Request for Proposal (RFP)

For

Upgradation and Support of

Human Resource Management System (HRMS)
(PeopleSoft Version 9.1 to PeopleSoft Version 9.2)

Tender Number: CO:DIT:PUR:2016-17:237 Dated: 10th March, 2017

Cost of Tender Document: Rs. 25,000/- (Rupees Twenty Five Thousand)

Cost of Earnest Money Deposit [EMD]: Rs.40,00,000/- (Rs. Forty Lakhs only)

Note:-This document contains 90 pages including this cover

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Support and Upgrade of the PeopleSoft Human resource Management System (HRMS)

1. INVITATION TO BID

Central Bank of India is presently using PeopleSoft Software version 9.1 for Human Resource Management System (HRMS). The Bank has implemented a number of modules in the present version. During the last few years, PeopleSoft Software has been improved and the OEM has released a new version of PeopleSoft HCM Version 9.2, which is the latest version, having many new features and is more user friendly.

The Bank proposes to upgrade the existing PeopleSoft version 9.1 to PeopleSoft version 9.2, with a view to take advantage of additional/ enhanced functionalities introduced in the new releases particularly in the area of global payroll, absence management, recruitment etc. and to get better system performance.

2. TENDER NOTICE

Central Bank of India invites sealed offers in two parts from all eligible bidders for upgradation and support of Human Resource Management System in the Bank as per the Terms & Conditions contained in the Request For Proposal (RFP). The Bidding Document may be obtained from the Bank as under or downloaded from Bank's Website http://www.centralbankofindia.co.in and the other details are given below:

Date of commencement of issue of RFPs	10-03-2017
Fees for RFP document (non-refundable):	Rs.25,000
Earnest Money Deposit (Bid Security)	Rs.40,00,000
Last date for receipt of RFP queries	22-03-2017 till 17.00 hours
Pre - Bid Meeting at DIT, CBD-Belapur	24-03-2017 at 15.00 hours
Last Date and Time for Receipt of Bids at Central Bank of India(Address as given below)	10-04-2017 16.00 hours
Date and time of opening of Technical Bid	10-04-2017 16:30 hours
Place of receiving and opening tender offer	Central Bank of India 1st Floor, Plot No.26 ,Sector -11, Opposite Belapur Railway Station, CBD-Belapur, Navi Mumbai 400 614 **Landline :-022-67123669** **email:smitpurchase@centralbank.co.in**
No. of envelopes (Non window , sealed) to be submitted	Two (2) Envelopes Sealed Envelope 1 containing :- Technical Bid + EMD DD Sealed Envelope 2 containing:- Commercial Bid

Bank reserves the right to change the dates mentioned in the RFP, which will be communicated in the Bank's website, as corrigendum. It is essential that all the clarifications/queries, if any, should be submitted to the Bank before the date mentioned in the RFP.

The bidders who are submitting the bid by downloading the RFP document from the Bank's website will have to pay the non- refundable fee of Rs. 25,000/-(Rupees Twenty Five Thousand) by way of a demand draft in favour of Central Bank of India payable at Mumbai. If the bidder chooses to attend the pre bid meeting, then cost of the application should be submitted before the meeting. Only authorized representatives of the bidders, who have purchased the RFP/made the payment of Rs. 25,000/-, will be allowed to attend the Pre-Bid meeting.

For queries and clarification regarding the RFP, please feel free to contact us at the above mentioned address or e-mail id. Please note that all the information desired needs to be provided by the bidder in the formats specified by the bank.

The bidder shall bear all the costs associated with the preparation and submission of the bid and Central Bank of India will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.

Earnest Money Deposit must accompany with tender offers as specified in this tender document. EMD amount should not be mixed with commercial Bid. It should be in a separate cover to be handed over to the department along with technical bid. Offers received without EMD will be rejected.

Technical specifications, terms and conditions, various formats and Performa for submitting the tender offer are described in the tender document and its Annexures.

Tender offer will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the above-specified date, time and place.

3. DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Central Bank of India (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids.

The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where ever necessary, obtain independent advice.

Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

4. INTRODUCTION

4.1 About current PeopleSoft HRMS 9.1 system

Central Bank of India, herein after called as “Bank”, had started implementation of PeopleSoft HRMS Application version 9.1 in the year 2010 to automate Human Resource Management related activities and processes. The Bank has decided to upgrade the present PeopleSoft HRMS Application to a higher version HRMS PeopleSoft 9.2 at the production, Disaster Recovery site, testing and development environments. The objective is to take benefits of additional /enhanced functionalities introduced in the new releases and to get better system performance.

4.2 Current Status of PeopleSoft HRMS Application

HRMS system is a centralized web based online system, which automates HR related activities and processes. HR data is updated instantly at central location (in production server) whenever any activity is done through the PeopleSoft solution by users of different offices/locations of bank. Presently PeopleSoft HRMS is being used for Human Resource planning, training, appraisal & performance, promotions, reimbursements, salary processes, terminal benefits (PF, Gratuity, Pension), advances to staff, online submission of leave applications and various staff welfare schemes etc. Certain functions of the HRMS Application is also accessible to the employees of the Bank, through internet.

Details of various software components currently used with HRMS applications are as under:-

S. No.	Components
1	PeopleSoft HCM 9.1
2	People Tools 8.50
3	Web Logic 10.3.1.0 & 10.3.6.0 for internet hosting
4	Oracle 11g version 11.1.0.7.0
5	Tuxedo10.3.0.0 , 64 Bit, Patch level 158
6	OS AIX 6100-07-06-1241
7	Micro Focus International Ltd. Server Express COBOL for UNIX for 1 named user 4.0 (32 bit)

4.3 Customizations in the existing setup of PeopleSoft HRMS version 9.1

Since implementation of the existing solution, the following customizations have been done:

a) No. of Customized/Custom Developed Pages: 637
b) No. of Customized/Custom Developed Fields: 1354
c) No. of Customized/Custom Developed Records: 17545
d) No. of Customized/Custom Developed Components: 1085
e) No. of Customized/Custom Developed SQR process/reports: 60
f) No. of Customized/Custom Developed Application Engine 126
g) No. of PS Queries: 348

The above list is tentative and the prospective bidders, who have made payment of the application cost, are required to visit the installation site (Mumbai/Navi Mumbai) at their own cost during the period 16-03-2017 to 17-03-2017 and examine the details of customization done and other functionalities developed in the existing solution for ascertaining of the scope in detail, before submission of proposals in response to this tender.

The successful bidder has to ensure that all the customization and functionalities (new screens, pages, database modification, scripts, interfaces etc.) that had taken place in version 9.1, are incorporated in the upgraded version. The successful bidder shall be required to give a detailed roll back plan to the present version in case any problem is faced with the upgraded version. It shall be the responsibility of the bidder to ensure smooth rollback.

5. INSTRUCTION TO BIDDERS

5.1. Two Bid System Offer

5.1.1 Two offers (both Technical & Commercial) must be submitted at the same time, giving full particulars in **two separate sealed envelopes** at the specified address given above, on or before 16.00 hours 10.04.2017. Offers received after the last date and time specified for such receipt will be rejected. Both the envelopes should be securely sealed and stamped.

5.1.2 Two separate sealed envelopes containing offers must be submitted to the Bank directly as under:

1. Technical Offer
2. Commercial Offer

5.1.3 Both the envelopes must be super-scribed with the following information:

Type of Offer	**(Technical or Commercial)**
Tender Reference Number	**CO:DIT:PUR:2016-17:237**
Due Date	
Name of the Bidder	
Address	

5.1.4 ENVELOPE – 1 Technical Offer:

The Technical Offer (T.O) should be complete in all respects and contain all information asked for, as per **Annexure T**. The Technical Offer should **not contain any price information**. The Technical offer should be submitted in closed envelope to the Bank super scribing the envelope suitably as mentioned in para 5.1.3 The T.O. should be complete to indicate that all products and services asked for are quoted. For example, the Technical Offer should mention that AMC charges are included in the Commercial Offer, without mentioning the actual amount.

EMD should be kept inside the Technical Offer being submitted to the Bank.

5.1.5 ENVELOPE-2 (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information and should not contradict the T.O. in any manner. The C.O should be submitted to the Bank in a closed envelope (marked as Commercial Offer) super scribing the envelope suitably as mentioned in para 5.1.3.

Technical and Commercial Offers must be submitted separately **in different closed envelopes**. It may be noted that if any envelope is found to contain both technical and commercial offers, such offer will be summarily **rejected.**

5.1.6 Soft Copy of the Bid

Soft copy of both, the Technical Offer (T.O) as well as the Commercial Offer (C.O), in CD should be provided with each Bid. Prices should be masked while copying the commercial offer in the CD.

5.2 Schedule of Requirements

This tender comprises of the following requirements for which the bidder has to bid separately. All bidders need to bid for all the requirements and the selected bidder will receive the order for all of it or partial order depending on the decision of Central Bank of India. The summary is provided below in the table and the details are there in the continuing sections.

S. No.	Description
1	Upgradation of PeopleSoft HCM 9.1 application to PeopleSoft HCM 9.2
2	Upgradation of related components of HRMS including: - Oracle - People Tools - Tuxedo - Web logic - Other components, if any
2	Upgradation of Hardware at DC and DR
3	Provision of interim infrastructure, if required, for upgradation/migration purposes
4	Support of Software solution
5	Support of hardware at DC and DR
6	Training

5.3 Eligibility Criteria

Only the bidders who meet all the qualifications mentioned in “**Eligibility Criteria**” of the tender are eligible to participate in the tender.

5.4 Terms and Conditions

The terms and conditions for bidders who participate in this tender are specified in the section named “**Terms and Conditions**”. These terms and conditions are binding on all the bidders. These terms and conditions will also form part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process.

5.5 Offer Validity Period

The Offer should hold good for a period of 150 days from the date of the opening of commercial offer.

5.6 Proposal Ownership

The proposal and all supporting documentation submitted by the bidders shall become the property of the Bank.

5.7 Modification and Withdrawal of Offers

Bidders are not allowed to modify their offers once submitted. However, Bidders are allowed to withdraw their offers any time before the last date and time specified for receipt of offers. No offer can be withdrawn by a bidder after the closing date and time for submission of offers.

5.8 Opening of Technical Offers

Technical Offers received within the prescribed closing date and time will be opened in the presence of bidders representatives who choose to attend the opening of the Offer on the date and time specified in this tender document. The bidder's representatives present shall sign a register of attendance.

5.9 Preliminary Scrutiny

Offers from bidders not meeting the eligibility criteria will be rejected.

The Bank will scrutinize the offers received to determine whether they are complete and as per tender requirements, whether technical documentation as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

5.10 Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarifications on the offer made by them. The request for such clarifications and the bidders response will necessarily be in writing on time in the below format.

S. No	Page No.	Point / Section No.	Response

5.11 Documentation

Technical information in the form of Brochures/Manuals/CD etc. must be submitted in support of the offers made. **Annexure A** provides a suggested checklist for Documentation to be submitted by the bidder.

Failure to submit the required information along with the offer could result in disqualification.

5.12 No commitment to accept Lowest or Any Offer

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this Tender and reserves its rights to reject all the offers including incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any change in the terms & condition of this RFP as and when need is felt. Changes, if any shall be published in our website, as corrigendum. The Bank reserves the right to amend, rescind or reissue this RFP Document and all amendments will be advised to the bidders and such amendments will be binding on them.

5.13 Submission of Technical Details

It is mandatory to provide the technical details in the exact format of Technical Details & Specifications Annexure T given in this tender. **The offer may not be evaluated /may be rejected by the Bank** in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.

The Bank shall not allow/permit changes in the technical specifications after due date for submission of offers.

5.14 Format for Technical Offer

The Technical Offer should be made in an organized, structured and neat manner along with Brochures/leaflets etc., should be properly paginated and should not be submitted in loose form. The bidder shall provide information on the acceptance of the terms exactly as per the Annexure D.

Compliance of Terms and Conditions of the Tender should be clearly stated in the Compliance Table itself and should not be covered elsewhere in the offer document. If so, such deviations will not be considered and it will be construed as complied as per the requirement specified in the Tender.

The suggested format for submission of Technical Offer is as follows:

1. Index
2. Earnest Money Deposit (EMD) Annexure B
3. Tender Covering letter. This should be as per Annexure C.
4. Terms and Conditions Compliance Table in the format mentioned in Annexure D. The table suggested in Annexure D must cover bidders response to all the terms and conditions specified in the offer document.
5. Details of the bidder, as per Annexure E.
6. Bill of Materials and Price Schedule as per Annexure H- Technical Version. This table should not contain any price information in Technical Offer.
7. Technical details as per specifications as given in Annexure T, complete with all columns duly filled in.
8. Warranty and AMC details. This should not contain any price information in Technical Offer.
9. Delivery schedule.
10. Technical Documentation (Product brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.

11. Track record of installation as per Annexure F.
12. Developer's Authorization Form (if applicable) as per Annexure J.
13. Bidders" Financial Details (audited Balance Sheets & Profit and Loss account etc.) and other supporting documents, as asked in the tender document.
14. Annexure L Declaration for Clean Track Record

The Bidder should submit the information from Serial No. 4 to 14 in company's letter head.

5.15 Format for Commercial Offer

The Commercial offer **must not contradict the Technical Offer** in any manner. The suggested format for submission of Commercial Offer is as follows:

1. Index
2. Covering Letter
3. Commercial Version of Bill of Materials and Price Schedule (as per Annexure T-Commercial version). This annexure must contain all price information, including that of AMC.
4. A statement that the bidder is agreed to the Payment schedule given in the tender.
5. All these should be properly paginated.

All the above information should be submitted in the company's letter head.

The commercial offer should not contain anything other than specified in the Annexure T Commercial version. More particularly, statement or request for deviation in either Technical specifications or Terms & Conditions specified in the Tender should not form part of Commercial Offer. In case if any commercial offers contain such requests or submissions, the offer will be summarily rejected without any further process or communication in this regard. Any commercial offer, which is conditional and /or qualified or subjected to suggestions, will also be summarily rejected.

5.16 Erasures or Alterations

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as *"OK", "accepted", "noted", "as given in brochure/manual"* is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

5.17 Locations of Installation

The Head Office of the Bank is floating this tender. The support team will be functioning from the head office, and the support as well as upgrade of existing PeopleSoft application has to be done at the place as advised by the bank. The Bank reserves the right to make changes in the locations list given to the bidder.

5.18 Costs & Currency

The Offer must be made in Indian Rupees only and should include all taxes and levies wherever applicable.

5.19 Fixed Price

The Commercial Offer shall be on a fixed price basis, inclusive of all the taxes. No price variation relating to increase in customs duty, excise, tax, dollar price etc. will be permitted.

5.20 Price Comparison

All bidders need to submit their TCO for all the requirements as per Annexure I and the selected bidder will receive the order for all of it or partial order depending on the decision of Central Bank of India.

5.21 Selection of Successful Bidder

5.21.1 The Bank will prepare a list of bidders who have fulfilled the basic eligibility criteria and other terms and conditions stipulated in the RFP and will conduct technical evaluation of all such qualified bidders. The technical evaluation will be done on the basis of the technical bids submitted by the bidder along with a presentation to be made by the bidders covering the following aspects:

- Migration strategy for upgradation of PeopleSoft
- Strategy for Retrofit of customization
- Hardware Architecture for DC and DR
- Performance Management
- Migration and Post production support to upgraded version of PeopleSoft
- Training methodology of the upgraded version of PeopleSoft

5.21.2 Methodology adopted for marking during the technical evaluation process is enclosed as Annexure- R.

5.21.3 A minimum of 75 marks (out of 100 marks) shall be required for qualifying in the technical evaluation process and those bidders who have obtained minimum qualifying marks shall become eligible to participate in the further stages of the bid process.

