



UCO BANK

Personnel Services Deptt.

H.O. – II, 3 & 4 DD Block, Sector – 1,
Salt Lake, Kolkata – 700064

REQUEST FOR PROPOSAL (RFP)

For

**Supply, Customisation, Deployment, Maintenance & Support of
Integrated Human Resource Management System**

RFP REF No. : HRM/TPC/1095/2010-11

Date : 04/11/2010

The information provided by the Bidder in response to this Request For Proposal (RFP) will become the property of UCO BANK and will not be returned. The Bank reserves the right to amend, rescind, reissue or cancel this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them. The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever.

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Bid Details – Control Sheet Table

1.	Date of commencement of sale of Bidding Document	04-11-2010
2.	Last date and time for sale of Bidding Documents	08-12-2010 up to 12.00 PM.
3.	Pre-Bid meeting	18-11-2010 at 11.30 AM
4.	Queries for pre-bid meeting to be submitted on or before	13.11.2010 upto 05.00 PM
4.	Last date, time & Venue for submission of Bid Documents	08-12-2010, 04.00 PM UCO BANK Head Office II, Personnel Services Deptt. 2 nd Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
5.	Date and Time of Technical Bid & Commercial Bid Opening	a. Technical Bid - 08-12-2010 04.30 PM b. Date of Commercial Bid opening will be intimated to the Bidder/s qualifying in Technical Bid.
6.	Place of opening of Bids	UCO BANK Head Office II, Personnel Services Deptt. 2 nd Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064.
7.	Address for communication	Dy.General Manager (PSD) UCO BANK Personnel Services Deptt. 2 nd Floor, 3 & 4 DD Block, Sector – I, Salt Lake, Kolkata 700 064. E-mail: hopad.calcutta@ucobank.co.in Phone: 033-23378781/033-23343864 Fax no: 033-23216883
8.	Cost of RFP document	₹ 20,000/- in the form of Demand Draft/Pay Order in favour of UCO BANK payable at Kolkata. The DD /Pay Order should be submitted along with the Technical Bid.

Note: Bids will be opened in presence of the bidder's representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of bids is declared a holiday in West Bengal, the bids will be received till the specified time on next working day and will be opened at 11.30 AM. on the next day.

1. INTRODUCTION

UCO BANK, a body corporate, established under The Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head Office at 10, B.T.M. Sarani, Kolkata-700001, India, and its Personnel Services Department at 3 & 4, DD Block, Sector-1, Salt Lake, Kolkata - 700064, hereinafter called "**The Bank**", is one of the leading public sector Banks in India having more than 2150 branches spread all over 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 desires to procure and implement Human Resource Management System (hereinafter referred as HRMS) including recruitment, manpower planning, career & succession planning, establishment & pay roll, leave & LFC, training, personnel administration, exit management modules for The Bank from potential solution providers. The proposed HRMS solution should be a centralised, integrated, uniform and standardized in bilingual form (English and Hindi) to be accessible across all offices / departments of The Bank and also through internet.

Human Resources Management System (HRMS) envisages automating request/information relating to personnel matters. In HRMS, an employee may apply leave, loan, or put forward his/ her report, request, or grievance through internet as well as Bank's own intranet. In return she/he can receive the sanction or reply on-line through internet from authorities. An authority may issue notification or orders of transfer, promotion or deputation of the employees on-line. HRMS software automatically prepares all related accounts and registers like Service Book, Leave Account, Loan Account, Salary Account, Incumbency Chart etc, and retrieving relevant data from dealings. Moreover it will also help retiring employees to prepare their own pension papers on click of buttons and help authorities to process pension papers easily and quickly. HRMS is an application-software to carry out personal requests/information of Bank employees in on-line mode through internet/intranet. In this regard the dealings, that have already taken place, need to be captured as legacy data. The Service Book of each employee is the most composite repository of such dealings. Hence, service data of each employee from the service book creates backbone of HRMS software for provisioning above services.

The organizational structure of The Bank consists of three tiers viz., Head Office (HO), Zonal Offices (ZO), and Branch Offices (BO). The Bank has set up 35 Zonal Offices to exercise immediate supervision and control over all the branches under their jurisdiction across the country. Total number of employees as on date is approx. 23,600 and total number of retired employees is approx 20,000, Out of the above 43,600, there are about 11,000 existing pensioners and 30,000 prospective pensioners.

Objective

The Bank wishes to introduce the best-practised 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 goals to implement HRMS include the following:

- Bring in the best of systems/processes in HR management to enhance efficiency of The Bank's existing HR systems / practices /procedures. The proposed HRMS Solution should enable The Bank to achieve the objectives of operational efficiency, streamlined process and work flow automation in respect of HR functions
- Through HRMS, all human resources management activities will be transacted electronically through internet/intranet, so as to provide timely disposal of HR issues of the employees and incentivize them to perform efficiently.
- The decision makers should have a scope for effective planning and utilization of existing manpower by identifying their skills.
- Time and energy of employees both at managerial and micro level to be saved by the automated HRMS leading to optimum utilization of their services for the purpose of the public.
- The Data ownership will remain with UCO Bank. Branches/Zonal Offices should be able to work on and/or upload data to / download data from HRMS Servers, as per defined levels of access and permissions.

Existing HR Systems running on package in The Bank

SN	System	Platform
1	Salary System	SCO -Unix, Oracle, D2K R2.1 and Oracle 7.3.4
2	Provident Fund System (PF)	Cobol, sequential file system
5	Personnel Information Processing System (PIPS)	SCO Unix, Oracle, D2K R2.1 and Oracle 7.3.4

Note: Other than the HR Systems mentioned above all other functional areas are being maintained manually.

Salary System: Salary system is developed in Developer 2000 R2.1 (front-end) and Oracle 7.3.4 (back end), running on UNIX platform at all Zonal Offices level and Head Office. The system caters to monthly salary Generation with Income Tax calculation & various related monthly & Annual Reports including Form 16, 12BA etc. The sub modules Mediclaim, GSLI, Advances & Loans, deductions for societies -subscription & loan installments etc. are also covered under salary system. Various reports are generated based upon the Master data maintained in various files/ tables as & when required.

Provident Fund:

The data received on monthly basis from Salary System of all Zones and Head Office is compiled by Head Office, PF Section through outsourced service provider. Reports like PF statement ,closing balance of running A/C,List of member-in and member-out from branches etc. are being generated from the existing PF system.

Personnel Information Processing System (PIPS):

PIPS System is developed in Developer 2000 R2.1 (front-end) and Oracle 7.3.4 (Back-end) and running on Unix Platform contains detailed information about employee like Personnel details, Qualification, Experience, Training attended, Posting and Family details etc.

All other data pertaining to other functionalities is available in manual form at Head Office and at 35 Zonal Offices.

2. ELIGIBILITY CRITERIA FOR THE BIDDER

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Offers received from the Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

If required, bidder may form a consortium with other vendors. However bidder will be responsible for delivering the end to end solution and will be the single point of contact for The Bank . Eligibility criteria are applicable for bidder only.

- 2.1. The bidder must be a Registered Company with legal presence in INDIA and having IT Operations for minimum period of 5 Years. The Bank expects that the Bidder will be the single point of contact for The Bank and will be entirely responsible for implementation of the complete solution. The Bidder should provide documentary evidence for having tied up with other vendors.
- 2.2. The Bidder should have implemented HRMS solution in at least one scheduled commercial bank of India having minimum 8000 employees. The above HRMS solution should have been implemented in India.
- 2.3. The HRMS solution, now being proposed by the bidder, should be running successfully as on date (RFP issue date) in at least one scheduled commercial bank of India having minimum 8000 employees. The proposed HRMS solution should have been implemented in India.
- 2.4. Bidder should have minimum turnover of ₹ 300 Crores in each of the last three financial year (2009-10, 2008-09, 2007-08)
- 2.5. Bidder should have reported net profit for last 3 financial years (2009-10, 2008-09, 2007-08) and should have positive networth.
- 2.6. Bidder/OEM should have not been black listed at any time by the Central /any of the State Governments in India or any Financial Institutions in India. An undertaking to this effect must be submitted in their letter head.
- 2.7. Bidder must have its own minimum one support / service locations at Kolkata.

