



**INFORMATION TECHNOLOGY DEPARTMENT  
CORPORATE OFFICE,  
DHANLAXMI BANK LIMITED,  
NAICKANAL, THRISSUR, KERALA - 680001**

**Request for Proposal**

**FOR**

**Human Resource Management System (HRMS)**

[Supply, Customization, Deployment, Integration, Maintenance and Support]

**RFP No: DLB\_IT/ RFP/ 2019-20/003 V1.0**

**05<sup>th</sup> September, 2019**

**RFP for Integrated Human Resource Management System (HRMS)**

**RFP Details in Brief**

<b>RFP No. and Date</b>	RFP No: DLB_IT/ RFP/ 2019-20/ 003 Dated - 05/09/2019	
<b>Brief Description of the RFP</b>	Integrated Human Resource Management System (HRMS)	
<b>Bank's Address for Communication</b>	Head-IT & Digital Banking IT Department 4th Floor, Corporate Office Dhanlaxmi Bank, Naickanal, Thrissur Kerala – 680001	
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**Notice &Disclaimer**

The information contained in this Request for Proposal (“RFP Document”) or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Dhanlaxmi Bank Limited (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is neither an offer from Dhanlaxmi Bank nor its affiliates. The purpose of this RFP is to provide applicants who are qualified to submit the bids (“Bidders”) with information to assist them in formulation of their proposals (“Bids”). This RFP does not claim to contain all the information each Bidder may require. Each Bidder

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may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The bidder shall obtain independent advice or verify with Bank wherever necessary. Bank makes no representation or warranty, express or implied, and shall incur no liability whatsoever under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The information contained in the RFP document is selective and is subject to update, expansion, revision and amendment. Bank does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein, which may become apparent. Bank reserves the right of discretion to change, modify, add, cancel or alters any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available/accessible to all recipients by Bank.

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Bank does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. Further, Dhanlaxmi Bank also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Dhanlaxmi Bank shall be final, conclusive and binding on all the parties directly or indirectly throughout the process of this RFP.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank's website for any changes / development in relation to this RFP.

Any expenses incurred by the bidders in responding to this RFP will need to be borne by them; Bank will not compensate/reimburse any such costs.

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## **RFP for Integrated Human Resource Management System (HRMS)**

### **1. INTRODUCTION**

[Dhanlaxmi Bank](#) is a leading Private sector Bank in India having its presence in major states. Incorporated in November 1927, Dhanlaxmi Bank (here in after known as “DLB”) headquartered at Thrissur in Kerala has presently 250 branches spread across India.

As part of technology transformation, Bank intends to replace the existing HRMS system and evaluate a new comprehensive solution encompassing all the functionalities of HR operations.

### **2. OBJECTIVE**

The purpose of this RFP is to invite bids from vendors offering comprehensive HRMS software that will support Banks HR department in its systemized approach to people management, captures the HR functions into workflow. The system shall conform to an easy-to-use interface, enable end to end HR activities to be performed in a time-effort-money saving manner.

### **3. SCOPE OF WORK**

The bidder has to undertake the following activities towards the implementation of HRMS application.

1	Delivery, Installation, Configuration of HRMS application in Bank’s Data Center/DR/Near DR/UAT sites in on premise model. The application server operating system can be Microsoft Windows Server (preferable) / Linux. The database can be on Oracle (preferable) / MS SQL Server.
2	Implement the HRMS system by undertaking the relevant activities of customization, parameterization, data migration, development of interfaces with other relevant applications, SIT, UAT, user training and Go-live.
3	On-site comprehensive warranty - The Bidder should maintain the system during support period, onsite / offsite support to fix bugs (including Custom modules). During this period, the Bidder is bound to do all software up-gradation, bug fixing, customisations and environment compatibility activity without extra cost. During this period, the application shall be fully operational.
4	In case onsite support is required, Bank will decide whether it is essential and act accordingly. SLA has to be sign for the uptime commitment with respect to the bug fixing. Response time within define time frame, as mentioned in this RFP and also as agreed upon with the Bank during/after implementation.
5	Whenever, new product version is released, the same shall be provided to the Bank with all retrofits considered at no additional charges.