5.21.4 Only those bidders who qualify in the technical evaluation would be considered during evaluating the commercial bid. The Bank will intimate the date and time of opening of Commercial Offers to the bidders whose Offer is technically in line with the tender requirements.

5.21.5 Bank will award the contract to the successful bidder (s) whose bid has been determined as the **Lowest Commercial bid (L1) through** the **Reverse Auction process** of this commercial evaluation. The details of Reverse Auction process are given in **Annexure N**

5.23 Liabilities of Central Bank of India

This tender is not an offer by the Bank, but an invitation for bidder responses. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Bidder.

5.24 Proposal Process Management

The Bank reserves the right to accept or reject any/all proposal/ to revise the tender, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole. No Bidder is obligated to respond to or to continue to respond to the tender. Additionally, the Bank reserves the right to alter the requirements, in part or whole, during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the tender, subsequent presentation and bidding processes.

5.25 Downloading of Tender document from Bank's website

The tender document is available for download from the banks website **www.centralbankofindia.co.in.** Those who choose to download the tender from our website are required to pay the cost of tender document at the time of submission of their offer or at the time of pre bid meeting, if the bidders choose to attend the same. **They are also required to confirm in writing that they have not modified any part of the tender and abide by the same**. **If any bidder fails to pay the price of the tender document, the offer will be rejected.**

In case of any dispute/discrepancy, the physical version of the tender available with the Bank will be final & binding on all, who participate in the tender.

5.26 Non-transferable Tender

This tender document is not transferable. Only the bidder, who has purchased/downloaded the tender document, is entitled to quote.

5.27 List of existing Modules and their application in PeopleSoft HRMS version 9.1

List of main modules being used by the Bank is given as **Annexure X**. It is the responsibility of the bidder to identify and verify all the modules used by the Bank and ensure that all these modules work seamlessly in the upgraded version without any deviation or change. The given list is only indicative. Prospective bidders, who have made payment of the tender document cost, are required to visit the installation site (Mumbai/Navi Mumbai) at their own cost during the period 17-03-2017 to 18-03-2017 and examine the details of customization done and other functionalities developed for ascertaining of detail scope.

5.28 Bank's PeopleSoft Production Environment

5.28.1 The present Hardware Setup of HRMS solution at DC & DR is as under:

Server Details at DC				
SERVER	**TYPE**	**MODEL**	**PROCESSOR**	**NO OF CORE**
IBM P740	8408	E8D	3.6 GHz	8 Core
IBM P740	8205	E6D	3.6 GHz	8 Core
IBM P740	8205	E6D	3.6 GHz	8 Core
IBM P750	8408	E8D	4.0 GHz	16 Core
IBM X3550 M4	X3550	M4	2.5 Ghz	4 Core

Devices	Quantity	Storage/Ports/Drives
IBM V7000 Storage	1	4.91 TB Approx
CISCO SAN Switch	2	32 Ports
IBM TS 3200 Tape Library	1	4 Drives
HMC Monitor	1	
HMC	1	
Radware- Alteon	2	

All the above hardware items installed at DC are under warranty.

Server Details at DR				
SERVER	**TYPE**	**MODEL**	**PROCESSOR**	**NO OF CORE**
IBM P550	8204	E8A	5.0GHz	4
IBM P550	8204	E8A	5.0GHz	4
IBM P520	8203	E4A	4.7GHz	4
IBM X3550M2	X3550	M2	2.13 GHz	4

Devices	Quantity	Storage/Ports/Drives
IBM DS5020 Storage	1	2 TB Approx
MDS 9124 SAN Switch	2	16 Ports
IBM TS 3200 Tape Library	1	4 Drives
HMC Monitor	1	
HMC	1	
T/O Storage Device	1	

Hardware items installed at the DR Site are under AMC till 31.05.2017.

5.28.2 Software Components and Release Details at DC and DR

S.No.	Component	Version / Patch Details
1.	Database version	Oracle Database 11.1.0.7.0 64 bit
2.	Application version	HCM 9.1
3.	People Tools Release	People Tools 8.50.05

4.	Tuxedo version	Tuxedo, Version 10.3
5.	Web Logic version	Weblogic 10.3.1.0
8.	People Tools Patch Level	Patch for People Tools 8.50.05
9.	OS Version	AIX 6.1
10.	OS TL and SP Level	AIX 6.1-07-06
11.	Tivoli Storage Manager (In DC only)	Version 7 Release 1 Level 3.

5.29 Additional features required in the upgrade

The successful bidder shall scope for providing the following changes/new requirements in the Solution.

S.No.	Module	Description
1.	Leave & Attendance	Paternity Leave, Sabbatical Leave, special leave for physically challenged employees/ allowing for change of leave schedule. Leave module needs provision form cancellation of leave/ change of leave plan/ leave pass-book for employee/ display of leave availed by applicant on leave page/ auto updation of leave balance on account of approval/ cancellation of leave of prior period subsequent to leave credit for the next year/ further interface between leave and absence marking module/ enabling module for LOP management/ enabling manager to submit leave on behalf of employee / provision for recovery of leave on account of reporting late at office on more than 3 occasions in a calendar month
2.	Transfer	Request and Rotation Transfer
3.	Grievance Module	Staff grievance redressal mechanism
4.	VRS Management	Incorporating application/ processing thereof at various levels/ approval/ issue of approval/ related reports
5.	Rent Free Accommodation	Development of the module and integrating with payroll
6.	LTC module	Complete process to be rebuilt beginning from leave application till final payment of bill and also incorporating provision form change in plan/ change in dependents accompanying/ cancellation of plan etc.
7.	Payroll	Decentralise of the module for payroll related data entry at branch level/ introduction of maker-checker concept at all levels/ payment of various allowances using effective date based set up table/ processing of payment of allowance of temporary nature by entering date/ nature of work done/ simplify process of payroll generation/ simplify form 16 and other statutory reports generation and enable branch to generate report for any employee for any of the past years Provision to compute Arrears shall be automatic as per data entered LOP exceeding number of days of salary month to be suitable accounted for

8.	Holiday Home booking	Additional features required
9.	General requirement	All the pages/ modules/ records to have audit trail A provision should be made wherein a separate page with maker/ checker facility made available to update/ change any base data relating to Personal/ Job/ Payroll/ LTC/ Leave/ Absence/ Location/ department/ conveyance/ medical reimbursement Manage delegation page to be made simpler and made mandatory where the employee is proceeding on leave for 4 days and more System to be compliant for leave on second and fourth Saturday and should be able to switch over to leaves on all Saturdays
10.	Conveyance reimbursement	Computation of eligibility needs to be suitably updated
11.	Loans	Computation of housing loan eligibility needs to be suitable updated
12.	APAR	Complete Process relating to Appeal Complete process relating to NRC Simplicity in generation of APAR related reports
13.	Reports	Urgent requirement of Interse Seniority report based on office/ branch/ region/ zone/ entire Bank seniority Urgent requirement of Seniority report based on office/ branch/ region/ zone/ entire Bank seniority Urgent requirement of report of various claims/ requests pending with various approvers on every day which is to be pushed by mail to all ZM/ RM/ HRD departments/ branches etc Urgent requirement of report of leave request pending from employees who are marked on unauthorised absence The reports generation should through drop down menu/ link and the user should not be required to use query viewer/ report manager
14.	Upgrade of Approver Routing/ Mapping	The approver routing should be role based as hitherto and the same should be made applicable for all the existing as well as modules to be developed in future so as to have only one system of approvers mapping instead of 2 at present
15.	User Access Security (Row Security)	The row security should be managed in such a way that the official from branch shall have access to data of employees from his branch only while HR official/ approver shall be able to access employee data from the region and for zone in case of official from zone
16.	Solution for Internal Auditors	A solution be provided for Bank's Internal Auditors to enable them to view employee records/ all approvals done by other Authorities at branch/ office which they are auditing The access control to be done by the Internal audit department official from the concerned zone
17.	Updating of user profile	The roles in user profile should be updated on mapping of an employee for a particular role and deleted on removal of the role. Similarly, the row security to be suitable changed based on placement of the employee

The successful bidder has to ensure that all the above modules/requirements are made live on or before the live date of the upgraded version of PeopleSoft.

5.30 Scope, Ownership and Responsibility for upgrade

The following scope, ownership & responsibility matrix shall be followed by the bidder.

S.No.	Project Phase	Responsibility	Participation
1.	Current state study	Bidder	Bidder
2.	Pre-migration support	Bidder	Bidder
3.	Upgrade planning and Analysis	Bidder	Bank/Bidder
4.	Hardware installation and Configuration	Bidder	
5.	Initial upgrade (Initial Pass)	Bidder	Bank
6.	Customization – Keep/Drop analysis	Bidder	Bank/Bidder
7.	Retrofit Customizations	Bidder	Bidder
8.	System Integration Testing	Bidder	Bidder
9.	User Acceptance testing	Bank	Bidder
10.	Test Move to Production Passes	Bidder	Bank
11.	Performance Testing	Bidder	
12.	Performance Tuning	Bidder	
13.	Training	Bidder	
14.	Production Deployment	Bidder	Bidder
15.	Post production Support	Bidder	Bidder

Details of the methodology on each of the above needs to be provided by the bidder as per the detailed scope of work mentioned in the tender.

5.30.1 It shall be the responsibility of the successful bidder to ensure that all the MIS that are currently been generated are generated even after the migration on to the new version.

5.30.2 A detailed project plan needs to be provided by the successful bidder.

5.30.3 Any data/tables/modules that are unused and have been stored or maintained to abide by legislations of the land will be maintained as it is after the migration also.

5.30.4 The successful bidder shall also be required to provide the Go Live strategy and Roll back plan.

5.30.5 The shortlisted bidders shall be required to give a presentation on the implementation strategy as part of technical evaluation.

5.30.6 Any interim arrangements for hardware, software or other components, if any, which are temporarily required for completing the upgradation activity, within the prescribed schedule, are to be provisioned and provided by the bidder. Bank will not provide any such infrastructure for this purpose.

5.30.7 Successful Bidder to clarify on the strategy for deletion of unnecessary databases from storage during migration and after migration (House cleaning), in the migration plan.

5.30.8 The successful bidder will not subcontract any part of this RFP scope to a third party.

5.31 Licensing

5.31.1 Current licensing pattern of PeopleSoft 9.1 is given below:

S.No.	Product Description	Metric	Quantity
1.	PeopleSoft Enterprise Payroll	Enterprise Employee	74400
2.	PeopleSoft Enterprise Human Resources	Enterprise Employee	42000
3.	PeopleSoft Enterprise e Performance	Enterprise Employee	42000
4.	PeopleSoft Enterprise Recruiting Solution	Enterprise Employee	42000
5.	PeopleSoft Enterprise HRMS Portal Pack	Enterprise Employee	42000
6.	Micro focus International Ltd. Server Express COBOL for UNIX for 1 named users	Named User	2

ATS for the above licenses are presently renewed for the period up to 31.05.2017. ATS for the above existing PeopleSoft HRMS software licenses for the period of five years from 01.06.2017, is also in scope of this RFP.

5.31.2 The projection for the employee count and pensioner count for next five years is mentioned in the table.

Year	Employee count	Pensioners count
Current	37,358	34,383
2017-2018	39,333	35,810
2018-2019	39,816	37,489
2019-2020	40,396	39,373
2020-2021	41,518	41,124
2021-2022	42,747	42,746

5.31.3 The successful bidder shall scope and procure the requirement of additional licenses for modules of PeopleSoft as per above projections and shall scope these modules for the ATS for period of 5 years from 01.06.2017. The Bank shall procure the licenses in the lots of 500 each, as and when required.

5.31.4 The successful bidder is required to procure all licenses with regard to this project, in the name of Central Bank of India.

5.32 Pre Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Central Bank of India intends to hold a Pre-Bid meeting on the date and time as indicated in the RFP. The queries of all the bidders should reach in writing or by e-mail at smithrms@centralbank.co.in on or before 22-03-2017 latest by 17:00 hrs. It may be noted that no queries of any bidder shall be entertained/ received after the Pre-Bid meeting. The clarifications given in the Pre-Bid meeting will be available on the Banks Website.

5.33 Contacting the Bank

No bidder shall contact the Bank for any matter relating its bid, from the time of opening of the bid, to the time the contract is awarded. Any effort by the bidder to influence the Bank in its decisions on Bid evaluation, Bid Comparison or Contract award may result rejection of the bidder’s bid.

6. SCOPE OF WORK

6.1 **Support & Maintenance of HRMS application**

6.1.1 The bidder should study and understand the existing PeopleSoft HRMS application and all the customizations done therein. The bidder needs to support and maintain all environments in DC and DR of the Bank and the existing version/upgraded version for a period of five years from 01.06.2017. The bidder is required to provide onsite support at Head Office on all Bank working days, from 10.00 AM to 6.00 PM. Proportionate charges for absence of the support personnel on any bank working day shall be deducted from the quarterly payment of support charges.

6.1.2 The qualification and experience of key personnel in the areas of Software Development, Implementation & Maintenance should be provided as per format provided by the Bank **(Annexure K).** If the Bank is not satisfied with the performance of the any of the personals working on the Project, the Bank has a right to ask for replacement and the bidder is under obligation to replace the resources within a reasonable time frame.

6.1.3 The Severity Levels as given below shall be used to categorize application support calls or problem raised. The severity levels shall be assigned by Central Bank of India HRMS team.

Severity Level	Average Target Response time	Average Target Resolution/ Work-around time	Average Quarterly Adherence Target	Definition
Severity 1 (Critical)	30 minutes	Resolve within 2 working hours or provide a work around within 2 working hours.	<85%>	A critical application is unavailable causing severe impact on the business. No. alternative or work around is available. Severity -1 affect an entire system / functions, or majority of application users
Severity 2 (High)	2 hours	Resolve within 4 working hours or provide a work around within 4 working hours.	<85%>	The application is unavailable or severely degraded causing impact to one group of users or one [or more] important functionality is unavailable. However, certain business functions continue. Functions partially not available resulting in restricted capabilities.
Severity 3 (Low)	8 hours	Resolve the issue with 24 working hours.	<80%>	Limitation to certain user operations, with no immediate effect on overall business operation. Operations continue to work - around available.

It will be the responsibility of the bidder to resolve the issues, irrespective of the severity level, within the specified resolution time. In case, the bidder is unable to resolve the issues within the stipulated time, necessary arrangements should be made by the bidder for on-site support from the

OEM, without any cost to the Bank. Bank will not provide remote access to the system, through any means (like VPN, Webex etc.) to bidder/OEM.

6.1.4. **Onsite support (for 9.1 till the migration and for 9.2 thereafter) :** The bidder should provide a minimum of two onsite engineers at Head Office to support the PeopleSoft application for rectification of bugs/customizing of the existing program / coordinating with OEM for solving the application bugs. The rectification of the program bugs and customization of the existing modules to be done at no extra cost to the bank. The Bank team shall be enabled to generate reports using standard SQL queries with read only access to the DB tables.

6.1.5. The bidder is required to depute alternate resource in case of leave or absence of the regular onsite resources for a period of more than consecutive three days.

6.1.6.1 For any new module development/customization of the existing module, the bidder is required to provide the formats, details on the fields used, logic used based on their experience of developing the module in other client locations at no extra cost to the bank.

6.1.6.2 The successful bidder should provide a ticketing tool for reporting and monitoring the bugs/customization requirements in the solution.

6.1.7.1 Bidder is required to quote for 1500 man days of effort to develop additional modules/enhancements in the solution. Bank will prioritize the development of additional modules/enhancement work based on the actual requirement. The rate for man days shall be freezed for the entire contract period, even if the total man days utilization goes beyond 1500. Payments for additional man days required beyond 1500 shall be made as per the agreed rate.