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. **Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made.** The Bank reserves the right to verify /evaluate the claims made by The Bidder independently. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Bidder.

3. BROAD SCOPE OF THE WORK

- 3.1. 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.
- 3.2. The solution should be based on three tier architecture i.e. 100% web enabled solution, with no download of any other software required on any client machine (That is to run the solution, the browser should be sufficient)
- 3.3. The proposed HRMS solution should be a centralized, integrated, 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. The proposed architecture envisages having centralized HRMS servers at Bank's Primary Data Center (DC) and Bank's Disaster Recovery (DR) site for hosting of HRMS application, databases and associated software, middleware etc.
- 3.4. 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. The data shall reside on central server for all transactions.
- 3.5. The Bidder shall develop the required interface to integrate HRMS software with the Core Banking solution (i.e. Finacle ver 7.0.19) deployed in The Bank. Integration may involve automated interaction, accessing Finacle database, services, seamless automated two way data exchange with Finacle etc. It will be the responsibility of the selected bidder to coordinate with Bank's system integrator for the successful integration with Core Banking Solution (existing or higher versions). The successful bidder will be required to implement & integrate the HRMS solution to the Mail Messaging System being implemented in The Bank.
- 3.6. It will be the responsibility of the selected bidder to coordinate with Bank's existing outsourced vendor for migration of PF data from existing system to the proposed HRM system.
- 3.7. The successful bidder will be required to provide facilities and efforts to integrate the HRMS solution for uploading the salary, PF file and payment advice to respective employee.
- 3.8. The solution should permit adequate security controls to be imposed over specific users or group of users. Data access should be controlled based on individual profiles/role. Solution should be able to set privileges at user level and be able to set preferences based on rules/roles/groups.
- 3.9. The solution should 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
- 3.10. 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 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 in bi-lingual format.

- The System should have the facility to enable or disable bilingual screen facility as per the user requirement.
- 3.11. The Bidder will formulate the Data Migration Strategy and submit the proposal to Bank along with Technical Bid. The selected bidder should provide facility for capturing the data through data entry module/screen/format. Such data capturing would be done at bank's Head Office and all Zonal Offices. The successful Bidder shall also devise the system for data preparation from the existing system into the proposed HRMS. The Bidder should submit effort estimation and man days rate for the data preparation and migration in the commercial proposal.
- 3.12. The successful Bidder shall be responsible for providing Training to various target groups consisting of core HR Team, System administrator, End users etc
- Training Infrastructure will be provided 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.
- 3.13. The successful bidder will be responsible for all aspects of implementation. The Bidder will also be required to provide post implementation support and maintenance for five years.
- 3.14. Assist The Bank in providing self-service facilities to the employees like browsing leave records, printing of pay slips/pension slips and online submission of various applications etc.
- 3.15. 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.
- 3.16. Central server must have facility for uploading the data in batches.
- 3.17. The solution should provide a facility for processing payroll, reimbursements, etc. at Head Office, Zonal Offices and Branch levels.
- 3.18. The solution should have the feature for consolidating data of all Zones in the central server at DC on real time basis. The HRMS Central Server will be located at Bank's Data Center, and backup server will be located at Bank's Disaster Recovery Center. 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.

- 3.19. To facilitate the data conversion, selected bidder will develop, test the required program including data capturing tool and data conversion tool which will convert and create data files as required for the proposed HRMS. Also it will be the responsibility of the selected bidder to bring the source data in the desired, synchronized and integrated form. The Pre-conversion Activities, like Data Entry, Data Extraction, Data Cleaning, Data Enrichment etc. & migrating to HRMS and Post-migration activities will be carried out by the selected bidder. Mock conversion / Trial runs should be carried out before actual data conversion. To ensure consistency of the data, sufficient validation checks should be carried out by the selected bidder to ensure that the data before and after conversion tally with each other without any difference. The selected bidder shall also be responsible to undertake steps, if any, required for removing post migration data inconsistencies.
- 3.20. Selected bidder should integrate the existing HR records maintained manually at different offices of Bank with the proposed HRMS solution. Necessary data entry job in this regard would be the responsibility of the selected bidder.
- 3.21. Product support from the OEM should be available for the version of the HR system quoted to The Bank for at least 5 years from the date of implementation sign-off.
- 3.22. The Bidder should provide infrastructure and software licenses capable of handling current employees, retired employees as well as new recruits. The system shall provide all related HR services and will interface with the existing infrastructure of The Bank.
- 3.23. The right to allow, restrict or limit the use of the any functionality would be at Bank's control.
- 3.24. The Bank requires the bidder to identify all the necessary hardware, tools, software licenses and other resources to deploy the solution, which caters to its requirements as specified in this RFP. The Bank requires the Bidder to supply, install and operationalise all the necessary hardware as well as associated systems software, database any other tools/package/software required for the successful implementation and functioning of the offered solution for Data Centre and Disaster Recovery Site.
- 3.25. Supply, customization and implementation of proposed HRMS should be completed within six months from the date of award of contract.
- 3.26. The successful Bidder will be required to provide facilities for automation of backup and archiving processes. The bidder needs to submit the technical architecture relating to data replication between primary and secondary site. The Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for the proposed HRMS solution should be 90 minutes and 30 minutes respectively.
- 3.27. The selected bidder has to carry out DR Drill twice in every year without any extra cost to The Bank .
- 3.28. Any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve bank of India, other regulatory authorities or due to industry level changes will be promptly effected by the selected bidder to The Bank during the warranty/AMC period as per Contract Terms and Conditions.

- 3.29. During the Contract period, if any new version of the HRMS package is released by the Original Software vendor (OEM), the same should be made available, and implemented in The Bank at no additional cost, if bank desires so.
- 3.30. All the hardware to be supplied for the solution should be rack optimized. Offered solution along with associated hardware should have capability to maintain data for at least 5 years.
- 3.31. The offered solution & supplied hardware should be suitably sized by the bidder and it should be capable of achieving the required uptime and response time. If at any stage during the contract period, performance degrade due to any reasons, the selected bidder is liable to take corrective steps with respect to hardware/software upgradation, customization etc. without any additional cost to Bank.
- For sizing proposed the HRMS solution bidder may assume that the employee strength is expected to grow @15% every year. Hardware should be sized suitably to ensure HRMS live run with 25% concurrent users. Concurrent users include existing employees and retired users.
- 3.32. The successful Bidder shall be responsible for the supply, installation, commissioning, testing and implementation of all the servers, storage along with OS/RDBMS/Applications & other software/tools/packages etc. during the project period and warranty/AMC/ATS period. Every components of IT infrastructure supplied shall accompany a complete licensed copy of all the operating systems, software/drivers installed in the system.
- 3.33. The bidder shall guarantee that the software/hardware/RDBMS/other tools and packages supplied to Bank are licensed, legally obtained and will not require any further license costs, other costs. All software supplied shall be of latest version with latest patches.
- 3.34. 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.
- 3.35. The proposed architecture envisages having a central server at Data centre for hosting of HRMS application, databases and associated software. This will act as the nerve centre of the HRM and will perform end-of-day operations and start-of-day operations.
- 3.36. The application should provide access of all functionaries through self-service for all employees of Bank. There should not be any restriction like core users, general users, transactional users etc. Every license, which Bank is purchasing from the vendor should have full access (read & write) to all modules. Application should be Enterprise Wide application i.e. it should allow role based access to all the employees to the features available in the application. The right to restrict the use of the application is solely at The Bank's discretion and cannot be restricted by HRMS vendor in any way.
- 3.37. Facility Management: Facility Management Service Support should be provided at our Personnel Services Department (PSD), Head Office-2, Kolkata. One dedicated FM personnel should be available from 8.00 AM to 8 PM for 7 days in a week during the first year of warranty. The successful bidder should ensure that the FM personnel is available exclusively for HRMS solution. FM personnel must be a minimum graduate with 1 year of

experience in the field of HRM support having in-depth knowledge of the solution provided.

