website <https://www.eximbankindia.in>.

Sd/-
(Sujeet Bhale)
Digital Technology Group
Chief Technology Officer (CTO)

Sr No	Reference	Query	Bank Response
1	Functional & Technical Scope	<ol style="list-style-type: none"> 1. Please clarify the nature and format of APIs provided by TICE and Finacle for integration. Will the APIs be RESTful, SOAP, or database-based access? 2. The document mentions mobile access but states that a dedicated app is not planned. Could you confirm whether mobile browser responsiveness is expected or if PWA (Progressive Web App) support is required? 	<ol style="list-style-type: none"> 1. Sharepoint (TICE) having standard REST API and Finacle data will be extracted using standard Extract, Transform and Load (ETL) like SSIS, Talend etc. ETL will be done by Bank Team. 2. Mobile browser responsiveness or Progressive Web App will be sufficient.
2	Security Requirements – NFR Section Missing Details	<ol style="list-style-type: none"> 1. The non-functional requirements (e.g., performance, scalability, security) are marked as “TBD.” Will these be finalized before bid submission, or should we propose assumptions based on best practices? 	<ol style="list-style-type: none"> 1. Non-Functional requirement will be based on best practices and technical specification given by Bank.
3	Environment Setup Scope Clarification	<ol style="list-style-type: none"> 1. Who will be responsible for provisioning OS licenses and infrastructure for UAT/DR/Prod environments on-prem Azure – Bank or Vendor? 2. Are there specific standards/tools mandated (e.g., SonarQube, Fortify, etc.) for code quality, security review, and compliance? 	<ol style="list-style-type: none"> 1. Software and hardware will be provided by Bank. 2. Standard tools will be provided by Bank for code quality, security review and compliance.

4	Data Sources for Migration	<ol style="list-style-type: none"> 1. Could you specify the format, size, and source system(s) of the legacy data that needs to be migrated? Will the Bank provide cleaned and validated data? 2. Is the archival of older PAPR data required to be on the same system/database or can it be maintained in a separate repository? 	<ol style="list-style-type: none"> 1. Legacy source system(s) are .Net based on-premises and cloud-based Software as a Service (SAAS) application. Data will be migrated in structured format, and it will be archived in semi-structured format. 2. Archival will be done on same system. Code repository will be available on DevOps repository.
5	Clarification on Bill of Materials and Development Approach Page 21 – Bill of Materials	<ol style="list-style-type: none"> 1. Multiple sections including Design, Development, Testing, Deployment, AMC, Resource Cost 	<ol style="list-style-type: none"> 1. Bill of material is linked with phases of waterfall model.
6	Request for Amendments to Eligibility Criteria Company Credibility	<ol style="list-style-type: none"> 1. Include ISO 9001:2015 and ISO 27001:2022 as evaluation criteria, each with a weightage of 10% 	<ol style="list-style-type: none"> 1. There will be no change in evaluation criteria.
7	Experience Requirement Page 23 – Technical Evaluation Criteria	<ol style="list-style-type: none"> 1. Bidder must have developed PAPR systems for at least 3 BFSI/PSU/Govt/Public organisations. 2. Project Sign off document along with client reference, as per the format provided in tender document in last 3 year and each project with sperate client will have 10 Marks. 3. 30% Weightage for relevant experience (10 marks per client, up to 3 projects) 	<ol style="list-style-type: none"> 1. Bidder must have developed HRMS application for at 3 BFSI/PSU/Govt/Public organisations. 2. Each reference document will fetch 10 marks each as this criterion is required for credibility in project execution.

8	3.1 In Scope Functionality Core HR Functions Employee Profile: Integration with TICE for fetching existing Profile data and display the same on UI.	1. We assume that the necessary APIs for integration with TICE, specifically for fetching existing employee profile data, will be provided by the Department.	1. Sharepoint (TICE) is standard Microsoft product. API (Tightly Coupled) /ETL (Loosely Coupled) based integration recommended as per Bank requirement.
9	Reports and Dashboards	<ol style="list-style-type: none"> 1. Kindly confirm whether the dashboards envisaged under the proposed PAPR system are limited to basic, role-based dashboards or if integration with advanced BI tools such as Power BI/Tableau is expected. In the latter case, please clarify who will be responsible for provisioning licenses and handling O&M for the specified BI tool. 2. Interactive dashboards to monitor KPIs, KPI achievements, and appraisal statistics. 3. We are assuming that all required APIs for seamless integration with TICE, particularly for fetching employee profile and training data, will be provided by the Bank. Kindly confirm. 	<ol style="list-style-type: none"> 1. Dashboard will be developed by PAPR Team. Bank is having standard license of Power BI and SSRS. In case of other license Bank will do the procurement. 2. Interactive dashboard will be designed based on KPI given by HRM Team. 3. Data will be shared either in API format or using ETL in PAPR database.