6.1.7.2 Requirement of additional modules/enhancements shall be managed through Change Request process and the man power assessment for such additional requirements shall be finalized using Functional Point Analysis (FPA), being followed by the Bank, which is common for all projects. The manpower requirement arrived at using FPA, for each additional requirement, shall be binding on the successful bidder. Guidelines and procedure for FPA has been provided as Annexure - S.

6.1.7.3 Additional requirements mentioned in this RFP under Para 5.29, should be provided to the bank without any extra cost to the Bank and the same should be made live on or before the live date of the upgraded version.

6.1.8. The bidder is required to take the backup of all the configuration related to the PeopleSoft application, database, operating system, webserver and other configurations. All the above backups should in the encrypted format. The schedule of the backup of the various configurations are to be submitted to the bank. The report on the details of the backup taken/retention period to be submitted to the Bank on a monthly basis.

6.1.9 The bidder is responsible for applying patches for bug fixing, of the PeopleSoft Production System, web server and related components as per the recommendations from the respective OEM and as and when required by the Bank. The bidder should inform the Bank about the latest patches released related to the application recommended by the respective OEM.

6.1.10 The bidder should administer the oracle database and should be responsible for maintenance of the DB, patching of the DB, coordinating with the application team for the DB requirement, troubleshooting the DB performance issues, taking backup of the DB. The bidder is also required to monitor and submit the health report of the DB on a daily basis to the bank.

6.1.11 The bidder is required to do the new module/custom development on-site as and when required by the Bank.

6.1.12 The bidder is required to document the logic used for rectification of the bug/ any new custom development, changes done in the coding and submit the same to the bank.

6.1.13 The bidder is required to test the changes in the test environment before applying the changes in the production environment. The change management procedure defined by the Bank to be followed for any changes done.

6.1.14 The bidder is required to provide and maintain version control tool to manage the versions of the source code as and when changes made. It is the responsibility of the bidder to document complete details of the source codes and changes made therein.

6.1.15 The bidder will also ensure synchronization of application code, DB and other related configuration related to HRMS application in DR.

6.1.16 The bidder is required to coordinate with the hardware vendor for any parameter changes/patch deployment in servers and ensuring the smooth functioning of the entire solution.

6.1.17 The bidder is required to provide training to the Bank technical and functional team on new implementation /logic used in rectification of the program bugs. Bidder should transfer skills to relevant Bank team by means of training and documentation.

6.1.18. The bidder is required to provide training to the Bank HRMS team/PeopleSoft administrators on new functionalities and new modules implemented in PeopleSoft application in detail and also the basics on DB administration.

6.1.19 At present bank is conducting minimum four (04) DR Drills in a year on quarterly basis. The bidder to continue to perform a minimum of 04 DR drills in a year on quarterly basis. The frequency and the procedure (switch over/failover) of DR drills to be performed may vary as per the regulatory requirements and the bidder is required to adhere to such regulatory changes.

6.2. Upgrade of existing PeopleSoft Application

The upgrade of the PeopleSoft application will be done by the bidder as per the Scope, Ownership and Responsibility for Upgrade section in coordination with OEM, if necessary. The following are the activities that are primarily covered in the scope. This is not the exhaustive list and any other activity that is not mentioned here and is required for the successful upgrade will also be responsibility of the bidder. All additional features mentioned in this document for the upgrade also needs to be incorporated during the upgrade.

The bidder will be responsible to keep the Production and the DR environment in synchronization.

6.2.1 Services

The bidder shall execute all the below activities:

6.2.1.1 Upgrade Oracle Weblogic from current release to the compatible and latest version.

6.2.1.2. Upgrade Oracle RDBMS from Oracle 11g to the compatible and latest version.
6.2.1.3. Upgrade Oracle Tuxedo to the compatible and latest version.
6.2.1.4 Upgrade People Tools from 8.50 to the compatible and latest version.
6.2.1.5 PeopleSoft Application Upgrade from 9.1 to 9.2
6.2.1.6 Data Conversion as it pertains to the Upgrade process.
6.2.1.7 Conduct keep-drop and fit-gap analysis.
6.2.1.8 Retrofit & unit test customizations.
6.2.1.9. Overall approach for upgrade to be a “Lift and Shift” type Technical upgrade whereby existing custom bolt-on’s, reports and interfaces to be retrofitted, tested and migrated to work as-is in the new environment. Customizations to delivered objects to be reviewed to identify the list of customizations to be retired due to obsolescence or replacement by new delivered functionalities.

6.2.2 It is the responsibility of the bidder to provide all necessary infrastructure required for completing the upgradation activity as per the scope.

6.2.2.1 All professional services necessary to successfully implement the proposed solution will be part of the RFP. These services include, but are not limited to Project Management, Training, technical testing, Patch Management etc., The bidder should submit an overview of Project Management approach of the proposal, as part of technical Bid.

6.2.2.2 The bidder should provide adequate/sufficient number of developer/engineers for the migration of PeopleSoft from version 9.1 to version 9.2. The developers should have knowledge in PeopleSoft application version 9.0/9.1/9.2, and at least 3 years’ experience in custom coding of the PeopleSoft application.

6.2.2.3 The Bidder should provide the Qualification and Experience of the Functional, Technical and DBA consulting team to be deployed for the project. **Bidders are encouraged to deploy Team with PeopleSoft HCM 9.2 upgrade experience**. Bidder has to provide detailed resource plan that includes roles and responsibilities of both functional and technical team. If the Bank is not satisfied with the performance of the any of the personnel’s working on the Project, the Bank has a right to ask for replacement and the bidder is under obligation to replace such resources within a reasonable time frame.

6.2.2.4 The bidder shall be the single point contact to provide the solution to the Bank and shall handle all matters relating to the configuration and operation of the system but not limited to application, system interfaces, documentation, user manual documentation and training for the successful implementation of the system. Any additional requirement regarding environmental software etc., after awarding the contract, will not be entertained by the Bank. The Bidder shall be responsible for the same.

6.2.2.5 The successful bidder should conduct System Requirement Study (SRS) covering the risk, quality, migration, conversion, cutover, resource, change and communication management plan after understanding the requirements from the Bank team for the upgrade/ implementation of the solution and submit the SRS within 15 days from acceptance of the Purchase Order..

6.2.2.6 Once the SRS is signed off from the Bank side, the bidder has to submit a detailed project plan for upgrade, migration, customization, testing and implementation of all the modules of PeopleSoft HRMS application. Plan should include the full scope of the project including upgrade/implementation plan, configurations, proposed application architecture i.e. number of web servers, application & database servers in setup and the compatibility of each server to handle the user requests etc. This process should be completed within 30 **days** from the date of sign off of SRS. On acceptance of such plan by the Bank, the bidder is required to carry out the implementation along with new modules, migration and customization as applicable including installation, testing of solution etc.

6.2.2.7 The bidder is required to integrate the PeopleSoft upgrade version with Microsoft active directory maintained by the Bank or any other solution for authentication to have a single sign-on across application.

6.2.2.8 The bidder should review and improve the architecture for optimal utilization of the hardware.

6.2.2.9 The bidder is required to configure and maintain DR for the whole application. The bidder is required to replicate all the configuration changes to DR with respect to webserver and other configurations and replicate the database using Oracle Data Guard.

6.2.2.10 The bidder is required to integrate HCM 9.2 system with the Bank's Core Banking System for all the existing activities including Payment of salary, Pension and the financial sanctions done through HRMS, Updation of Transfer, Officiating Allowance and Special Pay etc.

6.2.2.11 The bidder is required to implement the solution at Head office or at any site in Mumbai?navi Mumbai specified by the Bank.

6.2.2.12 The bidder should provide auditing feature of the application/solution to keep track of the activities performed by the system & application administrators.

6.2.2.13 Security audit of the application will be carried out by the Banks internal & External auditors and the observations/recommendations made by the auditors need to be complied within the time limit as advised by the Bank, without any additional cost to the Bank.

6.2.2.14 The Application Security Testing, Vulnerability Assessment & Penetration Testing (VAPT), Application deployment architecture assessment will be carried out by Independent Security Audit team (nominated by the Bank) and the bidder has to implement all the security recommendations of the Audit findings. OS and Oracle Patches as and when released are to be tested in the Test Environment and thereafter it shall be applied in the Production Environment at DC and DR.

6.2.2.15 The application developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank. The bidder should comply with Banks IS Security policy in key concern areas relevant to the RFP. Some of the key areas are as under:-

a) Responsibilities for data and application privacy and confidentiality.
b) Password Policy of the Bank
c) Responsibilities on system and software access control and administration.

6.2.2.16 All delivered functionalities in HCM 9.2 should be made available on mobile / ipads through web based access.

6.2.2.17 Successful Bidder has to integrate PeopleSoft HCM 9.2 with the bank's Document Management System for viewing all the employee records/scanned documents available in DMS.

6.2.2.18 The successful bidder has to enable biometric authentication while login into HRMS System systems to facilitate second factor authentication.

6.2.2.19 The successful bidder has to provide functionality for auto debit of leave in HRMS by integrating with CBS and Biometric attendance system, which are implemented in the Bank.

6.2.2.20 The successful bidder has to provide facility of straight through processing of financial transactions in HRMS like LTA, Festival Advance, Medical Claim, Hospitalization charges, Leave Encashment etc. by suitable integration with CBS.

6.2.2.21 The successful bidder is required to make the PeopleSoft 9.2 made available in Unicode including Hindi Language. Any report like APAR, Assets and Liabilities etc. shall be made available in Hindi as per Bank's requirement.

6.2.2.22 The prices offered for support Engineers should be frozen for period of 5 years from 01.06.2017.

6.2.2.23 The bidder should ensure that all the processes of HRMS which are integrated with CBS, through the middleware viz. Financial Transaction Manager (FTM) should remain intact after upgradation activity.

6.2.2.24 The bidder 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 adjustment and retrospective benefits.

6.2.2.25 The successful bidder should provide the solution to enable account number validation in HRMS with CBS.

6.3 System Integration Testing & User Acceptance Testing

6.3.1 On account of software upgradation and Application version upgradation, the bidder should ensure all existing integrations with PeopleSoft system work as-it-is even after upgrade. The bidder should carry out thorough System Integration Testing (SIT) to confirm the same. This includes existing third party interfaces and integration of the HRMS with Banks Core banking system. The bidder should set up PeopleSoft environments required for System Integration Testing and UAT. The bidder should maintain proper documents for all the tasks/actions done during the migration/upgradation.

6.3.2 The bidder is required to resolve any issues encountered during SIT.

6.3.3 System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the bidder to the Bank. The UAT includes Functional tests, Operational tests, Load tests, Security Assessment, VA & PT and Application Deployment Architecture etc.

6.3.4 The bidder should fix all the issues encountered during UAT for all the instances in the scope.

6.3.5 The bidder should test all the existing reports and business transactional flow with PeopleSoft application. The bidder is also required to assist the Bank team with UAT testing for all instances in the scope.

6.3.6 The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan against the systems requirements. The system will be considered accepted only after acceptance test is completed as per the agreed plan and is duly signed/certified by the Bank and the bidder.

6.3.7 The bidder is required to demonstrate all the features specified mutually agreed for the implementation.

6.3.8 Bank's HRMS Staff will carry out the functional testing. Bidder should carry out other testing like performance, load etc. and submit result log for all testing to the Bank.

6.3.9 The final acceptance of the upgraded system will be based on UAT sign off, moving the same into production and successful live run.

6.4 Production Deployment

6.4.1 The bidder should perform up to a minimum of four (04) Test Move to Production stage.

6.4.2 The bidder should prepare detailed cutover plan for production deployment.

6.4.3 The bidder should Configure PeopleSoft architecture components for Production Deployment.

6.4.4 The bidder should perform Production Readiness Checks prior to Production Deployment

6.4.5 The bidder should perform cut-over to production of PeopleSoft application upgraded instance and configure PeopleSoft architecture components for production deployment.

6.5 Project Reporting

6.5.1 The bidder should submit a weekly report on the development of the project along with reasons of delay, if any, till date of full commissioning.

6.5.2 Fortnightly meetings will be held between the Bidder and the Bank, to review the progress and the Bidder will be required to attend all such meetings..

6.6 Training

6.6.1 The bidder should provide training to the designated officials of HRMS Team and HR Administrators/faculties, in the areas of new functionalities/modules in the upgrade version of the software, troubleshooting process etc. Such trainings should be conducted in Mumbai.

6.6.2 The bidder should provide the training plan and train the officials at the cost of the bidder. The plan should address the training needs based on the new functionalities / architectural changes are introduced, without any additional cost.

6.6.3 The training program should be held by competitive persons having sufficient experience in the relevant area up to the satisfaction of the Bank. If the Bank finds that the trainer is not having sufficient knowledge / experience in the domain to conduct the training, the same has to be conducted again to the satisfaction of the Bank.

6.6.4 The training material should be provided by the bidder at their own cost, should provide test cases, hands on training on the functionalities.

6.7. Technical Documentation

6.7.1 For every new module/functionality put in operation, the bidder should provide the user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures etc. to the bank.

6.7.2 The bidder should also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable.

6.7.3 The bidder should also provide the MIS reports as per requirement of the Bank. Any level/version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by the Bidder to the Bank free of cost in timely manner.

6.7.4 The source code /object code / executable code and compilation procedures of the software solution should be provided to the Bank after successful UAT.

All necessary documentation in this behalf should be made available to the Bank. Any update or upgrade to source code should be informed and made available to the Bank. The ownership / intellectual property rights of the customised application software will rest with the Bank.

6.8 Delivery and documents

6.8.1 The bidder should submit all the necessary documents required for running the HRMS 9.2 Application.

6.8.2 The Bidder should submit the System Requirements Study (SRS) Document for upgradation and customization.

6.8.3 On completion of SRS the bidder should submit the complete project schedule, migration, architecture of the solution, customization details and implementation plan

6.8.4 The bidder should submit the user acceptance test plan and test cases.

6.8.5 The bidder should submit the user and system manuals for new modules/functionalities to the Bank on or before live run starts.

6.8.6 The training material should be provided by the bidder.

6.8.7 All plans, drawings, specifications, designs, reports and other documents submitted by the bidder shall become and remain the property of the Bank. The bidder may retain a copy of such documents.

6.8.8 During the time of upgradation, documents for all customization done should be delivered to the bank.

6.8.9 The bidder should Install solution components, perform all the customizations as decided by the Bank and commence User Acceptance Test (UAT).
6.8.10 System will be deemed accepted only after successful live run of one month.

6.9 AMC FOR HARDWARE AT DC and DR

6.9.1 The HRMS Hardware installed at DC is currently under warranty, AMC of which will expire on 21st November 2019 and the HRMS hardware installed at DR is under AMC support till 31st May 2017. The successful bidder should provide the support of hardware installed at DC and DR from the respective dates till the end of the contract period.

6.9.2 During AMC and warranty period, the comprehensive support of hardware should include the following:

1) Onsite on call service support covering OS admin related work (OS Patch Management, TL Updation and design changes, OS parameterisation, change in deployment design, password recovery, user creation)
2) Creation of Logical Partition
3) VAPT (OS Hardening)
4) H/W break-fix support.
5) Firmware upgrade
6) End user services
7) System Admin
8) Any other services which are required during the contract period for seamless functioning of the solution so as to make all functions available to the user

6.10 ADDITIONAL HARDWARE REQUIREMENT AT DC/DR

Present hardware set up at DC and DR has been provided in Para 5.28.1 It is the responsibility of the bidder to analyse the present setup at DC and DR and if necessary, to size the hardware suitably to achieve the expected level of system performance during the contract period. Additional hardware requirement, if any, should be clearly specified and shall be part of TCO. Bank shall utilize the present hardware which is under warranty and the bidder should upgrade the setup suitably. The existing hardware has been sized for a concurrency of 3000. Any new hardware should have a warranty period of three years and should be under AMC for the remaining period of the contract.

