



## **Chaitanya Godavari Grameena Bank**

(A Govt. Undertaking Sponsored by Union Bank of India)  
Head office, Guntur

Reference No: 099/51/RFP/2022-23/05, Date: 21.05.2022

### **Request for Proposal (RFP) for Supply, Implementation and Maintenance of Human Resource Management Systems (HRMS)**

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**BID DETAILS**

S. No.	Subject	Date/time
1	RFP Ref. Number & Date	No. 099/51/RFP/2022-23/05, Dt. 21/05/2022
2	Last Date for receipt of Queries	27/05/2022
3	Pre-bid meeting date virtually	01/06/2022 at 10.30 AM
5	Last date for receipt of Bid Documents	11/06/2022 at 03.30 PM
6	Date & Time of Opening of Technical Bids*	11/06/2022 at 04.00 PM
7	Contact details	<p>1. E S R V Appa Rao, General Manager-II, Chaitanya Godavari Grameena Bank, Head office, 4<sup>th</sup> Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 0863-2261125,9959377776</p> <p>2. S Vamsi, Senior Manager - IT, Chaitanya Godavari Grameena Bank, Head office, 4<sup>th</sup> Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 93904 78378 Fax Number: 0863 - 2261123</p>
8	Address for Submission of Bids & Opening of Bids	<p>S Vamsi, Senior Manager - IT, Chaitanya Godavari Grameena Bank, Head office, 4<sup>th</sup> Floor, Raghu Mansion, 4/1, Brodipet, Guntur - 522 002. Phone No: 93904 78378 Fax Number: 0863 - 2261123</p>
9	Website address	<a href="http://www.cggb.in">www.cggb.in</a>
10	E-mail address for communication	<a href="mailto:gmho2@cggb.co.in">gmho2@cggb.co.in</a> <a href="mailto:ditsm@cggb.co.in">ditsm@cggb.co.in</a> <a href="mailto:it@cggb.co.in">it@cggb.co.in</a>
11	R F P Fee	Rs.25,000/-
12	E M D Amount	Rs.9,00,000/-

**\* Technical bid will be opened in the presence of the authorized representative of the bidders. Only one representative will be allowed to represent the Company.**



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## 1. Background

### 1.1 Bank profile:

Chaitanya Godavari Grameena Bank (CGGB) was formed by the amalgamation of two Regional Rural Banks namely 'Chaitanya Grameena Bank' and 'Godavari Grameena Bank' with effect from March 1, 2006. Bank was formed as per RRB act 1976.

Bank is sponsored by Union Bank of India.

Profile of Chaitanya Godavari Grameena Bank (CGGB):

The shareholding pattern of the bank:

- |                                |     |
|--------------------------------|-----|
| • Government of India          | 50% |
| • Union Bank of India          | 35% |
| • Government of Andhra Pradesh | 15% |

Chaitanya Godavari Grameena Bank is hereinafter called "Bank" which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns herein after called "Chaitanya Godavari Grameena Bank" or "Bank", issues this Request for proposal, hereinafter called "RFP".

### 1.2 About this Request for Proposal (RFP):

- 1.2.1 This RFP is issued for inviting proposals to implement centralized Human Resource Management System to manage the HR functional areas such as Recruitment, Staff Information, Salary Administration, Leave and attendance, Transfers, Training, Performance Appraisals, Promotions, Employee self-service system, Terminal Benefits, retired employees' management (PF Trust and Pension etc.), Bipartite Settlement and any other HRMS related general administration. The 'Request for Proposal' (RFP) document is now being issued to enable vendors to submit their response to the Bank for the empanelment process.
- 1.2.2 A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as "Bidder".
- 1.2.3 The RFP document is neither an offer letter nor a legal contract, but an invitation for offers / responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Chaitanya Godavari Grameena Bank and the bidder.
- 1.2.4 The Bank further reserves the right to accept or reject the total proposal or part thereof based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a vendor. When the Bank makes any such rejection, the Bank will not be bound to give any reason and / or justification in this regard to the vendor.
- 1.2.5 All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder. Proposals with assumptions, exclusions and deviations from RFP terms are not acceptable and such proposals will be rejected.
- 1.2.6 However, this is a binding document between Bank and respondents till the completion of selection process and notification of award and till a contract is signed between Bank and the Vendor in the process in case both parties initiate and expedite certain actions pending the execution of a contract.



- 1.2.7 The Bank may modify any / all of the terms of this RFP and shall be entitled to award the contract to a selected bidder with / without modification of any conditions contained herein.
- 1.2.8 This RFP document is structured in such a way that the Bidders fully understand and acquaint themselves with the requirements of the Bank.
- 1.2.9 While this section is a Preface to the entire document, the following sections are meaningfully segregated for better understanding of the document. The section headings or any other headings do not have any contractual sequence and the submission of responses to RFP should be based on total understanding of the document.
- 1.2.10 This RFP is limited to Original Equipment Manufacturers and Bidders that are authorized by the OEM.

## 2 Scope of work

### 2.1 Existing Setup:

Currently the monthly payroll and leaves are operated through a standalone application with a limited functionality that is available for Head Office - HR Department only and all the other HR related processes are carried out manually in the form of application forms/salary change forms/paper based request forms etc. The HRM functions are centralized and managed at Head Office. The various areas that is being handled by HRMS is Manpower planning, Recruitment, On boarding, Leaves, Payroll, Benefits, Terminal Benefits, Trainings, Separations and all the other administrative actions required for human resources management of the bank.

### 2.2. Detail Scope of Work

#### 2.2.1 HRMS Application Development and Customization

- Bank's existing HR process study, Detailed Requirement Gathering
- Design, Development, Customization of web based HRMS application and mobile application (Android and iOS)
- Integration with email and SMS gateway
- Application Testing and roll out on bank's go live sign off.

2.2.2 The bidder should provide the HRMS application with required functionalities in consultation with Bank prior to designing the solution.

2.2.3 The bidder is to migrate the existing data from the legacy systems to proposed application. The validation of the migrated data is to be ensured with 100% accuracy.

2.2.4 The proposed HRMS application is to be hosted on bank premises infra. The bidder is to propose the required infra, keeping in view of future requirements of at least five years' growth in employee count and data accumulation over the years.

2.2.5 Post implementation support for the HRMS web and mobile application for a period of five years.

2.2.6 Post implementation support for all hosting infrastructure for a period of five years.



- 2.2.7 Training to approximately 50 employees to act as trainer for the rest of the staff in the branches/offices.
- 2.2.8 Online user manual and FAQs for all the functionalities of the HRMS application.
- 2.2.9 Onsite handholding support for an initial period of 3 months after go live of HRMS application. This can be extended based on man month rate of hand holding staff.
- 2.2.10 The bidder shall provide the solution using suitable technology platform to meet the requirements of the bank for HRMS application. The title of the application must be transferred to the bank at the end of development.
- 2.2.11 The bidder shall provide the solution with the best practices available for the solution that is suitable exclusively for banks.
- 2.2.12 All the functionalities as specified under the section Functional requirement specification needs to be provided by the bidder while proposing the solution. A bidder may propose any other components as may be necessary for implementation of the applications.
- 2.2.12 The bidder has to propose the solution with the requisite user authentication and authorization as well as IT Security controls.
- 2.2.13 In addition to the bidder proposed MIS, all the registers and reports as per bank's requirement is to be incorporated in the MIS of the proposed application.
- 2.2.14 It shall be the responsibility of the bidder to arrange for necessary development tools (Hardware/Software) during development/customization/integration and testing of HRMS application.
- 2.2.15 The application should be a browser based application and should run on all major browsers (IE, Edge, Chrome, Firefox)
- 2.2.16 The interface of the HRMS application should be user friendly and easy to operate as the users shall also include Office Attendants, the bidder to ensure uniform header, footer, and standard side bar items and navigation in each screen to maintain uniform look and feel of the application.
- 2.2.17 The bidder is expected to use data model that can capture more business rules and easy to validate. The bidder should consider mechanism that would maintain performance to manage very high volumes of data.
- 2.2.18 The application should provide robust reporting capabilities. Application should provide reports using standard tools and should be able to generate output in multiple formats including PDF, EXCEL, Docx etc. The output should be enabled with an option through email or can be printed.
- 2.2.19 The application should provide administrative office staff with adhoc query and analysis capability. Application should create new analysis capability such that any data can be analyzed from scratch or modify the available analyses.
- 2.2.20 All reports are to be provided in English language.
- 2.2.21 Digital signature certificates should be enabled for generation of signed documents/reports by the competent authority.
- 2.2.22 Mobile App should be developed on Android and iOS platform and should have all the functionalities as per web application and should enable the admin to push notifications or any updates from the central server.



- 2.2.23 The application (Web and Mobile) should have a single sign on. All the log in attempts both successful and unsuccessful event should be recorded and be available on permanent basis to have any audit trail.
- 2.2.24 The Software should be provided in the proprietary model. Bank can request for change request (within existing module) for unlimited times as per the bank requirement anytime during the contract period. Any number of CR for modification in the existing module should be free of cost. In case of any addition of new module which is completely different from any of the existing modules will be considered on chargeable basis (Per Man/Per Hour) as finalized in this RFP.
- 2.2.25 The hardware to be proposed should be of enterprise class, latest, tested and stable release of OEM vendor.
- 2.2.26 The Bidder should conduct testing of the proposed HRMS application that includes unit testing, Performance testing and acceptance testing (UAT) etc.
- 2.2.27 The Bidder should get sign off from the bank on testing approach and plan that is inclusive of test cases. The Bidder should perform the testing of the HRMS application based on the approved test plan, document the results and shall fix the bugs found during the testing. Though Bank is required to provide approval for the test plan, it is the responsibility of the bidder to ensure that the end product delivered meets all the requirements of the HRMS implementation as specified by the bank in this RFP.
- 2.2.28 The bidder shall obtain the sign off from Bank on the successful testing report to consider the UAT Completed.
- 2.2.29 The bidder must ensure thorough testing of the application before the final HRMS application is delivered for User Acceptance Testing (UAT) by the bank. Detailed UAT Test cases/Scenarios along with the test data shall be provided by the bidder to the bank for review. The bidder should also continue to fix any issues identified during the testing before the final acceptance of the application. The UAT should be done using real life scenarios of HRMS.
- 2.2.30 The bidder shall carry out security testing of the HRMS application comprising of vulnerability assessment and penetration testing. The vendor shall carry out testing activities through Cert in empaneled auditors and provide the certificate for successful testing of HRMS application prior to go live. All costs relating to carrying out such security testing and certification shall be borne by the bidder. If any vulnerabilities found on periodic assessment by bank or bank appointed auditor, the same should be immediately attended by the vendor with no cost to the bank.
- 2.2.31 Following are the list of acceptance criteria to be adopted for the project. The list below is indicative and the activities shall include but not be limited to the following:
- Complete Migration of data from existing application
  - All functionalities and security testing of HRMS application
  - Web and Mobile based application rollout
  - Training to the identified persons (Users and admin)
- 2.2.32 The bidder shall provide detailed system documentation for reference of the Bank personnel. Below is indicative documentation list.



- a. Detailed Project Report comprising of current HR Systems/process and To-Be Recommendations, and proposed solution document consisting of granular details of each functional activity and any changes (if any) after the proposed system implementation.
- b. Configuration documents consisting of system setting and parameters for each function.
- c. User Manual should be provided with screenshots for all the menus, available reports and any use cases.
- d. Any other documentation required for usage and maintenance of implemented solution like Standard Operating Procedures, Functional and Technical Specification Documents, Installation Guide, System Administration Manual.
- e. Troubleshooting documents and FAQs for every functionality of the HRMS application.

### 3. Data Entry

- 3.1. After finalization of bidder, the data that is supposed to be generated till the time of go live, may be stored in the templates or forms that should be provided by the bidder.
- 3.2. Within 2 weeks from the date of finalization of the bidder, the bidder shall provide the necessary templates/forms for capturing the data of all HR related processes which shall then be uploaded directly to the HRMS by the Bidder.
- 3.3. If any data that is unavailable, the same shall be intimated to bank by the Bidder. For such data, Bidder shall provide the necessary format/ template.

### 4. Data Migration

- 4.1. The Bidder has to carry out data migration activity from existing bank systems.
- 4.2. Data Migration activity shall be a one-time activity and shall include at a minimum the following existing systems
  - a. Nelito
  - b. Any other system/files/formats as decided by bank from which data has to be migrated.
- 4.3. The bidder should provide the data migration approach which shall be approved by the bank. Only after approval, the data in the existing systems is to be moved to new HRMS application.
- 4.4. Though the approval is given by the bank, it is the ultimate responsibility of the bidder to ensure all aspects of data migration.
- 4.5. In case of corrections, it shall be carried out by the bidder at no additional cost to the bank.
- 4.6. To ensure the completeness of data migration the Bidder is to submit a detailed final data migration report to the bank certifying that the migrated data is the exact replica of the existing systems.





