

RFP for Procurement of Human Resource Management System (HRMS) along with Mobile App, its Implementation, Maintenance, Customization and Post Implementation Support

Corrigendum-I for RFP Ref: SBI/GITC/HRMS/2022/2023/952 dated: 23/02/2023



S. N	RFP Page No	RFP Clause/ Number	Existing Clause		Revised Clause			
1.	2	Schedule of Events	2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website <a href="https://www.sbi.co.in">https://www.sbi.co.in</a> procurement news from 23.02.2023 to 16.03.2023	2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website <a href="https://www.sbi.co.in">https://www.sbi.co.in</a> procurement news from <b>23.02.2023 to 31.03.2023</b>
			8	Last date and time for Bid submission	Upto <b>5:00 PM on 16.03.2023</b>	8	Last date and time for Bid submission	Upto <b>5:00 PM on 31.03.2023</b>
			10	Date and Time of opening of Technical Bids	<b>11:30 AM on 17.03.2023</b> Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened	10	Date and Time of opening of Technical Bids	<b>11:30 AM on 01.04.2023</b> Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in

RFP for Procurement of Human Resource Management System (HRMS) along with Mobile App, its Implementation, Maintenance, Customization and Post Implementation Support

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			even in the absence of any or all of the Bidder representatives.	the absence of any or all of the Bidder representatives.
2.	8	INVITATION TO BID- i	State Bank of India (herein after referred to as 'SBI/the Bank'), having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank (collectively referred to as State Bank Group or 'SBG' hereinafter). This Request for Proposal (RFP) has been issued by the Bank on behalf of SBG for procurement of <b>Human Resource Management System (HRMS) along with Mobile App, its Implementation, Maintenance, Customization and Post Implementation Support.</b>	State Bank of India (herein after referred to as 'SBI/the Bank'), having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank (collectively referred to as State Bank Group or 'SBG' hereinafter). This Request for Proposal (RFP) has been issued by the Bank on behalf of SBG for procurement of <b>Human Resource Management System (HRMS) along with Mobile App, its Implementation, Maintenance, Customization and Post Implementation Support on cloud.</b>
3.	72	APPENDIX-C TECHNICAL & FUNCTIONAL SPECIFICATIONS	<b>CLOUD REQUIREMENTS</b> - In case of deployment on cloud platform, the bidder must comply with the below mandatory requirements	<b>CLOUD REQUIREMENTS</b> - The bidder must comply with the below mandatory requirements



4.	76	Appendix-E SCOPE OF WORK AND PAYMENT SCHEDULE	<p>1. The Existing HRMS solution covers following functionalities, <b>the bidder shall provide following functionalities as scope of MVP through Web and Mobile App by 01.08.2023.</b></p> <table border="1"> <thead> <tr> <th>Service Type</th> <th>Service Name</th> <th>ESS/ MSS</th> </tr> </thead> <tbody> <tr> <td rowspan="2"><b>General</b></td> <td> <b>Human Capital Management Module-</b>                       Comprehensive solution for HR Management,                       a) Employee Management                      b) Pensioner Management                      c) Employee Self Service                      d) Manager Self Service                 </td> <td></td> </tr> <tr> <td><b>Payroll</b></td> <td></td> </tr> </tbody> </table>			Service Type	Service Name	ESS/ MSS	<b>General</b>	<b>Human Capital Management Module-</b>  Comprehensive solution for HR Management,  a) Employee Management b) Pensioner Management c) Employee Self Service d) Manager Self Service		<b>Payroll</b>		<p>1. The Existing HRMS solution covers following functionalities, <b>the bidder shall provide following functionalities as scope of MVP through Web and Mobile App by 01.08.2023.</b></p> <table border="1"> <thead> <tr> <th>Service Type</th> <th>Service Name</th> <th>ESS/ MSS</th> </tr> </thead> <tbody> <tr> <td rowspan="2"><b>General</b></td> <td> <b>Human Capital Management Module-</b>                       Comprehensive solution for HR Management,                       e) Employee Management                      f) Pensioner Management                      g) Employee Self Service                      h) Manager Self Service                 </td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>			Service Type	Service Name	ESS/ MSS	<b>General</b>	<b>Human Capital Management Module-</b>  Comprehensive solution for HR Management,  e) Employee Management f) Pensioner Management g) Employee Self Service h) Manager Self Service			
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				<p><b>(Salary &amp; Pension processing)-</b></p> <p>i. Extensive solution for India Payroll with Income Tax and all other Government of India (various state governments, whenever applicable) statutory requirements.</p> <p>ii. Application should support calculation and payment of salary/pension arrears as per the industry level settlements with tax adjustments and also of incremental arrear/bonus with consequent tax</p>		<p><b>Claim/ Reimbursements</b></p> <p>Monthly Reimbursement like fuel, newspaper etc.</p> <p>Update Vehicle Details</p> <p>Medical Bill</p> <p>Spectacle Reimbursement</p>	<p>Apply, View, Approve</p> <p>Apply, View, Approve</p> <p>Apply, View, Approve</p> <p>Apply, View, Approve</p>
					<p><b>Tour and Travel</b></p> <p>Tour and Travel</p> <p>Travel Expenses Bill</p>	<p>Apply, View, Approve</p> <p>Apply, View, Approve</p>	
					<p><b>Leave/ Attendance</b></p> <p>Apply Leave</p> <p>Leave Balance Report</p> <p>Holiday Calendar</p> <p>My Team Calendar</p>	<p>Apply, View, Approve</p> <p>View</p> <p>Maintain, View</p> <p>View</p>	