10	5. Integration and Data Management Data migration from legacy systems, including archival and live data management.	<ol style="list-style-type: none"> 1. Could you kindly specify the volume, format, and structure of the legacy data that needs to be migrated into the new PAPR system? This will help us accurately assess the data migration effort involved. 2. We understand that TICE is the primary system for employee data. Kindly confirm whether the necessary APIs for live data access from TICE and any other legacy systems (if applicable) will be provided by the Bank for seamless integration. 	<ol style="list-style-type: none"> 1. The data format in the legacy system will include both structured data (in tabular format) and semi-structured data (primarily in PDF format). Initially, the archived data will predominantly consist of semi-structured sources. The structured data, however, will be available and suitable for use in analytics and reporting purposes. 2. TICE is a standard on-premises Microsoft SharePoint solution. For API-related documentation, the Microsoft Knowledge Base will be utilized. The Bank's team will provide the necessary permissions and API keys to enable access as required.
11	7. Notifications and Alerts Automated reminders for incomplete tasks and appraisal deadlines.	<ol style="list-style-type: none"> 1. Kindly clarify the intended mode of automated reminders and alerts under the PAPR system. Will these be triggered via SMS, Email, and/or In-App notifications? 2. If SMS or Email notifications are expected, we assume that EXIM Bank will provide access to its existing SMS/Email gateway(s) for integration. 3. We are assuming that necessary APIs for TICE integration (including fetching employee profile data, leave records, training records, etc.) will be made available by the Bank. Kindly confirm. 	<ol style="list-style-type: none"> 1. Bank is using Power Automate license for automating workflows. Power automates support SMS, Email etc. Bidders can use custom application if any for the same. 2. EXIM Bank will provide SMS/Email gateway. 3. TICE is standard product of Microsoft Sharepoint. Bank will provide necessary permission/API key for the access.
12	Bill of Materials Item Description	<ol style="list-style-type: none"> 1. With reference to the "Bill of Materials" section on Page 21 of the RFP, kindly confirm whether the cost entries under each section (Design, Development, Testing, Deployment, etc.) are to be provided as lump sum amounts inclusive of all associated activities within that section. 	<ol style="list-style-type: none"> 1. Bill of material is mapped with waterfall model phases. Cost amount should be quantified based on estimations.

13	<p>Team Structure and Role Separation:</p> <p>A. Business Analyst (BA) Team</p> <p>B. Proposed Development Team Structure</p>	<p>1. Kindly clarify whether the specified number of resources is indicative only for understanding the effort estimation (or) if these resources are expected to be dedicated full-time personnel Off-shore till go-live of the project.</p>	<p>1. Resources will be allocated to ensure the right skillsets are aligned for timely project completion. Effort estimation will be based on the proposed timeline and standard phases of the waterfall model. While the development team may operate remotely, the project manager and business analyst are required to be onsite throughout the project for effective requirement gathering and coordination.</p>
14	<p>Ownership and Intellectual Property</p> <ul style="list-style-type: none"> • All source code, documentation, and deliverables developed under this engagement will be the exclusive proprietary property of the Bank. • The vendor shall not reuse, resell, or repurpose any part of the codebase or solution for other clients or internal use. 	<p>1. As the Bank is open to a customizable platform, it is understood that the source code can be handed over to the Bank at the time of project closure, ensuring compliance with ownership and continuity expectations outlined in the RFP. Kindly Confirm.</p>	<p>1. Yes, we confirm that as the Bank is open to a customizable platform, the source code will be handed over to the Bank at the time of project closure. Furthermore, the Bank will host the source code on its Azure DevOps Repository, and full ownership and control of the codebase will reside with the Bank, ensuring compliance with the ownership and continuity expectations outlined in the RFP.</p>