7. ESCROW ARRANGEMENTS

The Bank and the successful bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the software product supplied/procured by the successful bidder to the Bank in order to protect its interests in an eventual situation. The Bank and the successful bidder shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, interalia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the successful bidder. As a part of the escrow arrangement, the final selected successful bidder is also expected to provide a detailed code documentation of the PeopleSoft solution which has been duly reviewed by an external independent organization/consultant of the bank. The Escrow arrangement suggested by the successful bidder shall not be binding on the Bank. The Bank reserves the right to explore alternate escrow mechanisms based on the Bank's existing practices. The Bank and the successful bidder may enter into such escrow arrangement that is mutually agreed upon by the two parties.

The escrow will be released to and become the property of the Bank in the event that the agreement is terminated for either default or insolvency or should the successful bidder cease, or give notice of intention to cease to provide maintenance or technical support service for the software as required by the agreement.

8. ELIGIBILITY CRITERIA

8.1 Eligibility of the Bidder

S.No.	Eligibility of the bidder	Documents to be submitted
1.	The bidder must be a firm/company/ organization incorporated in India and doing relevant business for last 3 years.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2.	The bidder must have an average turnover of minimum Rs. 500 Crore during financial year(s) 2013-14, 2014-15 and 2015-16 in individual capacity and not as a group as whole.	Copy of audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years. Also should provide income tax clearance certificate.
3.	The bidder should be profitable organization for last two financial years 2014-15 & 2015-16	Copy of audited balance sheet and / or Certificate of the Charted Accountant.
4.	The Bidder, should have at least 3 years experience in implementation and support of PeopleSoft HRMS application version 9.1/9.2 or migration of version to 9.1/ 9.2 in at least one PSU Bank or in a reputed Private Bank (having more than 7000 employees) in India (POCs done will not be treated as experience of the bidder).	Bidder should submit proof of implementation/migration along with Purchase orders and letter from user organization.
5.	The Bidder should have their own support centers in Mumbai.	Submit the self-declaration on Company's letter head
6.	Bidder should not have been black listed, for any reason whatsoever, or failed to discharge its stated obligations in execution of any projects by the Government / Government agency / Bank / Financial Institutions in India.	Submit the self-declaration as per the **Annexure L**
7	The bidder should not be a NPA account holder in any of the banks in India.	Submit the self-declaration on Company's letter head

The bidder will be disqualified at any time of the bidding process if a false certificate submitted by the bidder or the contract will be terminated immediately without giving any notice, after award of the contract.

8.2 Quality Standards

Any departure from the specifications should be clearly listed in "Deviations" column giving reasons thereof.

8.3 Developer's Authorization Form

Bidders, other than the OSD (Original software Developers) must submit a letter of authority from their Developers that they have been authorized to quote on behalf of the OSD as per **Annexure J.**

8.4 Earnest Money Deposit (EMD)

Bidders are required to give EMD by way of Bank Guarantee valid for 180 days from the due date of the tender for **Rs. 40,00,000/-** (Rupees Forty lakhs only) as Earnest money Deposit (EMD) along with their Offer. No interest will be payable on the EMD. In case the project is not completed within the validity period of the Bank Guarantee, the successful Bidder is required to renew/offer a fresh BG towards EMD for a further period till completion of the Project. EMD furnished by all unsuccessful bidders will be returned on the completion of the bid process.

Offers made without EMD will be summarily rejected. The format for the Performance Bank Guarantee (PBG) is attached to this tender document **Annexure P.**

The EMD of the successful bidder shall be returned after furnishing a PBG from a Scheduled commercial Bank valid for the entire contract period, having a minimum claim period of 3 months from the date of expiry of contract period.

In case the project gets extended owing to unforeseen circumstances, then the PBG must be extended for the requisite duration. The PBG should be furnished as per the format attached to this Tender document.

EMD will be forfeited, if the bidder withdraws or amends impairs or derogates from the bid in any respect within the period of validity of the bid or does not perform the obligation as per Tender. If the successful bidder fails to furnish the required performance security then the EMD furnished will be forfeited.

The EMD will be forfeited if the selected bidder L1 refuses to accept the supply/assignment or having accepted the supply/assignment, fails to carry out his obligations mentioned therein.

NSIC/SSI/SME Units are exempted for submitting Bid Security as per Govt. of India order. Such firms are requested to submit the cost of Tender & VAT towards Tender cost which shall not be considered for exemption and NSIC/SSI/SME firms are required to submit the certificate of registration in support of their claims.

8.5 Tender Cost

Tender Cost of Rs.25,000.00/- (Rupees Twenty five thousand Only) should be remitted by way of demand draft favouring, Central Bank of India, payable at Mumbai and Tender No. CO:DIT:PUR:2016-17:237 along with bidder's name should be written on the back side of the Demand Draft. Offers made without the tender cost will be rejected. For each alternative Offer, a separate tender cost must be submitted.

9. Terms and Conditions

9.1 Delivery, Installation, upgrade and Commissioning

The Bidder shall be responsible for delivery, upgrade, installation and support as per the services ordered at the site (Mumbai) and for making them fully functional at no additional charge in accordance with the project plan mentioned in para 6.2.2.5**.** The Bank reserves to itself the right to place release orders in phases depending upon the project requirements.

In the event of the Bank agreeing to extend the implementation time line at the request of bidder, it is a condition precedent that the validity of Bank Guarantee shall also be extended by further period as required by the Bank before the expiry of the original Bank Guarantee. Failure to do so will be treated as breach of contract. In such an event the advance paid to bidder will become returnable to the Bank forthwith and the Bank reserves its right to foreclose the Bank Guarantee.

9.2. Completeness of Implementation

The implementation will be deemed as incomplete if any of the services are not delivered or is delivered but not operational or not acceptable to the Bank after acceptance testing/examination.

In such an event, the implementation will be termed as incomplete and it will not be accepted and warranty period will not commence. The implementation will be accepted after redelivery of the application and working successfully for a minimum period of 30 days.

9.3 Order Cancellation

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

1. Delay in offering services beyond the stipulated period from the date of Purchase Order.
2. Delay in implementation beyond stipulated period
3. Repetitive failures/poor service after implementation and acceptance by the Bank.
4. Any other reason.

In addition to the cancellation of purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the successful bidder to appropriate the damages and also to black list the bidder from participating in any future tender process of the Bank.

9.4 Acceptance Tests

The Bank may conduct acceptance test at its discretion. The test will check for trouble-free operation for thirty consecutive days in addition to physical verification and testing. There shall not be any additional charges payable by the Bank for carrying out this acceptance test.

In the event of any errors and bugs detected during acceptance testing, resulting in corrective action required by the bidder, the schedule for acceptance testing will be revised to a mutually convenient date at the cost and expenses of the Bidder.

The Bank reserves its right to get the application tested by any consultant / agency of its choice and the Bidder shall not object to the same.

9.5 Software, Drivers & Manuals

The bidder should ensure that the bundled software, drivers and manuals supplied to the Bank are original and legally procured.

9.6. Warranty

The offer must include comprehensive warranty of one year for the software and three years for the hardware being supplied by the bidder, as part of augmentation.

The warranty period of the software shall commence from the date of go live of the upgraded version of PeopleSoft and warranty of hardware shall commence from the date on which the last hardware item successfully installed at all the locations.

The bidder will re-install the software during the warranty / AMC period as and when required by the Bank at no additional charge.

Warranty terms & conditions shall cover the total application, including changes along with OS, changes to be done in configuration as per Bank requirement, system software etc. procured, with maintenance (Minimum 24x7 support) calls logged by FAX, email, telephone and onsite support. Warranty terms shall also cover the task of configuring/re-configuring the application, other hardware/software resources, Operating System Hardening, Performance tuning, Loading & configuring operating system updates, integrating with the other hardware procured by the Bank and any other tasks related to Hardware & System Software Management.

9.7 Payment Terms

No advance payment against purchase order.

i) Support (AMC/ATS/FM) Payment Terms

a) In respect of Annual Technical Support charges payable, the payment will be made on the commencement period of such support on an annual basis.
b) In respect of AMC charges for the solution, the payment will be made on a quarterly basis in arrears after completion of the period.
c) In respect of the Onsite support charges, the payment will be made on a quarterly basis in arrears after completion of the period.
d) In respect of additional customization taken up by the Bank, the Service Provider to submit proposal with estimated man days for execution of such Change Request. 50% of such cost of additional customization will be paid on delivery of the programs developed in line with the requirement specification and the remaining 50% shall be paid after successful implementation of the programs and smooth functioning of the new module.

ii) Upgrade Payment Terms

Payment will be made on the following basis:

a) 20% of the migration, implementation and customization cost shall be paid after complete SRS document for all modules is approved by Bank.
b) 40% of the migration, implementation and customization cost shall be paid on

successful completion and approval by Bank of UAT for all modules.

c) 30% of the migration, implementation and customization cost shall be paid one month after successful Go Live of the new version and its component along with the inbuilt customization.
d) 10% of the migration, implementation and customization cost shall be paid after successful implementation against submission of Performance Bank Guarantee of 10% of migration, implementation and customization cost.

iii) Hardware Payment Terms

a) 50% payment on Delivery
b) 30% payment on Installation and its acceptance by the Bank
c) Balance 20% will be paid after successful application migration from existing setup to new procured setup at DC & DR.
d) AMC / ATC amount for hardware shall be paid quarterly in arrears. However it can be paid at the start of each year after furnishing Performance Bank guarantee by the vendor of equivalent amount valid for one year. This PBG will be separate from Purchase order PBG.
e) Payment for the interim infrastructure provided by the successful bidder for upgradation, shall be made after successful go live of the upgraded solution.

iv) Additional licenses Payment Terms

Cost of additional licenses shall be paid in full within 30 days of submission of license certificate and invoice.

9.8 Pricing & Payments

The price offered to the Bank must be in Indian Rupees only. The consolidated fees and charges required to be paid by the Bank against each of the specified components under this RFP and Subsequent Agreement shall be all-inclusive amount with currently applicable taxes. The Vendor shall provide the details of the taxes applicable in the invoices that shall be raised on the Bank. Accordingly, the Bank shall deduct at source, all applicable taxes from the payments due/ payments to vendor which includes TDS. The service tax shall be paid by the vendor to the concerned authorities. In case of any variation (upward or down ward) in Government levies / taxes / VAT/cess / excise / custom duty etc. up-to the date of providing services , the benefit or burden of the same shall be passed on or adjusted to the Bank. If the Vendor makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Local entry taxes or octroi whichever is applicable, if any, will be paid by the Bank on production of relative payment receipts / documents. Necessary documentary evidence should be produced for having paid the customs / excise duty, sales tax, if applicable, and or other applicable levies.

“Variation” would also include the introduction of any new tax /cess /excise. If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge other than entry tax or octroi and if the Bank has to pay the same for any of the items or supplies made here under by the Vendor, for any reason including the delay or failure or inability of the Vendor to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Vendor along with the documentary evidence. If the Vendor does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Vendor from the Bank along with the interest calculated at commercial rate. Privacy and security safeguards

i. The Vendor shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor or existing at any Bank location. The Vendor will have to develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Vendor will have to also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor or existing at any Bank location.
ii. The Vendor hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
iii. The Vendor hereby agrees that they will preserve the documents.

9.9. Annual Maintenance Charges

The bidder is required to quote separately for on-site Annual Comprehensive Maintenance charges for five years at the site. This rate should be quoted in Indian rupees and inclusive of all taxes except service tax.

The bidder shall give firm commitment to provide maintenance at the price quoted as above for the entire contract period. The Bank will not permit any changes in AMC rates once quoted, for any reason whatsoever. The AMC rate quoted should be inclusive of all taxes except service tax.

The Bank will pay pro-rata AMC Charges after the end of warranty period for each financial year on a quarterly basis in arrears. No AMC will be paid during the warranty period.

9.10 Contract period

The contract shall be for a period of five years from 01.06.2017 to 31.05.2022.

9.11 Service Level Agreement

A Service level agreement should be entered in to between the Bank and the successful bidder covering all the terms and conditions and scope of work enumerated in this tender within a period of 90 days from, the date of issuance of PO.

9.12 Guarantee on Uptime

The combined Up-Time of the hardware and software provided by the vendor relating to the HRMS package should provide continuous and guaranteed level of service and functionality as defined in this document (except the down-time due to the Bank’s network or UPS failure). The vendor undertakes and guarantees a system Up-Time of 99.9% during the period of warranty and AMC with the Bank is in force.

The vendor is liable for a penalty of Rs.3,000/-(Rupees three thousand only) per day when system availability falls below the expected availability of 99.9%, subject to a maximum of 10% of the above said purchase order value, apart from replacement of the respective hardware/software at vendor’s own cost for ensuring system availability.

The successful bidder is liable for a penalty of Rs.1000/- (Rupees One Thousand only) per hour for non-availability of the system subject to maximum of 10% of the purchase order value, for any reason apart from Bank's network or UPS failure.

Such penalty shall be adjusted as maintenance credit against the AMC payable by the Bank to the vendor.

9.13 Penalties

Delay in delivery and installation

If the bidder fails to install the software/hardware within the specified time limit, then Bidder shall be liable for penalty of **Rs.25, 000/-** per week or part thereof *subject to a maximum of 10% of the order value*. However this penalty will not be applicable if the delay is with the prior written approval of the Bank.

Delay in resolution of tickets/issues

The Bank will levy penalty for the non-resolution of tickets/issues within the time limit specified for resolution under para service levels as under :

[a] Rs.10,000/- for each incident attributable to the Service provider, where the incident severity level is 1 and 2 [Critical and High]
[b] Rs.4,000/- for each incident attributable to the Service provider, where the incident severity level is 3 and 4 [Low and Very Low]

9.14 Manuals and Software

The bidder should supply all the related documentation and software. These will include but not restricted to user manual, operation manual, operating system, other software, drivers etc.

9.15 Indemnity

1. The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

i. Bank's authorized / bonafide use of the Deliverables and/or the Services provided by Bidder under this RFP or any or all terms and conditions stipulated in the SLA (Service level Agreement) or P O and/or
ii. An act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations of the Bidder under this RFP or, any or all terms and conditions stipulated in the SLA(Service level Agreement) or Purchase Order(PO) and/or
iii. Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank and/or
iv. Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
v. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such

other Intellectual Property Rights and/or
vi. Breach of confidentiality obligations of the Bidder contained in this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
vii. Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub-contractors.

2. The Bidder will have to at its own cost and expenses defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank:
i. Notifies the Bidder in writing; and
ii. Cooperates with the Bidder in the defense and settlement of the claims.

3. The Bidder shall compensate the Bank for such direct financial loss suffered by the Bank if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels as per satisfaction of the Bank.

4. Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings,
(i) that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in any country where the Deliverables and Services are used, sold or received; and/or
(ii) resulting from infringement of any patent, trade-marks, copyrights etc. or such other statutory infringements under any laws including the Copyright Act,1957 or Information Technology Act, 2000 or any Law, rules, regulation, bylaws, notification time being enforced in respect of all the Hardware, Software and network equipment or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim however:
a) The Bidder has sole control of the defense and all related settlement negotiations.
b) the Bank provide the Bidder with the assistance, information and authority reasonably necessary to perform the above and
c) Bidder is aware of the rights to make any statements or comments or representations about the claim by Bank or any regulatory authority. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensations.

5. Indemnity would be limited to Court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would also cover damages, loss or liabilities, compensation suffered by the Bank arising out of claims made by regulatory authorities.