				adjustment and retrospective benefits.			Apply Leave on Behalf	Apply	
			<b>Claim/ Reimburse ments</b>	Monthly Reimbursement like fuel, newspaper etc.	Apply, View, Approve		Mark Attendance	Apply, View	
				Update Vehicle Details	Apply, View, Approve		Attendance Report	View	
				Reimbursement of iPad, Laptop, Mobile Handset	Apply, View, Approve		Consent for Late Attendance	Apply, Approve	
				Briefcase Reimbursement	Apply, View, Approve	<b>Pensioner Services</b>	Life Cert Form - SBI Pensioner	Apply, Approve, View	
				Holiday / Shift Duty compensation	Apply, View, Approve		Life Cert Form - SBI Family Pensioner	Apply, Approve, View	
				Entertainment Expenses	Apply, View, Approve		Pensioner ID Card	Apply, Approve, View	
				Furniture Maintenance	Apply, View, Approve		Pensioner consent for Online Booking of Air Tickets	Apply, Approve, View	
							<b>Reward &amp; Recognition</b>	Digital Rewards (GEMS)	Award, View



				Reimbursement of Course Fees, Book, Honorarium	Apply, View, Approve
				Restoration of lost assets like iPad, Laptop, Mobile Handset	Apply, View, Approve
				Medical Bill	Apply, View, Approve
				Mobile Bills Usage	Apply, View, Approve
				Other Reimbursements (Utility Items, Pest Control, Glucometer, Nutrition Allowance, Autism Treatment)	Apply, View, Approve
				Spectacle Reimbursement	Apply, View, Approve
			<b>Earnings/</b>	Salary Slip	View



			<b>Salary</b>	Apply Life Certificate	Apply, View, Approve
				View Pension Slip	View
				View Bank Account Details	View
				View Breakup of Salary Slip Arrears	View
				View Salary Projection Report	View
				View Break-up of Investment under Section 80	View
				View Monthly Tax Deduction Report	View
				View Break-up of Components under Section 10	View
				Salary Data Correction	Apply, View, Approve



				Investment Declaration Form	Apply, View	
				Form 12BB	View	
				Taxation Option	Apply	
				View Staff Pay slip	View	
				Form 16 Part B/Form 12 BA	View	
				Download FORM 16 Part A	View	
			<b>Journey/ Travel</b>	Joining Time/Journey Period	Apply, View, Approve	
				LFC/HTC	Apply, View, Approve	
				LFC / HTC Bills	Apply, View, Approve	
				Tour and Travel	Apply, View, Approve	
				Travel Expenses Bill	Apply, View, Approve	



			<b>Leave/ Attendance</b>	Holiday Calendar	Maintain, View
				Apply Leave	Apply, View, Approve
				Leave Balance Report	View
				My Team Calendar	View
				View Maternity Leave History	View
				Apply Leave on Behalf	Apply
				Delegation of Attendance	Apply
				Mark Attendance	Apply, View
				Attendance Report	View
				Team Calendar	View
				Attendance Dashboard	View
				Mandatory Leave for Vacation Policy	Apply