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6	The successful bidder needs to coordinate with the respective IT officer who will be the SPOC assigned by the bank in respect of installation/configuration.
7	The Bidder shall appoint a representative who will be single point of contact to the DLB as mentioned in the section 3.1.
8	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply, installation & configuration of software up to acceptance by the DLB and also includes product documentation, license certificate, product training, data migration, interfaces with other relevant systems, support for SIT, UAT, Go Live, warranty, annual maintenance (if contracted).
9	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the HRMS.
10	The Bidder shall provide all other required Software/patches and services (if any), whether or not explicitly mentioned in this RFP, to ensure the successful installation and operation of the HRMS application.
11	The selected bidders shall provide service/support on all working days except bank holidays (9.00 AM to 7.00 PM). However, during critical issues that requires immediate resolution, bidders have to extend remote/ onsite support as the case may be at no additional cost.
2	The Successful bidders should ensure to resolve the problem as per the resolution/response time mentioned in the RFP.
13	The Bidder shall maintain a help desk/portal to log the call through telephone/24x7 support.
14	All the items would be covered under comprehensive warranty/AMC. If there is any gap between DLB's requirement and warranty/AMC, then it will be the responsibility of bidder to fill up the gap.

The bidder(s) has to submit an acceptance/undertaking along with the delivered items, signed by the authorized person, certifying that all the components/software used in the proposal are required for the functioning of the system. If any open source software (OSS) is proposed by the bidder as part of the solution, the bidder should provide the details of such software and also undertake to indemnify the Bank for any damages/cost incurred by the Bank by virtue of using such software.

### 3.1 Project Completion and Management

For smooth completion of project, the Bidder should identify one person as its representatives and as a single point of contact for the DLB. The bidder should also indicate an escalation path within the bidder's organization, reaching up to the top management to address any issues that cannot be resolved by its identified project representative. Project implementation team should be conversant with DLB rules and conditions to resolve the issues, if any. Selected Bidder has to ensure that their activities/deliverables are completed on or before the timelines indicated in the project plan that will be agreed upon. Bidder have to share road

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map along with time line of all stages involved in project with DLB and make sure that their team follow it strictly. If there will be any deviation from define stage/time frame, bidder shall overcome the same by involving extra resource to meet deadline.

As Bank is already having HRMS application in use, it is the responsibility of the bidder to migrate data without any data loss (including historical data) from the existing application to the proposed application. Also bidder should be able to accommodate custom reports based on HR department requirement on these migrated data.

Bidder has to create a separate test environment (UAT) for the use of the DLB's Testing Team and Bidder has to enable/support the following activities as part of overall project implementation

- Unit Testing
- Functional Testing
- System Integration Testing
- User Acceptance Testing
- Performance Testing
- Security Testing

Getting approval from IT, ISG, HR teams are a prerequisite to proceed with production. Maintaining Issue Log Sheet (ILS), Deployment Log, Patch Release Log and other activity log files are mandatory and have to be shared on regular basis with DLB for smooth completion and functioning of HRMS application.

### **3.2 Project Planning, Monitoring and Control**

- The Bidder shall develop a Project Management Plan. The plan shall also detail all milestones and indicate when the required deliverable will be available to DLB.
- The progress of the implementation shall be monitored on regular basis and the deviations, exceptions shall be analysed and corrective actions to be recommended / suggested.

### **3.3 The Deliverables shall be**

- Project Management Plan
- Progress Reports at Key Milestones/Periodicities

### **3.4 Project Reporting**

- The first progress report would be submitted for the first milestone which would be the date of delivery. A weekly progress report shall be submitted thereafter. Also the Bidder shall report on items by exception or that require urgent action.

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- Monthly Project Execution Committee meetings will be held at DLB premises mostly in Thrissur or Bengaluru or as decided by the Bank. The Bidder is required to provide a report on the following:
  - Progress against the Project Management Plan
  - Status of all open issues and risks

### **3.5 Support –Terms and Conditions**

The selected bidders shall provide service/support on all working days except bank holidays (9.00 AM to 7.00 PM). However, during critical issues that requires immediate resolution, bidders have to extend remote/ onsite support as the case may be at no additional cost.