15	Technical Evaluation Criteria Company Credibility (CMMI Level)	<ol style="list-style-type: none"> 1. As per the Technical Evaluation Criteria, full marks are awarded for CMMI Level 5 certification. We respectfully request the Bank to consider including CMMI Level 3 certification for scoring Maximum marks under this criterion. 2. CMMI Level 3 also represents a high level of process maturity and quantitative process management, often equivalent in capability and rigor for software development and delivery. Considering the nature and scope of the proposed engagement and scale, recognizing CMMI Level 3 will encourage broader participation from experienced and process-driven bidders, without compromising on quality or compliance expectations. 3. We request the Bank to kindly consider this suggestion in the interest of fostering healthy competition and ensuring the best-fit partner is selected based on relevant capabilities. 	<ol style="list-style-type: none"> 1. We acknowledge that CMMI Level 3 certification reflects a commendable level of process maturity and discipline. However, the Bank has carefully considered the nature, scale, and criticality of the proposed engagement, and has determined that CMMI Level 5 certification is essential to ensure the highest standards of process optimization, quantitative management, and continuous improvement. 2. CMMI Level 5 represents the pinnacle of process maturity and is aligned with the Bank's strategic objectives for quality, risk mitigation, and long-term sustainability. Therefore, in the interest of maintaining consistency, transparency, and the desired quality benchmarks, the Bank will continue to award full marks only to bidders possessing a valid CMMI Level 5 certification.
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16	<p>Team Structure and Role Separation</p> <p>A. Business Analyst (BA) Team</p> <p>B. Proposed Development Team Structure</p>	<ol style="list-style-type: none"> 1. Proposed Development Team Structure, we understand that the mentioned resources (Project Manager, Solution Architect, Developers, QA, DevOps, etc.) are to be engaged primarily in an offshore delivery model, with remote collaboration mechanisms in place. 2. Kindly confirm that this understanding aligns with the Bank's expectations and that physical presence of the team at Bank premises will be limited to specific and major milestones (e.g., UAT support, Go-Live). 	<ol style="list-style-type: none"> 1. We understand that the proposed resources—including the Project Manager, Solution Architect, Developers, QA, DevOps, and others—will primarily operate in an offshore delivery model, supported by robust remote collaboration mechanisms. However, for effective project coordination, a Project Manager and/or Business Analyst will be required at the client location to ensure seamless communication and alignment with the Bank's stakeholders. 2. Yes, your understanding is correct. The physical presence of the project team at the Bank's premises will be required only during specific phases, such as stakeholder engagements, User Acceptance Testing (UAT), and Go-Live activities. For the rest of the project duration, remote collaboration through an offshore delivery model is acceptable.
17	<p>Eligibility Criteria of the Bidder</p> <p>The Bidder must have developed Performance Appraisal and Performance Review (PAPR) system to at least 3 BFSI/PSUs/Govt/Public organisations in India during last five years. Details of customers and copy of work order</p>	<ol style="list-style-type: none"> 1. With reference to the Eligibility Criteria of the Bidder and Technical Evaluation Criteria – it is noted that experience in building custom PAPR applications is required. We would like to highlight that we have successfully developed end-to-end HRMS solutions for banks, where Performance Appraisal and Review (PAPR) has been an integral module. 2. We hope such implementations, where the PAPR component was part of a broader HRMS solution, will be considered valid and relevant for evaluation under this criterion. 	<ol style="list-style-type: none"> 1. Scope of eligibility criteria has been broadened to HRMS portal. 2. HRMS system to at least 3 BFSI/PSUs/Govt/Public/Private organisations in India during last five years

