

Pre-Bid Query Response RFP 052019 (Supply, Customization, Deployment, Maintenance and Support Of An Integrated Human Resource Management System)					
S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
1	7	4.2	The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract	If there is a major change or requirement to be updated as per the regulatory wherein we will also incur man hours cost for the same. Can we charge for the same? Please clarify	RFP clause amended as "The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank."
2	7		Last Date & Time for receipt of tender offers	Considering the comprehensive ask in the RFP, documentation need and review & approval processes, we would request the bank to extend the bid submission date by a minimum of Four Weeks after releasing the Pre-Bid responses.	Please Refer Corrigendum for more details
3	9	Section 2	General in this RFP section	Please let us know the count of branches, Zonal Offices, Regional offices and Head Office?	Total around 1833 branches,37 zonal /other administrative offices,1 Head office
4	9	Section 2	This RFP document has been prepared solely for the purpose of enabling Bank of Maharashtra ('Bank') to select a bidder for supplying, designing, procuring, installing, commissioning, testing, implementing, integrating and maintaining an end to end integrated HRMS solution along with relevant applications including interfaces, optimally sized hardware, software, applications, tools, utilities and facilities Management as per specifications, terms and conditions and scope defined in this RFP (herein after referred as Solution)	As per the section "4.2.7 Hardware The successful Bidder is required to size for adequate hardware based on the volumes for the Solution covering the integrated HRMS solution and considering the Service Levels as defined in section. However bank will provide the complete hardware and storage required to host HRMS solution at DC and DRC" Hence request bank to drop the following from the scope of the Bidder "Supplying, procuring, installing, commissioning, testing, implementing, integrating and maintaining hardware"	4.2.7 "Supplying, procuring, Installing, commissioning, testing, implementing, integrating and maintaining hardware" This clause stands deleted.

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5	9	2. Introduction	Bank envisages to procure Integrated Human Resource Management System (HRMS) solution through this RFP. The successful bidder shall be responsible for supply, implementation and maintenance of HRMS solution for a period of six years which would include solution implementation and six years support. The support period will start from the date of Integrated HRMS solution installation and commissioning acceptance by Bank and would comprise 1 year of warranty and 5 years of ATS thereof.	What is duration of contract? Bidder understand from the statement that total contract duration - 40 weeks of Solution Implementation + 1 Year Warranty+ 5 year AMC. Please confirm if our understanding is correct?	Please refer to the RFP Clause. The period of the contract is for 6 years from the date of PO. This includes the implementation period also.
6	10	2.9 Acceptance of Terms	A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document	Please confirm whether deviations are allowed? There is separate annexure 12: List of deviation requested .This statement is contradictory. Please clarify	While it is allowed to submit the bid along with deviations in the prescribed format (Annexure 12), the bidder has to submit the declaration, which is subject to the acceptance of the deviations. If deviations are not accepted by the Bank, non-withdrawal of the deviations shall result in disqualification of the bid.
7	10	2.9 Acceptance of Terms	A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document	Bidder request to delete the clause from RFP	While it is allowed to submit the bid along with deviations in the prescribed format (Annexure 12), the bidder has to submit the declaration, which is subject to the acceptance of the deviations. If deviations are not accepted by the Bank, non-withdrawal of the deviations shall result in disqualification of the bid.
8	13	4.1	The guidelines issued by the Central Vigilance Commission / Got of India from time to time regarding HRMS in Bank, should be implemented without any extra commercials.	The RFP has been taken as the basis for arriving at the solution, scope, efforts and pricing by the bidder. if there are any new requirements or changes that need to be incorporated in the future the bidder will need to arrive at the solution for the same along with the Bank and OEM and any such changes will go through the change request	No change in RFP

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				mode in the future as at this current state it is not possible to estimate and price for any future requirements. This is unpredictable and we will request this requirement be taken on need basis through a change request process.	
9	13	4.1.1	The Bank's Data Centre (DC) is located in Pune and Disaster Recovery Centre at Hyderabad. The DC is connected to the Branches	The DC & DRC will be at the bank or at the bidders place. Please clarify	Bank has own DC and DR site
10	13	4.1	The various designated authorities should be able to work on and/or upload data to / download data from HRMS application, as per defined levels of access and permissions. The solution should also support upload of manually prepared data at Head Office / Zonal Offices	How many users will be working on HRMS software for reports and other data?	Around 150 users
11	14	4.1.2 Personnel Department--> Retirement benefits-PF and gratuity	General in this RFP section	How is this currently managed? Is there any online system now for processing, where in, the "Managing these funds" (Along with Interest Calculation) to pay gratuity and PF" is done? If the system is available, will the system continue or decommissioned post HRMS Implementation	For PF and gratuity and pension in-house system is available but it will be scrapped by bank and new solution should have this functionality.
12	14	4.1.2 Personnel Department--> Retirements and VRS processing	General in this RFP section	How is this currently managed? Is there any online system now for processing currently? If the system is available, will the system continue or decommissioned post HRMS Implementation	The solution is required to be built as per the RFP requirements. Existing systems, if any will be discontinued after implementation of HRMS. However, necessary data migration into the proposed system is required to be carried out