The Bidders shall submit a list of support centre addresses, contact person & the resolution/response matrix.

### **3.6 Response Time and Meantime to Restore (MTTR)**

Issue response time and rectification/resolution time bidder has to be share with DLB. The bidder has to provide necessary tool to raise issues with their support team and facilities to track the same.

The resolution time for issues is given below:

<b>Issue Type</b>	<b>Resolution Time to resolve the issue</b>
Critical	4 hrs.
Major	24 hrs.
Minor	3 working days

**Note:** For all critical and major issues, temporary solution shall be provided within 1 hour for business continuity, till permanent resolution of the issue based on Issue Type

The issue type (Critical or Major or Minor) will be decided by the Bank’s team. An “Issue” will be considered as “Resolved” only by the Bank’s IT team and Bank’s decision on the categorization / status of the issue is final.



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### **4. HRMS REQUIREMENT**

Bidder should propose only web based solution that support latest versions of standard browser such as (but not limited to) Internet Explorer, Google Chrome, Mozilla, Microsoft Edge etc. Further, the bidder should clearly mention browsers and versions that are not supported by the solution.

The solution must support smart mobile phones, tablets with operating systems Android (6.0 & higher), iOS (10.0 & higher) through downloadable apps and the mobile app shall be closely integrated with the core product with required authentication. Application has to be supported by Banks MDM.

The exhaustive list of features / functionalities expected in the system is detailed below. The Bidder has to propose their solution if the features matches with the below list.

<b>Sl. No</b>	<b>Modules</b>
1	Employee Profile (including dual / multiple reporting)
2	Attendance Module (including biometric/bulk upload facility), History, Single Window System to view real time employee attendance (Central Office / Zone / Region / Branch / Scale wise etc.)
3	Single sign on through HRMS for other applications (Two or three factor authentication with latest technology embedded into the system). Further the solution must be capable of supporting LDAP integration.
4	Leave Module
5	LFC & Leave Encashment module (LFC / LTA)
6	Performance Management System (PMS)
7	Transfer & Promotion Module(Employee Movements)
8	Separation / Relieving Module
9	Recruitment Module
10	On boarding & Induction Module
11	Training Module (LMS). Interactive presentation to the end users to attend training online. Online training modules have option to develop the training material and publishing the same. Evaluation of all staff through online tests, department wise etc. with automation of time for each member or team.
12	Service Request (Query Management)
13	Survey / Poll
14	Help desk / Org. Announcement , FAQs
15	HR Policies
16	Submitting claims and declaration forms (Reimbursement Module). Do it yourself pages for each request for admin to automate application submission related to HR. Few use cases : medical bills, mobile, nomination of PF / gratuity, PF withdrawals, travelling allowance etc.
17	Holiday maintenance (specific to a location and multiple locations in a state, individual branches / location)
18	MIS Report
19	Payroll Calculations (IBA, CTC, Contract pattern)
20	Arrear Computation and Processing for all salary modes, Subsistence

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	Allowance
21	IT Declaration, Proof Submission, Calculations, Form 16, Quarterly / Annual Return filing data reports. Work flow automation of employee LTA, Loan requests, overdrafts, Provident Fund (Processing from employees to PF trustees), TA (processing from employees to finance/accounts team), Leased HRA etc.
22	Pay slip generation (Actual, Tentative)
23	Maintenance of Provident Fund Trust account
24	F & F Settlement
25	Audit Trail including Geographical recording of login/logout
26	Notification and alert (on specific event via email or SMS)
27	Organizational chart
28	Pension Calculation and Payment
29	Gratuity Calculation
30	CTC Allocation
31	Zonal / Regional Restriction
32	Employee skill mapping/evaluation/Online Test
33	HR Letters
34	Account Master (SB & Loans) linked to payroll
35	Disciplinary Action Tracking. Management of employee profile and multilevel approvals of employee transfer at Central / Regional office.
36	Chat bots for conversational interface, and also able to fetch the relevant information from Circulars, Previous Issue Resolutions (Employee Query addressed by HR or concern department handler) etc.
37	Integration with various peripheral systems for identity access management. REST and XML APIs, web-services for seamlessly integrating with bank's source systems like the data warehouse, Core Banking, DMS etc.
38	Admin Modules for User management, Security Management Setup with maker checker concept, Security Reports, Broadcast, Audit Trails, and Reports.
39	Configurable parameters to align the system to support periodic revision of service conditions and emolument structure as part of the bipartite settlements or otherwise.
40	Facility to create new forms / add new fields and integrate APIs of other systems by the Bank's internal IT team.