4. PLACEMENT OF ORDERS

Bank has the discretion to place orders for all the modules at one time or for number of modules as would be required at present.

5. PAYMENT TERMS

Terms of Payment will be as under:

5.1. No advance payment will be made.

5.2. **For HRMS software, migration and implementation:** (Please Refer Annexure VI - Table 1)

- After 100% roll out of the each module purchased : 70% cost of the respective module
- After completion of 1st year of warranty for each : 10% cost of the module implemented respective
- After completion of 2nd year of warranty for each : 10% cost of the module implemented respective module
- After completion of 3rd year of warranty for each : 10% cost of the module implemented respective

Cost of respective module mentioned hereinabove includes 'Cost of HRMS module, System Integration Cost and Data Migration Charges' as mentioned in Annexure VI - Table 1

5.3. **For Hardware, Operating System, RDBMS and additional standard application software:** (Please Refer Annexure VI - Table 2)

- 70 % of Total cost of Implementation for Hardware, RDBMS and System Software on delivery, installation and commissioning of Hardware, RDBMS, System Software, Communication equipments etc and submission of invoice with proof of delivery, installation and successful commissioning.
- 10% of Total cost of Implementation for Hardware, RDBMS and System Software after completion of one year warranty period.
- 10% of Total cost of Implementation for Hardware, RDBMS and System Software after completion of two year warranty period
- 10% of Total cost of Implementation for Hardware, RDBMS and System Software after completion of three year warranty period

5.4. **AMC/ATS Charges:** (Please Refer Annexure VI - Table 3)

Total Cost of AMC/ATS shall be divided into eight equivalent parts, and each part shall be paid on quarterly arrear basis.

6. PAYING AUTHORITY

The payments as per the Payment Schedule covered hereinabove shall be paid by this office (PSD, Head Office,UCO Bank).However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned offices where the purchased hardware and software have been delivered and implemented. Also the Bidder has to submit the certificate of insurance covering all the risks during transit, storage, installation, commissioning, testing and handling including third part liabilities.

7. WARRANTY

- 7.1. The selected bidder should provide three years comprehensive onsite warranty for proposed HRMS Solutions, including hardware, software and associated services. The warranty shall start from date of implementation/operation of the solution.
- 7.2. The selected bidder should agree that the HRMS works as per the functional, technical and operational specifications.
- 7.3. The selected bidder should agree that as and when any problem arises, they are immediately rectified without any additional cost to The Bank .
- 7.4. The selected bidder should agree to make a provision of making emergency release of patches in case of some serious bugs or immediate requirements without any additional cost to The Bank .
- 7.5. The selected bidder should agree to supply and install such periodical releases in the agreed month after removal of all bugs reported till that date and also the other modifications carried out based on feedback received till that date without any additional cost to The Bank .
- 7.6. The selected bidder should agree that during the warranty period, the software will be kept up-to-date in terms of followings, without any additional cost to The Bank :
 - User suggestions and feedback.
 - Bugs removal and troubleshooting.
 - Maintenance and support for patches, version control and release.
 - Import data from any new input source to HRMS database as and when required.
 - Regular performance tuning of HRMS and process optimization for users.
 - Develop, maintain & monitor synchronization procedures for HRMS database to Finacle & Portal database and others.
 - Regular backup of HRMS software & database.
 - Data rectification, if required, on being caused due to any program malfunction or due to any other reason whatsoever.
 - Re-installation and configuration of software for HRMS, database, etc. if required.

- 7.7. The bidder should agree that during the warranty period, they will provide the following operational support:
- On-site support to core HR team at Head Office, Kolkata.
 - On-site Implementation support at HO and ZO's.
 - Tuning and configuration of Hardware
 - Conducting routine database assessments to ensure data quality and optimal data base performance
 - Conducting periodic assessments of the HRMS solution and/or its infrastructure to ensure that all the functional requirements are satisfied.
 - Determining when the HRMS solution and/or its infrastructure need to be upgraded, replaced, or retired.
 - Installation, configuration of user specific various Master Tables.
 - The selected bidder is required to perform following user administration activities like creation of users, defining user authorization, granting of respective user rights and privileges.
 - Migration of data from existing system to new system, whenever required.
 - Assisting user to carry out live run.
 - Redress various operational problems.
- 7.8. Selected Bidder should guarantee that the equipments, including all components, delivered to The Bank are brand new.
- 7.9. The selected bidder warrants that the services provided under the contract shall be as per the Service level Agreement (SLA) between the bidder and Bank.
- 7.10. The Bank shall promptly notify the bidder in writing of any claims arising under this warranty.
- 7.11. Upon receipt of such notice, the bidder shall with all reasonable speed, repair/replace/reconfigure/re-provision the defective equipment or service, without prejudice to any other rights, which The Bank may have against the bidder under the contract.
- 7.12. If the bidder, having been notified, fails to remedy the defect(s) within a reasonable period as per the terms & conditions of SLA, The Bank may proceed to take such remedial action as may be necessary at the bidder's risk and expense and without prejudice to any other rights, which The Bank may have against the bidder under the contract.
- 7.13. The selected Bidder should also guarantee that all the software supplied by the Bidder is licensed and legally obtained.
- 7.14. The offer must include comprehensive on-site warranty of three-years from the date of installation and commissioning of the equipments including the replacement of spare parts for any reason.
- 7.15. Selected Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer.

- 7.16. Select Bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period Bidder shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to The Bank .
- 7.17. Warranty should not become void if Bank buys any other supplemental hardware from a third party and install it with these equipments. However, the warranty will not apply to such hardware items installed.

8. ANNUAL MAINTENANCE CONTRACT

- 8.1. Should The Bank so desire, the selected Bidder is expected to maintain the HRMS solution and equipment supplied for at least 2 years after the expiry of warranty period of 3 years. The same maintenance standards specified for warranty period is applicable during the AMC period as well.
- 8.2. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no charges to The Bank , during the currency of warranty period and AMC.
- 8.3. Comprehensive on-site maintenance charges, for the post warranty period (for the 4th and 5th year), would form part of TCO (Total Cost of Ownership).

9. MAINTENANCE STANDARD DURING WARRANTY & POST WARRANTY MAINTENANCE

- 9.1. The selected bidder should ensure 98% uptime calculated on quarterly basis for HRMS solution during warranty period and post warranty maintenance contract period. Selected Bidder is expected to submit this report within a week after expiry of every calendar quarter. Delays, if any, on account of procurement of spares will not be exempted while reckoning the uptime SLA. The request for support shall have to be attended by the Bidder even if the request is made over telephone/SMS or by e-mail/fax.
- 9.2. If the uptime is below the guaranteed uptime of 98%, the Bank shall also deduct a penalty from the warranty payment or AMC payment @ 1% of the total of warranty/AMC payable for every 0.5% or part thereof reduction in the uptime, subject to a maximum of 5% of the warranty payment or AMC payment.
- 9.3. Bank may recover such amount of liquidated damages from any payment being released to the Bidder, irrespective of the fact whether such payment is relating to this contract or otherwise.

10. TENDER DOCUMENT AND FEE

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of ₹ 20,000/- (Rupees Twenty Thousand Only) in the form of Demand Draft or Banker's Cheque in favour of **UCO BANK**, payable at Kolkata .

Deputy General Manager (Personnel Services)

UCO BANK, Head Office-2

3 & 4 DD Block, 2nd Floor

Sector-I, Salt Lake

Kolkata – 700064

Phone no: 033-23378781/23343864 Fax no: 033-23216883

E-Mail: hopad.calcutta@ucobank.co.in

The tender document may also be downloaded from The Bank's official website www.ucobank.com. The Bidder downloading the tender document from the website is required to submit a non-refundable fee of ₹20,000/- (Rupees Twenty Thousand only) in the form of Demand Draft or Pay Order in favour of **UCO BANK**, payable at Kolkata , at the time of submission of the technical bid, failing which the bid of the concerned Bidder will be rejected.

