



**Prebid Clarifications and Amendments to RFP document Ref No.: HRM/TPC/1095/2010-11 dt. 04.11.2010
for Supply, Customisation,Deployment,Maintenance & Support of Integrated Human Resource Management System**

SR.NO	PAGE NO / Reference Number	Query	Response
1	Page 32 - SI No 1.12	Do you want the online system to be used by candidate to take different type of tests(Medical, Psychometric, Analytical, etc)	Yes
2	Page 33 - SI No 1.28	Post based roster will be a report	Yes
3	Page 33 - SI No 1.29	Presently do you auto calculate vacancies across all the branches based on promotion policy modelling	No, Vacancies are assessed manually
4	Page 34 - SI No 1.41	Do you want external agencies uploading their candidates details to your website	Yes
5	Page 35 - SI No 2.1.24	Do you want to maintain history of employee's training history from their date of Join	Yes
6	Page 48 - SI No 3.15	How many separate payrolls do you maintain presently	One standardized Software is maintained for 3 cadres of staff members with different Pay structures i.e. officers, Clerks & Sub-Staff.
7	Page 52 - SI No 4 .1	How do you presently maintain budgeting & costing details for each training module and compare with actuals	Manually.
8	Page 54 - SI No 4 .27	Do you want to subscribe to national or international institution's course directly from the system	Yes, a provision should be there in the HRMS.
9	Page 8 - Section 3 point no 3.4	Can you please share the number of offices those would be accessing this online HRMS system	At present we have more than 2150 branches and 35 Zonal Offices in addition to 15 HO departments
10	Page 8 - Section 3 point no 3.6	Is PF data maintained in the Finacle database or in a different system. If yes then please provide details of that system too?	PF data is not in Finacle database. Please refer page 6, point 3 of table "Existing HR Systems running on package in The Bank"
11	Page 8 - Section 3 point no 3.7	Can you please elaborate what the following statement means "successful bidder will be required to provide facilities"	It will be the bidder's responsibility to develop interface with the existing system, migrate the data from legacy system and do necessary master data creation, if required.
12	Page 8 - Section 3 point no 3.9	It is mentioned that hardware is to be supplied by bidder. Does it include biometric devices too or will this be procured separately by UCO bank	HRMS package should support integration with biometric devices. However supply of such biometric devices by the bidder is outside the scope of this RFP
13		Total number of users that will be accessing this HRMS system	Please refer page 5, introduction, Page 10, clause 3.22 and Page 11, clause 3.31
14	Page 6	Would the existing HR system retained or migrated to the new system being developed.	The existing HR system is required to be migrated to the new system by the bidder
15	Page '8 -11	As per the legal law of the land, SI cannot resell Bandwith, Request that Bank should directly enter into an agreement with Bandwidth provider, Vendor to facilitate	Internet leased line to be taken by the bidder in the name of the Bank. However Bank will deduct the bandwidth charges from the amount quoted by the bidder under this head.
16		What is the mail messaging system being implemented at the bank	Microsoft Exchange is being implemented