HRMS has to be a repository of all the service records of employees of DLB. An employee shall have the facilities to apply for leave, do attendance regularization, reports, requests or grievances. They should be able to receive the sanction or reply online from their reporting authority. HRMS software should automatically prepare all accounts and registers of an employee like Service Book, Leave Account, Salary Account, Incumbency Chart etc., retrieving relevant data from transactions.

It also should help the superannuating employees to prepare their F&F calculation, clearance process on the click of buttons and help authorities to complete the process easily and quickly. Past transactions are captured as legacy data and incorporated into the database, and

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subsequent transactions are recorded in real time. The Service Book of each employee is the backbone of HRMS database, being the most complete repository of such transactions.

### **5. WARRANTY & SUPPORT**

- The Bidder further represents and warrants that all licenses delivered /rendered under and in accordance with this contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.
- The minimum warranty period shall be 1 year from date of successful Go Live.
- Upon receipt of notice of issue/error, the Bidder shall, with in the SLAs that are agreed upon, fix issue/error thereof, without cost to DLB.
- If the Bidder having been notified fails to fix the defect(s) within the period specified in their contract, DLB 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 DLB may have against the Bidder under and in accordance with the Contract.
- During the warranty / AMC period, the successful bidder has to provide the customisations / upgrades in the existing software on account of regulatory guidelines, End of Life / Support of operating system, database, middleware/s etc at no additional cost to keep the software comply with the regulatory / infrastructure specifications.

### **6. DATA MIGRATION**

- All data residing in the current running HRMS, Payroll & PMS systems of the BANK should be migrated into the newly implemented system.
- Data integrity and Consistency to be checked thoroughly by vendors before porting into the new system.

### **7. EXPECTED GO LIVE DATE**

GO LIVE date of all modules of the application has to be within six months from the date of release of PO.

### **8. OBSOLESCENCE**

The proposed product should be on premise model and should not be under “End of Life /Support” for the next Ten (10) years from the date of Purchase Order and bidder will ensure that the stipulated Support and maintenance facilities on the software will be available for a minimum period of Ten (10) years. Bidder shall provide upgrade patches/releases to keep the software free from obsolescence risk.

### **9. SYSTEM DEMONSTRATION/PROOF OF CONCEPT**

Bidder shall conduct Proof of Concept/System Demonstration wherein the Bidder has to demonstrate the implementation of the application as per the requirement of the DLB. The Bidder shall submit detailed reports of the test outcomes to the DLB. Bidder may highlight the noteworthy/superior features of their application/product by reference calls and site visits.

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The Bidder will demonstrate/substantiate all or a few of the claims made in the Technical Bid to the satisfaction of the DLB, the capability of the application to support all the required functionalities at their cost in their lab/office/in any other organization where application is in use. The Bidder should use their own application/tools/utilities/simulators to demonstrate the features laid in the RFP/evaluation criteria.

### **10. DOCUMENTATION**

The Bidder is required to provide the complete documentation HRMS application which must be included but not limited to: Functional Specification, Technical Document, SOP, Solution architecture, User Manuals (admin, operational, end user, housekeeping), Support contact number and Escalation Matrix.

### **11. SECURITY COMPLIANCE**

It is the policy of the Bank to conduct an internal and external IS audit on all the applications. Vendor has to comply with the security standards laid down by our IT & IS policy in the application. The policy guidelines in this regard can be shared for further clarity and conformity, when required. If there are audit objections/gaps in the security regime, the same shall be fixed by the successful bidder at a reasonable timeframe during the Warranty / ATS/AMC period at no additional commercials.

The Solution should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank and the RBI.

### **12. INSTRUCTION TO BIDDERS**

- The Bidder shall bear all the costs associated with the preparation and submission of their bid.
- Bidder should submit the bid strictly as per RFP failing which bid will be rejected as non-responsive.
- At any time prior to submission of bids, the DLB may (for any reason) modify the Bidding Documents through amendments at the sole discretion of the DLB. In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the DLB may, at its discretion, extend the deadline for submission of bids.