10.1. Bank's right To Accept Any Bid and to reject any or All Bids / Cancellation of tender process.

UCO BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be rejected summarily by The Bank .

11. EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Pay Order/ Bank Guarantee (as per format provided in annexure-VII) in favour of **UCO BANK** payable at Kolkata for an amount mentioned hereunder:

Particulars of Job to be undertaken	EMD
Supply, Customisation, Deployment, Maintenance & Support of Integrated Human Resource Management System	Rs. 50 Lacs

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the procurement process. The EMD of successful Bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of the technical bid).

- b. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- c. In case of the successful Bidder, if the Bidder fails:
- To sign the contract in the form and manner to the satisfaction of The Bank .
 - To furnish performance Bank Guarantee in the form and manner to the satisfaction of The Bank .

12. PERFORMANCE GUARANTEE

The Bank will require the selected Bidder to provide a Performance Bank Guarantee, within 7 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the project implementation cost. The Performance Guarantee should be valid for a period of 60 months. The Performance Guarantee shall be kept valid till completion of the project and warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, The Bank ,at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

13. CLARIFICATIONS ON AND AMENDMENTS TO RFP DOCUMENT

The prospective bidders may attend a pre-bid meeting to be held as indicated in the Bid details - Control Sheet. Up to a maximum of 2 (two) authorized representatives of each prospective bidder will be permitted to attend the pre-bid meeting.

It has been decided to hold a Pre-Bid Meeting on the date, time and venue given in page no. 4 of RFP. Bidders are requested to send their queries relating to RFP to our office by e-mail/ fax / speed post / courier, well in advance (latest by 13.11.2010 up to 5.00 p.m.), so that the same could be discussed during the Pre-Bid meeting with interested Bidders . Further, at least 7 days 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) sought from the prospective Bidders, modify the RFP contents/covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website. No individual communication would be made in this respect.

The Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

14. SUBMISSION OF OFFER –TWO BID SYSTEM

Separate Technical and Commercial Bids in duplicate (One Original and One Copy) duly sealed and superscribed "Quotation for Supply, Customisation, Deployment, Maintenance & Support of An Integrated Human Resource Management System – Technical Bid" and "Quotation for Supply, Customisation, Deployment, Maintenance & Support of An Integrated Human Resource Management System — Commercial Bid" shall be submitted as per bid details given in the RFP.

Sealed separate envelopes carrying Technical Bid and Commercial Bid should be put in a single sealed outer cover duly sealed and superscribed "Quotation for Supply, Customisation, Deployment, Maintenance & Support of An Integrated Human Resource Management System" be dropped/submitted at The Bank's address (refer control sheet table) on or before the date and time mentioned in Bid Detail- Control Sheet Table. Any Bid received by The Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

Note:

- a. If the outer cover / envelop is not sealed and superscribed as required, The Bank will assume no responsibility for bid's misplaced or premature opening.
- b. If any inner cover /envelop is found to contain both technical and commercial bids that bid will be rejected summarily. If any outer envelope is found to contain only the technical Bid or Commercial Bid, it will be treated as incomplete & will be liable for rejection.

All envelopes must be superscribed with the following information:

- Name of Bidder
- Offer Reference
- Type of Offer (Technical or Commercial)

ENVELOP-I (Technical Offer): (2 Copies)

The Technical Offer should be completed in all respects and contain all information asked for in the exact format of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. The Bank, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Bidder.

ENVELOP-II (Commercial Offer): (2 Copies)

The Commercial Offer (two copies) should contain all relevant price information and should not contradict the Technical Offer in any manner.

15. ERASURES OR ALTERATIONS

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially/conclusively responsive to the bidding

documents in every respect will be at the Bidders risk and may result in rejection of the bid.

16. LANGUAGE OF BID

The bid as well as all correspondence and documents relating to the bid exchanged by the Bidder and The Bank shall be in English language only.

17. BID OPENING AND EVALUATION CRITERIA

Functional/Technical offer will be opened on the date and time mentioned in the bid details-control sheet in the presence of the Bidders who choose to attend on the said date and time.

The Bank will evaluate the technical response to the RFP of the Bidders who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation.

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-II (A) and Annexure-II (B) respectively containing the required functionality and technical features. In addition, to give a better understanding of Bank's functional requirements, module wise functional requirements of The Bank are also given in Annexure –VIII.
- ii. The Bidders should provide their response to the questionnaire in the column "Response" of Annexure-II (A) and Annexure-II (B) only. Annexure –VIII is given only for information purpose.
- 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

Response except 'U'/'S'/'C' 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 Kolkata 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 requirement (Annexure – II A)

$$M (\text{func}) = \frac{\text{Total marks obtained}}{\text{Max. Possible marks}} \times 100$$

- Marks Scored in response to technical requirement (Annexure – II B)

$$M (\text{tech}) = \frac{\text{Total marks obtained}}{\text{Max. Possible marks}} \times 100$$

- 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 :

$$\text{Total Marks (after scaling)} = \frac{M (\text{func}) \times 85 + M (\text{tech}) \times 15}{100}$$

- 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 functional 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 from 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 VI-Table-1, 2 , 3 & 4.

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

18. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers/bids, The Bank may, at its sole discretion, ask some or all Bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of The Bank in this regard shall be final, conclusive and binding on the Bidder/ tenderer.

The bidder shall notify The Bank in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. The Bank reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to The Bank.

19. CONTRACT PERIOD

The contract period for providing HRMS solution will be for a period of Five Years from the date of Agreement. The selected Bidder need to execute a **Service Level Agreement (SLA)** with The Bank covering all terms and conditions of this RFP. SLA will cover performance and availability of the solution deployed for HRMS solution. The performance of the selected Bidder shall be reviewed every quarter and The Bank reserves the right to terminate the contract at its sole discretion by giving two month's notice without assigning any reasons. Any offer falling short of the contract validity period (Five Years from the date of Agreement) is liable for rejection.

20. ORDER CANCELLATION (TERMINATION)

The Bank reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by The Bank under the following circumstances:-

- 20.1. The selected Bidder commits a breach of any of the terms and conditions of the bid.
- 20.2. The Bidder goes into liquidation, voluntarily or otherwise.
- 20.3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- 20.4. If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay

and forfeit the bid security as liquidated damages for the delay.

- 20.5. If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- 20.6. In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, The Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- 20.7. After award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, The Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which The Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- 20.8. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking The Bank guarantee under this contract.

21. CONSEQUENCES OF TERMINATION

- 21.1. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], The Bank shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.
- 21.2. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by The Bank, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as The Bank may specify including training, where the successor(s) is a representative/personnel of The Bank to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
- 21.3. Nothing herein shall restrict the right of The Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to The Bank under law or otherwise.
- 21.4. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

22. LIQUIDATED DAMAGES

Liquidated damages at 1% (One percent) of the contract price per week will be charged for every week's delay in the specified delivery schedule or to perform the service within the contracted time period, subject to a maximum of 10% of the value of the order value. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by The Bank to the Bidder. Liquidated damages will be calculated on per week basis. Once the maximum is reached, the Bank may consider termination of the contract.

23. ACCEPTANCE TESTS

The selected Bidder in presence of The Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, software, communication equipment etc. No additional charges shall be payable by The Bank for carrying out these acceptance tests.

24. DISASTOR RECOVERY MECHANISM

The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful bidder should describe the provisions for disaster recovery and show that the HRMS facilitates disaster recovery.

25. INSURANCE

The equipment (hardware, software etc) supplied under the contract shall be fully insured by the successful bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The insurance shall be obtained by the bidder naming UCO Bank as the beneficiary, in an amount equal to 100% of the invoiced value of the goods on "all risks" basis (including war risks and civil riots clauses). The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to The Bank .