## 5. Support and Maintenance of HRMS application (Web & Mobile)

- 5.1. The Scope of the work includes support and maintenance of HRMS application, for a period of 5 years from the date of go live, including and but not limited to operating systems, application software, Data Base, production monitoring, trouble shooting and addressing the functionality, availability, performance issues, implementing the system changes and other associated systems related to HRMS, performance tuning, and facility management so as to be able to achieve the relevant service levels described herein. Bank will provide necessary Network Connectivity, Space for hosting servers.
- 5.2. The bidder will be responsible for end to end configuration, maintenance and uptime of HRMS application, this also includes providing suitable technical support, fixes/patches and upgrade for the proposed HRMS application for a period of 5 years.
- 5.3. Any changes required due to issues in the developed application shall not be considered under change control. The Bidder shall have to customize the application at no cost to the bank. Any changes/customizations/bug fixes/enhancements required as per the functional requirements and to meet SLA requirements are to be done by the bidder at no extra cost to the bank.
- 5.4. The Bidder is to provide necessary customization/ enhancements/modification with respect to new/ enhanced/ enriched functionality.
- 5.5. Any additional changes required would follow the Change Request Procedure. The Bidder to propose the cost of such changes in terms of man per day rate basis and in terms of Work Breakdown Structure (WBS) basis in the price bid.
- 5.6. On completion of the support period, the bidder should ensure a smooth transition by handing over complete source code and all system related up-to-date documentation as well as providing training to the bank team on all technical aspects of the system.
- 5.7. The Bidder is to ensure that all the updates to the HRMS application (Web/Mobile) shall be done centrally and no user action is needed for any changes/updates. The bidder is to continuously update HRMS application to maintain performance of the application and to fix any issues/bugs in the system.
- 5.8. The Bidder is responsible for application maintenance by taking regular data, application backup for recovery, provide patches, and updates to maintain the application performance as per SLA, installation of applications in the servers, provide reports on application uptime and performance as per the defined SLAs on monthly basis.
- 5.9. The Bidder should keep dedicated support team for application maintenance and helpdesk support to bank users, to be based at bank location that should immediately resolve application related issues. While submitting the bid, the bidder should submit the team strength and structure required along with their skill sets. Application support team shall be on the rolls of bidder.

## 6. Database Administration and Backup

- 6.1. The Bidder is responsible for monitoring the database activity and performance, fine tuning of the data base, ensuring data integrity.



- 6.2. The bidder to follow the bank's instruction with regards to any performance, configuration or any other issues.
- 6.3. The Bidder should ensure that no single DBA is enabled to update production tables and all the activities performed on DB by Administrators should be logged for audit purposes.
- 6.4. The Bidder should implement backup and archival activities as per bank's policies and also as when required by bank and is responsible for taking the scheduled backups, testing of the same.
- 6.5. The Bidder should immediately restore previous data backups during any database failure.

## 7. Security and Patch Management

- 7.1 The Bidder is to ensure proactive monitoring, management, maintenance and administration of all security devices, update engine, signatures and patterns as applicable to bank's hosting environment.
- 7.2 The Bidder is to ensure the following activities
  - a. Communication between bank end user and HRMS Server is secure.
  - b. All the HRMS hosting components is with antivirus coverage with latest patterns.
  - c. Monitoring of antivirus, anti-malware, phishing and malware related events.
  - d. Report Security incidents to the bank and immediate resolution of the same and should provide monthly report on the events happened.
  - e. Resolution of any security notifications, alerts, vulnerabilities.
  - f. Providing root cause analysis for all the events.
  - g. Periodic review of Security configuration/policy and suggest improvements
  - h. Daily reviewing of logs such as abnormal traffic, unauthorized login attempts, assessing any vulnerable points
  - i. Regular hardening and patch management of components of the HRMS as agreed with Bank.

## 8. Network Connectivity

- 8.1 The existing WAN infrastructure shall be utilized for accessing the HRMS application. The details of existing connectivity at all branches/ offices is given in the table below.
- 8.2 The bidder shall need to provision for network connectivity at the Data Center for hosting the application over the bank network. The application should be designed in such a way that the network utilization should be as least as possible and a estimation of network utilization if all the application is used by all the users at a time.

## 9. Documentation

The bidder should ensure that all the project documents should follow version control mechanism. All the documents (Source Code, Functional Specification Document, Technical Specification document, User Manuals, training manuals) and all the documents that are related to the project since the inception and till the closure of the support period needs to



be documented by following standard practices of version control, regularly updated and submitted to the bank on monthly basis.

#### 10. Facility Management Engineers for Application Support and Help Desk:

- 10.1 The engineers of the successful bidder should be onboard immediately after go live.
- 10.2 All Facility Management engineers deployed should be on the payroll of the bidder and should not deploy Franchise engineers.
- 10.3 In case any of the FM engineer is on leave, suitable substitute to be provided during the period of leave.
- 10.4 In future if Bank requires additional Facility Management resources, the bidder should provide additional resources at the rates finalized through this tender process.
- 10.5 A background verification report of the engineer deployed should be submitted, before the engineer is allowed to work onsite as a Facility Management engineer.
- 10.6 The required desktop and seating space for the FM engineers will be arranged by bank.
- 10.7 Bank will be regularly conducting audits, VA & PT and bidder extend necessary support for the conduct of these audits & close all the observations of these audits.
- 10.8 The scope of Facility Management will cover
  - a. Maintenance of software including Backup of the Systems.
  - b. Server / database performance Monitoring, application maintenance and Administration.
  - c. Configuring/ re-configuring the end-to-end solution whenever required as per the requirements of the Bank.
  - d. Maintenance of equipment
  - e. Call logging and follow up with OEM.
  - f. Maintenance and troubleshooting of Operating system / database issues including patch & vulnerability management as per banks requirement, version upgrades of Operating system / database / Application Software etc., Hardening of the operating system/application software & other software components installed for the solution. Implementation of security Policy, configuring storage and backup devices & backup policies etc., as per the requirement of the bank.
  - g. Smooth running of HRMS application.
  - h. Follow Change Management and configuration controls as per banks policy. Assessing impact of change on the security & implement after obtaining permission from bank
  - i. Providing support to the users.
  - j. Maintaining reports with respective to SLA/ uptime guaranteed and submission of reports on Monthly basis as per requirement of the bank.
  - k. Scheduling and taking backup of the entire setup.
  - l. Any other work assigned by Bank from time to time.
  - m. Online analysis of issues raised by branches and reported by L1 team and guiding the L1 team for closure
  - n. Monitoring and checking the various logs.
  - o. Data correction activity for migration related problems and follow up with Bank team.
  - p. Fine tuning of queries for improving the performance of servers.
  - q. Deployment of customization items (both new and modified)



- r. Review with bank team at least once in a month about production issues and resolving the same. If bank prefers to conduct meeting at head office i.e., Guntur, required members to attend the meeting at Guntur
- s. Patch deployment, testing and moving to production.
- t. Report on incidents and root cause analysis
- u. Checking and fixing of errors reported
- v. Support for generation of all the reports and customization for MIS required by the Bank time to time.

## 11. The Scope of Engineers at Helpdesk

- 11.1. To assist bank users in menus/flows/services by attending to calls or mails
- 11.2. HD team will be first point of contact for all application related clarifications or issues.
- 11.3. Support should be provided in Telugu or English only.
- 11.4. All the calls received from the users are to be logged and allocate the call to the concerned resource for resolution and close the call with in time limit
- 11.5. The Helpdesk should be available as per the availability of IT Team at Head Office (10 AM to 7 PM) on all Bank working days. If required necessary support is to be extended on any non-working days also.

## 12. Servers, Storage, Backup software / solution:

- 12.1 Considering the growth projection, the bidder has to size and supply the required hardware for the next 5 years.
- 12.2 The bidder is to ensure that all the proposed hardware is supported by OEMs for minimum 7 years' period and to submit declaration from OEM to that effect.
- 12.3 Provided hardware, software and application should integrate with Microfocus Data Protector for taking backup. Bidder has to coordinate with banks' resident engineer for installing the backup software in all machines and ensuring that backup is happening seamlessly. The bidder should configure, schedule and manage backups of all the data including but not limited to files, folders, images, system state, databases and enterprise applications.
- 12.4 Provided database /application should support Full Backup , differential backup, cumulative incremental backup , hot and cold backups.
- 12.5 The Bidder should ensure that there is headroom of 30% in terms of vertical scalability and horizontal scalability in the proposed Storage.
- 12.6 The bidder should provide baseline configuration document, Data sheets for all the equipment supplied.
- 12.7 Warranty contract terms & conditions for the hardware supplied by the bidder shall cover the total equipment including spare replacements along with changes to be done in configuration as per bank requirement, with maintenance (Minimum 24x7 support) and 6-hour call resolution. This also includes 4 Preventive Maintenance calls during the year as per the requirement of the bank.
- 12.8 During support period, once in every six months' bidders shall have to carry out preventive maintenance of all deployed systems. Bidder should carry out corrective maintenance for any trouble shooting of any equipment/application related to the HRMS application and proper documentation should be maintained and the same should be submitted to bank personnel.



- 12.9 All the hardware provided by the bidder must provide with 3 year onsite comprehensive warranty, additional AMC for 2yrs for hardware and software which includes 24x7 support with 4 hrs., response with commitment to resolve hardware problems with in 6 hrs. from OEM.
- 12.10 Bidder has to deliver, install and configure hardware DC locations at Hyderabad, Bank will share location details in PO.

### 13. Hardware sizing commitment

- 13.1. The Bidder is to arrive required hardware / software/ software licenses required for implementation and maintenance of HRMS solution for a period of five years as per the SLA. During the support period of 5 years, if the proposed hardware could not meet the service levels, additional hardware/licenses/ required components are to be procured at no cost to the bank.
- 13.2. The Bidder shall be fully responsible for upgrades, technological refreshes, security patches, bug fixes, VA & PT observations and other operational aspects of the infrastructure that is within its scope or purview.
- 13.3. Bank will install zabbix agent, solar winds event forwarder and apex trend micro antivirus in the servers provided by the bidder and hardware /software should support the same.
- 13.4. The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time, for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost.
- 13.5. The hardware must be highly available with reference to recoverability so that any momentary failure can be overcome with no impact on end user availability. The proposed solution should have no single point of failures.
- 13.6. Further, the Bidder may also ensure that the proposed hardware is upgradeable horizontally and vertically and highly available with adequate redundancy for all the critical parts.
- 13.7. In the Bill of Material, the bidder has to provide the component wise details for each item.
- 13.8. The bidder shall submit in the technical bid, complete list of Hardware, Operating System Software, RDBMS etc., proposed to be supplied under the project at all the locations with full configuration, technical details, version numbers, deliverables along with sizing methodology as a part of Technical Bill of Materials.
- 13.9. Bidder should ensure that the hardware supplied to Bank including all components and accessories are brand new and are supplied free of any / all encumbrances. No refurbished hardware should be provided.

### 14. Training to BANK Staff

The bidder shall provide adequate training to the Bank team of 5 officers stationed at DIT Hyderabad and HO Guntur on System Administration, User and Data Management, System Backup and Restore, System Troubleshooting, MIS training.



## 15. The scope of the training shall include the following:

- 15.1. User Manual for each and every menu covering all the functionalities in the HRMS application.
- 15.2. Training should be carried out at Head Office, Guntur for 3 days per batch.
- 15.3. The bank shall arrange all the necessary infrastructure such as space, power, network connectivity and projectors, etc. at the training locations for carrying out training.
- 15.4. Any Kind of expense related to travel, lodging, boarding, etc. of the trainers should have to be borne by the bidder.
- 15.5. Feedback shall be collected from the trainees which shall be ranked 0 to 10. If the feedback rating is below 6 on average, re training should be given at no cost to the bank.