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13	14	4.1.2 Personnel Department--> Recruitments	General in this RFP section	How is this currently managed? Is there any online system now for processing currently? If the system is available, will the system continue or decommissioned post HRMS Implementation	The solution is required to be built as per the RFP requirements. Existing systems, if any will be discontinued after implementation of HRMS. However, necessary data migration into the proposed system is required to be carried out
14	14	4.1.2 Personnel Department--> Staff pension	General in this RFP section	How is this currently managed? Is there any online system now for processing currently? If the system is available, will the system continue or decommissioned post HRMS Implementation	The solution is required to be built as per the RFP requirements. Existing systems, if any will be discontinued after implementation of HRMS. However, necessary data migration into the proposed system is required to be carried out
15	14	4.1.2 Personnel Department--> Disciplinary matters	General in this RFP section	How is this currently managed? Is there any online system now for processing currently? If the system is available, will the system continue or decommissioned post HRMS Implementation	The solution is required to be built as per the RFP requirements. Existing systems, if any will be discontinued after implementation of HRMS. However, necessary data migration into the proposed system is required to be carried out
16	15	4.1.5	The bidder is required to propose licenses based on the number of bank employees and the retirees as per the details mentioned in section 4.1.4 – Staff Strength.	What is BPS/OSR Payment Report? Please elaborate on "Union affiliation shall be capable of accepting affiliation to multiple unions"	Bipartite settlement and officer services Regulations.
17	15	4.1.4	In addition the bidder....sole discretion.	Does the requirement mean the license price freezing during the period of contract? Please clarify	Bidder has to consider the projections given in the RFP and submit the commercials accordingly.
18	15	4.1.5	The cost of License...the solution.	There is no future price hold as per the global licensing policy. The pricing provided would be basis the current RFP requirement only. The future requirements will be as per the prevailing prices at the time. Please accept this clause.	no change in the RFP Clause
19	15	4.1.5 License Requirements	In addition the bidder has to propose license cost for ex officers (retired employees) of the Bank. This cost is optional and Bank will avail the same as per their requirement during the contract period. This cost would be included as part of the TCO for	There is no separate row given in Annexure 10- commercial for cost of application software for retired employee. Bidder request bank to publish the same.	Please refer to the RFP. The commercials shall include the application cost including retired employees' application as well

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			evaluation purposes, however, the Bank may place the procurement order for the licenses for ex-officers as per their sole discretion		
20	15	4.1.5	All the employees would submit their performance appraisal online in the system would perform activities like ticket booking, leave requests, payroll access, etc.	Please clarify on what type of tickets will be booked the staff.	In case of any users faces issue in HRMS Software/application he may raise the ticket to bidder support team
21	15	4.1.5		please confirm how long ex officers will use the solution	Until he is capable of using it
22	16	4.2 Project Objective, point 1-->	General in this RFP section	Is Bank looking for HR Business Process Transformation also? If so, when is this activity planned in the whole schedule? This information is required as any changes to Business process will take considerate time for approval by bank internally. Will this activity carried out prior to system implementation?	Bidders understanding is correct
23	16	4.1.5 License Requirements	General in this RFP section	Kindly let us know which all applications retired employees will be accessing	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
24	16	4.1.5 License Requirements	General in this RFP section	Kindly provide approximate count of overall analytic report	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
25	16	4.1.6 Standalone Applications used by HR depart	General in this RFP section	Kindly mention which all system will be continue to remain and which will be decommissioned post go live	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
26	16	4.1.6 Standalone Applications used by HR depart	General in this RFP section	Kindly describe what does PF & Gratuity system do	RFP clause is self-explanatory
27	16	4.1.6 Standalone Applications used by HR depart	General in this RFP section	Kindly describe what does each system taking care of the functionalities	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
28	16	4.1.6 Standalone Applications used by HR depart	General in this RFP section	Please mention which all system will be continue to remain and which will be decommissioned post go live	all the in-house applications will be discarded