				Consent for Late Attendance	Apply, Approve															
			<b>Scholarship / Welfare</b>	Scholarship Apply	Apply, View, Approve															
				Guest House Booking	Apply, View, Approve															
				Holiday Home Booking	Apply, View, Approve															
				Transit Guest House Booking	Apply, View, Approve															
5.	80	Appendix-E SCOPE OF WORK AND PAYMENT SCHEDULE	2. The bidder shall provide remaining functionalities of the existing HRMS solution as listed below before go-live (phase-II) through Web and Mobile App.	<table border="1"> <thead> <tr> <th>Service Type</th> <th>Service Name</th> <th>ESS/ MSS</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>PF Trust Management Module-</b> Complete functionality of PF trust with Income Tax and all other Government of India (various state governments, whenever applicable) statutory requirements.</td> </tr> </tbody> </table>		Service Type	Service Name	ESS/ MSS	<b>PF Trust Management Module-</b> Complete functionality of PF trust with Income Tax and all other Government of India (various state governments, whenever applicable) statutory requirements.			3. The bidder shall provide remaining functionalities of the existing HRMS solution as listed below before go-live (phase-II) through Web and Mobile App.	<table border="1"> <thead> <tr> <th>Service Type</th> <th>Service Name</th> <th>ESS/ MSS</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>PF Trust Management Module-</b> Complete functionality of PF trust with Income Tax and all other Government of India (various state governments, whenever applicable) statutory requirements.</td> </tr> </tbody> </table>		Service Type	Service Name	ESS/ MSS	<b>PF Trust Management Module-</b> Complete functionality of PF trust with Income Tax and all other Government of India (various state governments, whenever applicable) statutory requirements.		
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			<b>PF/ Pension/ Gratuity</b>	Apply Gratuity Nomination	Apply, View, Approve	<b>PF/ Pension/ Gratuity</b>	Apply Gratuity Nomination	Apply, View, Approve
				Apply Gratuity Payment	Apply, View, Approve		Apply Gratuity Payment	Apply, View, Approve
				Gratuity Calculator	View		Gratuity Calculator	View
				Gratuity Payment e-ABs (erstwhile Associate Bank)	Apply, View, Approve		Gratuity Payment e-ABs (erstwhile Associate Bank)	Apply, View, Approve
				Pension Proposal	Apply, View, Approve		Pension Proposal	Apply, View, Approve
				Pension Proposal e-ABs	Apply, View, Approve		Pension Proposal e-ABs	Apply, View, Approve
				Apply Communications	Apply, View		Apply Communications	Apply, View
				Apply PAN	Apply, View		Apply PAN	Apply, View
				Apply Aadhaar	Apply, View		Apply Aadhaar	Apply, View
				Apply Death Reporting	Apply, View		Apply Death Reporting	Apply, View



				View Pension Payment Advice	View		View Pension Payment Advice	View
				View Pension Payment Advice e-ABs (erstwhile Associate Bank)	View		View Pension Payment Advice e-ABs (erstwhile Associate Bank)	View
				Life Cert Form - SBI Pensioner	Apply, View		Apply/upload Pensioner Photo	Apply, View
				Life Cert Form - SBI Family Pensioner	Apply, View		Extension of Staff Housing & Car Loans	Apply, View, Approve
				Apply/upload Pensioner Photo	Apply, View		Add Family Pension	Apply, View
				Extension of Staff Housing & Car Loans	Apply, View, Approve		PF Account Statement	View
				Add Family Pension	Apply, View		PF Lien Cancellation	Apply, View, Approve
				PF Account Statement	View		Full and Final Settlement	Apply, View, Approve
				PF Lien Cancellation	Apply, View, Approve			



			Full and Final Settlement	Apply, View, Approve		PF Nomination	Apply, View, Approve
			PF Nomination	Apply, View, Approve		Additional PF	Apply, View, Approve
			Additional PF	Apply, View, Approve		PF Advance	Apply, View, Approve
			PF Advance	Apply, View, Approve		PF Withdrawal	Apply, View, Approve
			PF Withdrawal	Apply, View, Approve		PF Membership Form	Apply, View, Approve
			PF Membership Form	Apply, View, Approve		Extension of LFC/HTC beyond Retirement	Apply, View, Approve
			Extension of LFC/HTC beyond Retirement	Apply, View, Approve		SBI Health Care (Policy A) - Enrolment	Apply, Approve, View
			Pensioner ID Card	Apply, Approve, View		SBI Health Assist (Policy B) - Enrolment	Apply, Approve, View
			SBI Health Care (Policy A) - Enrolment	Apply, Approve, View			