SR.NO	PAGE NO / Reference Number	Query	Response
17		Timeline for implementation withing 6 months for the size and complexity of the bank is not feasible, IT is expected this would take 18 months based on our prior experiances with similar projects. Would request if bank can suggest how 6 months was derived and what projects reference from the past has been considered to reach to these timelines	No change in the RFP clause
18		Please help with Data volume of records and sample form for migration of HR records maintained manually	Service records of all the existing and retired employees, which are maintained manually at present to be migrated by the bidder.
19		Is the total contract period along with implementation, warranty and AMC is 5.5 years or 5 years	5 years from date of signing of Master contract and Service Level Agreement. Please refer Page 22, clause 19
20	Page 12 Section 5.3	communciation equipment are refered here, Pl. elaborate on what equipment are being refered here.	Please refer Annexure-VI, Table-2, point no. 5 to 10
21		How many will be the core users, processing users, transaction users & power users for accessing the HRMS system	Please refer Page 11, clause 3.36
22	Page 38 Section 2.2.13	How many employees belong to non connected branches for uploading of appraisal?	All the branches/offices are presently connected in network. However the proposed HRMS solution should support upload of fixed format appraisal in case of non availability of network
23		Will the pension of pensioners be processed through HRMS payroll every month?	Yes
24		Is UCO Bank open to role based access to modules basis the users and the projected volume growth for future for the users rather then the enterprise license resulting in redundancy	No change in the RFP clause
25	Page 11 Clause 3.36	Does OEM need to provide an undertaking for this clause	Bidder should submit technical bid as per the format given in clause 43.
26	Page 79 Annexure IV	Can OEM provide its own standard MAF (which is industry standard)? Or the Tender format MAF has to be followed	No change in the RFP clause
27	Page 69 Section 1.10	Do you expect 25% concurrent users for HRMS at any point of time?	Yes, In order to get the optimum performance during peak load, the hardware should be sized for 25% concurrent users
28		Please specify if the vendor is allowed to quote for all the employees and retirees from license perspective.	Please refer page 5, introduction, Page 10, clause 3.22 and Page 11, clause 3.31
29	Section 3.5	In the beginning the document requires bi-lingual and in scope of work it states multi-lingual. The effort for multilingual is more. Please list the multi-lingual languages required? Or providing capability is enough?	All reports should be made available in bilingual format. HRMS system should have the capability for multi lingual support. At the initial stage the multi language should mean Hindi & English. However provision for other Indian Languages should be there in the software.

SR.NO	PAGE NO / Reference Number	Query	Response
30		Please bifurcate the current staff strength of about 23,600 with different cadre within each of the classes. How many PTEs are there? How & where their data will be captured? If it is Part Time Employees (PTEs), how their salary will be processed? Total employee strength includes PTE??	Officers : 8608 Clerks: 9883 Sub-Staff(including PTE): 5062
31		Is the data centre to be maintained by the bank or vendor? Pl. clarify	Data centre is being managed by the Bank. However all equipments related to HRMS should be installed at DC & DR Site of the Bank and would be managed and maintained by the selected Bidder
32	3.9	Is there any Biometric Device/Proximity card system already in use? Please provide the details Bio-Metric Device or Magentic Card: The link to such device would include recording time-in, time-out from such device in HRMS database Please confirm. Also what is the use of this data in the HRMS system?	Presently no Biometric Device/Proximity card system is operational in Bank. However HRMS package should support integration with biometric devices.
33		What is the current method of sending the EFT files to the bank and how does the system post the salary components the relevant individual GL account code in system. Is any financial package used for GL posting? What is no of recurrence of EFT transfer.	Branchwise .txt files are generated by the Salary Package.This .txt file is uploaded to CBS package (Finacle) by the branch which creates the necessary credit and debit legs (including GL posting) in Finacle. GL heads are being maintained by the CBS package.
34		What are the different types of Payroll processed? Kindly provide the details with frequency of run, Payment Dates and Cut-off dates for input?	As given against point no. 6. To be paid once in a month or user defined periods. Date of Salary usually fixed in the last week of respective month.
35		Would Vendor need to interact with business users from each of these regions? Is there potential travel involved?	Bidder may be required to travel to Zonal offices and HO for data master creation and migration of data to the new system. No extra payment for such travel to be made by the bank.
36		If Maker-Checker is not available in the product then Maker-Checker cannot be made mandatory for all Transactions. How does UCO Bank plans to handle this?	For Financial transactions, Maker-Checker is mandatory
37		How & where would you capture applicant data while hiring? What records would you like to capture- Applicant first and then employee or only employee? How frequent is such recruitment?	while recruiting employees, applicant can submit the application online with complete particulars as required for applying for the particular post. Complete Service Record is to be compiled when selected candidate report for duty.
38		If using eLearning module, how many would be concurrent users for online sessions?	In order to get the optimum performance during peak load, the hardware should be sized for 25% concurrent users