26. UPTIME

The Bidder shall guarantee an uptime of 98% for the HRMS solution which shall be calculated on quarterly basis. The 'Uptime' is equal to total contracted hours in a quarter less Downtime. The 'Downtime' is the time between the time of report by The Bank and time of restoration of service within the contracted hours. 'Restoration' is the condition when the selected Bidder demonstrates that the solution is in working order and The Bank acknowledges the same. For SLA purpose a quarter will be treated as 90 days. If the Bidder fails to maintain guaranteed uptime on quarterly basis, Bank shall impose penalty. If the uptime is below 90%, The Bank shall have full right to terminate the contract under this RFP.

27. AUDIT BY THIRD PARTY

Bank at its discretion may get entire HRMS audited 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.

28. PENALTY

- The Bidder shall perform its obligations under the agreement entered into with The Bank, in a professional manner.
- If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if The Bank has to take corrective actions to ensure functionality of its property, The Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures subject to a maximum of 100% of the order value.
- Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.
- The Bank shall implement all penalty clauses after giving due notice to the Bidder.
- If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, The Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- SLA violation will attract penalties.

29. DISPUTE RESOLUTION MECHANISM

The Bidder and The Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between General Manager (PSD) of The Bank /Purchaser and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing

and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

30. JURISDICTION

The jurisdiction of the courts shall be Kolkata.

31. NOTICES

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

32. AUTHORIZED SIGNATORY

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with The Bank, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with The Bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by The Bank.

33. PUBLICITY

Any publicity by the Bidder in which the name of The Bank is to be used should be done only with the explicit written permission of The Bank. The Bidder shall not make or allow to make a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

34. FORCE MAJEURE

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or The Bank as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The Bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survives termination of the contract.

35. CONFIDENTIALITY

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The Bidder has also to agree:

- To maintain and use the information only for the purposes of the Contract/Agreement and only as permitted by The Bank.
- To only make copies as specifically authorized by the prior written consent of The Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- To treat all Information as Confidential Information.

36. CONFLICT OF INTEREST

The Bidder shall disclose to The Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

37. NON-TRANSFERABLE OFFER

This Request for Proposal (RFP) is not transferable. Only the Bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.

38. PERIOD OF VALIDITY OF BID

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by The Bank . The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, The Bank may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Bid Security provided shall also be suitably extended. A Bidder acceding to the request will neither be required nor be permitted to modify its bid. A Bidder may refuse the request without forfeiting its bid security. In any case the bid security of the Bidders will be returned after completion of the process.

39. SCHEDULE OF IMPLEMENTATION

The Bidder should complete the implementation including Supply, Customization, and Deployment of HRMS solution within six months from the date of award of contract. The implementation shall comprise of system configuration, customisation, pilot implementation, UAT and system roll out. The period of warranty will start from the date of signing off the UAT.

40. ADDRESS OF COMMUNICATION

Offers/bid should be addressed to the address given in page no: 4.

41. PRELIMINARY SCRUTINY

The Bank will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all Bidders and The Bank reserves the right for such waivers.

42. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank has the right to re-issue tender/bid. The Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all Bidders. The Bank will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of The Bank in this regard shall be final, conclusive and binding upon the Bidder.

43. FORMAT FOR TECHNICAL OFFER/TECHNICAL BID

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

- i. Index
- ii. Covering letter (Annexure –I)
- iii. Technical Offer/Technical bid with Specifications (Annexure –II A and II B)
- iv. General Details of the Bidder (Annexure –III)
- v. Copy of Manufacturer's Authorization letter (Annexure –IV)
- vi. Bill of materials. This table should **not** contain any price information (Annex -V)
- vii. Letter for Authorized representative.
- viii. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- ix. Valid Bank Draft / Pay order/ Bank Guarantee as EMD.
- x. Valid Bank Draft/ Pay order as Bid price if tender document is downloaded from Bank's website
- xi. Bidder's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.

All Claims made by the Bidder will have to be backed by documentary evidence.

44. FORMAT FOR COMMERCIAL OFFER

The commercial offer should be quoted in Indian Rupees as per the format given in annexure –VI.

The short listed Bidder has to keep the finalized price valid for a period of five years from the date of the purchase order. There should not be any escalation due to fluctuation in foreign currency or change in duty structure or for any other reasons. However, impact of fall in prices, taxes, duties or any other external factors like downward movement of foreign exchange rates etc. would be passed on to The Bank suo moto.

Note: Sales tax/VAT, service tax, if applicable, should be quoted in the column "Taxes at present rate" mentioned in annexure-VI. The Bank will pay the Sales tax/VAT/Service tax ruling at the time of actual delivery of material and the resultant billing. Octroi/Entry tax, if any, will be paid /reimbursed by The Bank at actual on production of original payment receipt.

45. COSTS OF PREPARATION & SUBMISSION OF BID

The Bidder shall bear all costs for the preparation and submission of the bid. The Bank shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

46. CONFIDENTIALITY OF THE BID DOCUMENT

The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.

47. OWNERSHIP AND RETENTION OF DOCUMENTS

- The Bank shall own the documents, prepared by or for the selected Bidder arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank , the Bidder shall deliver to The Bank all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost.
- The selected Bidder shall not, without the prior written consent of The Bank / Purchaser store, copy, distribute or retain any such Documents.
- The selected Bidder shall preserve all documents provided by or originating from The Bank / Purchaser and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of The Bank /Purchaser in this regard.

48. EXERTING UNDUE INFLUENCE

Bidder shall NOT contact UCO BANK on any matter relating to this bid, from the time of the submission of commercial bid to the time the contract is awarded. Any effort by a bidder to influence UCO BANK 's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid.

49. LIMITATION OF LIABILITY

Bidder's cumulative liability for its obligations under the contract shall not exceed the contract value and the bidder shall not be liable for incidental, consequential, or indirect damages.

Annexure I

(Tender offer forwarding letter)

Tender Reference No.: _____

Date: XX. XX. 2010

The General Manager (PSD)
UCO BANK
Head Office II, 2nd Floor 3 & 4 DD Block,
Sector -1, Salt Lake City, Kolkata -700064

Dear Sir,

Sub: Your RFP for "Supply, Customisation, Deployment, Maintenance & Support of Integrated Human Resource Management System" Ref No. XXXX. Dated.

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for Supply, Customisation, Deployment, Maintenance & Support of Integrated Human Resource Management System in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to Supply, Customisation, Deployment, Maintenance & Support of Integrated Human Resource Management System as per your purchase orders.

In the event of our selection by The Bank for Supply, Customisation, Deployment, Maintenance & Support of Integrated Human Resource Management System, we will submit a Performance Guarantee for a sum equivalent to 10% of the project cost for a period of five years effective from the month of execution of Service Level Agreement in favour of **UCO BANK**.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of commercial bid opening and our offer shall remain binding upon us which may be accepted by The Bank any time before expiry of 180 days.

Until a formal contract is executed, this tender offer, together with The Bank 's written acceptance thereof and 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.

We enclose the following Demand Drafts/Pay Orders :

1. DD /PO No. dated for ₹ 20,000/- (Rupees Twenty Thousand Only) as Cost of RFP Document &
2. DD/PO/BG No. dated for ₹ 50,00,000/- (Rupees Fift Lac only) as EMD.

Both DDs are issued in favour of **UCO BANK** by..... Bank
..... Branch payable at Kolkata.