				SBI Health Assist (Policy B) - Enrolment	Apply, Approve, View		SBI Health Care (Policy A) - Bill Payment	Apply, Approve, View
				SBI Health Care (Policy A) - Bill Payment	Apply, Approve, View		PPA (Pension Payment Advice) for Pensioners	View
				PPA (Pension Payment Advice) for Pensioners	View		Support for Critical Illness	Apply, Approve, View
				Support for Critical Illness	Apply, Approve, View		Apply consent u/s 194 (P)	Apply, View
				Pensioner consent for Online Booking of Air Tickets	Apply, View		My Roles	View
				Apply consent u/s 194 (P)	Apply, View		My Transfers	View
			<b>Promotion / Career Developm</b>	My Roles	View	<b>Promotion/ Career Developm ent System (CDS)</b>	Promotion opt out	Apply, View
				My Transfers	View		Reference/Representation	Apply, View
				Promotion opt out	Apply, View		Create Position	Apply
					Intra Org Transfer Tracking		Apply, View	



			<b>ent System (CDS)</b>	Reference/Representation	Apply, View		View Feedback Sheet	View
				Create Position	Apply		Appeal/Review	Apply, View
				Intra Org Transfer Tracking	Apply, View		Exit Feedback Form	Apply, View
				View Feedback Sheet	View		Pending Queue	View
			<b>Sundries/ Misc</b>	Appeal/Review	Apply, View	<b>Sundries/ Misc</b>	Pending queue Dashboard	View
				Exit Feedback Form	Apply, View		Asset & Liabilities	Apply, View
				Pending Queue	View		User Feedback	Apply, View
				Pending queue Dashboard	View		Emergency Details	View
				Asset & Liabilities	Apply, View		Provision of Apron with Washing Allowance	Apply, View
				User Feedback	Apply, View		Furniture Report with depreciated Amount (IFAMS-	View
				Emergency Details	View			
				Provision of Apron with Washing Allowance	Apply, View			



				Furniture Report with depreciated Amount (IFAMS-HRMS Integration)	View		HRMS Integration)		
			<b>Reward &amp; Recognition</b>	Digital Rewards (GEMS)	Award, View		<b>Grievance Redressal</b>	Sanjeevani / Grievance Redressal	Apply, View, workflow
			<b>Grievance Redressal</b>	Sanjeevani / Grievance Redressal	Apply, View, workflow			Extensive solution for India Payroll with Income Tax and all other Government of India (various state governments, whenever applicable) statutory requirements.	
			<b>Earnings/ salary</b>	Festival Advance	Apply, View, Approve	<b>Payroll – (Salary &amp; Pension processing)</b>		Application should support calculation and payment of	Dry run to start from 01.09.2023
				Leave Encashment on LFC/HTC	Apply, View, Approve				
				SBI Children's Welfare Fund	Apply, View				
				Leave Encashment Yearly	Apply, View				
				Leave Encashment on Retirement	Apply, View, Approve				



				Bifurcation of Charges	Report		salary/pension arrears as per the industry level settlements with tax adjustments and also of incremental arrear/bonus with consequent tax adjustment and retrospective benefits.	
				Salary Data Correction Monthly Report	Report			
				Delegation of Leave and Salary Data	Approve			
				Display Staff Housing Detail	View			
				Fitment for Officers - Apply	Apply			
				Fitment for Officers - Approve	Approve			
				Leave Encashment on LFC/HTC - Approve	Approve			
				Yearly Leave Encashment	Approve			
				Staff Salary Account Details	View			
						<b>Earnings/ salary</b>	Festival Advance	Apply, View, Approve
							Leave Encashment on LFC/HTC	Apply, View, Approve
							SBI Children's Welfare Fund	Apply, View



				Salary Data Correction	Apply, Approve		Leave Encashment Yearly	Apply, View
				Employee Salary Arrear	Apply, Approve		Leave Encashment on Retirement	Apply, View, Approve
				E-Register	View		Bifurcation of Charges	Report
				SCP Exit Option	Apply, View		Salary Data Correction Monthly Report	Report
			<b>Tour &amp; Travel</b>	Foreign Tour Budget & Travel	Approve		Delegation of Leave and Salary Data	Approve
				Foreign Tour	Apply, View, Approve		Display Staff Housing Detail	View
			<b>Personal</b>	Bio Data	View		Fitment for Officers - Apply	Apply
				Birthday List	View		Fitment for Officers - Approve	Approve
				Employee Search	View			
				e-Thanks	Apply			
				Mandatory Learning	View			
				Role Based /TEGS Certification	Apply, View, Approve			
				Sealed Cover	Apply			