SR.NO	PAGE NO / Reference Number	Query	Response
39	Section 4.45 & 11.2	Do you need dynamic drill down real time analytical reporting tool for reporting or reporting tool with a capability to generate various reports into different formats like xls, html, pdf, doc etc.? Please clarify?	bank requires dynamic querying facility and drill up/down of reports.
40	8 Section 3.5,3.9	Please confirm our understanding that the proposed system will be integrated with existing Core Banking solution (i.e. Finacle ver 7.0.19), Mail Messaging System and Biometrics System.	Yes, the proposed system will be integrated with existing Core Banking solution and Mail messaging System. Presently no Biometric Device/Proximity card system is operational in Bank. However HRMS package should support integration with biometric devices.
41	6,7 section 1	Please confirm our understanding that the following applications will be replaced by the proposed system: Salary System, Provident Fund System (PF), Personnel Information Processing System (PIPS), all other applications in HRMS and Payroll areas that are maintained manually.	Yes
42	15 section 8.1	Please confirm our understanding that the overall timeframe of this engagement will be 6 months of Implementation of the proposed system followed by 3 years of Warranty Support followed by 2 years of Annual Maintenance Support.	5 years from date of signing of Master contract and Service Level Agreement. Please refer Page 22, clause 19
43	9 section 3.12	What is meant by 'Project Start Date'?	Project start date will be from the date of signing of Master Contract and SLA
44	9 section 3.11	How many years of data will need to be migrated ? Can some indication be given on the type and quantity of data (in Gigabytes) that is to be migrated	For PF, Salary and PIPs, all the data available in respective packages should be migrated to proposed HRMS system. However please note that data available in PIPs is not up-to date and hence to be updated by the selected bidder manually in the proposed HRMS system. Indicative size of Oracle data dump is given below: 1. Salary data for Head Office: 100 MB 2. Salary data at each zonal office: 50 MB 3. PIPs data: 40 MB 4. PF data(Cobol seq.file): 40MB All other data maintained manually should be migrated to new HRMS by the Bidder
45	10 section 3.19	Will it be a fair assumption all the data would be provided to the vendor in the Vendor Defined Templates ?	Data as available in the current format shall be provided to the selected bidder
46	40,42 Clause 2.4.41,2.4.42,2.4.3	Does P.L mean to Paid or Privilege Leave which can be encashed ?	PL stands for Privilage Leave, which can be encashed.
47	41 Clause 2.4.21- 23	Does LFC refer to / mean Leave Travel Concession ?	Yes
48		Is the payroll run centrally from HO or decentralized to Zonal Offices?	Please refer page 6, 'Salary System'

SR.NO	PAGE NO / Reference Number	Query	Response
49		Can you please provide us with a list of zonal offices / establishments where the solution is to be implemented?	complete list will be shared with the selected bidder.However list of branches and zonal offices can be obtained from our website.
50		Does the bank wishes to provide limited access to the retired/pensioners employees ?	Every license, which Bank is purchasing from the selected bidder 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. Please refer clause 3.36
51		Considering that the existing HRMS system in on SCO UNIX, does the bank expect the proposed system as well to be deployed on SCO Unix	No such expectation
52		In case the bank has reservations for SCO UNIX, Can the existing arrangement be reused for the purpose ?	Existing arrangements can not be reused
53		Is the bank expecting to run both the existing and proposed system in parallel for some time ? If Yes, What is the pexpected time frame for such activity ?	Bank expects to run the existing system and proposed system parallely for a period of 3 months
54		Who is managing the existing the system at bank ?	Salary System and PIPS are developed and being maintained by the Bank and PF system is outsourced to third party vendor.
55		At the moment banks expects the system to be bi-lingual (Hindi and English), does bank wishes to extend the functinality to various other regional languages in future ?	All reports should be made available in bilingual format. HRMS system should have the capability for multi lingual support. At the initial stage the multi language should mean Hindi & English. However provision for other Indian Languages should be there in the software.
56		Considering the banks owns the data responsibility, Who is responsible for migrating the existing PF data from exisitng system to proposed system ?	Bidder should perform the migration activity at their own level, in coordination with existing vendor of the Bank. Data consistency after migration will be checked by the Bank.
57		Request to restrict bilingual feature in reports only. Making screens bilingual will be difficult and time consuming	Only reports should be available in bilingual format
58		25% concurrency mentioned in RFP is too high, accordingly infrastructure cost will shoot up. Please clarify whether 25% of all staff or 25% of existing staff	No change in RFP clause
59		Request to mention wheightage for technical solution in commercial template	All the bidders whose technical bid qualifies, would have equal weigtage in commercial evaluation
60	Generic – H/w platform	Please specify whether the proposed servers will be on Risc/Epic platform or Intel Xeon platform	No such preference