## 16. Security

- 16.1. The Bidder should adhere security and privacy framework in line with ISO 27001 and as per other legal and regulatory requirements.
- 16.2. The application should be configured such that the access to the customer information must support user level authentication and access rights
- 16.3. The application should be configured to enforce role-based access based on users, groups, roles, etc. The application should be configured to setup users, groups, roles, and their permissions.
- 16.4. The application should be configured to manage and provide access control to different applications so that not all users should be able to access all the applications
- 16.5. The application should be implemented to delegate some additional functionality at the user level, e.g.: change password functionality should be given to user.
- 16.6. Bidder should ensure that there is a complete security from unauthorized access and misuse of the system. The operating system and other software supplied should be hardened as per the recommendations of the OEM/bank policy.
- 16.7. Bidder should maintain audit trail that includes the following, at a minimum:
  - a. Every user activity
  - b. All changes in the server such as creation of user, change of permissions/services. Server configuration etc. and Administrator Activities.
- 16.8. Bidder should ensure that any modifications and deletions to the audit log and any such attempts should also be logged.
- 16.9. The proposed solution shall be audited by an internal or a third party to audit on network, application and server security mechanisms.

## 17. Service Levels and Penalties

- 17.1. Bank expects that the Bidder shall be bound by the Service Levels described in this document and shall applicable for a period of five years from the date of Purchase Order.
- 17.2. Bank intends to enter into a “Service Levels Agreement” with the Bidder in order to provide complete utility of the enhanced service that could be provided to the staff of Bank.





- 17.3. The Bidder shall have to enter into an agreement with Bank for Implementation and Maintenance of HRMS application.
- 17.4. The SLA will be reviewed on a monthly basis.
- 17.5. The expected time lines for the complete implementation of HRMS application is 10 weeks from the date of purchase order. The Liquidated Damages for delay in completion and deliverables shall be at 1% per week of TCO. Any such Liquidated damages shall not relieve the bidder from carrying out the works for complete roll out of HRMS or any other obligations under this contract. The Delays not on part of Bidder shall not be considered for arriving at liquidated damages.
- 17.6. TCO will be total cost of ownership for 5 years.
- 17.7. Uptime requirement:
  - a. The system is said to be up when user is able to use the system without any performance problem or glitches. **The system needs to be up 99% of the total hours.**
  - b. 
$$\text{Uptime (\%)} = \frac{(\text{Sum of total hours during month} - \text{Sum of downtime hours during month}) \times 100}{\text{Sum of total hours during month}}$$
  - c. Scheduled downtime shall be deducted from the total hours during the month. Scheduled downtime should not be in office hours and only after consultation of bank, the scheduled down time is to be announced.
  - d. Scheduled downtime means the application is not available on account of failure of application or system or infra provided by the bidder. The Scheduled downtime shall be calculated from the time the user reports unavailability or the tool that captures the metrics.
  - e. The Bidder up should deploy monitoring tools to measure and report the SLAs, that incorporates actuals and expected performance, to the bank on monthly basis.
  - f. Deductions will be made from the any kind of payment due to the bidder by the bank.

#### 17.8. Penalties due to downtime Application:

- a. The bidder shall guarantee 99 % uptime of the application. The Bidder shall be liable for liquidated damages for uptime maintained below 99% in every month for any of the application. Availability shall be measured at each service level and not at application level.
- b. The applicable penalties would be the same irrespective of the root cause. The following will be penalty applicable monthly during which uptime is observed on lower side i.e.,
  - Uptime of 99 % or above: No penalty
  - Uptime less than 99 % to 98%: 0.1 % of TCO
  - Uptime less than 98% to 97%: 0.2 % of TCO
  - Uptime less than 97% to 96%: 0.3 % of TCO
  - Uptime less than 96% to 95%: 0.4 % of TCO and so on and so forth
- c. The penalty will be deducted from any of the payment due for the bidder.



- d. Penalties, if any shall be calculated for every month and recovered from the charges payable or from the PBG amount.

#### 17.9. Penalties due to slow application response:

- The bidder shall ensure that application is giving normal transaction response time i.e., on a 256 KBPS connection- 10 Seconds for page loading /submission/dashboard loading/ document(250kb) uploading etcfor all the services.
- The applicable penalties would be the same irrespective of the root cause. Penalty at the rate of Rs.1,00,000/- will be applied for every half an hour of transaction response slowness. Response time will be measured on a monthly basis.
- The penalty will be deducted from any of the payment due for the SI.

#### 17.10. Penalties due to migration data accuracy

- The bidder shall guarantee 100 % accuracy for data migration. The Bidder shall be liable for liquidated damages if the data accuracy falls below 100%.
- The percentage shall be calculated total no of error free records migrated/ total no of records migrated in that batch.
- Penalty at the rate of Rs.1,00,000/- will be applied for every drop in 1 % i.e., Rs.1,00,000/- if the data accuracy is below 100 % and Rs.2,00,000 if the data accuracy is below 99% and so on for every %.

#### 17.11. Penalties due to non-resolution of issues raised to Helpdesk/ Support Team

All the calls are to be logged into and ticket number should be generated.

The penalty will be deducted from any of the payment due for the SI

SI No	Area	Description	Mean time to Closure	Every Hour ( After Mean time)
1	Critical Issues	Issue affecting majority of the users which can be considered as outage of HRMS	6 Hrs.	1,00,000
2	Medium Issues	Issue affecting limited number of users	24Hrs.	1,00,000
3	Normal Issues	Issues that are non-critical issues which are not show stoppers.	48 Hrs.	1,00,000

#### 17.12. Penalties for delayed implementation of the HRMS application

- The Bidder is expected to complete the responsibilities that have been assigned on time.
- The bidder should ensure implementation of HRMS application with all the functional requirements.





- c. As a deterrent for delay, Bank would levy penalties for delays attributable to the Bidder. Notwithstanding the Bank 's right to cancel the order, liquidated damages at 1 % of TCO of the Project Cost will be charged for every week delay in implementation.

#### **17.13. Penalties if the hardware is not sized as per the requirement**

- a. The bidder must also ensure that the hardware resources utilization should not exceed 70% at any point of time for five years from the date of signing of contract. In case the utilization exceeds the above level, the bidder must provide additional hardware without any additional cost to the Bank.
- b. If the required upgrade is not carried out by the bidder bank has the right to carry out the upgrade and recover the expenditure from any of the payments due to bidder.

#### **17.14. Penalties related to Facility Management**

- a. The FM engineer should be available at DC/DR as per the shift schedule week, irrespective of Holiday of the parent company. The engineers should be punctual and sign on the register provided at the office.
- b. Facility Management resources should be compensated with similar resources for their non-availability.
- c. In the case of unauthorized absence a penalty equivalent to per day cost of the person will be levied. In case of non-availability of any resource for three days continuously will attract a deduction in resource cost for all resources for one corresponding week.
- d. The penalty will be deducted from any of the payment due for the SI.

#### **17.15. Penalties due to delayed delivery of customisation**

- a. All customization entrusted to the bidder should be completed within timelines agreed while finalization of the approach document. If serious bugs are observed during testing, customization will be treated as not delivered.
- b. Bank reserves the right to charge penalty for delayed delivery of customization at the rate of 5 % of the customization cost per week. The penalty will be increased to 10% per week for the delay beyond 2 weeks from the stipulated delivery date. This will be applicable even if the customization is developed by a third party OEMs
- c. The penalty will be deducted from any of the payment due for the SI.



## 18. Pricing

### 18.1. Price composition

- 18.1.1 The price quoted when the commercial bid is called for should be in Indian Rupees on a fixed price basis and should include the following:
  - a. One time charges for Installation, Commissioning of setups.
  - b. Cost of new Hardware and new software
  - c. AMC /ATS charge for Hardware and software
  - d. Application maintenance charges for HRMS application.
  - e. Application customization charges
  - f. Facility Management Charges
- 18.1.2 The solution provided should be complete and no other costs will be entertained.
- 18.1.3 All tools, tackles, testing instruments, consumables, vehicles, transportation, boarding, etc., as required for commissioning / maintenance /patch updation etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
- 18.1.4 Prices quoted should include all taxes, duties, GST and levies excepting Octroi/entry tax, which will be paid at actual.
- 18.1.5 The quantities indicated in the price bid are approximate and the payment will be made on actual.
- 18.1.6 The format for prices is given as Form - 2 and the bidders should strictly adhere to the format provided.
- 18.1.7 Prices shall be inclusive of all costs to be charged and segregated into onetime costs and recurring costs, taking care of the end to end solution. Taxes, duty, service taxes, GST/VAT, Govt., charges or any other cost should be mentioned specifically.
- 18.1.8 In case the equipment is to be imported, the SI is required to do all such processes like customs clearance etc., without involving the Bank in any manner at any stage. It will be the responsibility of the SI to abide by all the statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. Bank accepts no responsibility or liability in this regard.

### 18.2. Price validity

- 18.2.1 The price finalized shall remain valid for a period of five year from the date of such finalization.
- 18.2.2 The AMC/ATS quoted should be valid for entire contract period and bank will not entertain any upward revision of AMC charges during the contract period.



### 18.3. Payment Terms

18.3.1 Bank's standard payment terms are only applicable. No advance will be paid against the Purchase order.

18.3.2 The expected time lines for the complete implementation of HRMS application is 10 weeks from the date of purchase order.

18.3.3 The terms of payment will be as follows:

Deliverables	Eligible Amount for Payment
Delivery and installation of all the required hardware	50% of Hardware Cost
Delivery of all the required Software and licenses wherever applicable and setting up of UAT environment	50% of software + license cost
Cost of Deployment/Implementation/customization of application.	After 1 month of successful live operations - 50% of Cost of Deployment/Implementation/customization of application.
Sign Off of complete solution *	40% of Remaining Hardware and Software cost and deployment/implementation/customization cost
Six Months from Date of Sign-Off and successful live operations	10% of Overall Remaining Cost or immediately on submission of equivalent amount of PBG
ATS/AMC	On yearly basis in advance
Customization charges	Customization charges will be paid on successful rollout of live operations.
FM charges	On quarterly basis in arrears

- In the case of a situation where the SI could not install the equipment's procured due to problem of site not ready for a period of one month from the date of delivery and beyond, 75% of the cost of equipment will be paid against delivery subject to production of invoice, delivery challan and other documents showing proof of site not ready with a letter of confirmation stating that the installation will be done under PO terms as & when required by the bank.

\* Sign off will be given only after complete roll out of HRMS application (Web and Mobile) with all the functional requirements.

**NOTE: 100% of any item is the eligible amount after deduction of Penalty, if any.**

- Invoices should be clear, legible, transaction wise and activity wise. Invoices raised otherwise will be summarily rejected.
- The Bidder has to include all costs like Travel, Lodging & Boarding, Local Travel expenses, etc. incurred during the period and Bank will not bear any additional costs on these.



- c. In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculation. Bidder shall quote all the figures in numbers followed by in words enclosed in brackets in all commercial bid.
- d. Further, the above payments will be released only after submission of PBG and signing of SLA (including Do & Don't), Integrity Pact and Non-Disclosure Agreement by Successful Bidder.
- e. Any change in the tax rate will be considered while making payments. Any upward revision in taxes will be paid by the Bank; benefit due to any reduction in taxes is to be passed on to bank.

**18.3.4 Bank will not consider any other payment terms even if it is mentioned in the offer letter.**

**18.3.5** Invoices should be clear, legible, site/location wise and activity wise. Invoices raised otherwise will be summarily rejected. Amounts pertaining to different sites/locations/activities should not be clubbed together.

## **19. Eligibility criteria**

### **19.1 Right to change criteria**

19.1.1 Firms meeting the eligibility criteria as described in the following sections will be considered for evaluation.

19.1.2 The Bank reserves the right to change or relax the eligibility criteria to ensure inclusivity.

### **19.2. Eligibility of Bidders**

19.2.1 The bidder should be a government organization/ Public sector unit/ Partnership firm / Limited Company/ Private Limited Company having its Registered Office in India. Relevant documents of the same are to be submitted.

The Company should have been registered in India and in existence for a minimum period of five years.

19.2.2 The Company should have successfully completed application development and roll out of similar nature in the past.

19.2.3 The Software provided by the vendor should be successfully running currently in atleast one public sector bank (Nationalized Banks/RRBs/Private Banks)

19.2.4 The OEM/authorized channel partner/dealership certification should be in force for the current financial year. (enclose copy of letter from OEM as per enclosed format, if the bidder is channel partner or dealer).

19.2.5 The bidder must have prior experience in implementation and maintenance of HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.

19.2.6 The bidder should be at present maintaining HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1000 branches. Reference letters from the bank needs to be provided.



- 19.2.7 The bidder should have experience in handling complete bipartite settlement by IBA through the implemented HRMS application in at least one Private sector/ Public sector bank/RRB in India.
- 19.2.8 The Average Annual Turnover shall not be less than Rs.100 Crores for the last 3 years and the net worth of the Company shall not be less than Rs.25 Crore for the last three years.
- 19.2.9 The bidder should have made profits in the past 3 years (FY ending March 2020- FY ending March 2022). The relevant documents including Balance Sheet/Profit and Loss Account/Certificate from Statutory Auditors certifying the financials are to be submitted as part of the proposal.
- 19.2.10 The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed).
- 19.2.11 The bidder should have latest ISO 9001 Quality Certification.