			Individual Photo Upload	Apply, Approve		Leave Encashment on LFC/HTC - Approve	Approve
			Service Sheet	View, Print			
			Update PAN	Apply, View		Yearly Leave Encashment	Approve
			Update Aadhaar	Apply, View		Staff Salary Account Details	View
			Update Personal Details	Apply, View		Salary Data Correction	Apply, Approve
			Blood Group Details	Apply, view		Salary Slip	View
			Organ Donation	Apply, View		View Pension Slip	View
			Add Family Details	Apply, View, Approve		View Bank Account Details	View
			Update Communication Details	Apply, View		View Breakup of Salary Slip Arrears	View
			Acceptance of the Bank's Code of Conduct	Apply			
			Submission of Declaration relating	Apply, View			



				to Privacy of Account Holders			View Salary Projection Report	View
				IT Skill Set	Apply, View		View Break-up of Investment under Section 80	View
				Rajbhasha Knowledge	Apply, View		View Monthly Tax Deduction Report	View
				Staff Details	View		View Break-up of Components under Section 10	View
				Emergency Contact	View		Salary Data Correction	Apply, View, Approve
				Acknowledge Resignation Request	Approve		Investment Declaration Form	Apply, View
				<p>Bank may extend above functionalities with specific requirements for employees of its foreign offices as listed under <b>Appendix-S</b>. Addition of new foreign offices shall be covered during annual AMC/Subscription.</p> <p>Bidder shall comply with county specific regulation/compliance requirements before rollout of HRMS functionalities at foreign offices, without any additional cost to the Bank.</p>			Form 12BB	View
							Taxation Option	Apply
							View Staff Pay slip	View



					Form 16 Part B/Form 12 BA	View
					Download FORM 16 Part A	View
				<b>Scholarship / Welfare</b>	Scholarship Apply	Apply, View, Approve
					Guest House Booking	Apply, View, Approve
					Holiday Home Booking	Apply, View, Approve
					Transit Guest House Booking	Apply, View, Approve
				<b>Leave/ Attendance</b>	View Maternity Leave History	View
					Delegation of Attendance	Apply
					Team Calendar	View
					Attendance Dashboard	View



					Mandatory Leave for Vacation Policy	Apply
				<b>Personal</b>	Bio Data	View
					Birthday List	View
					Employee Search	View
					e-Thanks	Apply
					Mandatory Learning	View
					Role Based /TEGS Certification	Apply, View, Approve
					Sealed Cover	Apply
					Individual Photo Upload	Apply, Approve
					Service Sheet	View, Print
					Update PAN	Apply, View
					Update Aadhaar	Apply, View

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					Update Personal Details	Apply, View
					Blood Group Details	Apply, view
					Organ Donation	Apply, View
					Add Family Details	Apply, View, Approve
					Update Communication Details	Apply, View
					Acceptance of the Bank's Code of Conduct	Apply
					Submission of Declaration relating to Privacy of Account Holders	Apply, View
					IT Skill Set	Apply, View



					Rajbhasha Knowledge	Apply, View
					Staff Details	View
					Emergency Contact	View
					Acknowledge Resignation Request	Approve
				<b>Claim/ Reimburse ments</b>	Reimbursement of iPad, Laptop, Mobile Handset	Apply, View, Approve
					Briefcase Reimbursement	Apply, View, Approve
					Holiday / Shift Duty compensation	Apply, View, Approve
					Entertainment Expenses	Apply, View, Approve
					Furniture Maintenance	Apply, View, Approve



					Reimbursement of Course Fees, Book, Honorarium	Apply, View, Approve
					Restoration of lost assets like iPad, Laptop, Mobile Handset	Apply, View, Approve
					Mobile Bills Usage	Apply, View, Approve
					Other Reimbursements (Utility Items, Pest Control, Glucometer, Nutrition Allowance, Autism Treatment)	Apply, View, Approve
					<b>Journey/ Travel</b>	Joining Time/Journey Period Apply, View, Approve