### **13. TERMS & CONDITIONS OF THE BIDDING FIRMS**

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.

### **14. SUBMISSION OF BID**

Bidder need to submit their Proposal/Offer in three parts as explained below. Partial bids will not be accepted. Bidder has to submit the response to this RFP with a letter signed by an authorized signatory (a senior executive of the company who has been delegated with such powers) confirming the information provided in the proposal.

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The **Part A** of the proposal should contain entire details on Eligibility Criteria, Hardware, Software, Database, Operating System, Middleware, System Software required to run the HRMS applications proposed in Part B. The recommendation should be based on the modules, functionality and data processing shared by the DLB to the Bidder. Bidder is at liberty to provide more than one recommendation. (More details are available in **Annexure section**).

The **Part B** of the proposal should contain entire solution for implementing their HRMS application and migration of the existing HRMS application with necessary interface to third party applications as detailed in the RFP. Broadly the solution should cover the following but not restricted to the below items alone.

- Project Plan
- Manpower Plan
- New HRMS applications and its modules
- Solution architecture
- Gap Study Plan
- Data Migration Plan
- Customisation details
- Training Plan
- Migration Strategy (minimum two strategies to be given)
- Business process re-engineering
- Configuration of new HRMS
- Product fitment
- User Manual for admin, operational, end users
- Development of interface to third party applications
- Testing Plan
- Mock run Plan
- Bidder Profile
- Quality Certificate and other awards obtained by the Bidder
- Draft Contract with Scope of Work form to be executed in the event of selection of the Bidder
- Draft Performance Guarantee to be executed in the event of selection of the Bidder
- List of APIs / Web Services for integration
- Any Other information relevant to the Bid

The **Part C** of the proposal should contain all the commercials for the solution given in Part B. Bidder to provide annual AMC/support charges for the next 10 years after the warranty period as part of the commercial bid.(Details are available in **Annexure-3**)

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### **14.1 Commercial Bid:**

- All the component of commercial quote should be in INR.
- The quote should be exclusive of all applicable taxes and levies.
- Validity of the commercial bid shall be 90 days from the date of submission.
- The Bidder has to quote for all the components/services mentioned in Part B of the RFP. Bidder is allowed to add additional components, modules, facility to fulfil the RFP requirement and the same need to be described in a separate annexure with full details and its cost.
- The commercial quote shall be inclusive all expenses like travel, boarding, etc., if any.
- Except for the commercial quote given in the Part C, Bidder should not raise any other bill in the event of awarding the contract in favour of the Bidder.

Bidder is advised to study the bid document carefully. Submission of bid is deemed to have been done after careful study and examination of the bid document with full understanding of its implications. Bids not strictly in accordance with these instructions are liable to be rejected.

The Bank is not responsible for any assumption made by the Bidder for arriving any type of sizing. As part of proposal, Bidder has to undertake performance testing and proofing of the solution at the Bank's premises with the hardware as recommended by the Bidder.

### **14.2 Bidding Process:**

The Bidder should submit proposal in the following address on or before Last Date of submission of RFP. The Bank shall not be responsible for any delay in timely submission of tender bids due to any reason whatsoever. Late proposals shall not be accepted under any circumstances. Tenders once submitted shall be final and no amendment shall be permitted after the close of the bid. Bidder should not submit multiple bids.

#### **Address for Communication:**

Head-IT & Digital Banking  
Information Technology Department,  
Dhanlaxmi Bank Limited.  
Corporate Office,  
Naickanal, Thrissur, Kerala – 680 001

Bidder shall send soft copy of the response to [hoits@dhanbank.co.in](mailto:hoits@dhanbank.co.in). Bank reserves the right to decide on compliance of any terms and conditions, to reject entire proposal or part of proposal, without assigning any reasons. The decision of the Bank in this regard will be conclusive, final and binding on the bidder.

Bank reserves the right to adjust the arithmetic and other errors in the proposals submitted in the manner in which Banks deems proper and appropriate.