## 20. Preparation of Bids and Bidding process

### 20.1 Bidding Process

- 20.1.1 The Bank is adopting a two-stage bidding process for the selection of Bidder for award of the contract. The evaluation of the technical proposal will be conducted first.
- 20.1.2 The bidders who have qualified based on the technical evaluation will be considered for evaluation of their commercial proposal.
- 20.1.3 The Bid shall be valid for a period of not less than 180 days from the date of submission of Bid.

### 20.2 Technical Bid - Organization and Formats

Technical Bid as part of this RFP is to be prepared in a structured manner with proper organization of documents. Only relevant product literature is to be enclosed with due mapping in appropriate section of the document. There should be a table of contents with numbering covering all documents including product literature. Bank may not evaluate incomplete / unorganized bids.

### 20.3 Documents required as part of bidder's profile, Technical Proposal.

- 20.3.1 This section covers mandatory requirements as part of Technical Bid to be submitted by the Bidder. The Bidder has to understand the entire requirement and offer a comprehensive Technical Bid. Technical Bid should contain all the annexures except commercial quotes/bids.
- 20.3.2 The Bid should contain masked Commercial Bid.



## 20.4 Cost of Bid documents (RFP Fee)

The Bidder is required to submit a Demand Draft amounting to Rs.25,000/- (Rupees Twenty Five Thousands only) in favor of Chaitanya Godavari Grameena Bank payable at Guntur along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.

RFP Fee is exempted for the Bidders having the NSIC Certificate or MSE Certificate; Bidder has to submit the valid proofs from NSIC at the time of Bid submission.

## 20.5 Commercial Bid

20.5.1 The Commercial Bid should be prepared strictly in sync with the Technical Bid without contradictions. The items which are included in Technical Bid & Bill of material and not quoted with appropriate price in Commercial Bid are deemed as included without additional price impact

20.5.2 Commercial Bid Form in Form 1 & Form 2

20.5.3 The Commercial Bid with contradictions, conditional offers will be liable for disqualification.

20.5.4 Cost figures should be presented separately for each of the line item mentioned as per Form 2 Commercial bid.

## 21. Evaluation of Bids

### 21.1 Evaluation process

21.1.1 The evaluation process will be a two-step process. The evaluation of the technical proposal will be conducted first. The details of the technical evaluation criteria are provided in subsequent sections.

21.1.2 The bidders who have qualified based on the technical evaluation will be considered for evaluation of their commercial proposal.

21.1.3 The officials of Sponsor Bank (UnionBank of India) may participate in the Technical and Commercial evaluation process. Technical presentations will be conducted either at Union Bank of India - DIT, CyberGateway, Hyderabad or HO - CGGB, Guntur or through Video conferencing.

### 21.2 Technical Bid evaluation

21.2.1 The maximum score in the technical evaluation is 100.

21.2.2 Bidders are required to score a minimum of 75 in the technical evaluation to be considered for commercial evaluation.

21.2.3 The bids will be technically evaluated based on the data provided by the Bidder as a part of the response in addition to all the assertions provided.



- 21.2.4 The bids received and accepted will be evaluated by the Bank to ascertain the best suited for the bank and the lowest bid in the interest of the Bank basing on bidder's response to the eligibility criteria, scope, and technical requirement specifications as detailed in this document.
- 21.2.5 The Bank expects the responses that explain clearly the deliverables offered in terms of a fully secured, reliable and professionally managed CBSsetup to ensure confidentiality, integrity and availability of data at all times, cost effectiveness and overall benefit to the Bank.
- 21.2.6 The bidder has to comply with various terms and conditions of RFP.
- 21.2.7 In response to this RFP, Bank expects sufficient information especially in the matter of experience of the service provider in handling incidents of disasters due to natural calamities and strike, riot, commotion, etc., for business continuity.
- 21.2.8 The bidder shall cover in his response full scope, requirements and deliverables as per the RFP and also to meet the intent of the RFP, whether or not explicitly mentioned in the RFP.
- 21.2.9 Setting of Evaluation criteria for short-listing of Bidders, final selection of selected bidder will be entirely at the discretion of the Bank. The decision of the Bank in this regard will be final and in this connection no correspondence will be entertained.
- 21.2.10 The Bank may call for a presentation either at the time of technical evaluation or at any time before commercial bid stage to satisfy itself about the capabilities of the Bidder etc. The Bank may however call the Bidder to present either once or more than once depending on the need.
- 21.2.11 The Bank will carry out a reference site visit, where the bidder has already deployed the solution as part of technical evaluation. Bidders has to arrange necessary permissions for the same.
- 21.2.12 The bank shall communicate by means of post or courier or telephone or fax or e-mail or telex, etc., the venue, date and time of the product demonstration to the bidder separately. Each bidder will be given adequate time for full presentation. The bank reserves the right to give additional time for the demonstration and also to call for additional demonstration for any or all bids.
- 21.2.13 It is to be understood clearly by the bidders that the selection process requires them to have adequate expertise in implementing HRMS application.
- 21.2.14 If a bidder does not come up with the presentation when called for, it will be construed that bidder is not interested in the project and the bid shall stand disqualified.
- 21.2.15 Bidder has to show the capabilities of the services to meet all the requirements specified in this document.
- 21.2.16 No request for change in date / time shall be entertained after communication by the bank.
- 21.2.17 The Technical Bid shall contain the details of the bidder in terms of previous experiences, design document etc.





21.2.18 Bank may at its discretion choose to interact with references furnished in the proposal and the bidder needs to obtain their consent before hand for an independent enquiry by the Bank.

21.2.19 The Technical scoring sheet and various other submissions in the Technical Bid will be suitably evaluated to arrive at over all Technical bid score.

### 21.3 Commercial bid evaluation

21.3.1 The bidders who are eligible based on the technical evaluation will only be considered for evaluation of commercial proposal.

21.3.2 The Bank shall scrutinize the commercial bids and normalize the same if found necessary before comparing the bids. The Commercial Bid will be evaluated based on the Cost that has been proposed by the Bidder in the Commercial Bid.

21.3.3 The Technically Qualified bidder with the lowest Commercial Bid after scrutiny and normalization would be declared as L1.

**21.3.4** The L1 bidder shall not automatically qualify for becoming selected Bidder and for award of contract by the bank. If the Bank opines that there is a need for negotiation of charges, Bank may call the bidder for negotiation.

21.3.5 The Bidder whose commercial bid is accepted will be referred to as “Selected Bidder” and the Bank will notify the name of the Selected Bidder.

## 22 Bid submission

### 22.1. Cost of Bid

The Bidder is required to submit a Demand Draft amounting to Rs. 25,000/- in favour of Chaitanya Godavari Grameena Bank along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.

### 22.2 Earnest Money Deposit (EMD)

22.2.1 The Bidder should submit EMD for a sum of Rs.9,00,000/- (Rupees Nine lakhs only) in the form of a Bank Guarantee in favour of ‘Chaitanya Godavari Grameena Bank Bank’. The Bank Guarantee should be valid for a period of 180 days and should be issued by a Scheduled Commercial Bank/RRB in India. The format of Bank Guarantee is provided.

22.2.2 This is to be submitted as part of the Technical Proposal.

22.2.3 No interest will be paid on the EMD.

22.2.4 The EMD (bid Security) / Bank Guarantee of successful Bidder shall be refunded after furnishing performance Guarantee as required by the Bank.

22.2.5 EMDs / Bank Guarantees furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

22.2.6 The EMD made by the bidder will be forfeited if:

- a. The bidder withdraws his bid before opening of the bids.
- b. The bidder withdraws his bid after opening of the bids but before acceptance of “Letter of Intent” or “Purchase Order”.





- c. The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- d. The bidder violates any of the provisions of the terms and conditions of the RFP in the process of evaluation and upto submission of Performance Bank Guarantee.

22.2.7 Failure to accept the order by the Selected Bidder within seven days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of Bank. However, Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

22.2.8 Failure to submit the Performance Guarantee within stipulated period from the date of execution of the contract makes the EMD liable for forfeiture. In such instance, Bank at its discretion may cancel the order placed on the selected Bidder without giving any notice.

22.2.9 The Performance Bank Guarantee is to be furnished for a sum equivalent to 10% of the Contractual value covering the entire contractual period.

### 22.3 General terms of Bid submission

22.3.1 The offers should be made strictly as per the formats enclosed.

22.3.2 The Bidder should bear all the costs associated with the preparation and submission of their bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

22.3.3 The bid should be signed by the Bidder or any person duly authorized to bind the bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that the person is empowered to sign the tender documents and bind the bidder. All pages of the tender documents except brochures if any are to be signed by the authorized signatory.

22.3.4 The offers submitted to Bank should preferably not bear any corrections, alterations, over writings and additions. In such cases, the persons signing the bid should initial such corrections.

22.3.5 The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

22.3.6 No columns of the tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection.

22.3.7 Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason whatsoever.

22.3.8 The bids will be opened in the presence of authorized representatives of the bidders. However, the representative of the bidder has to produce an authorization letter from the bidder to represent them at the time of opening of Technical/Commercial bids. Only One representative will be allowed to represent any bidder. In case the bidder's representative does not present at the time of opening of bids, the proposals/bids will still be opened at the scheduled time at the sole discretion of the Bank.

22.3.9 The bidder must use the entire information furnished in the RFP including scope, detailed requirements of maintenance of application and other terms and conditions, while submitting



the response.

22.3.10 All responses should be in English language only. All responses by the Bidders to this RFP document shall be binding on such Bidders for a period of 180 days from the date of opening the Technical Bid.

22.3.11 All responses including commercials and technical bids would be deemed to be irrevocable offers / proposals from the Bidders and may, if accepted by Bank, form part of the final contract between Bank and Bidder.

22.3.12 Bidders are advised to attach a letter from an authorized signatory attesting the veracity of the information provided in the response.

22.3.13 Any technical bid submitted cannot be withdrawn / modified after the closing date and time for submission of the bid offers unless specifically permitted by Bank. However, the Bidder may modify or withdraw its offer after submission provided that, Bank, prior to the closing date and time receives a written notice of modification or withdrawal.

22.3.14 Bank concludes that everything as mentioned in the RFP documents circulated to the Bidders and responded by the Bidders have been quoted for by the Bidders and there shall be no extra cost associated with the same other than the cost quoted by the Bidder. The component prices quoted by the bidders shall be binding for any additional component procurement as needed by the Bank within the ambit of the scope of work including any extensions to the same. The component prices should be rational and in line with the overall prices quoted. Any irrational pricing of components can lead to disqualification of the bid.

22.3.15 The original and all copies of bids shall be typed or printed in a clear typeface. Copies may be good quality photocopies of the original. An accompanying letter is required, signed by an authorized signatory of the Bidder, committing the bidder to the contents of the original response.

## 22.4 Sealing and marking of Bids

22.4.1 The offer should be submitted in two separate sealed covers containing Technical (Technical Bid) and Commercial (Commercial Bid) Proposals.

22.4.2 The two separate sealed covers containing the Technical offer and the Commercial offer should in turn be put in a sealed outer envelope to be super-scribed as "Offer for Implementation and maintenance of Human Resources Management System"

22.4.3 The sealed envelope containing Technical Offer should include only Bidder's Profile (as per enclosed formats), Relevant Technical Bid Forms, Annexures as requested and Standard Printed Technical Literature/Brochure etc., for the bid.

22.4.4 The sealed envelope containing commercial offer should include only the commercial quote. and super-scribed as "Commercial offer for Implementation and maintenance of Human Resources Management System". Please note that no other information other than the price should be furnished along with this offer.

## 22.5 Other conditions

22.5.1 Bidders are not permitted to submit more than one bid.

22.5.2 The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.



- 22.5.3 Bids sealed in accordance with the Instructions to bidders should be delivered as mentioned in the Bid schedule. Bids may be sent by registered post or hand delivery, so as to be received at the address given in contact details in the tender schedule.
- 22.5.4 Receipt of the bids shall be closed as mentioned in bid schedule. Bids received after the scheduled time will not be accepted by the Bank under any circumstances.
- 22.5.5 The technical bids will be opened as mentioned in bid schedule.
- 22.5.6 Bank will not be responsible for any delay due to postal service or any other means.
- 22.5.7 The bidders or their authorized representatives shall be present at the time of the opening of the technical bid. Only one person per bidder will be allowed to be present at the time of the opening the technical bids.