6.	84	Technical Requirements	3	Employee and Pensioner will be separate instances.	3	Employee and Pensioner will be same instances.																																										
7.	92	8. Help Desk Requirements	iii. Bidder shall provide separate Teams for Application Support and Developments.		iii. Bidder shall provide separate Teams for Application Support and Developments.																																											
			<table border="1"> <thead> <tr> <th>Type of Resources</th> <th>Minimum Number of Resources</th> <th>Minimum no. of OEM resources</th> </tr> </thead> <tbody> <tr> <td>Project Manager</td> <td>1</td> <td></td> </tr> <tr> <td>Functional Experts- HR domain</td> <td>5</td> <td>1</td> </tr> <tr> <td>Functional Experts- PF domain</td> <td>1</td> <td></td> </tr> <tr> <td>Software Developer/Technical Expert</td> <td>20</td> <td>5</td> </tr> <tr> <td>Mobile Developer</td> <td>4</td> <td>1</td> </tr> <tr> <td>DBA</td> <td>2</td> <td></td> </tr> <tr> <td>Application monitoring and technical support</td> <td>12</td> <td>3</td> </tr> </tbody> </table>		Type of Resources	Minimum Number of Resources	Minimum no. of OEM resources	Project Manager	1		Functional Experts- HR domain	5	1	Functional Experts- PF domain	1		Software Developer/Technical Expert	20	5	Mobile Developer	4	1	DBA	2		Application monitoring and technical support	12	3	<table border="1"> <thead> <tr> <th>Type of Resources</th> <th>Minimum Number of Resources</th> <th>Minimum no. of OEM resources</th> </tr> </thead> <tbody> <tr> <td>Project Manager</td> <td>1</td> <td></td> </tr> <tr> <td>Functional Experts- HR domain</td> <td>5</td> <td>1</td> </tr> <tr> <td>Functional Experts- PF domain</td> <td>1</td> <td></td> </tr> <tr> <td>Software Developer/Technical Expert</td> <td>20</td> <td>5</td> </tr> <tr> <td>Mobile Developer</td> <td>4</td> <td>1</td> </tr> </tbody> </table>		Type of Resources	Minimum Number of Resources	Minimum no. of OEM resources	Project Manager	1		Functional Experts- HR domain	5	1	Functional Experts- PF domain	1		Software Developer/Technical Expert	20	5	Mobile Developer	4	1
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Mobile Developer	4	1																																														



8.	93	8. Help Desk Requirements	8. Bank at its discretion shall change the number of resources required for the project however total number of deployed resources should not exceed 60 at any point in time	8. Bank at its discretion shall change the number of resources required for the project however total number of deployed resources should not exceed 50 at any point in time
9.	93	Appendix E	It is to be ensured that, resources should continue in project for at least 2 years.	Removed
10.	95	11. Performance Requirements	<p>i. The combined up-time of the hardware and software should provide continuous and guaranteed level of service and functionality as defined in SLA (except the down-time due to the Bank's network or UPS failure). The bidder undertakes and guarantees a system Up-Time of 99.99% during the period of contract.</p> <p>ii. Increased application traffic during peak hours should not lead to slowness of application.</p> <p><b>Availability:</b></p>	<p>i. The combined up-time of the hardware and software should provide continuous and guaranteed level of service and functionality as defined in SLA (except the down-time due to the Bank's network or UPS failure). The bidder undertakes and guarantees a system Up-Time of 99.9% during the period of contract.</p> <p>ii. Increased application traffic during peak hours should not lead to slowness of application.</p> <p><b>Availability:</b></p>



Sr No	Metrics	Threshold	Sr No	Metrics	Threshold
1	Uptime of Production environment	99.99%	1	Uptime of Production environment	99.9%
2	Uptime of Pre-Prod environment	99.9%	2	Uptime of Pre-Prod environment	99 %
3	Uptime of Non-Prod environments	Dev environment: 95% SIT environment: 95% UAT environment: 95%	3	Uptime of Non-Prod environments	Dev environment: 95% SIT environment: 95% UAT environment: 95%
4	Uptime of the monitoring tools for Prod environments	99.9999%	4	Uptime of the monitoring tools for Prod environments	99.9%



11.	95	12. Scalability Requirements	<ul style="list-style-type: none"> <li>i. The bidder to ensure the proposed application should be scalable as per Bank's future requirement.</li> <li>ii. Considering the growth projection, the bidder has to provide hardware sizing for the next 5 years.</li> <li>iii. The Bidder should ensure that there is headroom of 30% in terms of vertical scalability and horizontal scalability in the proposed Storage</li> </ul>	The bidder to ensure the proposed application should be scalable as per Bank's future requirement.
12.	101	APPENDIX-F	Note: The bidder shall provide Price Bid for deployment on Banks infrastructure and on cloud separately in following format,	Note: The bidder shall provide Price Bid in following format,
13.	101	APPENDIX-F	<u>APPENDIX-F 1- DEPLOYMENT ON BANKS INFRASTRUCTURE</u>	Removed