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Any Assumptions, Limitation, Exclusion to be clearly mentioned. If in case such as assumption, limitation, exclusion are not mentioned, Bank reserves the right to deem no exclusions are there and all the features as sought in the RFP will be provided by the vendor, at no extra cost to the Bank.

### **14.3 Evaluation of the Bid:**

Bank will undertake the evaluation either by them or will appoint independent consultant to the task. The evaluation will be based on overall scoring of marks allocated to Technical, Solution, Commercial information available in Part A,B and C of the proposal documents submitted by the Bidder.

Evaluation Parameters, *inter alia* includes:

- Price
- Technical merit
- The Vendor's past performance on contracts
- The Vendor's established base
- The Vendor's ability to provide service, maintenance, and training
- The Vendor quality/strength/location
- Timeliness and thoroughness of response
- Un-priced bill of quantities with makes models of equipment
- Project plan
- Architectural drawings, layouts, necessary schematics
- Compliance to technical merit
- Collaborative potential with Bank
- Certifications if any that have been obtained
- Functional fit
- Implementation approach

## **15. MODIFICATION OF BIDS & CONTACTING THE DLB**

- Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.
- Any effort by a bidder to influence the DLB in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the bidders bid. DLB decision will be final and without prejudice and will be binding on all parties.
- No Bidder shall contact the DLB on any matter relating to its Bid, once after technical evaluation is over.

### **DLB's right to accept or reject any bid or all bids**

The DLB reserves the right to accept or reject any bid or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the DLB's action.



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### **16. CONFIDENTIALITY**

The bidder shall not, without the written consent of the DLB, disclose the contract or any provision thereof, any specification, or information furnished by or on behalf of the DLB in connection therewith, to any person(s). The bidder shall not, without the prior written consent of the DLB, make use of any document or information except for purposes of performing this agreement.

### **17. SIGNING OF CONTRACT**

The successful bidder(s) shall mandatorily enter into a Service Level Agreement (SLA), Non-Disclosure Agreement (NDA) and integrity Pact (IP) with DLB, within 30 days of the award of the tender or within such extended period as may be permitted by the DLB. The letter of acceptance and such other terms and conditions as may be determined by the DLB to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

### **18. PAYMENT TERMS**

Software, Support and AMC payments would be made on Production of invoices as per below terms:

#### Software Implementation and Licenses

<b>Sr. No.</b>	<b>Activity Payment % to be released</b>
1	25% along with the PO as an Advance
2	40% after implementation, commissioning & final acceptance of the Application
3	25% after training and Go-Live of the Application
4	10% after 1 month of successful Go-Live

1. Locations refer to head-offices, central and regional offices, Data Center, DR/Near DR sites, belonging to the DLB.
2. Payment for procurement of software and licenses would be made on submission of invoices and report of delivery/commissioning of licenses. The warranty, if any for the procured licenses will start after GO LIVE.
3. All payments shall be subject to TDS, if any, as per the tax rules at the time of Payment. DLB shall deduct TDS as per the government rules from the invoices submitted by the bidder.
4. For payments, Certificate of TDS deduction will be provided by the DLB as per the regulations.
5. Payments may be withheld in case all the deliverables are not met and will be based on SLA terms.
6. All out of pocket expenses, travelling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement should be included in the amounts quoted and the



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Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging.

7. All the payments to the Successful Bidder shall be subject to the performance/ delivery of the Services to the satisfaction of DLB for this purpose.

Notwithstanding anything contained in this RFP/ the Contract or in any other document(s) under no circumstances DLB shall be liable to the Successful Bidder and/or its employees/personnel/representatives/agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of the Contract:

- DLB shall not have any liability whatsoever in case of any third party claims, demands, suit, actions or other proceedings against the Successful Bidder or any other person engaged by the Successful Bidder in the course of performance of the Service.
- DLB reserves the rights to dispute/deduct payment/withhold payments/further payment due to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the DLB at its sole discretion adjudge.
- Successful Bidder shall permit DLB to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract.
- It is clarified that the any payments of the charges made to and received by authorized Successful Bidder personnel shall be considered as a full discharge of DLB's obligations for payment under the Agreement.
- The Bidder will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government levies viz. Customs duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