## 22.6 Clarification of tender documents

- Written requests/mail requests for clarification (pre-bid queries) may be submitted to the Bank prior to the date mentioned for the submission of pre-bid queries and clarifications for such queries shall be provided by the Bank through Clarifications /Addendums placed in Banks website [www.cggb.in](http://www.cggb.in). All pre-bid queries to be forwarded to [ditsm@cggb.co.in](mailto:ditsm@cggb.co.in), [it@cggb.co.in](mailto:it@cggb.co.in), [gmho2@cggb.co.in](mailto:gmho2@cggb.co.in) on or before 27-05-2022 .
- 22.6.1 Form should preferably be emailed to the Bank or provided by softcopy - in either event hardcopy confirmation are to be submitted with the Bid documents.
- 22.6.2 The queries and clarifications wherever necessary shall be placed in Bank's web-site under Tenders column.
- 22.6.3 The bidder is to submit RFP document, all addendums and queries raised documents duly making signature and stamped on all papers along with bid documents.

## 22.7 Amendments to tender documents

- 22.7.1 Amendments to the Tender Document may be issued by the Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, prior to the deadline for the submission of bids.
- 22.7.2 The amendments will be posted on Bank's web site and will be binding on all the bidders.
- 22.7.3 From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the RFP.
- 22.7.4 Further, in order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion extend the deadline for submission of bids.

## 22.8 Confidentiality

- 22.8.1 Bidder agrees that all information gathered from the Bank including oral enquires, letters, documents, emails, presentations, interactions, technical documentation, discussions with Bank's service providers and documents gathered from Bank's service providers etc. related to



the Bank's business and other information identified as confidential by the Bank are confidential information of Bank.

22.8.2 Unauthorized disclosure of any such confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

## 22.9 Indemnification

22.9.1 The Bidder shall, at their own cost and expenses, defend and indemnify the Bank against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India in connection to the services mentioned in the RFP.

22.9.2 The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees.

22.9.3 The Bidder shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.

22.9.4 The bidder shall always keep indemnified and hold Bank harmless from and against any and all damages, losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against Bank by a third party as a result of non-compliance with Laws in force default in obtaining consents, permissions, approvals, licenses, etc., as may be necessary or required for this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines, Cancellation of Order.

## 22.10 Bidders Liability

The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Total Cost of Ownership (TCO) of the project. The bidders liability in case of third party claims against the Bank resulting from breach of confidentiality, Willful Misconduct or Gross Negligence of the bidder, its employees and subcontractors or from third party claims resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.

## 22.11 Signing of contract

The Bidder shall be required to enter into a contract with Bank, within 15 days of the award of the tender or within such extended period, at the discretion of the Bank.



## 22.12 Other terms and conditions

- 22.12.1 This RFP document is the property of the Bank and this cannot be copied or used in any other manner except for the purpose of responding to this tender notice or without written permission from the Bank.
- 22.12.2 All the documents submitted along with bids shall also become the property of the Bank and retained by the Bank unless otherwise specifically mentioned.
- 22.12.3 The bidder should mention whether he is having any contractual obligation presently with the Bank, its status and any conflict of interest has arisen in such contractual obligation.
- 22.12.4 The implementation methodology and business processes in the implementation of the Project which are specifically built for Bank will form the property of the Bank except for those for which Intellectual Property Rights are already established.
- 22.12.5 Selected bidder has to undertake not to hire, solicit, or accept solicitation for their employees directly involved in this contract during the period of the contract and one year thereafter, except as the parties may agree on a case by case basis.
- 22.12.6 Besides penal provisions, Bank reserves the right to terminate the contract, by giving 15 days notice if the work is not progressing according to the agreed project plans and when the delay is attributable to the Bidder either directly or indirectly due to the failure of Proper Project Management.
- 22.12.7 Penal Provisions and right of termination is, however, subject to Force Majeure situation to be defined in the agreement.
- 22.12.8 The proposal and all supporting documentation submitted by the bidder shall become the property of Bank - unless the Bank agrees to the bidders' specific request, in writing, that the proposal and documentation be returned or destroyed.

## 22.13 Performance Guarantee

- 22.13.1 Within 21 days of the issue of purchase order the selected bidder must submit a performance guarantee equivalent to 10 % of the Total Contract value. The bank guarantee shall be kept valid till completion of contract period. The guarantee shall contain a claim period of three months from the last date of validity.
- 22.13.2 In case the selected bidder fails to submit performance guarantee within the time stipulated above, the bank at its discretion may cancel the order placed on the selected Bidder without giving any notice.
- 22.13.3 Thereafter the Bank shall be at liberty to proceed with procurement from the other technically qualified Bidders within the purview of the same RFP by calling for fresh commercial quotes from the technically short listed Bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.



- 22.13.4 The selected bidder shall be responsible for extending the validity date and claim period of all the bank guarantees as and when it is due on account of incompleteness of contract.
- 22.13.5 The bank shall invoke the guarantee before expiry of validity, if the services rendered by the selected bidders are not satisfactory and not as per the terms of the contract and SLAs. The bank shall notify the selected bidder in writing before invoking the guarantee.
- 22.13.6 The performance guarantee will be discharged by bank and will be returned to the selected bidder thirty days after expiry of contract period.
- 22.13.7 Bank concludes that everything as mentioned in the RFP documents circulated to the Bidders and responded by the Bidders have been quoted for by the Bidders and there shall be no extra cost associated with the same other than the cost quoted by the Bidder. In the event, Bank has not asked for the quotes for alternative prices and the Bidder furnishes the alternative quotes in the Bidder's financial bids, the higher of the quotes shall be taken for evaluating the bids. However, payment by Bank shall be made for the lowest quote.

#### **22.14 Procedure for claiming payments**

- 22.14.1 The Selected Bidder's requests for payment shall be made to the Bank in writing accompanied by Original Invoice detailing the Services offered, date of commencement of the service etc. The invoice should be raised proactively deducting applicable penalty if any.
- 22.14.2 The payments shall be made within 30 days of valid claims that are supported by invoice, acceptance and upon fulfillment of other conditions stipulated in the contract. The invoices and other documents are to be duly authenticated by selected bidder. The payment is subject to deduction of TDS and Liquidated Damages wherever applicable.
- 22.14.3 On receiving each payment, the selected bidder shall submit a stamped receipt for the payment received including TDS. The payment after deducting applicable TDS will be released centrally from DIT, Head Office, CGGB Guntur.

#### **22.15 Rights of the Bank**

- 22.15.1 The Bank reserves the right to reject any or all bids at any point of time prior to placing the order without assigning any reasons whatsoever.
- 22.15.2 The bank reserves the right to re-tender. The bank shall not incur any liability to the affected bidder (s) on account of such rejection. Bank shall not be obliged to inform the affected bidder (s) of the grounds for the Bank's rejection. The bank reserves the right to modify any technical requirements specifications within the overall scope of the RFP.
- 22.15.3 Bank reserves the right to obtain revised indicative commercials from the bidders with regard to changes in RFP clauses or if the Bank is not satisfied with the prices offered.



- 22.15.4 The bank reserves the right to release order, part order or more than one order within the overall contract.
- 22.15.5 The bank reserves the right to modify the bill of material at any point of time before opening of the indicative commercial bid. The Bank reserves the right to alter the locations specified in the tender, and to delete/substitute items from the ones specified in tender.
- 22.15.6 The Bank also reserves the right to spread the total order over different phases. Bank may also place order for various services in addition to the quantities mentioned in this tender at the same terms and conditions including the cost agreed upon.
- 22.15.7 This RFP for all intents and purposes is final. However, Bank reserves the right to bring about any changes in requirements within the overall scope and the same will be communicated to the Bidder(s) well before time so as to allow the Bidder(s) to prepare and submit their response.
- 22.15.8 The Bank reserves the right to call for presentation/demonstration for any or all bids.

### 23. Right to vary quantity

The intent of this RFP is to implement the HRMS application and onboard all the bank staff into this application for all the HR related processes. The Current staff position and the projection for the next five years are as below:

Year	No of Staff
2022-23	1200
2023-24	1400
2024-25	1650
2025-26	1900
2026-27	2300

- The bidder should provision variation in quantities in the range of +/- 10 %.
- In case of amalgamation/ merger of CGGB with any other bank, the selected bidder has to extend the services as per the commercials finalized in this bid till entire data of CGGB is migrated to new entity.
- In case CGGB acts as anchor bank, the selected bidder should extend required support for data migration from other entities to CGGB and ongoing support till end of contract period. Commercials will be negotiated at the time of amalgamation of the other RRBs.

### 24 Instructions to the Bidder

- 24.1 The selected Bidder shall take all steps to ensure safety of their and the bank's personnel during execution of the contract and also be liable for any consequences due to omission or act of the selected bidder.
- 24.2 The selected bidder shall also ensure cleanliness of the site during the tenure of the contract.





- 24.3 The Bidder shall be fully responsible for providing and maintenance of services as per the Terms of this RFP.
- 24.4 The Bidder shall specify in the bid, the responsibilities of the Bank during the execution of contract.
- 24.5 The bidder should not sub contract in any kind or matter to a third party. In case of sub-contracting, the Contract shall be summarily terminated at the cost of the bidder and performance bank guarantee shall be forfeited, without prejudice to any rights or remedies the bank may have under the Contract and Law.

## 25 Demonstration/Presentation

- 25.1 The selected bidder shall own the responsibility to present that the services offered are as per the specification/performance stipulated in this RFP and as committed by the selected bidder, either at site or in his works without any extra cost to the Bank. However the Bank will bear the traveling, boarding and lodging cost related to its own personnel.
- 25.2 Intent of RFP: The selected bidder shall provide all required services and supply of hardware as per the intent to this RFP, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, interoperability, maintainability and upgradability of the services.

## 26. Project documentation

- 26.1 Documentation should be maintained such that any on going maintenance/ improvement should be updated in the Solution document provided and all the user manuals are to be updated and version control management is to be place. All the Project Documentation should be shared with bank.
- 26.2 Wherever applicable the selected bidder shall submit the relevant test certificate/guarantee Certificate/licenses along with the supplies, installation and acceptance, as applicable.

## 27. Force Majeure

- 27.1 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 been foreseen and which substantially affect the performance of the Contract, such as:





27.2 Acts of any Government only, including but not limited to war, declared or undeclared, priorities, quarantines and embargoes. Force Majeure also include natural calamities arising out of floods, earthquakes, cyclone, etc, and other acts like terrorists attacks, vandalism etc.

27.3 Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The selected bidder or the bank shall not be liable for delays in performing their obligations resulting from any Force Majeure cause as referred to and/or defined above.

## 28. Arbitration

28.1 All disputes or differences between the parties shall be resolved amicably. If amicable settlement is not possible, then such disputes and differences shall be resolved through an Arbitrator mutually agreed upon between the parties. If the parties cannot agree upon an Arbitrator, then both the Selected Bidder and Bank shall appoint one Arbitrator each, and both the Arbitrators jointly shall appoint a third Arbitrator. The decision of the majority of the arbitrators shall be final and binding on the parties. The arbitrators shall give a reasoned Award. The Arbitration Proceeding shall be governed by the provisions of the Arbitration Conciliation Act, 1996

28.2 Work under the Contract shall be continued by the selected bidder during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the selected bidder shall be withheld on account of the ongoing proceedings, if any, unless it is the subject matter or one of the subject matter thereof.

28.3 The venue of the arbitration shall be at Guntur, India.

## 29. Applicable law and jurisdiction of court

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Guntur (with the exclusion of all other courts)

## 30. Defect liability

In case the service offered is not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein the selected bidder shall forthwith replace/provide such service at no extra cost to the bank without prejudice to the other remedies as may be available to the bank under the contract.



### 31. Notices

31.1 Notice or other communications given or required to be given under the Contract shall be in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by registered post, or by facsimile, provided that where such notice is sent by facsimile, a

confirmation copy shall be sent by registered post within ten days of the transmission by facsimile, to the address of the receiving party by the other in writing, provided such change of address has been notified at least fifteen days prior to the date on which such notice has been given under the terms of the contract.

31.2 Any notice or other communications shall be deemed to have validly given on date of delivery if hand-delivered; if sent by registered post, then on the expiration of seven days from the date of posting; and if transmitted by facsimile, then on the next business date after the date of transmission.