SR.NO	PAGE NO / Reference Number	Query	Response
61	8 Clause 3.5	Is this integration required on real time basis or through batch? What data is likely to flow between the two systems? Does Finnacle have financial reporting capabilities like Generation of Trial balance, balance sheet and other statement of accounts	All financial transactions carried out through HRMS should be incorporated in Finnacle on real time basis
62	Generic	Please mention whether we need to supply any data center components like UPS,AC.	Data centre is being managed by the Bank. However all equipments related to HRMS should be installed at DC & DR Site of the Bank and would be managed and maintained by the selected Bidder. Bidder need not to quote for data center components like UPS and AC.
63	82 - Bill of Material Annexure V	Apart from UAT / Training , any other non production environment is required (like Development, Quality Assurance)? - As per best practice Development , Quality Assurance server should be considered.	No such requirement for the Bank. However if such non production environment is part of bidders proposed solution, the same should be provided to the Bank.
64	Generic –DR Site	Where will the proposed DR site be located?	At Kolkata
65	Generic – backup	Please specify the backup window (expected time for backup to be taken)	All the modules being implemented is required to have proper backup on daily basis.
66	51 - Annexure II A- Point 3.83	What does LOP stand for : Loss of Pay ?	LOP stands for Loss of Pay
67	Annexure II A- Point 3.58	Where are accounting entries and financial results of the bank currently generated from ? Is this expected from the proposed system?	Generation of Bank's financial result is outside the scope of this RFP.
68	50 Annexure II A- Point 3.58	Where are these monthly balances currently generated from ? Is this expected from the proposed system?	Branchwise .txt files are generated by the Salary Package.This .txt file is uploaded to CBS package (Finnacle) by the branch which creates the necessary credit and debit legs (including GL posting) in Finnacle. GL heads are being maintained by the CBS package.(CBS package to be integrated with HRMS as mentioned in clause 3.5 of RFP)
69	59 Annexure II A- Point 6.46	Is PF Trust maintained by UCO Bank ? Is PF trust management and accounting part of scope ? Is bank reconciliation also expected from the proposed system	PF trust is being maintained by the UCO Bank Employee's Provident Fund Trust.Management of PF trust is outside the purview of HRMS. However proposed HRMS system should capture all other details of PF including reconciliation.
70	59 Annexure II A- Point 6.52	Is this related to PF trust accounts ? Where is this information captured today : is this manual ? Is this functionality expected from the proposed system?	Separate trusts are managing PF and Pension Accounts.PF data is available in software package as mentioned in page 6 of RFP. Pension accounts are maintained manually. Selected bidder to migrate all the PF and pension records to the new HRMS system.
71	65 Annexure II A- Point 15.2.52	In which system are travel claims lodged and are paid off / accounted for ? Is payment and settlement of TA bills desired from the proposed system?	It is presently managed manually. Payment and settlement of TA bills would be the part of the Proposed HRMS system.