Dated this ____day of _____2010

Signature: _____

(In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

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/ Exservicemen/ 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 UCO 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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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 (updation 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 Sexwise, 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 intervation 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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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	
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, maiden name, Date of birth, sex, marital status, religion, caste, sub caste, gender, health data, blood group, identification marks etc in addition to Employee Name etc., employee's e-mail ID & PAN No. 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, 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.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
2.1.8	Employee's photo, signature, emergency contact detail, bank account information, passport detail, visa detail	
2.1.9	Employee's Home State	
2.1.10	Power of Attorney category i.e. A,B,C & D Special P/Afor debenture trustee etc.with date of issue, Specimen Signature Code, Digital signature of the employee	
2.1.11	Union Affiliation, SPF/Pension Option, VCS membership	
2.1.12	Date of joining, Probation period, Date of confirmation, Date of joining PF , Pf Number, Reservation Category (General/OBC/SC/ST) with additional information as to Ex-Servicemen, OPH, Blind Deaf , Sports Quota, Dependent of Deceased etc.	
2.1.13	Status of the employee In service , Retired in due course etc.,) Date of Cessation of service/Cause of cession	
2.1.14	Particulars of awards won	
2.1.15	Particulars of punishments if any, with the nature of punishment (major / minor) and a brief account of lapse	
2.1.16	Branch where initially joined with the state code, Initial Cadre, Initial Basic, Initial Designation etc.	
2.1.17	Promotion detail – Part Time Sweepers to Full Scale Sweepers as also (1/3 to 1/2 to 3/4 scale wages). Sub staff to Clerical, Clerical to Officer and Officer inter-scale (cadre) wise thereafter	
2.1.18	In case of Substaff promotee his/her SubStaff employee code	
2.1.19	Employee class (permanent employees, temporary employees, contract workers, project teams)	
2.1.20	Full transfer history of employee including name of the branch/office with branch type (Rural (Family/Non-Family), Semiurban, Urban, Metro), nature of transfer (policy/request transfer), date of joining and date of relieving at different branches/offices	
2.1.21	Transfers modified with original place of posting	
2.1.22	Number of times transferred but cancelled / kept in abeyance	
2.1.23	Present place of posting including name of the Branch/office, Zone, Present designation, Scale etc	
2.1.24	History of training attended by employee with rating on their performance	
2.1.25	Detail of submission of Assets & Liabilities statement	
2.1.26	Club membership, deputation particulars, if any	
2.1.27	Support regularization of temporary substaff (casual) / part time (consolidated, 1/3, 1/2, 3/4) staff	
2.1.28	Details of Security Guards on contract basis	
2.1.29	Details Personal Car Drivers provided to Executives	
2.1.30	Capability to parameterise maintenance of the personal information under various types	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
2.1.31	Facility to maintain concurrent jobs for employees with additional responsibilities / special duties in addition to regular responsibilities	
2.1.32	Capability to maintain various salary plans, salary grades, and salary steps and link it to the employees	
2.1.33	Capacity to handle performance based increments / incentives etc.	
2.1.34	Recording of qualification awarded (Validation should be made for recognised universities list of recognised universities and degrees)	
2.1.35	Support maintenance of automatic release of time based increments, stagnation increments, FPP, PQP etc	
2.1.36	Release of increments for qualifications acquired	
2.1.37	Increments released should automatically be integrated with the payroll module and other relevant modules	
2.1.38	All the increments including stagnation increments released and other components like FPP, PQA, GDA as the case may be, should be stored along with effective date	
2.1.39	Support generation of increments due for each month or for user defined period for employees – cadre wise/scale wise/ other user defined combination	
2.1.40	Support to obtain clearance from other departments like Discipline Cell/ Vigilance/Audit etc., for increment release	
2.1.41	Generation of interseseniarity and seniority list of Sub-Staff, Clerical, Officers (Scale-wise) and cadre-wise for Mainstream & Specialists.	
2.1.42	Capacity to reduce the basic pay in case of any punishment and automatic restoration of the same after completion of the punishment period and maintain such records	
2.1.43	Capability to carry out automatic salary processing either in case of timebound increments or merit linked increments and also to manually adjust the same based on predefined budgets / rating criteria	
2.1.44	Capacity to provide data to Actuary to arrive Bank's future liability in connection with Gratuity Payment, Leave Encashment payment, Pension payment for employees now in service with additional information with regard to projected salary/leave balance for encashment	
2.1.45	Capacity to provide data to Actuary to arrive at The Bank 's future liability in connection with Pension to Regular pensioners and family pensioners	
2.1.46	Seniority lists – Scalewise, cadrewise for mainstream and specialists	
2.1.47	Facility to generate reminder letter to branch / office for non-submission of quarterly performance report of Probationers with due recommendation for confirmation	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 analyse 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.	
2.2	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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 appraisee	
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 authorities in case of nonsubmission 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	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.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 change 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.	
2.2.27	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.	
2.2.29	System to support acknowledgement to staff members on submission of Performance Appraisal and Assets and Liabilities statement.	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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 nonsubmission 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)	
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, employeewise	
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.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 conditions	
2.5	Management of LFC (Part of Leave & LFC)	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 should be accepted.	
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 cadre.	
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
2.6.1	Maintenance of complete history of employee transfers since his recruitment	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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	
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.)	
2.6.17	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.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 userdefined 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	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
2.7.21	Facility to create offer letter on promotion	
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 process etc.	
2.7.27	Sending promotion intimation letter with fitment	
2.7.28	Ability to draw a competency matrix in the system and define the competencies/skills/roles/responsibilities required at each level/position for the purpose of promotion (included in Competency Management also)	
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 mapped automatically	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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	
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	
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	
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.	
3	PAYROLL MANAGEMENT (Part of Establishment & pay roll)	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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, multilanguage, 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	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 yearwise	
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, deduction lists, vouchers, tax challans etc. (as per the userdefined criteria like for a branch/ Region/zone etc.)	
3.28	Pay fixation for all cadres on promotion	
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 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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	consequent tax adjustments	
3.41	Release of festival advance and other advances (user defined) against salary. Employee wise recovery position, recovery list and outstanding balances list – month wise or as user defined	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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 departmentwise 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 membership details alongwith monthly subscription.	
3.75	Facility for Generation of tax estimation report at half yearly basis.	
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 CAIB /	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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)	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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, calculate cost to Bank,	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	interaction with faculties, resource persons, interactive helpdesk, faculty/group evaluation on the basis of feedback etc.	
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 recruits by integrating with the recruitment module.	
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.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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.	
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	History of grievances reporting, action taken, resolution	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	process, action taken, redressal date	
5.3	Maintenance of records in respect of all cases under enquiry and noting the periodic progress made including the punishment awarded.	
5.4	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 - show cause 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	
5.19	Capture information about:	
5.19.1	RDA Cases where fraud is involved and their reporting to RBI	
5.19.2	Employees for their involvement in fraud cases	
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/ elsewhere.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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	
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	
6.2	Support pension calculation as per the rule of The Bank	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 Self Service	
i.	Obtain Pension Slip	
ii.	Obtain details of Pension received during 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 welfare 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 package.	
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.	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 paymnet 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 securitywise, maturitywise, type of securitywise 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.	
6.54.3	Register of VR/ Resignations.	
6.54.4	Claim Forms in respect of settlement of PF/BCPF/GF/ Pension etc.	
6.54.5	Guidelines for completion/ filling up of forms.	
6.55	Capability to maintain / process deceased claims as follows as	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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 benefit.	
6.58	Maintenance of Group Savings Linked Insurance (GSLI)	
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	
7 Staff Loan Detail Maintenance (Part of Establishment & pay roll)		
7.1	Processing of various staff loans based on userdefined 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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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	
8.1.2	Facility to apply/withdraw online by the employee to join various staff welfare scheme	
8.1.3	Generation of relevant reports	
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 monthwise 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 Glucometer/ 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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	EMP NO./PFM NO. Name , Design , Department etc.)	
8.1.15	Facility of NOC for PP/ VISA / GOING ABROAD	
8.1.16	Provision for SWS taxable.	
8.1.17	Facility of Staff welfare scheme taxable	
8.2	Canteen Subsidy (Part of Establishment & pay roll)	
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 canteen	
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	
9	Allotment of cars and other vehicles to executives (Part of Establishment & pay roll)	
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	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 userdefined 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 center.	
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	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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 be submitted by Zonal Offices on half yearly basis.	
12.2	The said functionality should also help in generating these reports.	
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 enable 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 .	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
14.4	To assess adequate Staff Officer, Award in a Office/ Department/ Branch in accordance with approved policies and userdefined parameters.	
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.	
15.3	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 through out the Hire-to-retire lifecycle of an	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	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	<ul style="list-style-type: none"> · Multiple locations (Offices / Branches) · Multiple modules 	
19.2	Support defining organization hierarchies for transaction entry, consolidation, query and reporting at: <ul style="list-style-type: none"> · 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: <ul style="list-style-type: none"> · 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 <ul style="list-style-type: none"> · Weekly holidays · Public holidays · Unscheduled holidays 	
19.9	Support defining and processing of activities/tasks for the following but not limited to <ul style="list-style-type: none"> · Start of day 	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
	· 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, performance 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 stand alone offices/branches	
21.5	Facilitate generation of report on screen, print, file, optical disk, tap etc.	