## **19. CLARIFICATIONS REGARDING RFP DOCUMENT**

Before bidding, the bidders are requested to carefully examine the RFP Document and the terms and conditions specified therein. In case the bidders require any clarification on this RFP, the query may be sent to e-mail addresses: [hoits@dhanbank.co.in](mailto:hoits@dhanbank.co.in)

## **20. EXECUTION OF AGREEMENT**

On awarding the contract, the successful bidder and DLB should execute an agreement, which states the responsibilities and obligations of each party with the other, as per DLB's outsourcing policy. The Bidder should sign and execute this Non-Disclosure Agreement before the execution of this Contract. The contract will be for a period of Three years.

## **21. NOTIFICATION OF AWARD**

The acceptance of a tender, subject to contract, technical compliance, commercial considerations & compliance with all the terms and conditions mentioned in this RFP will be communicated in writing by means of placing order at the address supplied by the vendor in

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the tender response. Hence any change of address of the vendor, should therefore be timely and promptly notified to us. The Bank will not have any liability to inform the bidders who have not been selected.

## **22. ANNEXURES**

### **Part - A**

Annexure - 1 Eligibility Criteria

Annexure - 2 Acceptance of Terms and Conditions

Annexure - 3 Technical Specification

### **Part - B**

Annexure - 4 Solution Details

### **Part - C**

Annexure - 5 Commercial Offer

Annexure - 6 Non Blacklist Declaration Format

Annexure - 7 OEM/Manufacturer Authorization Format

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**Annexure – 1**

**Eligibility Declaration Format**

Bidder need to be filled in below table

Sl.	Eligibility Criteria	Proof	Complied (Yes / No)	Proof submitted (Yes / No)
1	The bidder must be a company registered in India under the Companies Act 1956/2013. The bidder should also be registered with GSTN (Supporting documents with GSTN number.)	Year of Incorporation - GSTN Number - Registered Office City – Registered Office Address -		
2	The bidder may be either an OEM or an Authorized Partner or System Integrator of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly then an OEM may bid through their Authorized Service Partners or System Integrator. (Manufacturers Authorization letter from OEM in favor of Bidder. (Template available in Annexure- 7))	OEM Name		
3	The OEM/Bidder should have a minimum annual turnover of at least Rs. 25 Crores in each of the last two financial years (i.e. 2017-18 & 2018-19). The OEM/Bidder should have made net profit in last financial year (i.e. 2018-19). - Audited Balance Sheet of the last three financial.	i. Certified / Audited P & L and Balance Sheets for last 3 financial years (FY 2018-19, 2017-18,2016-17)  ii. Certificate from the Chartered Accountant mentioning the Global IT Annual Turnover & Net worth of last 3 financial years (FY 2018-19, 2017-18,2016-17)	2018-19: 2017-18: 2016-17:	

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4	The bidder should have minimum 5 years of experience in Design, development and implementation of HRMS system	Self – Declaration and Work Order copies to be submitted		
5	Product offered has been supplied and successfully running in at least 5 Banks in India. The HRMS licenses supplied should be perpetual and cover all Employees of the Bank. The number of user license should be unlimited. - Documentary proof to be submitted.	Details of Banks where HRMS is supplied		
6	The bidder preferably should have ISO 9001:2000, Capability Maturity Model for software (SEI-CMM) level 5 Certifications.	Latest audit surveillance report of ISO certification to be submitted		
7	Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business	Copy of relevant Documents to be submitted		
8	The bidder should not have been blacklisted by Government, any govt. department, PSU or any Bank	(Self-declaration. Template available in Annexure- 6).		



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**Annexure - 2**

**Acceptance of Terms and Conditions**

(Letter to the bank on the bidder's letterhead)

To

Head-IT & Digital Banking  
Information Technology Department,  
Dhanlaxmi Bank Limited.  
Corporate Office,  
Naickanal, Thrissur, Kerala – 680 001

Dear Sir,

Sub: RFP – Human Resource Management System. (DLB\_IT/ RFP/ 2019-20/003 V1.0)

With reference to the above RFP, having examined and understood the instructions, terms, conditions, annexure and amendments forming part of the RFP, we hereby enclose our offer for the HRMS solutions as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms/conditions as mentioned in the RFP and all required information /annexure is enclosed. Also we conform that the all information/details enclosed are true and fully aware that if anything found false/wrong in later stage, invite penalties/legal action by Dhanlaxmi Bank.