6. The Bank do hereby indemnify the Bidder, and should keep indemnified and hold the Bidder harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including reasonable attorneys' fees) relating to, resulting directly from or in any way arising out of any claim, suit or proceeding brought by third-parties against the Bidder as a result of:

a) third party infringement claims resulting from unauthorized equipment modification by the Bank or equipment use prohibited by Specifications for Hardware and Software;
b) Third-party infringement claims resulting from a breach of Software license terms by the Bank in respect of Software directly supplied by the Bidder.

7. The Bidder / bidder will not be liable for defects or non-conformance resulting from Bank's

failure to comply with any mutually agreed environmental specifications.

9.16 Liquidated Damages

1. If the successful Bidder/Vendor fails to perform the Services within the period(s) specified in the Contract / SLA, the Bank shall, without prejudice to its other remedies under the Contract, deduct penalty from the Contract Price, as Liquidated Damages (LD), for every such default in service.

2. The Liquidated Damages (LD) shall be a sum equivalent to 1% of contract amount for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount. Once the liquidated damages reach 10% of the contract amount, the bank may consider termination of the contract. At that point, the contract price will stand reduced to the actual amount payable by the Bank. Proportionately the payment payable to the Successful Bidder will also stand reduced. All the deliverables given to the Bank at that instant will continue to be the property of the bank and the bank plans to use the same for any purpose which it may deem fit.

9.17 Confidentiality & Non – Disclosure

The bidder is bound by this agreement for not disclosing the Banks data and other information. Resources working in the premises of the Bank are liable to follow the rules and regulations of the Bank and are governed by the outsourcing policy of the Bank.

The document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to the internal business and operational information of the Bank, affiliates, and/or business partners, disclosure of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the requested services could result in the disqualification of the bidders, premature termination of the contract, or legal action against the bidder for breach of trust.

No news release, public announcement or any other reference to the order, relating to the contracted work if allotted with the assignment or any program hereunder shall be made without written consent from the Bank.

As the bidder is providing support services for multiple Banks, the bidder at all times should take care to build strong safeguards so that there is no mixing together of information/ documents, records and assets is happening by any chance.

The bidder should undertake to maintain confidentiality of the Banks information even after the termination / expiry of the contracts.

The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the successful bidder within a period of 90 days from, the date of issuance of PO.

9.18. Guarantee on software license

The bidder should guarantee that the software supplied to the Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

9.19. Performance Bank Guarantee

a) The successful bidder should provide a performance bank guarantee for a period of 5 years for an amount equivalent to 10% of the total order value in the format specified by the bank within 30 days from the date of purchase order. The Proforma for Performance Bank Guarantee is attached as **Annexure P**

b) In the event of non performance of obligation or failure to meet the terms of the RFP, bank shall be entitled to invoke the performance guarantee without notice or right of demur to the bidder. Bank reserves its right to invoke the Performance Bank Guarantee besides cancellation of the entire Purchase Order in the event of breach and/or non-observance of any of guaranteed performance of any of the software and/or hardware.

9.20 Force Majeure

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavour to find a solution to the problem.

Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

9.21. Resolution of Disputes

The Bank and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Bank and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Bank and the other to be nominated by the Bidder.

In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai.

The Language of Arbitration will be English and court of Mumbai shall have exclusive jurisdiction. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, vendor will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it, provided that all products and services are serving satisfactorily, as per satisfaction of the Bank.

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of five days after posting if sent by registered post with A.D., or (iii) the business date of receipt, if sent by courier.

This RFP shall be governed and construed in accordance with the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this RFP. Notwithstanding the above, The Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

9.22. Format of the Letter of undertaking of Authenticity to be submitted by the Bidder to the Bank

The successful bidder has to submit the letter of undertaking of Authenticity and Undertaking at the time of acceptance of the purchase order. The undertaking from OEMs needs to be provided to the Bank for the activities owned by them in coordination with the bidder as per the details mentioned in the document along with the pricing. The format for the same is as below.

"We undertake that all the components/parts/software used in the supplied devices shall be original, new components/ parts/ software only, from respective OEM/OSDs of the products and that no refurbished/ duplicate/ second hand components/ parts/ software are being used or shall be used.

We also undertake that in respect of licensed operating system, if asked for by you in the Purchase Order, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

We hereby undertake to produce the certificate from our OEM/OSD supplier in support of above undertaking at the time of implementation. It will be our responsibility to produce such letters from our OEM/OSD suppliers at the time of release of PO or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the software items already billed, we agree to take back the software/items without demur, if already supplied and return the money, if any paid to us by you in this regard".

9.23 Independent Contractor

Nothing herein contained will be construed to imply a joint venture, partnership, principal-agent relationship or co-employment or joint employment between the Bank and Bidder. Bidder, in furnishing services to the Bank hereunder, is acting only as an independent contractor. Bidder does not undertake by this Agreement or otherwise to perform any obligation of the Bank, whether regulatory or contractual, or to assume any responsibility for the Bank's business or operations. The parties agree that, to the fullest extent permitted by applicable law; Bidder has not, and is not, assuming any duty or obligation that the Bank may owe to its customers or any other person. The bidder shall follow all the rules, regulations statutes and local laws and shall not commit breach of any such applicable laws, regulations etc. In respect of sub-contracts, as applicable – If required by the Bidders, should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the SLA/NDA(Non Disclosure Agreement) irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits including labour laws for its employees and sub-contractors or as the case may be. Bidder should take bank's prior written permission before subcontracting/ resource outsourcing of any work related to the performance of this RFP or as the case may be. The vendor should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for this project are completed and is available for scrutiny by the Bank

9.24 Assignment

Bank may assign the Project and the solution and services provided therein by Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractor, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with Bidder for any reason whatsoever;(iv) expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against Bidder. Bidder shall ensure that the said sub-contractors shall agree to provide such services to the Bank at no less favourable terms than that provided by Bidder and shall include appropriate wordings to this effect in the agreement entered into by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract/project.

9.25 Bidder's liability

The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of the contract. The

Bidders liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights(if any) or breach of confidentiality obligations shall be unlimited. In no event shall the Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this tender and subsequent agreement or services provided on behalf of bank hereunder. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.

9.26 Information Ownership

All information transmitted by successful Bidder belongs to the Bank. the Bidder does not acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final if any unauthorized disclosure have encountered. Types of sensitive information that will be found on Bank system's which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank location. The Bidder will have to also ensure that all sub-contractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

9.27-Inspection, Audit & Visitations

A) Right to Inspect, Examine and Audit:

All OEM/Vendor records with respect to any matters / issues covered under the scope of this RFP/project shall be made available to the Bank at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Such records are subject to examination. The Bank's auditors would execute confidentiality agreement with the Vendor, provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of such audit will be borne by the Bank. Vendor shall permit audit by internal/external auditors of the Bank or RBI to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank. Bank shall undertake a periodic review of service provider/VENDOR outsourced process to identify new outsourcing risks as they arise. The VENDOR shall be subject to risk management and security and privacy policies that meet the Bank's standard. In case the VENDOR outsourced to third party, there must be proper Agreement / purchase order with concerned third party. The Bank shall have right to intervene with appropriate measure to meet the Bank's legal and regulatory

obligations. Access to books and records/Audit and Inspection would include:-
a) Ensure that the Bank has the ability to access all books, records and information relevant to the outsourced activity available with the VENDOR. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
b) Provide the Bank with right to conduct audits on the VENDOR whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain copies of any audit or review reports and finding made on the service provider in conjunction with the services performed for the bank.
c) Include clause to allow the reserve bank of India or persons authorized by it to access the bank's documents: records of transactions, and other necessary information given to you, stored or processed by the VENDOR within a reasonable time. This includes information maintained in paper and electronic formats.
d) Recognized the right of the reserve bank to cause an inspection to be made of a service provider of the bank and its books and account by one or more of its officers or employees or other persons.

Banks shall at least on an annual basis, review the financial and operational condition of the VENDOR. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the VENDOR. Such assessment and reports on the VENDOR may be performed and prepared by Bank's internal or external auditors, or by agents appointed by the Bank.

B) Monitoring

Compliance with Information security best practices may be monitored by periodic Information security audits performed by or on behalf of the Bank and by the RBI. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, network security controls and program change controls. To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Service Provider shall afford the Bank's representatives access to the Vendor's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Vendor must provide the Bank access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval /notice to the Vendor.

C) Visitations

The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Vendor's premises without prior notice to ensure that data provided by the Bank is not misused. The Vendor shall cooperate with the authorized representative(s) of the Bank and shall provide all information/ documents\required by the Bank.

9.28 Intellectual Property Rights

The Vendor claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that save as expressly provided in this RFP, all Intellectual Property Rights in relation to the Hardware, Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Vendor during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Vendor or its licensor. The Vendor represents that a separate agreement is required to be entered into by the Bank with Third-party Vendors either for statutory or proprietary reasons, notwithstanding the Vendor’s obligations for performance. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Vendor a right to use at no cost or charge the Hardware and Software licensed to the Bank, solely for the purpose of providing the Services. The Vendor shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Vendor in performing its obligations under this Project.If a third party's claim endangers or disrupts the Bank’s use of the Hardware and Software, the Vendor shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the
license agreement; or (ii) modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or (iii) replace the Software with a compatible, functionally equivalent and non-infringing product. All third party software / service provided by the bidder in the scope of the RFP will be the responsibility of the bidder.

9.29 Insurance

The equipment (hardware, software etc.) supplied under the RFP shall be fully insured by the successful Bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The insurance shall be obtained by the Bidder naming Central Bank of India as the beneficiary, for an amount Equal to 100% of the invoiced value of the goods on “all risks" basis. The period of insurance shall be up to the date the supplied components are accepted and the all rights of the property are transferred to the Bank in the Bank’s premises.
Should any loss or damage occur, the selected Bidder shall: -
i. Initiate and pursue claim till settlement and
ii. Promptly make arrangements for repair and / or replacement of any damaged
item irrespective of settlement of claim by the underwriters.

9.30 Termination

1. Termination for Default: The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part:
a. if the Successful Bidder fails to deliver any or all of the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or;
b. If the Successful Bidder fails to perform any other obligation(s) under the contract.
c. If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or
fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of a public

official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

2. In the event, the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated when the value of the liquidated damages exceed 10% of the contract value.

3. In case the contract is terminated then all undisputed payment will be given to vendor, but disputed payment shall be adjusted by way of penalty from invoices or PBG.

4. Termination for Insolvency

If the Bidder becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Bidder takes or suffers any other analogous action in consequence of debt; then the Bank plans to, at any time, terminate the contract by giving written notice to the Bidder. If the contract is terminated by the Bank in terms of this Clause, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank. In case, the termination occurs before implementation in all the locations in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to the Bidder.

5. Termination – Key Terms & Conditions

The Bank reserves the right to terminate the agreement with the Bidder / vendor at any time by giving ninety (90) days prior written notice to the Bidder. The Bank shall be entitled to terminate the agreement at any time by giving notice if the Bidder.

a. has a winding up order made against it; or
b. has a receiver appointed over all or substantial assets; or
c. is or becomes unable to pay its debts as they become due; or
d. enters into any arrangement or composition with or for the benefit of its creditors; or
e. Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

The Bidder shall have right to terminate only in the event of winding up of the Bank. Bank will specify the period for remedying any defect.

6. Exit Option and Contract Re-Negotiation

a. The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

i. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 10 days of receipt of purchase contract;

ii. Delay in delivery, performance or implementation of the solution beyond the specified period;
iii. Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Vendor to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period)

b. In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Vendor.

c. The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Vendor at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality. The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Vendor's offer does not match such lower price. Notwithstanding the foregoing, the Vendor shall continue to have the same obligations as contained in this RFP in relation to such equipment procured from third party suppliers. As aforesaid The Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly, The Equipment procured here from third parties is functionally similar, so that the Vendor can maintain such equipment. The modalities under this right to re-negotiate /re-procure shall be finalized at the time of contract finalization.

d. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Vendor will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving satisfactory, as per satisfaction of the Bank. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration. The Bank and the Vendor shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Vendor to The Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.

Taxes

The consolidated fees and charges required to be paid by the Bank against each of the specified components under this Agreement shall be all-inclusive amount with currently applicable taxes. The Vendor shall provide the details of the taxes applicable in the invoices that shall be raised on the Bank. Accordingly, the Bank shall deduct at source, all applicable taxes from the payments due/ payments to vendor which includes TDS. The service tax shall be paid by the vendor to the concerned authorities. In case of any variation (upward or down ward) in Government levies / taxes / VAT/cess / excise / custom duty etc. up-to the date of providing services , the benefit or burden of the same shall be passed on or adjusted to the Bank. If the Vendor makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Local entry taxes or octroi whichever is applicable, if any, will be paid by the Bank on production of relative payment receipts / documents. Necessary documentary evidence should be produced for having paid the customs / excise duty, sales tax, if applicable, and or other applicable levies.

"Variation" would also include the introduction of any new tax /cess /excise. If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge other than entry tax or octroi and if the Bank has to pay the same for any of the items or supplies made here under by the Vendor, for any reason including the delay or failure or inability of the Vendor to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Vendor along with the documentary evidence. If the Vendor does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Vendor from the Bank along with the interest calculated at commercial rate. Privacy and security safeguards

i. The Vendor shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor or existing at any Bank location. The Vendor will have to develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Vendor will have to also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Vendor or existing at any Bank location.
ii. The Vendor hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
iii. The Vendor hereby agrees that they will preserve the documents.

Governing Law and Jurisdiction

The provisions of this RFP and subsequent Agreement shall be governed by the laws of India. The disputes, if any, arising out of this RFP/Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.

Statutory and Regulatory Requirements

The solution must comply with all applicable requirements defined by any regulatory, statutory or legal body which shall include but not be limited to RBI or other Regulatory Authority, judicial courts in India and as of the date of execution of Agreement. This requirement shall supersede the responses provided by the Vendor in the technical response. During the period of warranty / AMC, Bidder / Vendor should comply with all requirements including any or all reports without any additional cost, defined by any regulatory authority time to time and which fall under the scope of this RFP / Agreement. All mandatory requirements by regulatory / statutory bodies will be provided by the bidder under change management at no extra cost to the bank during the tenure of the **5(five) year** contract.

Compliance with Laws

1. Compliance with all applicable laws: Successful bidder shall undertake to observe, adhere to, abide by, comply with the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this scope of work and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
2. Compliance in obtaining approvals/permissions/licenses: Vendor shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to Company.
3. This indemnification is only a remedy for the Bank. Vendor is not absolved from its responsibility of complying with the statutory obligations as specified above.

Violation of terms

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained under the RFP/Agreement. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Vendors / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:
“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of The Bank and includes collusive practice among Vendors (prior to or after offer submission) designed to establish offer prices at artificial non competitive levels and to deprive The Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Vendor recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

Publicity

Any publicity by either party in which the name of the other party is to be used should be done only with the explicit written permission of such other party.

Entire Agreement; Amendments

This Agreement sets forth the entire agreement between the Bank and the Successful bidder and supersedes any other prior proposals, agreements and representations between them related to its subject matter, whether written or oral. No modifications or amendments to this Agreement shall be binding upon the parties unless made in writing, duly executed by authorised officials of both parties.

Survival and Severability

Any provision or covenant of the Agreement, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of this Agreement The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.

Annexure A – Checklist for the Bidders

Notes:

Bidder should provide the information only in the formats given in the Annexures indicating all the specifications. All the product information like manuals, brochures and specification sheet relevant to the product quoted are submitted along with the offer. All site requirements, if any, are to be clearly indicated in the offer.