14.	104	<b><u>Illustration</u></b>	All price bids which are higher than 20% of the lowest price bid amongst technically qualified Bidders will not be considered for further evaluation of TC1 Bidder.	Removed
15.	115	<b><u>APPENDIX-J</u></b> <b>Penalties due to downtime of Application:</b>	<p>6. The bidder shall guarantee 99.99 % uptime of the application at service level. The Bidder shall be liable for liquidated damages for uptime maintained below 99.99% in every month for any of the application. Availability shall be measured at each service level and not at application level.</p> <p>7. 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.,</p>	<p>6. The bidder shall guarantee 99.9 % uptime of the application at service level. The Bidder shall be liable for liquidated damages for uptime maintained below 99.9% in every month for any of the application. Availability shall be measured at each service level and not at application level.</p> <p>7. 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.,</p>



S. No.	Uptime Range	Penalty	S. No.	Uptime Range	Penalty
1	99.90% to 99.98%	1% of operational quarterly invoice amount for every defaulting month	1	99.80% to 99.89%	1% of operational quarterly invoice amount for every defaulting month
2	99.80% to 99.89%	2% of operational quarterly invoice amount for every defaulting month	2	99.70% to 99.79%	2% of operational quarterly invoice amount for every defaulting month
3	99.70% to 99.79%	3% of operational quarterly invoice amount for every defaulting month	3	99.60% to 99.69%	3% of operational quarterly invoice amount for every defaulting month
4	99.60% to 99.69%	4% of operational quarterly invoice amount for every defaulting month	4	99.50% to 99.59%	4% of operational quarterly invoice amount for every defaulting month
5	99.50% to 99.59%	5% of operational quarterly invoice amount for every defaulting month	5	Below 99.50%	5% of operational quarterly invoice amount for every defaulting month



16.	117	<b>APPENDIX-J</b> <b>Penalties due to downtime of Application:</b>	Sr No	Metrics	Threshold	Penalty for shortfall	Sr No	Metrics	Threshold	Penalty for shortfall
			1.	RTO (Recovery Time Objective)	Up to 60 minutes	Delay beyond 5 minutes to 10 minutes Rs 10 Lakh  Delay beyond 10 minutes Rs 20 Lakh	1.	RTO (Recovery Time Objective)	Up to 90 minutes	Delay beyond 5 minutes to 10 minutes Rs 10 Lakh  Delay beyond 10 minutes Rs 20 Lakh
			2.	RPO (Recovery Point Objective)	15 minutes	Rs. 20 Lakh per instance	2.	RPO (Recovery Point Objective)	15 minutes	Rs. 20 Lakh per instance
17.	118	<b>APPENDIX-J</b>	<b>V. The maximum penalties on account of all above instances will be 100% of the total cost of the project.</b>				<b>V. The maximum penalties on account of all above instances will be 100% of the total invoice amount of the respective financial year.</b>			



18.	137	<p><b>12. INTELLECTUAL PROPERTY RIGHTS</b></p>	<p>12.1 For any technology / Software / solution developed/used/supplied by Service provider for performing Services or licensing and implementing Software and solution for the Bank as part of this Agreement, Service Provider shall have right to use as well right to license for the outsourced services or third-party product. The Bank shall not be liable for any license or IPR violation on the part of Service Provider.</p> <p>12.2 Without the Bank’s prior written approval, Service provider will not, in performing the Services, use or incorporate, link to or call or depend in any way upon, any software or other intellectual property that is subject to an Open Source or Copy-left license or any other agreement that may give rise to any third-party claims or to limit the Bank’s rights under this Agreement.</p>	<p>Relaxed for purely SaaS deployment model(single code solutions).</p> <p>No change in terms for other deployment models.</p>
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			<p>12.3 Subject to clause 12.4 and 12.5 of this Agreement, Service Provider shall, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all cost, claims, damages, demands, expenses and liabilities whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Right, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from use of the technology / Software / products or any part thereof in India or abroad, for Software licensed/developed as part of this engagement. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or industrial design or any other Intellectual Property Right of third party, Service Provider shall, after due inspection and testing, without any additional cost (a) procure for</p>	
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the Bank the right to continue to using the Software supplied; or (b) replace or modify the Software to make it non-infringing so long as the replacement to or modification of Software provide substantially equivalent functional, performance and operational features as the infringing Software which is being replaced or modified; or (c) to the extent that the activities under clauses (a) and (b) above are not commercially reasonable, refund to the Bank all amounts paid by the Bank to Service Provider under this Agreement.