### 32. Access for audit

The bank may appoint an internal or third party auditor to audit the proposed application to ensure that the application meets the required performance with the proposed infrastructure considering the five-year period and security related aspects. The Audit areas may spread over application availability, security, performance, Data Sanity and SLA monitoring. The Bank may periodically conduct Audit either by internal auditors or by external auditors in respect of security/network access and authorization controls and procedures, and other product/services provided by the selected bidder. The selected bidder should cooperate to the bank's auditors in this regard whenever and wherever required.

### 33. Exit option and contract re-negotiation

The Bank reserves the right to cancel the purchase order and terminate the contract by giving 15 days notice in the event of happening of one or more of the following conditions:

- a. Failure of the selected bidder to accept the order within the time stipulated.
- b. Delay/failure in executing the contract Agreement.
- c. Failure to furnish the performance guarantee within 21 days after issuing the Purchase order
- d. Failure to maintain guaranteed uptime
- e. Breach of terms and conditions of the contract.
- f. Mergers or amalgamation of Banks.

33.1 The cancellation of the purchase order will be, besides the bank's right to invoke performance guarantee or without prejudice to its rights to initiate any other action as the bank may deem fit. The Bank shall be the sole judge to decide about the happening of one or more of the conditions mentioned above.



- 33.2 However, during all such times of disagreement, when contract is terminated, the bank shall make alternative arrangements within a period of 6 months and till an alternative arrangement is made the selected bidder shall render all the services and support as agreed as per the original terms of contract.
- 33.3 However, the bank shall pay to the bidder amount due to him towards the product and services already provided/rendered as per the contract. Such payment shall be subject to other terms and conditions of RFP like LD etc.
- 33.4 Not, withstanding what is stated above, the cancellation of the purchase order will be besides the bank's right to invoke performance guarantee or without prejudice to its rights to initiate any other action as the bank may deem fit.
- 33.5 If the successful bidder fails to enter into contract/agreement, the award shall be annulled and the next least commercial bidder will be called for implementation or calls new tenders. In such cases the PBG shall be encashed.
- 33.6 Bank also has the right to cancel the contract and exit without cause by giving 3 months advance notice.

#### 34. Sensitive information

Any confidential business related or sensitive information which the selected bidder comes across during the implementation of the project shall not be divulged/disclosed to anyone without the prior consent of the bank. If the information is so divulged, that may cause loss to the Bank, the Bank will have the right to invoke the performance guarantee with or without any notice to the Bidder.

#### 35. Security

The proposed services to be provided by the selected bidder must comply with the various Guidelines issued by the Bank, RBI, UIDAI, NABARD from time to time.

#### 36. Termination of the Contract & Compensation

- 36.1. The Bank reserves the right to cancel the contract placed on the selected bidder by giving 15 days notice and recover expenditure incurred by the Bank in the following circumstances:
- The selected bidder commits a breach of any of the terms and conditions of the bid.
  - The selected bidder goes in to liquidation/insolvency voluntarily or otherwise.
  - An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
  - If the project is not completed as per the agreed time lines as per RFP.



36.2. Bank also has the right to cancel a portion of the contract by giving 3 months advance notice, if the bank is not satisfied by the service offered by the bidder.

36.3. However, the bank shall pay to the bidder amount due to him towards the product and services already provided/rendered as per the contract. Such payment shall be subject to other terms and conditions of RFP like LD etc.

### 37. Extension of Contract

Bank has the right for extension of contract for providing services for the period of maximum of two years and the extension may be in quarterly multiples with the same terms and conditions and commercials quoted in response to this RFP.

### 38. Taxes and Duties

38.1 The price quoted shall be inclusive of all taxes and duties. However, all taxes and duties as applicable shall be indicated separately in the commercial bid only. However, the prices, Taxes and duties etc, quoted shall be taken into account for the purpose of arriving at L1.

38.2 Any increase in Taxes/Duties at actual shall be paid by the bank on production of proof by the bidder. Any decrease in Taxes and duties etc shall be passed on to the bank by the selected bidder.

38.3 The selected bidder shall be solely responsible for arranging the foreign exchange release and import license or any materials, components, bought out items that may be required to be imported for the purpose of performing the work under this RFP and accordingly the bid prices shall include all the customs, import duties, levies, license fee etc., payable by the selected bidder on imported items and Bank is not liable in this regard whatsoever.

38.4 Any certificate required to be submitted by the Bank in case of acquiring encryption hardware or software shall be explicitly specified in the technical bid by the selected bidder

### 39. Integrity Pact

39.1 Bank believes in total transparency, integrity and accountability in its functioning. As per the directions of CVC, Bank proposes to execute Integrity Pact with the bidder focused on enhancing transparency in its business transactions, contracts and procurement processes.

39.2 The bidder shall submit the bid/tender along with the "Integrity Pact", as per Annexure XII on a non-judicial stamp paper of ₹100/- along with the bid/tender document, duly signed on all pages and the details filled in properly. All pages of the Integrity Pact shall be signed by the same signatory who signs the bid document and has the authority on behalf of the C.E.O of the company he represents.

39.3 The non-judicial stamp papers are to be purchased in the name of the Bidder or Bank and the date of purchase should not be earlier than six months of date of execution.



39.4 The acceptance of Integrity Pact shall be unconditional and the bidder must not change any contents of the Integrity Pact. If the contents of the Integrity Pact is changed by the bidder, the bid will be rejected.

39.5 The bidder shall submit the Integrity Pact duly signed by the person(s) signing the bid. Bidders are required to clearly indicate the name and designation of the signatory (ies) as well as the name and address of the witnesses.

39.6 If the Bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.

39.7 The signed Integrity Pact should be enclosed with the technical offer of the bid only. Bids received without the signed Integrity Pact and/or without details filled in shall be rejected.

#### **40. Confidentiality of the Document**

This document is meant for the exclusive purpose of bidding as per the specifications, terms and conditions and scope indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

**E S R V Appa Rao**  
**General Manager-II**

**Annexure 1 - Compliance Certificate**

To,

General Manager-II,  
Chaitanya Godavari Grameena Bank,  
Head Office,  
3<sup>rd</sup> Floor, Raghu mansion.  
4/1, Brodipet,  
Guntur - 522 002

Dear Sir,

RFP Ref no. No 099/51/RFP/2022-23/05 Dt. 21/05/2022.

Subject: Declaration and Acceptance of Terms and Conditions and Confirmation of offer

The details submitted in this document are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Chaitanya Godavari Grameena bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm having understood the entire bid process, contents of RFP with all its terms and conditions and undertake to abide by the terms and conditions. We have also understood that the Bank may add, alter, modify the terms and conditions and post the required information in its website under Tenders column and all such additions, modifications, alterations will form part of the RFP.

We hereby acknowledge and confirm having accepted that the Bank can at its absolute discretion apply whatever criteria it deems appropriate and fit, not just limiting to those criteria set out in the RFP, in short listing of bidders.

We confirm having met all the criteria set out for Bidder's eligibility including financial soundness. We also confirm that we are not blacklisted by any Government organization or Govt. agency or Banks in India There is no legal action against our organization for any cause in any legal jurisdiction, which will impose restrictions to the ability of the Bidder in carrying out its obligations under this RFP.

We confirm and warrant that key project personnel to be deployed in this project have been sufficiently involved in similar projects in the past.

**Authorized Signatory with Seal**

Date:

Place:

**Annexure 2 - Bidder Constitution and Contact Profile****Company Profile**

1. Name of the Company:
2. Address of Registered Office / Head Office:
3. Phone Number (with STD Code):
4. Fax Number:
5. E-mail id:
6. Constitution (Public Ltd Co., / Pvt., Ltd., Co. / Partnership/ Proprietary Concern etc.):
7. Date of Establishment:
8. Name of Chief Executive:
9. Name of Contact Person and Phone No at Hyderabad:
10. Location of Factory, if applicable:
11. Line of Activity:
12. Date from which the product offered in the tender are marketed:
13. Products Developed / Serviced (Attach product literature)
14. Details of Quality Certifications Obtained for the Company & its Products, such as ISO-9001:2000 etc. (attach Photostat copies).
15. Total Number of Employees:

**Authorized Signatory with Seal**

Date:

Place:



**Annexure 3 - Financial Details of the Company**  
(To be included in Technical Bid Envelope)

(In Rs in Lakhs)

Financial Year	2019-20	2020-21	2021-22
Audited (A) / Provisional (P)	(A)	(A)	(A)
Paid up Capital			
Tangible Net Worth			
Total Assets			
Total Sales (net of excise)			
PBDIT			
Profit after Tax			

Attach annual reports / duly audited financial statements for the latest three financial years.

Date:

Signature of Authorized Official with Seal

Place:





### Annexure 4 -Bidder's Support Centre

Number of Offices within India:

Total Number of Offices:

Furnish information about Support Centers

Sl. No.	City / State	Address	Name of Person In-charge and Phone No	No. Of Qualified Support Engineers & their qualifications	Whether adequate trained Manpower, knowledge base & stock of spares available for support

Date:

Signature of Authorized Official with Seal

Place:

**Annexure 5 - Credentials: Projects handled by bidder**

(Multiple sheets to be used to provide reference site details)

Details of HRMS projects implemented and maintained by the Bidder			
REFERENCE SITE DETAILS:	1	2	3
Organization details			
Contact person details with address, phone numbers (Land / Hand), email id.			
Details of the project			
Broad outline of architecture			
Platform details			

Date:

Signature of Authorized Official with Seal

Place:



## Annexure

## 6 - Eligibility Criteria

S No	Pre-qualification Criteria	Compliance (yes/No)
1	The bidder should be a government organization/ Public sector unit/ Partnership firm / Limited Company/ Private Limited Company having its Registered Office in India. Relevant documents of the same are to be submitted.	
2	The Company should have been registered in India and in existence for a minimum period of five years. Proof needs to be submitted.	
3	The Company should have successfully completed HRMS application development and roll out of similar nature in the past.	
4	The OEM/authorized channel partner/dealership certification should be in force for the current financial year. (enclose copy of letter from OEM as per enclosed format, if the bidder is channel partner or dealer).	
5	The bidder should have experience in handling complete bipartite settlement by IBA through the implemented HRMS application in at least one Private sector/ Public sector bank/RRB in India.	
6	The bidder must have prior experience in implementation and maintenance of HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.	
7	The bidder should be at present maintaining HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1500 branches. Reference letters from the bank needs to be provided.	
10	Average Annual Sales Turnover not less than Rs.100 Crore for last 3 years (Provide figures in Crores ) 2019 - 2020 2020 - 2021 2021-2022	
11	Net worth not less than Rs.25 Crore for last 3 years (Provide figures in Crores) 2019 - 2020 2020 - 2021 2021-2022	



12	<p>Shall be Earning Profit for the last Three Years (Provide figures in Crores)</p> <p>2019 - 2020</p> <p>2020 - 2021</p> <p>2021-2022</p> <p>In case the bidder company is having loss for any year out of the last 3 years, a confirmation is to be given that the current net worth is 25 Crore and above and bank may consider such bids after duly evaluating the financial strengths of the company.</p>	
13	The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed).	
14	Should have latest ISO 9001/270013 Quality Certification	
15	Should have at least 100 Software full time engineers for development on the rolls of the bidder	

Date:

Signature of Authorized Official with Seal

Place:



## Annexure 7 -

## Technical Specification/Compliance

## 1. specifications

S.No	Description	Complied (Yes/No)
1	Implementation and Maintenance of the HRMS application including maintenance of operating systems, application software, RDBMS and other associated systems, performance tuning	
2	Maintaining test & development, training and production setups of HRMS	
3	Maintenance and uptime of the HRMS application. This also includes application of patches received from OEM after testing the same in UAT environment	
4	Applying database patches, fine-tuning of database and version upgrades as per the requirement of the Bank	
5	OS fine tuning, application patches etc., on servers	
6	Providing facility management services	
7	Implementation of new modules and provide customisations for HRMS as per the bank requirement. Providing interface and integration of modules developed by bank team or provide by third parties as required by bank.	
8	The proposed HRMS application should cover the HR functional areas of Core HR, Leaves, Payroll including bipartite settlement, Compensation & Benefits, Time and Attendance, Performance Management, Trainings, and Employee Relations, Employee Self Service and any other banking related HR functional areas.	
9	Application should be available over the web and support all browsers (Chrome, IE, Edge, Firefox etc). Download of any application at any of the end user systems should not be required to access the application.	
10	Mobile Application should also be delivered on both Android and iOS.	
11	The Application should have uniform look for all the users. Application should support CSS.	
12	All the functions should be work flow driven and should allow admins to create any workflow by drag and drop.	
13	All the functionalities should be parameterized through front end. Back end or code changing parameterization is not acceptable.	
14	Functionalities in the application should have role-based access.	