1. Index
2. Earnest Money Deposit (EMD) – Annexure B
3. Tender Covering letter. This should be as per Annexure C
4. Terms and Conditions Compliance Table in the format mentioned in Annexure D (The table suggested in Annexure D must cover bidders response to all the terms and conditions specified in the offer document)
6. Details of the bidder, as per Annexure E
7. Track record of installation as per Annexure F
8. Details of Service Support Centers in the format prescribed in Annexure G
9. Bill of Materials and Price Schedule as per Annexure H- Technical Version. This table should not contain any price information in Technical Offer
10. Developers Authorization Form (if applicable) as per Annexure J
11. Team Profile - Annexure K
12. Declaration for Clean Track Record in Annexure L
13. Eligibility Compliance Statement Annexure M
14. Reverse Auction Process Annexure N
15. Technical Offer as per specifications as given in Annexure T duly signed
16. Warranty and AMC details. This should not contain any price information in Technical Offer.
17. Hardware Architecture of DC & DR.
18. Overview of the Project Management approach
19. Experience details of the bidder along with relevant documentary proof (item No 4 of 8.1)
20. Technical Documentation (Product brochures, leaflets, manuals etc.). An index of Technical documentation submitted with the offer must be enclosed.
21. Software details, if any
22. Bidders Financial Details (details of incorporation, turnover etc., audited Balance Sheets & Profit and Loss account etc.) and other supporting documents, as asked in the tender document

Annexure B

Format for Bid Security (EMD)

To,
Central Bank of India,
DIT, 1st Floor,
CBD Belapur,
Navi Mumbai -400 614

Dear Sir,

In response to your invitation to respond to your RFP for Implementation of Toll Free/payment Service Number, M/s _____having their registered office at _______ (hereinafter called the Bidder") wishes to respond to the said Request for Proposal (RFP) and submit the proposal Implementation of Toll Free/payment Service Number and to provide related services as listed in the RFP document.

Whereas the „Bidder" has submitted the proposal in response to RFP, we, the ______ Bank having our head office ______ hereby irrevocably guarantee an amount of **Rs XX.00 lacs (Rupees XXX Lacs Only)** as bid security as required to be submitted by the, Bidder" as a condition for participation in the said process of RFP.

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

1. If the Bidder withdraws his proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently. We undertake to pay immediately on demand to Central Bank of India the said amount of Rupees Five Lacs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed **Rs XX.00 lacs (Rupees XX Lacs Only)**.
2. This Bank guarantee will be valid upto ________; and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before___________________ .

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

Yours faithfully,

For and on behalf of _____________________________

Bank Authorised Official

Note: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified. The signatory shall affix his signature, name and designation.

Annexure C – Tender Covering Letter

Date:_______2017

Offer Reference No. : Tender No. CO:DIT:PUR:2016-17:237 dated 10/03/2017
To:

The Assistant General Manager
Central Bank of India,
Department of Information Technology,
1st Floor, Plot No. 26, Sector -11
CBD Belapur, Navi Mumbai

Dear Sir,

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver ____
____
(Description of project) in conformity with the said tender documents in accordance with the Schedule of Prices indicated in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence and complete delivery, installation of all the equipment as specified in the contract as per terms and conditions of the tender. We also agree to provide Warranty and AMC as per the terms specified in the tender.

We agree to abide by this tender offer till 150 days from the date of opening of Commercial Offer opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Banks written acceptance thereof and the Banks notification of award, shall constitute a binding contract between us.

We confirm that we have not made any changes in the tender documents downloaded, except for filling in appropriate columns.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

Dated this ______ day of _________2017

Signature: ____

(in the Capacity of:) __________________________________

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

Annexure D - Terms and Conditions Compliance Table

The Offer must specify the unconditional willingness to abide by the Terms and Conditions of the Tender. The Terms and Conditions specified elsewhere in the Tender should be complied along with the compliance / conformity / willingness to offer as per the terms of the Tender towards requirements of the Bank as under:

No.	Short Description of term [This column not to be altered by the Bidder]	Accepted/Complied (Yes/No) [Blanks not permitted; whether Yes or No only]	Detailed Explanation about deviation, if not complied [Note: Deviation can be mentioned only if compliance column is shown as 'NO' otherwise it will construed as complied as per the requirement of Bank] Please note that specifying Deviation elsewhere in the Offer document will not be considered , if here it is mentioned as complied - YES
1.	Delivery, Installation & Commissioning		
2.	Completeness of Implementation		
3.	Order Cancellation		
4.	Acceptance Tests		
5.	Software, Drivers and Manuals		
6.	Warranty		
7.	Payment Terms		
8.	Pricing and Payments		
9.	Annual Maintenance Charges		
10.	Contract Period		
11.	Service Level Agreement		
12.	Guarantee on Uptime		
13.	Penalties		
14.	Termination of Support (facility management)		
15.	Manuals and Software		
16.	Indemnity		
17.	Liquidated Damages		

18.	Confidentiality and non - disclosure		
19.	Guarantee of software license		
20.	Performance bank Guarantee		
21.	Force Majeure		
22.	Resolution of Dispute		
23	Format of the letter of undertaking of Authenticity to be submitted by the bidder to the Bank		
24	Independent Contractor		
25	Assignment		
26	Bidders liability		
27	Information Ownership		
28	Inspection, Audit and Visitation		
29	Intellectual Property Rights		
30	Insurance		
31	Termination of Contract		

Dated this day of 2017

Signature:

In the Capacity of:

Duly Authorized to Sign the Offer and Terms and Conditions on behalf of (Company)

Annexure E – Details of the Bidder

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate the Bank to verify the correctness of the information.

S. No.	Item	Details
1.	Name of Company	
2.	Postal Address	
3.	Telephone, mobile and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorized to make commitments to the Bank	
6.	Email Address	
7.	Year of commencement of Business	
8.	Sales Tax Registration Number	
9.	Income Tax PAN Number	
10.	Service Tax Registration number	
11.	Whether direct manufacturer or authorized dealer/agent	
12.	Name and Address of manufacturer	
13.	Location of Manufacturing facility	
14.	Website address of the Company	

Annexure F - Details Of Track Record

Name of the Bidder ____

Name of the Client	Service description	Date of completion of delivery as per contract	Date of completion of delivery as per actual	Contact Person Name	Tel. No.	Fax No.	Address

Annexure G – Details of service/support centres

Name of the Bidder ____

City / Location	Postal Address, Telephone, E-Mail and Contact Details of Support Personnel	Office Working Hours	Number of Software Engineers capable of supporting the Software being offered	Owned or Franchisee

Annexure H – Bill of Materials (Technical Offer)

Note:

This bill of material must be attached to Technical Offer. Bidder must take care to see that no price information is given in this format accompanying Technical Offer.

S. No	Item Description	Year Wise Breakup					
		Year1	Year2	Year3	Year 4	Year 5	Total
1.	HRMS Migration cost (PeopleSoft and other related software components)						
2	Hardware Upgradation cost for DC						
3.	Hardware Upgradation cost for DRC						
4.	Cost of all interim infrastructure (hardware, software or other components required temporarily for migration)						
5.	Cost of additional PeopleSoft licenses						
5.1	Cost of 400 licenses of core HRMS (for a maximum of 2000 licenses)						
5.2	Cost of 400 licenses of Global Payroll (for a maximum of 12000 licenses)						
6	HRMS ATS Cost –existing licenses						
7	AMC for PeopleSoft 9.1						
8	AMC for PeopleSoft 9.2 after one year warranty						
9	AMC for new hardware						
10	AMC for existing hardware-DC						
11	AMC for existing hardware-DRC						
12	ATS of additional 400 core HRMS licenses						
13	ATS of additional 400 Global Payroll licenses						
14	Onsite support (2 resources) for five years						
15	Customization charges (1500 man days for five years)						
16	Any other cost (Please specify)						
Total cost of ownership (Total of S.No 1 to 16)							

Note: 1. AMC of hardware will be paid after expiry of warranty, wherever applicable and first year payment shall be pro-rata basis

2. Purchase order for additional PeopleSoft licenses ie. Item No.12 & 13 will be issued as and when required.

Table H (Technical Version) –

We agree to provide Comprehensive Annual Maintenance support, for the above software at site for five years from the date of expiry of the warranty period (post – warranty) at the rates / price quoted in our commercial offer. Signature Date: Place: (name) On behalf of ____________

Annexure I – Bill of Materials and Price Schedule (Commercial Offer)

1. This bill of material must be attached to Commercial Offer.
2. Bidder must take care in filling price information in the commercial offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly.
3. Please that any Commercial Offer, which is conditional and/or qualified or subjected to suggestions, will also be summarily rejected. This offer shall not contain any deviation in terms & conditions or any specifications, if so such an offer will be summarily rejected.

Total Cost of Ownership (TCO) for each of the requirement.

S. No	**Item Description**	**Year Wise Breakup**					
		Year1	Year2	Year3	Year 4	Year 5	Total
2.	HRMS Migration cost (PeopleSoft and other related software components)						
2	Hardware Upgradation cost for DC						
3.	Hardware Upgradation cost for DRC						
4.	Cost of all interim infrastructure (hardware, software or other components required temporarily for migration						
5.	Cost of additional PeopleSoft licenses						
5.1	Cost of 400 licenses of core HRMS (for a maximum of 2000 licenses)						
5.2	Cost of 400 licenses of Global Payroll (for a maximum of 12000 licenses)						
6	HRMS ATS Cost –existing licenses						
7	AMC for PeopleSoft 9.1						
8	AMC for PeopleSoft 9.2 after one year warranty						
9	AMC for new hardware						
10	AMC for existing hardware-DC						
11	AMC for existing hardware-DRC						
12	ATS of additional 400 core HRMS licenses						
13	ATS of additional 400 Global Payroll licenses						
14	Onsite support (2 resources) for five years						
15	Customization charges (1500 man days for five years)						
16	Any other cost (Please specify)						
Total cost of ownership (Total of S.No 1 to 16)							

PRICE STATEMENT

Total Cost of PeopleSoft HRMS Migration, Cost of hardware, On-site Support for five years, Customization charges for 1500 man days, HRMS ATS Cost for existing and additional licenses(including all taxes), cost of interim infrastructure, AMC for Hardware, AMC for HRMS Solution excluding warranty period (inclusive of all taxes except service taxes) etc. is _______________(in figures) Rupees ______________________ (in words)

We understand that the above-mentioned figure is for price comparison purpose only and the Bank will place orders as per requirement and make payment on the actuals.

We are agreeable to the payment schedule given in the present Tender.

Signature
_________________________(name)
On behalf of ________

(Name of the bidder)

Note:- Bidder needs to provide a per man days prices for their resources that is valid for the next five years. The price quoted against the 'Man Day rates for any new requirement, customisation' shall be inclusive of support charges for requirement gathering (SRS), implementation, UAT, implementation charges against the specific functional requirement taken up for development.

Annexure J – Developer's Authorization Form (DAF)

No. ___________ dated______________

To,

The Assistant General Manager
Central Bank of India,
Department of Information Technology
1st Floor, Plot No.26, Sector -11,
Opposite Belapur Railway Station,
CBD-Belapur
Navi Mumbai 400 614

Dear Sir,

Tender No. CO:DIT:PUR:2016-17:237

We ____who are established and reputed manufactures of ___________________________ having our Office at_______________and_______________do hereby authorize M/s _________________________________ (Name and address of SI) to offer their quotation, negotiate and conclude the contract with you against the above tender.

We hereby extend our full guarantee and warranty in respect of the product as per terms and conditions of the tender and the contract for the software and services offered against this tender by the above firm.

Yours faithfully,

(Name)

for and on behalf of

M/s____________________
(Name of the Developer)

Note: This letter of authority should be on the letterhead of the Developer(s) and should be signed by a competent person representing the Developer.

Annexure K – Team Profile

The bidder needs to provide details for each proposed team member

Name :_______________ ____

Brief Introduction :____

Position in the firm :____

Date of Birth: ____

Phone Number :____

Total Number of post qualification work experience :____

Total No. of years with the firm :____

Areas of expertise and no. of years of experience in the area

Area of Expertise	No. of Years of Experience

Employment Record

Company Name	Position held	Duration	Clients worked

Relevant Assignment Details

Year	Location	Client Name	Project Title	Key Activities Performed

Education

Degree Obtained	Year of Degree Obtained	Institution

Annexure L Declaration for Clean Track Record (On Company/firm's Letterhead)

The Assistant General Manager,
Central Bank of India,
Department of Information Technology
1st Floor, Plot No.26, Sector -11,
Opposite Belapur Railway Station,
CBD-Belapur
Navi Mumbai 400 614

Dear Sir,

SUB: Support and Upgrade of PeopleSoft Human Resource Management System

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company/firm is not currently debarred/black listed by any Government / Government agencies/Organizations/ Banks/ Institutions in India. I further certify that I am competent officer in my company/firm to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Name
Designation

Seal

Date:
Business Address:

Annexure M – Eligibility Compliance Statement

Eligibility Compliance table must be in the following format. This table must cover vendor's response to all the terms and conditions specified in the bid document. Where there is no deviation, the statement should mention "No Deviation" in the respective column.

S. No.	Eligibility of the bidder	Complied (Yes/No)	Detailed explanation about deviation, if not complied
1.	The bidder must be a firm/company/ organization incorporated in India and doing relevant business for last 3 years.		
2.	The bidder must have an average turnover of minimum Rs. 500 Crore during financial year(s) 2013-14, 2014-15 and 2015-16 in individual capacity and not as a group as whole.		
3.	The bidder should be profitable organization for last two financial years 2014-15 & 2015-16		
4.	The Bidder, should have at least 3 years experience in implementation and support of PeopleSoft HRMS application version 9.1/9.2 or migration of version to 9.1/ 9.2 in at least one PSU Bank or in a reputed Private Bank (having more than 7000 employees) in India (POCs done will not be treated as experience of the bidder).		
5.	The Bidder should have their own support centers in Mumbai.		
6.	Bidder should not have been black listed, for any reason whatsoever, or failed to discharge its stated obligations in execution of any projects by the Government / Government agency / Bank / Financial Institutions in India.		
7.	The bidder should not be a NPA account holder in any of the banks in India.		

The Terms and conditions furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this stated.

Dated - Signature and Seal of the Bidder

Annexure N: Guidelines, Terms & Conditions and Process Flow for Reverse Auction

Business Rules for Reverse Auction

1. Any Bidder, whose technical bid has not been found acceptable, will be entitled to take back the unopened envelope containing indicative price. For the purpose of arriving at Start Bid price the Bank will take into cognizance the indicative rates offered by the Technically Qualified Bidders in which process the Bidder will not be involved. There would however be no compulsion on the part of the Bank to accept the indicative prices as Bench Mark for determining the Start Bid price and the Bank may at its discretion use any other process / methodology to determine the Start Bid Price without having to disclose the basis to the Bidders.

2. A reverse auction event will be carried out by an agency appointed by the Bank, among the Technically Qualified Bidders, for providing opportunities to the Bidders to bid dynamically. At the end of reverse auction process, the lowest bidder (L1) in reverse auction process will be identified.

3. In case the lowest bidder fails to honour their commitment given during reverse auction event, action as deemed fit shall be taken.

Reverse Auction Event Information

The short listed Bidders after the technical evaluation stage will participate in the reverse auction conducted by an agency appointed by the Bank.

Date for Reverse Auction training: Will be informed after Technical Evaluation of bids.

Date and time of reverse auction: Will be informed after Technical Evaluation of bids.

Terms & Conditions of Reverse Auction

1. TRAINING: An agency appointed by the Bank will conduct adequate training to the technically qualified Bidders on the bidding process. The Bidder has to participate in the training at their own cost.

2. LOG IN NAME & PASSWORD: Each technically qualified Bidder will be assigned a Unique User Name & Password by the agency appointed by the Bank. The Bidders are requested to change the Password and edit the information in the Registration Page after the receipt of initial Password from the agency appointed by the Bank. All bids made from the Login ID given to the Bidder will be deemed to have been made by the Bidder.