12.4 The Bank will give (a) notice to Service provider of any such claim without delay/provide reasonable assistance to Service provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any



			<p>such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim, (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim, (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim, and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection..</p> <p>12.5 Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an</p>	
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			<p>Infringement Claim and Service Provider did not inform the Bank of the same); (ii) any unauthorized modification or alteration of the Software by the Bank; or (iii) failure to implement an update to the licensed software that would have avoided the infringement, provided Service Provider has notified the Bank in writing that use of the update would have avoided the claim.</p> <p>12.6 Service provider hereby grants the Bank a fully paid-up, irrevocable, unlimited, perpetual, non-exclusive/exclusive license throughout the territory of India or abroad to access, replicate, modify and use Software licensed/developed including its upgraded versions available during the term of this Agreement by Service provider as part of this engagement, including all inventions, designs and trademarks embodied therein perpetually.</p>	
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			12.7 Software licensed/developed as part of this Agreement can be put to use in all offices of the Bank.	
19.	144	16 SOURCE CODE ESCROW AGREEMENT	<p>16.1 Service Provider shall deposit the source code of the Software and everything required to independently maintain the Software, to the source code escrow account and agrees to everything mentioned in source code escrow agreement.</p> <p>16.2 Service provider shall deposit the latest version of source code in escrow account at regular intervals as mentioned in source code escrow agreement.</p> <p>16.3 The Bank shall have the right to get the source code released and will receive no opposition/hindrances from the escrow agent</p>	<p>Relaxed for purely SaaS deployment model(single code solutions).</p> <p>No change in terms for other deployment models.</p>



			<p>and Service provider under the following conditions: -</p> <ul style="list-style-type: none"><li>(i) In the event wherein Service provider files a voluntary petition in bankruptcy or insolvency or has been otherwise declared Insolvent/Bankrupt; or</li><li>(i) In the event wherein Service provider has declared its expressed/written unwillingness to fulfill his contractual obligations under this Agreement; or</li><li>(ii) Service Provider is wound up, or ordered wound up, or has a winding up petition ordered against it, or assigns all or a substantial part of its business or assets for the benefit of creditors, or permits the appointment of a receiver for the whole or substantial part of its business or</li></ul>	
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			<p>assets, or otherwise ceases to conduct its business in the normal course; or</p> <p>(iii) Service Provider discontinues business because of insolvency or bankruptcy, and no successor assumes Service Provider's Software maintenance obligations or obligations mentioned in the Agreement; or</p> <p>(iv) Service Provider dissolves or ceases to function as a going concern or to conduct its operation in the normal course of business or intends and conveys its intention to do so; or</p> <p>(v) Any other release condition as specified in source code escrow agreement.</p> <p>16.4 Service provider agrees to bear the payment of fees due to the escrow agent.</p>	
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			16.5 The escrow agreement shall ipso-facto would get terminated on delivery of source code to either of the parties upon the terms & conditions mentioned in source code escrow agreement.	
20.	204	Deployment Model Specific Requirements	Shall leverage and share all network related security toolset which are in network flow.	Removed
21.	204	Deployment Model Specific Requirements	Security toolset shall be a dedicated installation of the tools / products for the Bank	Removed



22.	221	APPENDIX-T	<b>TECHNICAL EVALUATION METRICS</b> (Minimum marks for getting shortlisted-75%)				<b>TECHNICAL EVALUATION METRICS</b> (Minimum marks for getting shortlisted-75%)			
			<b>Sl. No</b>	<b>Parameters</b>	<b>Marks</b>	<b>Max Marks</b>	<b>Sl. No</b>	<b>Parameters</b>	<b>Marks</b>	<b>Max Marks</b>
			<b>1.</b>	Implementation of India Payroll with Taxation for employees,		<b>30</b>	<b>1.</b>	Implementation of India Payroll with Taxation for employees,		<b>20</b>
				a) 30,000 and above	<b>30</b>		a) 30,000 and above	<b>20</b>		
				b) Less than 30,000	<b>0</b>		b) Less than 30,000	<b>0</b>		
			<b>2.</b>	Implementation of PF Trust, Government of India statutory requirements for employees,		<b>30</b>	<b>2.</b>	Implementations with data migration from SAP ECC 6.0 to proposed HRMS solution for employees,		<b>20</b>
				a) 30,000 and above	<b>30</b>		a) 2 clients or more for 30,000 and above	<b>20</b>		
				b) 10,000 to 29,999	<b>15</b>		b) 1 client for 30,000 and above	<b>10</b>		
				c) Less than 10,000	<b>0</b>		c) Less than 10,000	<b>0</b>		
			<b>3.</b>	Implementations with data migration from SAP ECC 6.0 to proposed HRMS solution for employees,		<b>30</b>				