Further, we undertake that the proposed hardware / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done).

We also confirm that the offer shall remain valid for 3 months from the date of the offer. We hereby undertake that the equipment/items/solution to be delivered to the Dhanlaxmi Bank will be brand new and latest.

We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

Authorized Signatory

Name Designation

Office Seal

Place:

Date:

**RFP for Integrated Human Resource Management System (HRMS)****Annexure - 3****Technical Specification**

Bidder may propose required hardware specification in the below format.

<b>Sl. No.</b>	<b>Components/Features</b>	<b>Bidder's Response</b>
1	Memory / RAM	
2	Processor	
3	Hard Disk Drive	
4	Operating System	
5	Data Base	
6	Software Requirements	
7	Additional Requirements	

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### **Annexure -4**

#### **Solution Details**

Bidder has to submit the following solution details as **Annexure-4**

- Project Plan
- Manpower Plan
- HRMS Application and its Modules
- Solution Architecture listing the functional and technological components, interactions with other relevant systems etc.
- Gap Study Plan
- Data Migration Plan
- Customisation Details
- Training Plan
- Migration Strategy (minimum two strategies to be given)
- Business Process Re-Engineering
- Configuration of HRMS
- Product Fitment
- User Manual (for admin, operational and end users)
- Development of Interface to Third Party Applications
- Testing Plan
- Mock Run Plan
- Bidder Profile
- Quality Certificate and other awards obtained by the Bidder
- Draft Contract with Scope of Work form to be executed in the event of selection of the Bidder
- Draft Performance Guarantee to be executed in the event of selection of the Bidder
- List of APIs / Web Services for integration.
- Any Other information relevant to the Bid

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**Annexure – 5**

**Commercial offer**

<b>SI No</b>	<b>Description</b>	<b>Rate in Rs.</b>
1	Total Charges for Design, Development & implementation of web based HRMS application (Provide bifurcations of various cost involved)	
2	Annual Maintenance Charges	

All prices are exclusive of taxes.



**RFP for Integrated Human Resource Management System (HRMS)**

**Annexure -6**

**Non Blacklist Declaration Format**

(On Bidders' letter head)

Date:

To

Head-IT & Digital Banking  
Information Technology Department,  
Dhanlaxmi Bank Limited.  
Corporate Office,  
Naickanal, Thrissur, Kerala – 680 001

Dear Sir,

Sub: Non Blacklist Declaration by <Bidder Name> for RFP No. DLB\_IT/ RFP/ 2019-20/003 V1.0 Dated 05/09/2019

We <Bidder Name> having our registered office at <Bidder Address> are an established and reputed company, do hereby declare and confirm that we and our proposed product OEM are not currently blacklisted by any Central/State Govt. or any Bank.

<Bidder Name>

<Authorized Signatory>

Name:

Designation:

*Note: This letter of authority should be on the letterhead of the Bidder and should be signed by a person competent and having the power of attorney to bind the Bidder. It should be included by the bidder in its bid.*



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**Annexure - 7**

**OEM/Manufacturer Authorization Format**

(On OEM's letter head)

Date:

To

Head-IT & Digital Banking  
Information Technology Department,  
Dhanlaxmi Bank Limited.  
Corporate Office,  
Naickanal, Thrissur, Kerala – 680 001

Dear Sir,

Sub: OEM Authorization for RFP (DLB\_IT/ RFP/ 2019-20/003 V1.0 Dated 05/09/2019)  
issued to the bidder

We <OEM Name>, having our registered office at <OEM Address> are an established and reputed software firm do hereby authorize M/s\_\_\_\_\_ (Name and address of the bidder) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products and services offered against this invitation for tender offer by the above firm and will extend technical support and updates / upgrades if contracted by the bidder.

We also confirm that we will ensure all product support services through M/s ..... for all the products/ items quoted for and supplied to Dhanlaxmi Bank Ltd.

<OEM Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the company. It should be included by the bidder in the bid.

--- End of the Document ---