3. BIDS PLACED BY BIDDER: The bid of the Bidder will be taken to be an offer to sell. Bids once made by the Bidder cannot be cancelled. The Bidder is bound to sell the material as mentioned above at the price that they bid.

4. LOWEST BID OF BIDDER: In case the Bidder submits more than one bid, the lowest bid will be considered as the Bidder's final offer to sell.

5. AUCTION TYPE: The Bidders will be able to view the rank of different Bidders. The Bidder will be able to view the current lowest price on the portal.

6. VISIBLITY TO BIDDER: The Bidder shall be able to view the following on his screen along with the necessary fields:

- Leading Bid in the Auction
- Bid placed by You
- Auction Opening price and bid decremental value
- Your rank in the auction

7. MASKED NAMES: The original names of the Bidders shall be masked in the Reverse Auction and they shall be given dummy names. After the completion of the Reverse Auction event, the agency appointed by the Bank shall submit the Report to Central Bank of India with the original names displayed.

8. GENERAL TERMS & CONDITIONS: Bidders are required to read the "Terms and Conditions" section of the auctions site (of the agency concerned, using the Login IDs and passwords given to them.

9. OTHER TERMS & CONDITIONS:

- The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other Bidders
- The Bidder shall not divulge either his Bids or any other exclusive details of Central Bank of India to any other party.
- Central Bank of India decision on award of Contract shall be final and binding on all the Bidders.
- Central Bank of India can decide to extend, reschedule or cancel any Auction. Any changes made by Central Bank of India after the first posting will have to be accepted if the Bidder continues to access the site after that time.
- Central Bank of India and the agency shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- Central Bank of India and the agency are not responsible for any damages, including damages that result from, but are not limited to negligence. The agency will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.
- All the Bidders are required to submit the Reverse auction process compliance Form after the training program duly signed to Central Bank of India. After the receipt of the Agreement Form, Log in ID & Password shall be allotted to the Technically Qualified Bidders.

Auction Format	**ENGLISH REVERSE NO TIES AUCTION** There is only 1 Bidder at a particular position / rank, which means 1 L1, 1 L2 & so on. The criteria followed here is of Price only. So, the Bidder who quotes the lowest Price is declared as the winner of the Auction. A Bidder here can revise his bids. The revised price should be lower than the L-1 price at that point of time.
Bidding Process and Timeline	You should complete the following steps: Participate in the training Program for bidding by the agency appointed by the Bank on the dates mentioned in this document. You should be prepared with competitive price quotes on the day of the bidding event. Participate in the online bidding event.
Start bid price	Start bid price is the upper/ ceiling price of the contract value fixed by Central Bank of India for the reverse auction event. Bidders can bid only lower than the start bid price. Start bid price shall be available to the Bidders during the start of the auction on the auction site.
Bid Decrement	Bid Decrement is the fixed amount by which, or by multiples of which, the next bid value can be decreased. Bid Decrement shall be available to the Bidders during the start of the auction on the auction site.
Bid Price in reverse auction	Kindly mention the bid price basis i.e. the price quoted in the reverse Auction shall be lump sum exclusive of all taxes.
Auto Bids	Auto Bid function shall be disabled during the e- procurement auction
Auction Duration	The auction will be of half an hour duration. In case there is a bid by any Bidder within 5 minutes of closing of the auction, the auction will be extended by another 5 minutes. Such extension will be allowed to continue till no quote is placed within 5 minutes of the last quote or 30 minutes whichever is lower. In any event the auction process deems to have concluded by 60 minutes from the start of the auction. Auto-bid feature will be disabled from the start time of bidding. This feature will be explained during training.
Price Bid evaluation and award of purchase order	❑ At the end of reverse auction process, L1 of Reverse Auction will be identified. ❑ Central Bank of India reserves the right to reject any or all the bids without assigning any reason whatsoever.

The above terms and conditions are acceptable to us.

Seal of the Bidder Signature of the Bidder

ANNEXURE-P

PERFORMANCE BANK GUARANTEE

TO,
CENTRAL BANK OF INDIA
MUMBAI

In consideration of M/s Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400 021 (hereinafter referred to as “Purchaser”) having agreed to purchase computer hardware (hereinafter referred to as “Goods”) from M/s ---------------------------- (hereinafter referred to as “Contractor”) on the terms and conditions contained in their agreement/purchase order No------- dt.------------ (hereinafter referred to as the “Contract”) subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the computer hardware, as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor, of the computer hardware and systems as per the terms and conditions of the said contract;

1) We, -------------------------- (Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto --------------------- any money or moneys not exceeding a total sum of Rs---------(Rupees-----------only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the computer hardware and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----------------; without prejudice to the purchaser’s claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e ---------- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee

agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

Our liability under this Bank Guarantee shall not exceed Rs--------(Rupees-------
--only);

This Bank Guarantee shall be valid up to ---------------------; and

We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----------------- (date of expiry of Guarantee).

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Dated this -------------------- day of ------------------ 2017 at ---------- For and on behalf of --------------------------- Bank.

sd/- ---

Annexure - R Marking system for Technical Evaluation

No	Parameters	Marks	Max Marks
1	Basic Eligibility Criteria		30
	Three years experience in implementation and support of PeopleSoft Application 1.1 Version 9.2 in more than one Bank 1.2 Version 9.1 in more than one Bank 1.3 Version 9.2 in one bank & 9.1 in one Bank 1.4 Version 9.2 in one Bank 1.5 Version 9.1 in one Bank	30 20 25 15 10	
2	Technical Presentation		70
	Parameters 1. Migration strategy 2. Retrofit of Customization 3. Hardware Architecture 4. Performance Management 5. Support to PeopleSoft application 6. Training	15 15 15 15 5 5	
	TOTAL MARKS		**100**

Annexure – S - Process to calculate the FPA

The FPA is explained below.

As per the FPA standard, the **Function Points (FP)** are calculated based on 5 standard functions, divided into 2 groups.

1. **Transaction Functions**
   1.1 External Inputs
   1.2 External Outputs
   1.3 External Inquiries
2. **Data Functions**
   2.1 Internal Logical Files
   2.2 External Interface Files

Important terms and definitions used in describing the five functions

User identifiable

This term refers to defined requirements for processes and/or groups of data that are agreed upon, and understood by, both the users and software developers.

Control information

This is data that influences and elementary process of the application being counted. It specifies what, when, or how data is to be processed.

Elementary process

An elementary process is the smallest unit of activity that is meaningful to the user. An elementary process must be self-contained and leave the business of the application being counted in a consistent state.

Data Element Type, or DET

A data element type is a unique, user recognizable, non-repeated field. This definition applies to both analyses of data functions and transactional functions.

Record Element Type, or RET

A record element type is a user recognizable subgroup of data elements within an Internal Logical File or External Interface File.

The five functions are explained below.

1. Transaction Functions

1.1 External Inputs (EI)

Def.: An external input (EI) is an elementary process that processes data or control information that comes from outside the application boundary. The primary intent of an EI is to maintain one or more ILFs and/or to alter the behaviour of the system.

Allocating FPs to EIs is performed using following lookup tables, after determining the number of **"Data Element Type" (DETs)** and "**File Type Referenced (FTRs)"**.

FTR's	**Data Element Types (DET's)**		
	1-4	5-15	16+
0-1	L	L	A
2	L	A	H
3 or more	A	H	H

Table 1: EI complexity matrix

Complexity	**Points/Weight**
Low (L)	3
Average (A)	4
High (H)	6

Table 2: EI weights

1.2 External Outputs (EO's)

Def: An external output (EO) is an elementary process that sends data or control information outside the application boundary. The primary intent of an external output is to present information to a user through processing logic other than, or in addition to, the retrieval of data or control information. The processing logic must contain at least one mathematical formula or calculation, create derived data maintain one or more ILFs or alter the behaviour of the system.

Allocating FPs to EOs is performed using following lookup tables, after determining the number of **"Data Element Type" (DETs)** and "**File Type Referenced (FTRs)"**.

FTR	**Data Element Types (DET)**		
	1-5	6-19	20+
0-1	L	L	A
2-3	L	A	H
4 or more	A	H	H

Table 3: EO complexity matrix Weights

Complexity	**Points/Weight**
Low (L)	4
Average (A)	5
High (H)	7

Table 4: EO weights

1.3 External Inquiries (EQ's)

Def: An external inquiry (EQ) is an elementary process that sends data or control information outside the application boundary. The primary intent of an external inquiry is to present information to a user through the retrieval of data or control information from an ILF of EIF. The processing logic contains no mathematical formulas or calculations, and creates no derived data. No ILF is maintained during the processing, nor is the behaviour of the system altered.

Allocating FPs to EQs is performed using following lookup tables, after determining the number of **"Data Element Type" (DETs)** and "**File Type Referenced (FTRs)"**.

FTRs	Data Element Types (DETs)		
	1-5	6-19	20+
0-1	L	L	A
2-3	L	A	H
4 or more	A	H	H

Table 5: EQ complexity matrix Weights

Complexity	Points/Weight
Low (L)	3
Average (A)	4
High (H)	6

Table 6: EQ weights

2. Data Functions

2.1 Internal Logical Files (ILFs)

Def.: "An ILF is a user-identifiable group of logically related data or control information maintained within the boundary of the application. The primary intent of an ILF is to hold data maintained through one or more elementary processes of the application being counted."

Allocating FPs to ILFs is performed using following lookup tables, after determining the number of **"Data Element Type" (DETs**) and "**Record Element Type" (RETs**).

RETS	Data Element Types (DETs)		
	1-19	20-50	51+
1	L	L	A
2 to 5	L	A	H
6 or more	A	H	H

Table 7: The ILF complexity matrix

Complexity	Points
Low (L)	7
Average (A)	10
High (H)	15

Table 8: ILF weights

2.2 External Interface Files (EIFs)

Def.: An external interface file (EIF) is a user identifiable group of logically related data or control information referenced by the application, but maintained within the boundary of another application. The primary intent of an EIF is to hold data referenced through one or more elementary processes within the boundary of the application counted. This means an EIF counted for an application must be in an ILF in another application.

Allocating FPs to ILFs is performed using following lookup tables after determining the number of **“Data Element Type” (DETs**) and “**Record Element Type” (RETs**).

	Data Element Types (DETs)		
RETS	**1-19**	**20-50**	**51+**
1	L	L	A
2 to 5	L	A	H
6 or more	A	H	H

Table 9: EIF complexity matrix

Value	**No. or Function Points**
Low (L)	5
Average (A)	7
High (H)	10

Table 10: EIF weights

C) Unadjusted Function Points (UFPs):

The Unadjusted Function Points are arrived at by adding the FPs arrived for each of the five functions above.

Total UFP = EI+EO+EQ+ILF+EIF

D) Value Adjustment Factor

Def.: The **Value Adjustment Factor (VAF)** is based on 14 G**eneral System Characteristics (GSC’s)** that rate the general functionality of the application being counted. Each characteristic has associated descriptions to determine the degrees of influence.

The degrees of influence range on a scale of zero to five, from no influence to strong influence. Each characteristic is assigned the rating based upon detail descriptions provided below:

0 Not present, or no influence

1 Incidental influence

2 Moderate influence

3 Average influence

4 Significant influence

5 Strong influence throughout

Sl. No	**General System Characteristic**	**Brief Description**
1	Data communications	How many communication facilities are there to aid in the transfer or exchange of information with the

		application or system?
2	Distributed data processing	How are distributed data and processing functions handled?
3	Performance	Did the user require response time or throughput?
4	Heavily used configuration	How heavily used is the current hardware platform where the application will be executed?
5	Transaction rate	How frequently are transactions executed daily, weekly, monthly, etc.?
6	On-Line data entry	What percentage of the information is entered On-Line?
7	End-user efficiency	Was the application designed for end-user efficiency?
8	On-Line update	How many ILF's are updated by On-Line transaction?
9	Complex processing	Does the application have extensive logical or mathematical processing?
10	Reusability	Was the application developed to meet one or many user's needs?
11	Installation ease	How difficult is conversion and installation?
12	Operational ease	How effective and/or automated are start-up, back up, and recovery procedures?
13	Multiple sites	Was the application specifically designed, developed, and supported to be installed at multiple sites for multiple organizations?
14	Facilitate change	Was the application specifically designed, developed, and supported to facilitate change?

E) Sum of Degree of Influence = Total of the rating for GSCs 1 to 14 listed above

F)Final Function Points

Final Function Points = Total Unadjusted Function Points [C] x

(0.65 + (0.01 x Sum of Degree of Influence [E]))

G) The number of Person Days required for the Change = Final Function Points (F)

Annexure - Effort Estimation Calculation Sheet

Group :					
External Inputs (EI)					
Process	**# DETs**	**FTR Names**	**# FTRs**	**Resulting Complexity**	**# FPs**
				Total	**0**
		External Outputs (EO)			
Process	**# DETs**	**FTR Names**	**# FTRs**	**Resulting Complexity**	**# FPs**
				Total	**0**
External Inquiries (EQ)					
Process	**# DETs**	**FTR Names**	**# FTRs**	**Resulting Complexity**	**# FPs**
				Total	0
Internal Logical Files					
TABLE/FILE NAME	**# DETs**	**No of RETs**	**# FTRs**	**Resulting Complexity**	**# FPs**
				Total	**0**
External Interface Files					
Process	**# DETs**	**FTRs**	**N/A**	**Resulting Complexity**	**# FPs**
				Total	**0**

	GSC	**Rating**
1	Data communications	
2	Distributed data processing	
3	Performance	
4	Heavily used configuration	
5	Transaction rate	
6	On-Line data entry	
7	End-user efficiency	
8	On-Line update	
9	Complex processing	
10	Reusability	

11	Installation ease	
12	Operational ease	
13	Multiple sites	
14	Facilitate change	
Sum of Degree of Influence (SDI)		0

Type	**FPs**
EI	
EO	
EQ	
ILF	
EIF	
Total UFPs	
AFP = round((Total UFPs) * (0.65 + (0.01 * SDI)))	

Total Number of Person Days proposed by Vendor:

Total Number of Person Days approved by Bank:

Annexure T – Technical Details & Specifications Form

All the items mentioned under Scope of work in the RFP has to be mandatorily fulfilled by the bidders, irrespective of whether it is mentioned in the following table or not.

Sr. No.	Scope of Work
1	The bidder should study and understand the existing PeopleSoft HRMS application and all the customizations done therein. The bidder needs to support and maintain all environments in DC and DR of the Bank and the existing version/upgraded version for a period of five years from 01.06.2017.
2	The Qualification and experience of key personnel in the areas of Software Development, Implementation & Maintenance should be provided as per format provided by the Bank. If the Bank is not satisfied with the performance of the any of the personals working on the Project, the Bank has a right to ask for replacement and the bidder under obligation to replace the within a reasonable time frame
3	The bidder should provide a minimum of two onsite engineers at Head Office to support the PeopleSoft application for rectification of bugs/customizing of the existing program / coordinating with OEM for solving the application bugs. The rectification of the program bugs and customization of the existing modules to be done at no extra cost to the bank. The Bank team shall be enabled to generate reports using standard SQL queries with read only access to the DB tables.
4	The bidder is required to depute alternate resource in case of leave or absence of the regular onsite resources for a period of more than consecutive three days.
5	For any new module development/customization of the existing module, the bidder is required to provide the formats, details on the fields used, logic used based on their experience of developing the module in other client locations at no extra cost to the bank.
6	The bidder is required to take the backup of all the configuration related to the PeopleSoft application, database, operating system, webserver and other configurations. All the above backups should in the encrypted format. The schedule of the backup of the various configurations are to be submitted to the bank. The report on the details of the backup taken/retention period to be submitted to the Bank on a monthly basis.
7	The bidder is responsible for applying patches for bug fixing, of the PeopleSoft Production System, web server and related components as per the recommendations from the respective OEM and as and when required by the Bank. The bidder should inform the Bank about the latest patches released related to the application recommended by the respective OEM.
8	The successful bidder should provide a ticketing tool for reporting and monitoring the bugs/customization requirements in the solution.
9	The bidder should administer the oracle database and should be responsible for maintenance of the DB, patching of the DB, coordinating with the application team for the DB requirement, troubleshooting the DB performance issues, taking backup of the DB. The bidder is also required to monitor and submit the health report of the DB on a daily basis to the bank.