18	Organization	1. Could you please confirm the number of employees who would fall under the scope of the PAPR process?	1. The initial user base is expected to be around 500, with scalability provisions to support up to 1,000 users
19	Application	1. We are partnered with a highly customizable platform that includes a pre-built PAPR process. This platform can be tailored to meet the bank's specific requirements and deployed either on the bank's own infrastructure or on a MEITY-approved cloud environment. May we propose this platform as a potential solution? It also addresses the bank's future needs as outlined in the RFP.	1. We appreciate the platform's flexibility and its alignment with MEITY guidelines. As outlined in the RFP, the Bank is seeking a solution that is standardized with industry best practices, yet highly customizable to meet our specific operational and regulatory requirements. Additionally, the platform must support agile-based feature enhancements to accommodate evolving business needs. We request further details on how the proposed solution addresses these aspects, including examples of past implementations and customization capabilities.
20	Licensing Model	1. If the bank agrees with the above proposal, the commercial model will include two components: a recurring license fee and a one-time implementation cost. We can then calculate a 3-year Total Cost of Ownership (TCO) based on this. Please confirm if we can proceed on this basis.	1. The proposed commercial model cannot include a recurring license fee, as licensing is not part of this engagement. If a custom product is required, a separate procurement process will be initiated. The current proposal, as outlined in the RFP, includes customization along with a 3-year Annual Maintenance Contract (AMC), which should be considered for calculating the Total Cost of Ownership (TCO).
21	Proposed Solution	1. Kindly provide the hardware specifications where the PAPR solution is expected to be deployed.	1. Hardware will be made available by the Bank based on proposed solution.
22	Integration	1. Will the PAPR solution be required to send any data back to the TICE system?	2. The PAPR system should be capable of integrating with other systems either through APIs or by aligning with their data models.

23	Experience	1. We request the bank to consider prior experience of implementing performance Appraisal systems across private sector organisations across financial services sector and other sectors as well in India as part of eligibility criteria and technical evaluation criteria. Request your kind consideration and confirmation please.	1. The bank has agreed to include prior experience in the private sector as part of the eligibility and technical evaluation criteria.
24	Eligibility Criteria	1. We wish to highlight to the Bank that our audit ends only in the month of September and hence we can neither submit the audited balance sheets for FY25 nor submit the provisional balance sheets for FY25. We request the Bank to please accept the financial statements for FY22, FY23, and FY24.”	1. Balance sheet available for last 3 year will be considered.
25	EMD	1. EMD-We wish to highlight that we have annual turnover of more than ₹ 500 Crore, in all of the past three completed. financial years. We are exempt from submitting the bid security as per the General Terms & Condition on GeM 4.0 (Version 1.23) dated 5th March 2025 (Clause 4.xiii.(m).v). shows we are exempt from submitting the EMD for this RFP. Request you to please confirm the same that we can submit our bid without submitting the EMD	1. We acknowledge your representation that your organization has maintained an annual turnover exceeding ₹500 Crore in each of the last three completed financial years. As per Clause 4.xiii.(m).v of the General Terms & Conditions of GeM 4.0 (Version 1.23) dated 5th March 2025, bidders meeting this financial criterion are exempt from submitting the bid security/EMD. Accordingly, we confirm that your organization is eligible to submit the bid without furnishing the EMD, subject to compliance with all other applicable terms and conditions of the RFP.

26	GeM Bid Document GeM Bid Document: Clause details BRD & GeM Documents	<ol style="list-style-type: none"> 1. What is the evaluation methodology and scoring rubric especially for technical and presentation rounds? 2. What is the meaning and process scope for the 25% contract variation clause? 3. Is source code escrow required? What are the expectations regarding knowledge transfer? 	<ol style="list-style-type: none"> 1. A phased evaluation methodology will be adopted, with the scoring rubric comprising technical evaluation criteria aligned with the RFP and presentation assessments based on predefined presentation parameters. 2. The project will follow a hybrid development approach, with approximately 80% executed using the Waterfall model and 20% using Agile methodology. Project planning should be aligned accordingly. 3. The source code will be maintained in the Bank's Azure DevOps repository, with full ownership retained by the Bank.
27	BRD Change Management	<ol style="list-style-type: none"> 1. What is the frequency of patches and system updates? 2. What ticketing system and tools are to be used for support? 	<ol style="list-style-type: none"> 1. Patches will follow life cycle of application and database. 2. Bank is using Manage Engine for ticketing and Azure Dev Ops for Project Management (Waterfall /Agile).
28	BRD Section 1 & 4.1	<ol style="list-style-type: none"> 1. What is the current PAPR process pain points and expected improvement metrics? Can you share current vs. desired state KPIs? 	<ol style="list-style-type: none"> 1. The on-premises PAPR application lacks the ability to standardize best practices, while the Software-as-a-Service (SaaS) version offers limited flexibility for customization to meet the bank's specific needs. Therefore, the bank is seeking a tailored solution that combines customization with the adoption of standardized best practices.
29	BRD Section 2 BRD Section 2 & 4.1	<ol style="list-style-type: none"> 1. Who are the identified points of contact for business and technical decisions? 2. What is the project governance model and meeting adence? 	<ol style="list-style-type: none"> 1. The designated points of contact for business and technical decisions will be provided after the contract is awarded. 2. The project will be managed in accordance with the Bank's policies, and meetings will be conducted based on the specific needs of the project.