Technical Bid (Functional Specifications)		
Sl. No.	Specifications	Bidder's response (U/S/C)
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	
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	
	· 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	

Technical Bid (Technical 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% utilisation levels at any point in time.	
1.2	Should be able to 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 optimised	
1.8	The Server should be horizontal & Vertical scalable.	
1.9	The hardware components should be hot swappable.	
1.10	Hardware should be sized suitably to ensure HRMS live run for 25% 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	

S.N.	Features	Bidder's Response (U/S/C)
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 following Backup modes: <ul style="list-style-type: none"> • Online • Automated • Manual 	
2.12	System should support following Type of backup facility <ul style="list-style-type: none"> • Hot backup • Cold backup 	
2.13	System should Allow the backup of <ul style="list-style-type: none"> • Whole system • Application program • Database 	
3	Availability Parameters	
3.1	Should support load balancing in terms of system parameters (CPU, Hard Disk, memory, etc.)	

S.N.	Features	Bidder's Response (U/S/C)
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.	

S.N.	Features	Bidder's Response (U/S/C)
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	
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.	

S.N.	Features	Bidder's Response (U/S/C)
9.2	Remote Access: System should provide Security check while logging in, via: <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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	

S.N.	Features	Bidder's Response (U/S/C)
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	
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 address	

S.N.	Features	Bidder's Response (U/S/C)
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: <ul style="list-style-type: none"> • 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 SQL 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: <ul style="list-style-type: none"> • System level 	

S.N.	Features	Bidder's Response (U/S/C)
	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Encryption aware • SSL aware , IPSEC 	

Signature: _____

Name: _____

Business Address: _____

Place: _____

Date: _____

General Details of the Bidder

A. PROFILE OF BIDDER

1. NAME OF BIDDER:
2. Location
 - Regd. Office:
 - Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years
6. Names of Banker / s

B. FINANCIAL POSITION OF BIDDER FOR THE LAST THREE FINANCIAL YEARS

	2007-08	2008-09	2009-10
Paid up capital			
Tangible Net Worth (excluding revaluation reserve)			
Total Outside Liabilities/Tangible Net Worth			
Net Sales of the Company as a whole.			
Out of the above Net Sales, Net Sales from services			
Gross Profit			
Net Profit (Profit After Tax)			
<i>Summary of Financial Position and working results</i>			
Growth in Operations (%)			
Growth in profitability (%)			

N.B. Enclose copies of Audited Balance Sheets along with enclosures

C. Proposed Service details in brief

- Description of service :
- Details of similar service provided to banks in India specifying the number of Banks and branches
 - In PSU banks
 - In non-PSU banks

Details of Experience in implementation of HRMS Solution

(i)

PSU		
Name of Bank	Period	
	From	To

(ii)

Non-PSU		
Name of Bank	Period	
	From	To

N.B. Enclose copies of Purchase Orders as references.

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM

No.

Date:

To:

General Manager

Personnel Services Department

UCO Bank, HO-2

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We _____, (name and address of the HRMS vendor) who are established and reputed HRMS vendor of _____ having 'factories /software development centres' at (addresses of 'manufacturing / software development' locations) do hereby authorize M/s _____ (name and address of the bidder) to bid, negotiate and conclude the contract with you against the above mentioned tender for the above 'HRMS software' developed by us.

We will provide SLA based 24/7 support.

Yours faithfully,

For and on behalf of M/s _____ (Name of the manufacturer)

Signature _____

Name _____

Designation _____

Address _____

Date _____

Company Seal

Note: This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer.

**Bill of Material
(To be included in Technical Bid)**

A. Software

Sl. No	Description	Make / Model/Part No./Version	Qty
1	Environment Software (OS) –DC site		
1.1	OS for HRMS Database Server		
1.2	OS for HRMS Application Server		
1.3	OS for HRMS Web Server		
1.4	Any other (Please Specify)		
2	Environment Software for (RDBMS) – DC site		
2.1	RDBMS for HRMS Database Server		
2.2	Any other (Please Specify)		
3	Environment Software (OS) – DR site		
3.1	OS for HRMS Database Server		
3.2	OS for HRMS Application Server		
3.3	OS for HRMS Web Server		
3.4	Any other (Please Specify)		
4	Environment Software (RDBMS) – DR site		
4.1	RDBMS for HRMS Database Server		
4.2	Any other (Please Specify)		
5	Environment Software (OS) – UAT /Training		
5.1	OS for HRMS UAT/Training Database Server		
5.2	OS for HRMS UAT/Training Application Server		
5.3	OS for HRMS UAT/Training Web Server		

Sl. No	Description	Make / Model/Part No./Version	Qty
5.4	Any other (Please Specify)		
6	Environment Software (RDBMS) – UAT /Training		
6.1	RDBMS for HRMS UAT/Training Database Server		
6.2	Any other (Please Specify)		
7	Environment Software for Storage System		
7.1	Disk Storage System		
7.2	Tape Backup		
7.3	Any other (Please Specify)		
8	Others, if any		
9	Others, if any		

B. Required Hardware for offered solution:

Sl. No	Hardware Specification	Make / Model/Part No./Version	Qty
1	HRMS Server – DC Site		
1.1	Database Server		
1.2	Application Server		
1.3	Web Server		
1.4	Any other (Please specify)		
2	HRMS Server – DR Site		
2.1	Database Server		
2.2	Application Server		
2.3	Web Server		
2.4	Any other (Please specify)		
3	UAT /Training Server for HRMS Solution		
3.1	Database Server		
3.2	Application Server		
3.3	Web Server		
3.4	Any other (Please specify)		
4	Storage System (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, counted back from beginning of the current year. All the data previous to 10 years will be archived and will be retained offline)		
4.1	Disk Storage System (SAN)		
4.2	Tape Backup		
4.3	Any other (Please specify)		
5	Any other (Please specify)		

Sl. No	Hardware Specification	Make / Model/Part No./Version	Qty
5.1	Any other (Please specify)		
5.2	Any other (Please specify)		
6	42u Server Rack with Sliding TFT Monitor and 8 Port KVM Switch (Analog/Digital) along with necessary accessories		
7	Please provide following details of individual Servers -:		
7.1	HDD (Speed/Type/Capacity)		
7.2	RAM (Type/Capacity)		
7.3	Processor (Speed/Type/Single/Dual)		
7.4	RAID Controller (On line Migration 0,0+1,5)		
7.5	Redundant & Hot Swappable Power Supply		
7.6	OEM Motherboard		
7.7	No. of Ports (USB/Parallel/Serial/Optical/Ethernet)		
8	Others ,if any		

C. Required Network Equipment for offered solution:

SI No	Network equipments/Internet Connectivity	Make / Model/Part No./Version	Qty
1	Router (Made, Type, Model no) with Secondary		
2	Firewall (Made, Type ,Model no) with Auto failover		
3	Layer 3 Switch (Made, Type, Model no)		
4	Layer 2 Manage switch (Made, Type, Model no)		
5.	Internet Lease Line Modem (Made, Type, Model no)		
6.	Internet Lease line with backup from another service provider	 bps
7.	Others ,If any		

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

Commercial Bid

Table 1: HRMS Software

(All the cost must be quoted on the basis of three years 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)				

SI No.	Item	Qty	Cost	Taxes at present rate	Total
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)				

SI No.	Item	Qty	Cost	Taxes at present rate	Total
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)				
Total cost of HRMS Software, System Integration Cost (installation, Implementation, configuration, customization, testing, acceptance, training and facility management charges) and data migration charges (A=total of 1 to 4)					

Table 2: Hardware, System Software ,RDBMS ,Network equipment,Bandwidth etc.