10	The bidder is required to provide onsite support at Head Office on all Bank working days, from 10.00 AM to 6.00 PM. Proportionate charges for absence of the support personnel on any bank working day shall be deducted from the quarterly payment of support charges. The bidder is required to do the custom development in Mumbai (head office).
11	The bidder is required to document the logic used for rectification of the bug/ any new custom development, changes done in the coding and submit the same to the bank.
12	The bidder is required to test the changes in the test environment before applying the changes in the production environment. The change management procedure defined by the Bank to be followed for any changes done.
13	The bidder is required to provide and maintain version control tool to manage the versions of the source code as and when changes made. It is the responsibility of the bidder to document complete details of the source codes and changes made therein.
14	The bidder is required to coordinate with the hardware vendor for any parameter changes/ patch deployment in servers and ensuring the smooth functioning of the entire solution.
15	The bidder is required to provide training to the Bank technical and functional team on new implementation /logic used in rectification of the program bugs. Bidder should be willing to transfer skills to relevant Bank team by means of training and documentation.
16	The bidder is required to provide training to the Bank HRMS team/PeopleSoft administrators on new functionalities and new modules implemented in PeopleSoft application in detail and also the basics on DB administration.
17	The bidder will also ensure synchronization of application code, DB and other related configuration related to HRMS application in DR.
18	Bidder is required to quote for 1500 man days of effort to develop additional modules/enhancements in the solution. Bank will prioritize the development of additional modules/enhancement work based on the actual requirement. The rate for man days shall be freezed for the entire contract period, even if the total man days utilization goes beyond 1500. Payments for additional man days required beyond 1500 shall be made as per the agreed rate.
19	The bidder 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 adjustment and retrospective benefits.
20	Additional requirements mentioned in the RFP should be provided to the bank without any extra cost to the Bank and the same should be made live on or before the live date of the upgraded version.
21	The bidder shall execute all the below activities as per the Scope. 1. Upgrade Oracle Weblogic from current release to the compatible and latest version. 2. Upgrade Oracle RDBMS from Oracle 11g to the compatible and latest version. 3. Upgrade Oracle Tuxedo to the compatible and latest version. 4. Upgrade People Tools from 8.50 to the compatible and latest version. 5. PeopleSoft Application Upgrade from 9.1 to 9.2 6. Data Conversion as it pertains to the Upgrade process. 7. Conduct keep-drop and fit-gap analysis. 8. Retrofit & unit test customizations. 9. Overall approach for upgrade to be a "Lift and Shift" type Technical upgrade whereby existing custom bolt-ons's, reports and interfaces to be retrofitted, tested and migrated to work as-is in the new environment. Customizations to delivered

	objects to be reviewed to identify the list of customizations to be retired due to obsolescence or replacement by new delivered functionalities
22	It is the responsibility of the bidder to provide all necessary infrastructure required for completing the upgradation activity as per the scope.
23	All professional services necessary to successfully implement the proposed solution will be part of the RFP. These services include, but are not limited to, Project Management, Training, Deployment methodologies etc., The bidder should submit as part of technical Bid an overview of Project Management approach of the proposal.
24	The bidder should provide adequate/sufficient number of developer/engineers for the migration of PeopleSoft from version 9.1 to version 9.2. The developers should have knowledge in PeopleSoft application version 9.0/9.1/9.2, and at least 3 years' experience in custom coding of the PeopleSoft application. The Bidder should provide the Qualification and Experience of the Functional, Technical and DBA consulting team to be deployed for the project. Bidders are encouraged to deploy Team with PeopleSoft HCM 9.2 upgrade experience. Provide detailed resource plan that includes roles and responsibilities of both functional and technical team. If the Bank is not satisfied with the performance of the any of the personals working on the Project, the Bank has a right to ask for replacement and the bidder under obligation to replace the resources with immediate effect.
25	The bidder shall handle all matters relating to the configuration and operation of the system including but not limited to application, system interfaces, documentation, user manual documentation and training for the successful implementation of the system . Any additional requirement regarding environmental software, after awarding the contract, will not be entertained by the Bank. The Bidder shall be responsible for the same.
26	The successful bidder should conduct System Requirement Study (SRS) covering the risk, quality, migration, conversion, cutover, resource, change and communication management plan after understanding the requirements from the Bank team for the upgrade/ implementation of the solution and submit the SRS within 15 days from acceptance of the Purchase Order..
27	Once the SRS is signed off from the Bank side, the bidder has to submit a detailed project plan for upgrade, migration, customization, testing and implementation of all the modules of PeopleSoft HRMS application. Plan should include the full scope of the project including upgrade/implementation plan, configurations, proposed application architecture i.e. number of web servers, application & database servers in setup and the compatibility of each server to handle the user requests etc. This process should be completed within 30 days from the date of sign off of SRS. On acceptance of such plan by the Bank, the bidder is required to carry out the implementation along with new modules, migration and customization as applicable including installation, testing of solution etc.
28	The bidder is required to integrate the PeopleSoft upgrade version with Microsoft active directory maintained by the Bank or any other solution for authentication to have a single sign-on across application.
29	The bidder should review and improve the architecture for optimal utilization of the hardware.
30	The bidder is required to set up DR for the whole application. The bidder is required to replicate all the configuration changes to DR with respect to webserver and other configurations and replicate the database using Oracle Data Guard.

31	The bidder is required to integrate HCM 9.2 system with the Bank's Core Banking System for all the existing activities including Payment of salary, Pension and the financial sanctions done through HRMS, Updation of Transfer, Officiating Allowance and Special Pay etc.
32	The bidder is required to implement the solution at Head office or or at any site in Mumbai as specified by the Bank.
33	The bidder is required to apply latest bundles and patches timely, for Payroll, Absence Management and all other modules as recommended by Oracle for PeopleSoft version 9.2.
34	The bidder should provide auditing feature of the application/solution to keep track of the activities performed by the system & application administrators.
35	Security audit of the application will be carried out by the Bank's internal & External auditors and the observations/recommendations made by the auditors need to be complied within the time limit as advised by the Bank, without any additional cost to the Bank.
36	The Application Security Testing, VA &PT, Application deployment architecture assessment will be carried out by Independent Security Audit team (nominated by the Bank) and the bidder has to implement all the security recommendations of the Audit findings. OS and Oracle Patches as and when released are to be tested in the Test Environment and thereafter it shall be applied in the Production Environment at DC and DR.
37	The application developed or customized should follow a standard development process to ensure that it meets functional, security, performance & regulatory requirements of the Bank. The bidder should comply with Bank's IS Security policy in key concern areas relevant to the RFP. Some of the key areas are as under : 1. Responsibilities for data and application privacy and confidentiality. 2. Password Policy of the Bank 3. Responsibilities on system and software access control and administration.
38	All delivered functionalities in HCM 9.2 should be made available on mobile / ipads through web based access.
39	Successful Bidder has to integrate PeopleSoft HCM 9.2 with the bank's Document Management System for viewing all the employee records/scanned documents available in DMS.
40	The successful bidder has to enable biometric authentication while login into HRMS System systems to facilitate second factor authentication.
41	The successful bidder has to provide functionality for auto debit of leave in HRMS by integrating with CBS and Biometric attendance system, which are implemented in the Bank.
42	The successful bidder has to provide facility of straight through processing of financial transactions in HRMS like LTA, Festival Advance, Medical Claim, Hospitalization charges, Leave Encashment etc. by suitable integration with CBS.
43	The successful bidder is required to make the PeopleSoft 9.2 made available in Unicode including Hindi Language. Any report like APAR, Assets and Liabilities etc. shall be made available in Hindi as per Bank's requirement.
44	The prices offered for support Engineers should be frozen for period of 5 years from 01.06.2017.
45	The bidder should ensure that all the processes of HRMS which are integrated with CBS, through the middleware viz. Financial Transaction Manager (FTM) should remain intact after upgradation activity.

46	On account of software upgradation and Application version upgradation, the bidder should ensure all existing integrations with PeopleSoft system work as-it-is even after upgrade. The bidder should carry out thorough System Integration Testing (SIT) to confirm the same. This includes existing third party interfaces and integration of the HRMS with Banks Core banking system. The bidder should set up PeopleSoft environments required for System Integration Testing and UAT. The bidder should maintain proper documents for all the tasks/actions done during the migration/upgradation.
47	The bidder should test all the existing reports and business transactional flow with PeopleSoft application. The bidder is also required to assist the Bank team with UAT testing for all instances in the scope.
48	The bidder should fix all the issues encountered during UAT for all the instances in the scope.
49	The bidder is required to resolve any issues encountered during SIT.
50	System integration testing will be followed by user acceptance testing, plan for which has to be submitted by the bidder to the Bank. The UAT includes Functional tests, Operational tests, Load tests, Security Assessment, VA & PT and Application Deployment Architecture etc.
51	The bidder should fix all the issues encountered during UAT for all the instances in scope.
52	The bidder should test all the existing reports and business transactional flow with PeopleSoft application. The bidder is also required to assist the Bank team with UAT testing for all instances in the scope.
53	The User acceptance test will be carried out as per mutually agreed Acceptance Test Plan against the systems requirements. The system will be considered accepted (supplied, installed and operationalized) only after acceptance test is completed as per the agreed plan and is duly signed/certified by the Bank and the bidder.
54	The bidder is required to demonstrate all the features specified mutually agreed for the implementation.
55	Bank's HRMS Staff will carry out the functional testing. Bidder should carry out other testing like performance, load etc. and submit result log for all testing to the Bank.
56	The bidder should monitor the performance of at least one complete cycle of all the processes made live in the solution.
57	The final acceptance of the upgraded system will be based on UAT sign off, moving the same into production and successful live run.
58	The bidder should perform up to a minimum of 04 (four) Test Move to Production stage
59	The bidder should prepare detailed cutover plan for production deployment
60	The bidder should Configure PeopleSoft architecture components for Production Deployment
61	The bidder should perform Production Readiness Checks prior to Production Deployment
62	The bidder should perform cut-over to production of PeopleSoft application upgraded instance and configure PeopleSoft architecture components for production deployment.
63	The bidder should submit a weekly report on the development of the project along with reasons of delay, if any, till date of full commissioning.

64	Fortnightly meetings will be held between the Bidder and the Bank, to review the progress and the Bidder will be required to attend all such meetings.
65	The bidder should provide training to the designated officials of HRMS Team and HR Administrators/faculties, in the areas of new functionalities/modules in the upgrade version of the software, troubleshooting process etc. Such trainings should be conducted in Mumbai
66	The bidder should provide the training plan and train the officials at the cost of the bidder. The plan should address the training needs based on the new functionalities / architectural changes introduced, without any additional cost to the Bank.
67	The training program should be held by competitive persons having sufficient experience in the relevant area up to the satisfaction of the Bank. If the Bank finds that the trainer is not having sufficient knowledge / experience in the domain to conduct the training, the same has to be conducted again to the satisfaction of the Bank.
68	The training material for new module/functionality should be provided by the bidder at their own cost, should provide test cases, hands on training on the functionalities.
69	For every new module/functionality put in operation, the bidder should provide the user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, system configuration documents, system/ database administrative documents, debugging/ diagnostics documents, test procedures etc. to the bank.
70	The bidder should also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/ external modules and list of all documents relating to traceability of the Product as and when applicable.
71	The bidder should also provide the MIS reports as per requirement of the Bank. Any level/version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by the Bidder to the Bank free of cost in timely manner
72	The source code / object code / executable code and compilation procedures of the software solution should be provided to the Bank after successful UAT. All necessary documentation in this behalf should be made available to the Bank. Any update or upgrade to source code should be informed and made available to the Bank. The ownership / intellectual property rights of the customized application software will rest with the Bank.
73	The Bidder should submit the System Requirements Study (SRS) Document for upgradation and customization
74	On completion of SRS, the bidder should submit the complete project schedule, migration, architecture of the solution, customization details and implementation plan
75	The bidder should submit the Complete architecture of the solution and customization details
76	The bidder should provide the project schedule on completion of SRS
77	The bidder should submit the user acceptance test plan and test cases
78	The bidder should submit the user and system manuals for new modules / functionalities to the Bank on or before live run starts.

79	The training material should be provided by the bidder. All plans, drawings, specifications, designs, reports and other documents submitted by the bidder shall become and remain the property of the Bank. The bidder may retain a copy of such documents
80	The successful bidder shall not use these documents for purposes unrelated to this contract without the prior written approval of the Bank.
81	During the time of upgradation, documents for all customization done should be delivered to the Bank
82	System will be deemed accepted only after successful live run for one month.
83	At present bank is conducting minimum four (04) DR Drills in a year on quarterly basis. The bidder to continue to perform a minimum of 04 DR drills in a year on quarterly basis. The frequency and the procedure (switch over/failover) of DR drills to be performed may vary as per the regulatory requirements and the bidder is required to adhere to such regulatory changes.

Signed on this day ___________________

Seal of the Bidder　　　　　　　　　　　　　　　　Signature of the Bidder

Annexure – X – List of Implemented modules

S.No.	Modules	Areas of Applications
1	Employee Personal Information	Personal details of employee, eg: Name, Gender, Marital Status, date of Birth, Birth Location, Domicile Town/State, Date of Joining, Date of Retirement, Blood Group, Religion, Caste, Languages know.
		Address and contact Details
		Education
		Bank account No.
		Driving License
		Disabilities
		Dependent Details
		Emergency Contact
2	Employee Job Information	Details of Employee Job History and from Hire to Date of Exit form service including all actions like promotions , transfer etc.
		Employee Job related Reports
		Transfer Related reports
3	Labor Relations Module	Recording of Disciplinary action case details
4	Leave Module	Leave Management as per bank rules
		Update of employees leave balance/entitlement by Manager
5	Payroll Module	Calculating the salary of all employees of the bank
		Define officiating claims
		FPP release details
		PQP release details
		Assignment of earning and deduction
		Professional Tax

		Maintain Tax declaration of employees
		Maintain Bank/Loan accounts
		Define PF/contributory Pension enrolment
		Adjust Balances of accumulators
		Assign retro limits for individual employees
		Stop increment
		Salary Reports
		Salary Payslip generation
		Bonus Processing
		Form 16 and other related Tax reports
		Salary Payment processing including transactions pertaining to salary in CBS through middleware
		Form 16 and other elated tax reports
6	Employee Appraisal	Annual Performance Appraisal Management
		Final APAR score
7	Training	Training Calendar
		Training Nomination
		Attendance
		Reports
8	Terminal Benefits	Gratuity
		Pension
		Provident Fund
9	Employee Self Service	View personal information
		Conveyance Reimbursement
		Newspaper – Reimbursement
		Briefcase Reimbursement

		Investment Declaration
		Travel Expenses Bill
		Furniture and Fixture to officers
		Promotion Application
		Employee Training Demand
		Leave fare Concession – Advance/Final Claim
		Medical Aid
		Festival Advance
		Asset and Liabilities Management
		School Fees / College fees
		Reimbursement of Silver Jubilee Award
		Holiday Home Booking
		Course Fee Reimbursement
10	Manager Self Service	PF No. generation
		Generation of Various Reports and Processes
11	Setup of HRMS	Setups for payroll and various modules
12	Reports	Reports and processes related to Salary, man – power recruitment, Leaves , Personal data and all HR related activities.

End of the document