15	Application should have single sign on for accessing all the HR functionalities. Admin/IT Users should have the option to view currently logged on users.	
16	Application should session time out, password expiry functionality for all the users	
17	Any number of users should be able to access the application at a time with no application performance issues	
18	Data validation at all the fields to ensure data correctness	
19	Migrating the data from the existing system to proposed application with 100% accuracy.	
20	Application should support integration with CBS Finacle of any version for salary credits, loan disbursements, claim settlements and any kind of transactions .	
21	Application should support to connect with multiple data sources and types with two way communication. Application should be able to migrated to any OS, data bases.	
22	Application should be XML enabled	
23	Data processing capabilities should be in both real time and batch with time stamp of all the transactions for any kind of audit trail	
24	Admins should have roll back functionality	
25	Application should support digital signatures	
26	Application should send/store notification emails/sms	
27		
28	Application should generate reports in multiple formats (Excel, PDF, Word, PPT,XML, or other formats as required by bank)	
29	Reports should be generated in real time.	
30	Auto generation of reports for IT/HR users.	
31	Periodical reports generation and sharing with the intended users.	
32	Application should be able to generate any adhoc reports.	
33	Application should have the abilities to generate report from any of the data as criteria.	
34	Application should have provision to query the data and create reports with charts	
35	Application should be able to capture HR policies, Staff Service Regulations, any other procedures or policies and amendments to it.	
36	The captured policies/SSR/procedures/policies should have effective date and all the history is to be maintained.	
37	Application should be able to capture organization hierarchy across all the employee levels.	
38	Application should have provision to define and modify job title, job description .	
39	Application should map the qualifications required for a job.	



40	Application should generate employee code for any new joiner as per the policy of bank.	
41	Application should have the ability to capture the below employee details Name, Photo, Gender, Employee ID, Branch, Address (P & C), email address, marital status, religion, Caste, nationality, date of birth, dependent details, contact numbers, PAN, Passport Details, Date of Joining, Place of current posting, Date of retirement, Salary Account Number, Educational and Professional qualifications, Job Details (Title and Description) Employee status( probation, notice period, confirmed, On leave ( all kinds of leaves), LOP, Retired, In service, VRS ), Differently abled, Exservice men, Compassionate appointment, Prior Work Experience, Basic Pay, Scale of Pay, Allowances, Deductions, Frequency, Amount, Dates( From and End ), Deduction to any third parties, Pension payments, Medical Insurance coverage details, capture and manage of any bank property issued to employees ( Laptop, Mobile etc ) and any other required fields.	
42	Application should support advanced search with any of the above employee details.	
43	Application should generate electronic letters for joining, transfer, relieving etc. and should capture the details as required by bank.	
44	Application should identify vacant posts for transfers on account of relocation requests, term completion, administrative actions (suspensions/dismissals) etc	
45	Application should allow users to apply for transfer location (request transfers) and should be able to match the vacant positions	
46	Application should have complete history of transfers data ( Dt of joining, date of relieving, location ) and the same shall be updated in employee master data	
47	Application should generate seniority list based on the bank's required criteria (date of joining, category, PAR, any disciplinary actions)	
48	Application should have real time status (Probation, Confirmed, Suspended, Terminated, Deputation, resignation etc) and the history of the same is to be available to view and generate any adhoc reports.	
49	Application should capture basic salary, increment rules as per bank policies.	
50	Application should capture history of scale of pay, increments any other salary components.	





51	Application should generate alerts indicating due for confirmation, promotion, increments, transfer etc as per bank's rules.	
52	Application should allow users to apply for promotion	
53	Application should have a validation request with the checklist for promotion.	
54	Application should generate alerts/notifications for background verification/ medical tests/ or any other requirements and record the results .	
55	Application should have to create and maintain a service book for all the staff.	
56	Application should have the pro active monitoring of HR functions ( Increment Dates, Duty Reporting after leave)	
57	Application should have provision to create check lists for new joiners and retirees.	
58	Application should have ability to generate No dues/ clearance from the required departments.	
59	Application should have the ability to request for any NOC and sanction/ratification of the same.	
60	Application should have the provision that enables the user to raise any issue pertaining to HR functions (Salary, Allowance, Leave etc). Any issue raised should be given a system generated reference number.	
61	Application should allow the concerned HR users only to act on the issues raised. HR users should be able to manage the issues and update the status of issues.	
62	Application should have the mechanism to define escalation matrix and the raised issue should follow the defined escalation matrix in the predefined TAT.	
63	Application should have the ability to track the issues status and generate periodical or adhoc reports	
64	Application should enable advanced search on the issues (For eg to search for the issues of same nature, or status based searching etc)	
65	Application should not allow any changes to the closed issue.	
66	Application should allow to define/ parameterize various kinds of misconducts or issues under which any issue or grievance can be raised.	
67	Application should allow to attach any documents while raising or modifying any issue/grievance.	
68	Application should be able to track all the issues pertaining to issues/grievances and generate report on the same.	
69	Application should allow to define the competent authority or the delegated authority to raise charge sheet for any employee.	



70	Application should allow only the competent or the delegated authority to raise the chargesheet on an employee.	
71	Application should assign a unique reference number for every charge sheet raised and should be able to capture the individual details as per the requirement of the bank such as employee code, minor/major chargesheet, Charge Description, Status and decision declared.	
72	Application should allow to generate any adhoc report of grievances.	
73	Application should have the ability to initiate disciplinary action against the defaulted employees and to create and print various letters.	
74	Application should have the ability to identify vacant positions on any given date/time.	
75	Application should have the ability to access the vacant positions by category, cadre, dept wise or section wise or as required by bank	
76	Application should have the ability to match position requirement with the employee profile ( Skill set Match)	
77	Application should have the ability to capture recruitment policy.	
78	Application should have the functionality to define salary structure for all scales/ grades/positions.	
79	Application should have the ability to define various cost centers with unique ID and maintain history.	
80	Application should have the ability to calculate pay upto two decimals	
81	Application should have the ability to modify any salary component during any pay cycle.	
82	Application should have the ability to add or remove any lump sum to any group /all employees in any pay cycle.	
83	Ability to identify the eligibility of allowances	
84	Ability to automatically adjust salary increments as per the rules defined by the bank	
85	Ability to calculate monthly salary basis the leave record. For eg Salary is to be proportionately calculated for Loss of Pay, Absence with out intimation, Absconding etc.	
86	Ability to calculate the pay retrospectively with regards to any salary component for any time period. No limitations are allowed. For eg. JAIB increment is to be given retrospectively, or any other increment is to be given retrospectively , or while calculating bipartite settlements etc	
87	Ability to generate reports basis any salary component for any period and for any scale	



88	Ability to calculate final settlements for Resignations, VRS, Retirements, Dismissals etc.as per the policies defined.	
89	Ability to process the pay cycle for any employee at any time.	
90	Ability to calculate the amount by any pay component or settlement	
91	Ability to facilitate any kind of deduction	
92	Ability to issue refunds on account of any excess deductions through HRMS application	
93	Ability to contain the deduction based on certain defined policies	
94	Ability to perform deductions in bulk based upon any specific policy changes	
95	Ability to effect deduction retrospectively as payments	
96	Ability to calculate applicable taxes and withhold or deduct while salary payouts.	
97	Ability to generate reports for gross amount earned	
98	Ability to calculate gross pay based on the defined pay structure	
99	Ability to create pension slip for payment to pensioners	
100	Ability to create reports on the payments to pensioners (Adhoc and periodical Reports)	
101	Ability to arrive at loan recovery list	
102	Ability to prepare 26AS	
103	Ability to incorporate statutory compliance with applicable laws( Gratuity etc)	
104	Ability to generate pay slips at end user level	
105	Ability to generate TDS reports for all employees	
106	Ability to check the eligibility for various loans as per the set parameters.	
107	Ability to prepare all statutory returns	
108	Ability to deduct any statutory deductions	
109	Ability to auto calculate allowances as per the scale of pay or other criteria	
110	Ability to process leave encashments, Claims, reimbursements etc	
111	Ability to calculate conveyance reimbursement based on applicable rates and miles/kms travelled.	
112	Ability to create any new reimbursements in future.	
113	Ability to create matrix for approval of reimbursements.	
114	Ability to flag the salary components /reimbursements/allowances as taxable or non-taxable	
115	Ability to identify any duplicate claims (reimbursements)	
116	Ability to change salary components as per retrospective leave status.	
117	Ability to process unlimited salary adjustments	



118	Ability to make bulk payments for an employee ( Exonerated of any charges)	
119		
120	Ability to define and modify eligibility for Benefits across all the levels	
121	Ability to create, modify or generate reports on the benefits availed by employees ( Loans, Advances , Allowances etc) against the eligible benefits as per the policies, for all the employees,	
122	Ability to create final settlement for retired employees	
123	Ability to pay retroactively any benefits	
124	Ability to process TA /DA and any other reimbursements	
125	Ability to auto calculate allowances due to change in increments.	
126	Ability to process increments as per the rules defined.	
127	Ability to calculate arrears retroactively if any change is affected in promotions or any other criteria	
128	Ability to process arrear and back dated payment calculations based on criteria	
129	Ability to calculate arrears retroactively considering the tax components also retroactively.	
130	Ability to pay fixation and revision on promotion or demotion	
131	Ability to pay fixation for annual increments	
132		
133	Ability to define/modify Performance appraisal form for different employee categories as per the bank's rules.	
134	Ability to define values for each competency as per the Performance Appraisal form	
135	Ability to create workflows for approvals as per bank's rules	
136	Ability to create different levels like reporting officer, reviewing officer and approval officer.	
137	Ability to create role based access rights in order to maintain strict security features to maintain privacy and confidentiality of the appraisals.	
138	Ability to provide scores and comments against the competencies in the Performance Appraisal form by all the levels.	
139	Ability to Automatic calculation of final scores	
140	Ability to provide unique ID for each PAR	
141	Ability to generate notifications and reminders at all the levels for all the actions. (Notification if PAR is pending or completed or due)	
142	Ability to generate any adhoc reports basis any of the fields in PAR.	
143	Ability to generate softcopy, download or print.	



144	Ability to Integrate with existing biometric system and track attendance with the data received from biometric system.	
145	Ability to Mark attendance for any exceptional users /scenarios like training, meetings, conferences.	
146	Ability to define/modify bank's leave policies.(Types of leaves, leave eligibility, leave combination, leaves accrual, leaves lapse, etc)	
147	Ability to allow HR users to add /modify any leaves or leave balances	
148	Ability to allow users to view leave balances and eligibility.	
149	Ability to define hierarchical workflows for leaves approvals	
150	Ability to Modify hierarchical workflows as and when required by bank using drag and drop functionality.	
151	Ability to Allow leave cancellation, extension, postponement, advancement.	
152	Ability to Provide a text box to provide any reasons/remarks for any leave rejections/refusals/recommendations.	
153	Ability to to upload any supporting document while applying leave	
154	Ability to generate notifications (SMS/email) for all leave related actions.	
155	Ability to generate any adhoc reports pertaining to any leave at any time for any period.	
156	Ability to Capture any training attended with all the details like training programmes, institution, training period, attendance, budget allotted/incurred.	
157	Ability to update employee service records with the trainings attended.	
158	Ability to generate alerts if the training programme is not attended by employee.	
159	Ability to schedule training and send notification (Email) to concerned user, branch, regional office .	
160	Ability to display all the employee data	
161	Ability to allow modifications to the allowed fields	
162	Ability to raise any request for leaves, allowances, salary increments, loans, advances, grievances or any other requests , NOC, upload any documents .	
163	Ability to view or print salary slip , increment letter, promotion letter, transfer letter, etc.	
164	Application should support circulating of documents at different levels for review/report/approval	
165	Ability to allow users to add dependent details or any other allowed data	
166	Ability to allow staff to declare investments or tax deductions.	
167	Ability to create TA /DA requests.	