30	BRD Section 3	<ol style="list-style-type: none"> 1. How many employees will use the system initially and what is the projected growth over the 3.5-year contract period? 2. What are the peak usage periods (appraisal cycles) and expected concurrent user load? 3. Can you provide detailed workflow diagrams for different employee categories (permanent, contractual, trainee, probation)? 4. How do you envision the mobile and remote access requirements for Phase 2? 5. What is the overall timeline and are there constraining fixed deadlines, e.g. appraisal cycle dates? 6. What is the process for requirement changes after go-live? 7. Are there any blackout windows where deployment or maintenance is forbidden? 8. What post go-live support framework is planned? Service levels and escalation matrix. 9. What are the lessons learned from existing systems (TICE, Darwinbox, Mindteck) to avoid known pitfalls? 10. What is the change management plan? How will user adoption be managed, including potential resistance? 11. What are the key success criteria and go/no-go decision points for transitioning from Phase 1 to Phase 2? 	<ol style="list-style-type: none"> 1. Initial user will be 500+. Expected growth will be up to 1000. 2. Concurrent user load will be 200+. Peak usage period will be April- July. 3. Workflow will be similar however cycles will be different. 4. PAPR system support mobile device like (Smart Phone \iPad). Application will be accessible in office from WIFI/LAN. For External access VPN will be used. 5. Once appraisal cycle will start it will have fixed duration. However, Admin should have the right to extend deadlines, and the system should be able to run parallel PAPR cycles for the users / employees. 6. Post go live project will be running on Hybrid Mode (Agile + Waterfall). 7. During working hours. Deployments and maintenance will be carried out during weekend. 8. Post Go-Live project will be supported with Annual Maintenance Contract (AMC). For major change Project Team will be involved for estimation. 9. Product should cover standard practise and same time it should be agile to accommodate purposed changes. 10. Change management plan will follow standard project management approach and it will be documented in Service Level Agreement (SLA). 11. Key success criteria will be user adaptation and integration with other system. Phase-I is pre phase, Phase-II is this RFP and Phase -III will mostly on data points.
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31	BRD Section 4	<ol style="list-style-type: none"> 1. What is the approval matrix and escalation process for KPI changes, PAPR reviews, and 360-degree feedback? 2. Are there any regulatory or audit requirements specific to banking/financial institutions that must be complied with? 3. What are the business continuity and disaster recovery expectations for the PAPR system? 4. How are transfer, promotion, and job rotation preferences handled in the system? 5. Can you provide details on the competency framework, mapping and evaluation tiers? 6. What are the quality gates and acceptance criteria for each project milestone? 7. What training approach is expected (trainer-led, online, documentation)? 	<ol style="list-style-type: none"> 1. Approval Matrix will be Desk Officer -> Level 1 -> Level 2 -> Normalization -> PAPR Release by HRM 2. Regulatory requirement as per RBI guidelines. Audit requirement will be as per Audit committee recommendation (Typically 2 VAPT Cycle in a year) 3. PAPR System should have UAT, DC and DR Setup. DC and DR should be in Active -Active mode. Twice in a year drill should be conducted. 4. Transfer, Promotion and Job rotation will be handled in internal TICE (Sharepoint) System. 5. The PAPR process has two sections viz. Key Performance Indicators and Competencies. The competencies are mapped to the cadre and designation of the officer. The weightage of KPIs and Competencies (KPI: Competencies) for arriving at the overall score is as under: Grade/Scale TE VI and TE VII: 60:40 Grade/Scale SM IV and SM V: 70:30 Grade/Scale JM I to MM III: 80:20 Please refer to the RFP for more details. 6. Project Quality Gates and Acceptance criteria will be as per standard waterfall model, and it will be mapped with payment milestone. 7. For Admin user online\offline training is recommended. User manual documentation will be required for all other users.
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