SR.NO	PAGE NO / Reference Number	Query	Response
72	Generic – Financials	Is a financial reporting module (General Ledger) required / expected to be part of the proposed solution ?	GL heads are being maintained by the CBS package of the Bank. Necessary integration between HRMS and CBS system is to be done by the selected bidder.
73	69 SECTION 1.11	Please indicate the total amount of master data pertaining to promotions and transfers which need to be retained forever. W.r.t. this, please also indicate the proportionate division(in %) between the 10 yr old data and older data(retained as offline archival).	Details of promotion for existing employees is available in excel format. Details of transfer of existing employees is available in Service record of each employee, maintained manually at present. All data for promotion and transfer to be kept for ten years online for all serving employees. Entire data, after ten years, to be maintained as offline archival. All data from service record to be migrated into the new HRMS
74	81 SECTION 7.2	Please indicate whether there is a preference for any specific backup/archival software.	No preference
75	82 SECTION 4.2	Is there any other data(apart from promotions and transfer) which would be required to be backed up/archived on the tape drive. If yes please indicate the physical size of the same and the expected backup window.	All the modules being implemented is required to have proper backup on daily basis.
76	32 SECTION 1.12	Do these tests (questions) are part of the application or these tests should happen after applicant shortlisted for the vacancy?	Part of the selection process after shortlisting
77	33 SECTION 1.23	Do we have any system to track the operation data of bank?	Yes, through CBS software
78	34 SECTION 1.37	How the payment make to the panel members / invigilators/ candidates? Do we need to make payment through the system or need a provision to track the payment.	We need to keep a record of the payments
79	35 SECTION 2.1.28	Details of Security Guards on contract basis - Do we need to track all the details about the contract employees? If Yes, pls share the number of contract employees. How we are making payment / salary to the contract employees?	There are approx 80 number of Security guards on contract basis, hired from various contractors who are paid by the bank separately every month. HRMS should support data keeping of payments made to these contractors and further payments made by them to the individual security guards. All details of the contract employees should be available in HRMS. Salary payments for all contract employees are being made through existing salary package.
80	35 SECTION 2.1.29	How many Drivers are there in UCO Bank? Are they employee (regular / contract) of UCO bank? If yes, do we need to pay their salary through the HRMS system? Pls share the number of drivers in the UCO bank?	At present no driver is on contract basis. Some drivers are regular employees of the Bank and are included in sub-staff strength. Some other drivers are personal drivers of executives and are getting remuneration directly from the concerned executive. HRMS should keep record of payment to the executives and further payments by them to their personal drivers.
81		Do we need to consider for elearning (online training)?	Please refer page 53 point 4.20

SR.NO	PAGE NO / Reference Number	Query	Response
82		Bidder suggestion for clause amendment: The Bidder should have implemented HRMS/ PIS solution in at least one scheduled commercial bank/ Central Government / Large Corporate of India having minimum 8000 employees. The above HRMS solution should have been implemented in India.	No change in the RFP clause
83		Bidder suggestion for clause amendment: Bidder should have minimum turnover of ` 300 Crores in each of the last three financial year (2009-10, 2008-09, 2007-08) and at least 100 cr should be from BFSI. Ca/ Auditor certificate should be provided	No change in the RFP clause
84		CMMi Level 5 and ISO 27001: This should be included in the Bid	No change in the RFP clause
85	Cl 2.2 / pg 7	Is it acceptable if the consortium partner but not the primary bidder has the requisite experience?	Not acceptable
86	Cl 3.3 / pg 8	Will the HRMS servers maintain separate tape library, firewalls, etc. or will share those of the CBS servers?	Proposed HRMS system should have separate hardware infrastructure etc independent of CBS infrastructure
87	Cl 3.5 / pg 8	The Finacle based CBS data schema must be revealed to the HRMS vendor	Required data would be provided to HRMS selected bidder. Selected HRMS bidder shall coordinate with CBS vendor, at their own level.
88	Cl 3.6 / pg 8	What will be the PF data volume ?	Approximately 40 MB
89	Cl 3.11 / pg 9	Are all data to be migrated available in electronic form? What will be the volume? Is there any need for migration thru' manual data entry? What volume?	Only PF, Salary and PIPs data is available in electronic format. However please note that data available in PIPs is not up-to date and hence to be updated by the selected bidder manually in the proposed HRMS system. All other data is being maintained manually which should be migrated through manual data entry by the selected bidder.
90	---Application software testing, versioning..	Bank will need to test various versions before deployment? Should the bidders consider separate test environment for testing, prior to deployment in production environment ? These are standard practices.	Before moving each module to production environment, the same would be tested by the Bank from the UAT server
91	Cl 3.18 / pg 9	Does bank have in mind any specific Data mining, warehousing tool, e.g., Business Object, Cognos, etc.etc.?	Bank do not have any such reservations
92	Cl 3.22 / pg 10	The Bidder should provide infrastructure and software licenses capable of handling current employees, retired employees as well as new recruits: what will be the total no. of such staffs?	Please refer page 5, introduction, Page 10, clause 3.22 and Page 11, clause 3.31
93		Penalty cap of 100% of Order value is too high, request to reconsider the cap	No change in RFP clause