(All the cost must be quoted on the basis of three years comprehensive warranty)

SI No.	Item	Qty	Cost	Taxes at present rate	Total
01	Server				
1.1	Database Server – DC site				
1.2	Application Server – DC site				
1.3	Web Server - DC site				
1.4	Database Server – DR site				
1.5	Application Server – DR site				
1.6	Web Server – DR site				
1.7	Database Server – UAT /Training				
1.8	Application Server – UAT /Training				
1.9	Web Server - UAT /Training				
1.10	Any other (Please specify)				
02	Operating System				
2.1	OS for HRMS Database Server – DC site				
2.2	OS for HRMS Application Server – DC site				
2.3	OS for HRMS Web Server - DC site				
2.4	OS for HRMS Database Server – DR site				
2.5	OS for HRMS Application Server – DR site				
2.6	OS for HRMS Web Server - DR site				
2.7	OS for HRMS Database Server – UAT/Training				
2.8	OS for HRMS Application Server– UAT/Training				

SI No.	Item	Qty	Cost	Taxes at present rate	Total
2.9	OS for HRMS Web Server - UAT/Training				
2.10	Any other (Please specify)				
03	RDBMS				
3.1	RDBMS for HRMS Database Server – DC site				
3.2	RDBMS for HRMS Database Server – DR site				
3.3	RDBMS for HRMS Database Server – UAT /Training Server				
3.4	Others (if any, please specify)				
4	Storage System				
4.1	Disk Storage System (SAN)				
4.2	Tape Backup				
4.3	Any other (Please specify)				
5	42u Server Rack with Sliding TFT Monitor and 8 Port KVM Switch (Analog/Digital) along with necessary accessories				
6	Router				
7	Firewall				
6	Layer 3 Switch				
7	Layer 2 Manage switch				
8	Internet Lease Line Modem				
9	Internet Lease line with backup from another service provider				
10	Any other (Please specify)				
Total cost of Implementation for Hardware and System Software RDBMS ,Network equipment, Bandwidth etc. (B=total of 1 to 10)					

Table 3: Calculation table for Post warranty charges i.e. AMC/ATS for 2 years

SI No.	Item	Qty	Cost	Taxes at present rate	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 – DC site				
2.2	Application Server – DC site				
2.3	Web Server - DC site				
2.4	Database Server – DR site				
2.5	Application Server – DR site				
2.6	Web Server – DR site				
2.7	Database Server – UAT /Training				
2.8	Application Server – UAT /Training				
2.9	Web Server - UAT /Training				
2.10	Any other (Please specify)				
03	Operating System				
3.1	OS for HRMS Database Server – DC site				

SI No.	Item	Qty	Cost	Taxes at present rate	Total
3.2	OS for HRMS Application Server – DC site				
3.3	OS for HRMS Web Server - DC site				
3.4	OS for HRMS Database Server – DR site				
3.5	OS for HRMS Application Server – DR site				
3.6	OS for HRMS Web Server - DR site				
3.7	OS for HRMS Database Server – UAT/Training				
3.8	OS for HRMS Application Server– UAT/Training				
3.9	OS for HRMS Web Server - UAT/Training				
3.10	Any other (Please specify)				
04	RDBMS				
4.1	RDBMS for HRMS Database Server – DC site				
4.2	RDBMS for HRMS Database Server – DR site				
4.3	RDBMS for HRMS Database Server – UAT /Training Server				
4.4	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				

SI No.	Item	Qty	Cost	Taxes at present rate	Total
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)				
Total AMC/ATS cost (C=total of 1 to 6)					

Place: _____

Date: _____

Signature: _____

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 10)	
03	Total AMC/ATS cost (Table 3,C=total of 1 to 6)	
04	Total cost of ownership(sl no:1 +sl no:2+Sl no:3) ,amount quoted in figures	
	Total cost of ownership(sl no:1 +sl no:2+Sl no:3) ,amount quoted in words	

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

Format for Bank Guarantee

To

UCO BANK,
Personnel Services Deptt
2nd Floor, 3 & 4 DD Block,
Sector-I, Salt Lake, Kolkata - 700064

Dear Sirs,

In response to your invitation to respond to your RFP for Supply, Customisation, Deployment, Maintenance & Support of Integrated Human Resource Management System, M/s _____ having their registered office at _____

(hereinafter called the '**Bidder**') wish to respond to the said Request for Proposal (RFP) for self and other associated **Bidders** and submit the proposal for Supply, Customisation, Deployment, Maintenance & Support of Integrated Human Resource Management System and to provide related services as listed in the RFP document.

Whereas the '**Bidder**' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of **₹50** Lacs (Rupees fifty Lacs only) as bid security as required to be submitted by the '**Bidder**' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the **Bidder** withdraws his proposal during the period of the proposal validity; or
2. If the **Bidder**, having been notified of the acceptance of its proposal by The Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to **UCO BANK** the said amount of Rupees XX Lacs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by **UCO BANK** which shall be conclusive and binding on us irrespective of any dispute or difference raised by the **Bidder**.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs.50 Lacs (Rupees fifty lacs only).
2. This Bank guarantee will be valid upto ____; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before_____.

In witness whereof The Bank , through the authorized officer has sets its hand and stamp on this day of at _____ .

Annexure VIII

MODULE - WISE SUMMARY OF FUNCTIONAL REQUIREMENTS				
S. N.	NAME OF THE MODULE	ITEM NUMBER OF FUNCTIONAL SPECIFICATIONS	PARTICULARS	PAGE No. OF RFP
1	RECRUITMENT	1	RECRUITMENT	
2	MANPOWER PLANNING	2.1	EMPLOYEE INFORMATION SYSTEM	
		2.3	TOUR APPROVAL & CLAIM PROCESSING	
		2.6	TRANSFER RECORD MAINTENANCE	
		2.9	TA/DA BILL	
		11	DETAILS OF SPORTS PERSONS	
		13	HRM AUDIT	
		15	EMPLOYEE SELF SERVICE	
3	CAREER & SUCCESSION PLANNING	2.2	PERFORMANCE APPRAISAL, INCREMENTS, ASSETS & LIABILITIES STATEMENT	
		2.7	PROMOTIONS	
		14	COMPETENCY ASSESMENT AND POTENTIAL APPRAISAL	
		17	WORKFORCE SCORECARD	
4	ESTABLISHMNET & PAY ROLL	3	PAY ROLL MANAGEMENT	
		2.8	MANAGEMENT OF MEDICAL AID	
		7	STAFF LOAN DETAIL MAINTENANCE	
		8.1	STAFF WELFARE SCHEMES	
		8.2	CANTEEN SUBSIDY	
		8.3	SCHOLARSHIPS	
		9	ALOTMENT OF CARS & OTHER VEHICLES TO EXECUTIVES	
		10	ALLOTMENT OF RESI. QUARTERS, HOLIDAY HOMES	

		12	HUMAN RESOURCE MIS	
		16	STATUTORY COMPLIANCES	
		18	MISCELLANEOUS FACILITIES	
5	LEAVE & LFC	2.4	LEAVE & ATTENDANCE ADMINISTRATION	
		2.5	MANAGEMENT OF LFC	
6	TRAINING	4	TRAINING & DEVELOPMENT	
7	PERSONEEL ADMINISTRATION	5	INDUSTRIAL RELATIONS (PUNISHMENT & PUNITIVE ACTIONS)	
8	EXIT MANAGEMENT	6	TERMINAL BENEFITS (PENSION, GRATUITY & PF) MANAGEMENT	
10	FEATURES REQUIRED IN ALL MODULES	19,20,21,22		