168	Ability to fill self-appraisal form	
169	Ability to submit any claims or reimbursements and track the same	
170	Ability to display dashboard for any system generate alerts ,circulars, letters etc.	
171	Ability to view any allowed employee information	
172	Ability to define work flows for approval for any changes required in employee information.	
173	Ability to import/export data from other systems/applications	
174	Ability to initiate the feedback/survey collection through custom work flows	
175	Ability to archive and restore historical data.	
176	Ability to create Business Process based work flow	
177	Ability to generate Exception /Alerts through SMS/EMAIL for rejection and acceptance of claims	
178	Ability to facilitate System Audit Trail	
179	Ability to incorporate Maker checker for validated entry posting	
180	Ability to Bulk data upload facility for Employee data	
181	Ability to make Adhoc, Supplementary Payment & Recovery	
182	Ability for Salary Advance Management System to process , calculate and post EMI	
183	Ability to enable BioMetric / Smart Card based Attendance	
184	Ability to incorporate Parameter Based System to control change in IT, PT, Pay Components, Office Master etc.	
185	Ability to Arrear Calculations and payment for revision period, apportionment of TAX	
186	Ability to generate Annual Salary Slip, Arrear Slip, Tax Estimation	
187	Ability to Email Payslip, Form16 Annexure	
188	Ability to incorporate API Service to consume/Post data for business use	
189	Ability to Bell-Curve, Pie charts etc for Management Dashboard	
190	Ability to incorporate submission Online ARAL (Annual Report of Asset and Liabilities) as per lokayukta Law	



191	Ability to capture Covid Declaration and Tracker Management	
192	Any other specifications integral to HR Process areas.	





## Annexure 8 - Non - Disclosure Agreement Format

(To be included in Technical Bid)

**Strictly Private and Confidential**

To,  
The General Manager-II,  
Chaitanya Godavari Grameena Bank,  
Head office,  
3<sup>rd</sup> Floor, Raghu mansion,  
4/1 Brodipet, Guntur - 522 002

Dear Sir,

Date:

RFP ref no. No:099/51/RFP/2022-23/05, Dt. 21/05/2022

**Confidentiality Undertaking**

We acknowledge that during the course of the Engagement for Supply, Implementation and Maintenance of Human Resources Management System we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to Chaitanya Godavari Grameena Bank and its business that is provided to us pursuant to this Agreement.

In consideration of the bank making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of the Engagement and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm.
4. We shall not disclose or divulge any of the Confidential Information directly or indirectly to any other client of ours.
5. We shall seek the bank's prior written consent to disclose the information, except in cases where such disclosure is required by any rule or requirement of law or any regulatory authority with which we are bound to comply
6. This Agreement shall not prohibit disclosure of Confidential Information:
  - i. To our employees who need to know such Confidential Information to assist with the Engagement and in the review processes
  - ii. To our professional advisers for the purposes of our seeking advice. Such professional advisers will be informed of the need to keep the information confidential.



7. This Agreement shall not apply to Confidential Information that:
  - i. Is in the public domain at the time it is acquired by us
  - ii. Enters the public domain after that, otherwise than as a result of unauthorized disclosure by us
  - iii. Is independently developed by us.
8. This Confidentiality Agreement shall continue for two years after the completion of the engagement unless and to the extent that the bank may release it in writing.
9. We acknowledge that the Confidential Information will not form the basis of any contract between the bank and us.
10. We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.
11. We acknowledge that no failure or delay by the bank in exercising any right, power, or privilege under this Agreement shall operate as a waiver thereof, nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.
12. This Agreement shall be governed by and construed in accordance with Indian laws and any dispute arising from it shall be subject to the exclusive jurisdiction of the Indian courts.

We have read this Confidentiality Undertaking carefully and confirm our agreement with its terms.

With kind regards

Yours sincerely

Authorised Signatory:

Name:

Title/position:

Date:

Company Seal:

*Duly authorised for and on behalf of*



## Annexure 9

### PRE CONTRACT INTEGRITY PACT

Chaitanya Godavari Grameena Bank hereinafter referred to as "The Principal", and .....hereinafter referred to as "The Bidder/ Contractor"

#### Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for .....The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(a) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors(IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

#### **Section 1 - Commitments of the Principal**

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Office and in addition can initiate disciplinary actions.

#### **Section 2 - Commitments of the Bidder(s)/ Contractor(s)**

i) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.



- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
  - e. The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
  - f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section 3 - Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process. The firm will be banned from all future business dealings also.

### **Section 4 - Compensation for Damages**

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.



## Section 5 - Previous transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

## Section 6 - Equal treatment of all Bidders/ Contractors

1. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
2. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

## Section 7 - Criminal charges against violating Bidder(s)/Contractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

## Section 8 - Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairman, Chaitanya Godavari Grameena Bank
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Sub-contractor(s) with confidentiality. The monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform chairman, Chaitanya Godavari Grameena Bank and recuse himself/herself from that case.



5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Chairman, Chaitanya Godavari Grameena Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Chairman Chaitanya Godavari Grameena Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman Chaitanya Godavari Grameena Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The work 'Monitor' would include both singular and plural.

#### **Section 9 - Pact Duration**

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Chairman of Chaitanya Godavari Grameena Bank.

#### **Section 10 - Other Provisions**

This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Guntur.

1. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
2. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.



3. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
4. Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

\_\_\_\_\_  
 (For & On behalf of the Principal)  
 (Office Seal)

\_\_\_\_\_  
 (For & On behalf of Bidder/Contractor)  
 (Office Seal)

Place :

Date :

Witness 1:  
 (Name &Address)

\_\_\_\_\_  
 \_\_\_\_\_

Witness 2 :  
 (Name &Address)

\_\_\_\_\_  
 \_\_\_\_\_



**COMMERCIAL BID FORM-A**

Place:

Date:

To  
 The General Manager  
 Chaitanya Godavari Grameena bank  
 Head office, 3<sup>rd</sup> Floor, Raghu Mansion  
 4/1, Brodipet  
 Guntur - 522 002

Dear Sir,

**Reg: Submission of Commercial Bid for Implementation and Maintenance of Human Resources Management System(HRMS).**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, implement and maintain the Human Resources Management System, in conformity with the said Bidding documents for the sum of .....(Rs. \_\_\_\_\_)

or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to Supply, Implementation and Maintenance of Human Resources Management System in accordance with the delivery schedule specified in the Schedule of Requirements/ purchase orders issued from time to time.

If our Bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to prescribed percent of the each of Purchase Order Price, placed on us, for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2022

(Signature)

(Name) (in the capacity of)

Duly authorized to sign Bid for and on behalf of



**COMMERCIAL BID FORM-B**

(RFP for supply, Implementation and Maintenance of Human Resources Management System)  
(Amount in Rs.)

Sl No	Item	Base Amount	Tax Amount	Total Amount ( Base Amount and Tax Amount)
1	SRS, Design, Development, Roll Out of HRMS application			
2	Cost of Hardware (With Three-year warranty) (Please provide a separate table with individual line-item cost of each hardware)			
3	Data Migration Cost of all the existing HRMS Data			
4	Training Cost			
5	AMC Cost of Hardware (4 <sup>th</sup> and 5 <sup>th</sup> Year) (Please provide separate table with individual line-item cost of each hardware)			
6	Software( Warranty/ATS) cost for five years ( Please provide separate table with individual line item cost of each hardware)			
7	Manpower cost at Head Office ( Please provide separate table with per resource cost per month basis)			



8	Manpower Cost at Data center for maintenance of HRMS application ( Please provide separate table with per resource cost per month basis for five years)			
9	Any other costs ( Please specify the nature of the costs)			
10	Customization cost ( Please quote per man per hour basis)			
	Total			

**OTHER TERMS & CONDITIONS:**

The quoted price should be **all-inclusive price** (i.e., including GST, if any Excise Duty, Sales Tax, VAT, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation, testing and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and **shall be applicable uniformly to any part of the country in case Bank prefers to place repeat orders for different locations**. No additional charges/ management fee of any kind will be reimbursed. However, Octroi/ Entry Tax will be reimbursed as per actual, subject to production of original receipts and other relevant documents.

Further, we declare that all the terms & conditions as per the RFP are agreeable to us.

Date:

Signature with Official seal



## Annexure 10

### Articles of Agreement

This Agreement (the "Agreement") is entered into this \_\_\_\_\_ day of \_\_\_\_\_ 2022 at Guntur.

#### BY AND BETWEEN

Chaitanya Godavari Grameena Bank having its Head Office at Guntur (hereinafter called "Bank") of the one part and \_\_\_\_\_ (hereinafter called "the Vendor/contractor/Bidder", which expression shall unless excluded by or repugnant to the context deemed to include its successor/s in office or permitted assigns) of the other part.

#### And Whereas

- a. the Bank has floated RFP for Selection of Vendor for implementation and Maintenance of Human Resources Management System(HRMS) dated \_\_\_\_\_ and subsequent addendum there to (herein after together referred to as RFP)
- b. In response to RFP the vendor amongst others had submitted its technical and commercial bid for proposed HRMS to bank , for which bid was opened on \_\_\_\_\_ and subsequently the vendor has submitted Undertaking for implementation of HRMS on \_\_\_\_\_ (Hereinafter referred to as proposal)
- c. The Bank has accepted the afore mentioned proposal vide its letter dated \_\_\_\_\_ there by awarding the contract to the vendor.
- d. The Vendor has furnished the requisite Performance Guarantee on \_\_\_\_\_
- e. The Contract having come into force w.e.f \_\_\_\_\_, the parties now wish to sign this formal agreement in terms of the contract already awarded vide letter dated \_\_\_\_\_ 2022 which is already under execution.

Now therefore it is hereby agreed /acknowledged by the parties as follows

1. The following documents attached hereto to form an integral part of this agreement.

- A . RFP Dated \_\_\_\_\_ along with addendums duly signed by the vendor as Annexure A.
- B. Commercial Bid along with bill of material for software, licenses, middleware and hardware by vendor as Annexure B.
- C. Bank's Purchase Order dt \_\_\_\_\_ for acceptance of work/contract/conditions and acceptance from \_\_\_\_\_ dt \_\_\_\_\_

1. The mutual rights and obligations of Bank and the Vendor , Scope, Payment Terms, etc shall be as set forth in the aforementioned documents.



3. The aforementioned documents shall be read and construed as forming part of this Agreement, and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively contained in the said conditions.
4. The agreement and documents mentioned herein shall form the basis of this Contract.
5. The Bank reserves to itself the right of altering the quantum of the work by adding to or omitting any items having portions of the same carried out without prejudice to this Contract.
6. Time shall be considered as the essence of this Contract and the Vendor/contractor hereby agrees to commence the work soon after the issue of formal purchase order and to complete the entire work within 10 weeks from the date of purchase order.
7. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Guntur and only Courts in Guntur, Andhra Pradesh shall have jurisdiction to determine the same.
8. That the several parts of this contract have been read by the Vendor/contractor and fully understood by the Vendor/contractor.

IN WITNESS WHEREOF the Bank and Vendor/contractor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

IN WITNESS WHEREOF the Bank has set its hand to these presents through its duly authorized official and the Vendor/contractor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.

#### SIGNATURE CLAUSE:

SIGNED AND DELIVERED BY the Chaitanya Godavari Grameena Bank by the hand  
Of Shri \_\_\_\_\_  
(Name and Designation) in the  
Presence of \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed and sealed by the vendor/contractor by the hand of Shri

\_\_\_\_\_  
(Name and Designation) in the  
Presence of \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_



**Annexure 11**  
**Undertaking for not being Black Listed**  
**(To be submitted on bidder's letter head)**

To,  
The General Manager  
Chaitanya Godavari Grameena Bank  
Head Office, 3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet, Guntur

Date:

We \_\_\_\_\_ (bidder name), hereby undertake that

- We have not been blacklisted at any time by the Central/ any of the State Governments in India or any Financial Institution in India.
- We also undertake that, we were never involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)



## Annexure -12 Authorization letter from OEM certifying Channel Partner/ Authorized Dealer

(This format has to be issued by Original Equipment Manufacturer on their Letter Head duly signed by authorized signatory/ies)

To,  
The General Manager  
Chaitanya Godavari Grameena Bank  
Head Office, 3<sup>rd</sup> Floor, Raghu Mansion  
4/1, Brodipet, Guntur

Date:

Dear Sir,

RFP Ref No:

We hereby certify that M/S ..... (Name & Address) is an Authorized Channel Partner/ Authorized Dealer (Strike out the not applicable) for Supply, installation, support and maintenance of Software /Hardware ..... supplied by our company for the last .... (Specify) years. Further, we certify that the Authorized Channel Partner/ Authorized Dealer ship agreement with M/S ..... is in force and is valid up to ..... (Specify Period).

Further, we hereby certify that M/S ..... is authorized to participate in the tender process for supply and implementation of proposed solution on our behalf and submit bids. We undertake to honor the Warranty and AMC terms & conditions as per the tender documents independent of continuation of the channel partnership / authorized dealership arrangement with M/S .....

We hereby undertake that the Model offered & empaneled will be available & supplied during the currency of the empanelment. Further, we confirm that the undersigned is authorized to issue this letter.

Yours Faithfully,

(Name, Designation, Address, Phone Number of the  
Authorized Signatory with Company Seal)

\*\*\*\*End of the Document\*\*\*\*