SR.NO	PAGE NO / Reference Number	Query	Response
94		AMC amount for 1st year and 2nd year may be different. However no such bifurcation is given in commercial template	No change in RFP clause. Bidders should strictly follow the commercial template provided as annexure to the RFP
95	Section 2, Sub-section 2.2 on Pg 7,	the eligibility clause reads as "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.". IBM India is at present implementing a similar solution for a Public Sector Bank in India. We would request your kind self to update the wording from "have implemented" to "Have implemented/Implementing".	No change in the RFP clause
96	Section 17(Bid Opening & Evaluation Criteria) Pg 22	Clause reads as " 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.". As per the above statement, lowest TCO (L-1) will only be the sole factor for awarding of contract post scores of 75% and above in Technical & Functional evaluation. We would request to give due weightage for both Technical and Commercial Offer so that UCO gets the best solution	No change in the RFP clause
97		For reference, the RFP for "Appointment of Technical and Project Management Consultant on a Retainer basis (RFP Ref No : IT/2010-11/1627) Section 1.8Pg 38 Section 1.8.2 states that "Under CQCCBS (Cost Evaluation under Combined Quality cum Cost Based System), the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightage of 30%" gives due credit to both technical and commercial offer, we would request the same evaluation criteria for RFP Ref No :HRM/TPC/1095/2010-11 as well.	No change in the RFP clause

SR.NO	PAGE NO / Reference Number	Query	Response
98	Clause No. 2.4	Would request Bank to kindly relax the minimum turnover criteria to average Rs. 150 crores and above for the last Three financial years with a minimum turnover cap of Rs.50 crores each year from BFSI Sector as this would enable reputed firms to participate with strong background of large scale implementations specific to the Banking Sector.	No change in RFP clause
99	Clause No. 3.17	Would request bank to kindly clarify on the requirement for having a self e-learning training kit for all modules(entire solution), though the training to end users , Core HR Team, system administrators is envisaged as a part of the scope in the RFP. Alternatively, can we propose for a self Automated demo of the proposed application inspite of a e-learning training kit / application, with job cards.	e-learning kit should be designed in a simple and comprehensive manner for easy understanding of the users
100	Clause No. 3.9	Biometric interface requirement – attendance file upload facility can be provided for various branches to authorized persons – please clarify if this is what is required	HRMS package should support integration with biometric devices. However supply of such biometric devices by the bidder is outside the scope of this RFP
101	Clause No. 3.17 The solution should provide a facility for processing payroll, reimbursements, etc. at Head Office, Zonal Offices and Branch levels.	Since bank has floated the requirement of web enabled solution, the proposed activities like processing of payroll , reimbursements,etc can be handled from any location at any given point of time through web access by concerned employees either at the branch level of Head Office level. Is there any other specific requirement to restrict such facilities at any other levels.	Selected bidder should parameterise such restrictions as per the requirement of the Bank at the time of implementation
102	points raised during pre-bid meeting	Pensioners payroll(pension disbursement) will be outside the regular employees payroll processing or whether both are going to be processed together in proposed HRMS	Processing of Pensioners payroll and regular employees payroll should be handled by HRMS
103		It is mentioned that existing employee strength will grow at 15% annually. Whether license cost to be calculated factoring the above growth for next 5 years	The HRMS application proposed should be an enterprise wide application. Please refer page 11,clause 3.36. No extra payment for such increase in number of employees to be made by the bank.
104		Whether PF investment is within the purview of HRMS?	Investment of PF and pension is the prerogative of the Bank. However maintenance of records of investment like terms of investments, dividend due, maturity should be part of HRMS
105	11 CLAUSE 3.36	Suggestions for UCO Bank : HR Dept & Managers to have Transactional type of license All the other employees to have self service type of users Pensioners to have restricted type of users so that they can only update their data & view pay slips or Form 16	No change in RFP clause

Addendum Note: All Bidders are advised to submit to the Bank an undertaking that the database licenses quoted by them are adequate so as to take care of integration with other packages such as CBS-Finacle and Mail Messaging System. In case it is found that the licenses are inadequate at any point in time during the project, the selected bidder shall provide adequate number of required licenses at no extra cost to the Bank.

Deputy General Manager (HRD)