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29	16	4.1.5	In addition the bidder has to propose suitable Analytical tool to address the requirement stated in Annexure-1 to enable to view Analytical reports by HRMS Department in Administrative offices including Head Office and for all senior management personnel like Chief Manager/Zonal Manager/DGM/AGM/GM etc. approximately 300 concurrent users.	Please clarify on the analysis required and the reports to be accessible for the teams at branches / HO.	(1) The data analysis required to take the various decisions at TOP management level. (2) There are around 17 modules are given in the project scope. All the necessary report should be generated by the respective module.
30	17	4.2	The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract.	The RFP has been taken as the basis for arriving at the solution, scope, efforts and pricing by the bidder. if there are any new requirements or changes that need to be incorporated in the future the bidder will need to arrive at the solution for the same along with the Bank and OEM and any such changes will go through the change request mode in the future as at this current state it is not possible to estimate and price for any future requirements.	Any new change shall undergo a change management process and the cost mentioned under the customization cost shall be referred.
31	17	4.2/7	Any new regulations, guidelines are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract.	Any such new regulations, guidelines which has any impact on the Services will have to be undertaken through a change order route which may have impact on additional costs for the Bank. It cannot be undertaken as a perpetual obligation upon the Bidder as there is no way for the bidder or the OEM to anticipate such future changes	Any new change shall undergo a change management process and the cost mentioned under the customization cost shall be referred.
32	17	4.2 Project Objective	6. Bank during the period of the contract, based on its technical and functional requirements can add additional third party application and interfaces to the HRMS Solution. Bidder has to extend all necessary	Bidder suggests the clause be modified as under; 6. Bank during the period of the contract, based on its technical and functional requirements can add additional third party application and interfaces to the	Any new change shall undergo a change management process and the cost mentioned under the customization cost shall be referred.

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			support and assistance for addition to the Solution with the required third party applications and interfaces desired by the Bank with no additional costs	HRMS Solution. Bidder has to extend all necessary support and assistance for addition to the Solution with the required third party applications and interfaces desired by the Bank with at mutually agreed additional costs	
33	17	4.2 Project Objective	7. The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract.	7. The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at <u>a mutually agreed</u> no additional cost during the period of the contract	RFP clause amended as "The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank."
34	17	4.2	Bank during the period of the contract, based on its technical and functional requirements can add additional third party application and interfaces to the HRMS Solution. Bidder has to extend all necessary support and assistance for addition to the Solution with the required third party applications and interfaces desired by the Bank with no additional costs	The RFP cover the complete solution for HRMS, we can also support in developing additional application at an agreed cost. The solution is developed will be for bank only. Any integration with other parties will be charged. Please confirm	Integration cost incurred while integrating with any third party application will be evaluated by bank based on efforts. In case limitation of bidders solution requires additional efforts then integration cost has to be paid by bidder
35	17	4.2	The Bank proposes to deploy the Solution in a phased manner covering the entire enterprise such as branches, extension counters, service units, head offices, zonal offices, other back offices and any new branches opened during the contract period. If the Bank wants to implement the	The solution can be scaled to new branches, the training and support cost will be charged. Please confirm	RFP clause is self-explanatory

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			HRMS in new branches or offices opened during the tenure of the contract, the proposed solution should be scalable to accommodate fresh staff in additional branches and offices. The projections for the same are provided		
36	17	4.2 Project Objective, point 4	Deploy solution in phased manner	Please specify how and which regions will be first deployed. How is bank looking in phased manner	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
37	17	4.2	The Bidders have to note that while the integrated HRMS and other business solutions would be implemented as part of this project, the Bidders have to necessarily ensure that all existing products and services are available in the Solution. The Bidders have to envisage all applicable costs in order to configure the products and services in the Solution. The Bank will not accept any plea of the Bidder at a later date for omission of critical products and services on the pretext that the same was not explicitly mentioned in the RFP.	The bidder will costs for all interfaces that have been specified by the Bank for any new interfaces at a later point in time the same will go through a Change request as it's not possible to envisage such changes at the current moment. The bidder proposes that after short listing, it be allowed to perform a due diligence in order to assess the current products and services before finalizing the commercial.	RFP clause is self-explanatory
38	17	4.2	Bank during the period of the contract, based on its technical and functional requirements can add additional third party application and interfaces to the HRMS Solution. Bidder has to extend all necessary support and assistance for addition to the Solution with the required third party applications and interfaces desired by the Bank with no additional costs	The Bank is free to add such 3rd party applications however efforts if any to integrate any such applications will be discussed with the Bank at that point in time and will follow the change request route as and when the requirement arises.	No change in RFP clause
39	17	4.2 Project Objective	4.2.6 Bank during the period of the contract, based on its technical and functional requirements can add additional third party application and interfaces to the HRMS Solution. Bidder has to extend all necessary support and assistance for addition to the	Additional work which is up to 5 person days efforts can be considered as part of current proposed TCO. Anything beyond 5 person days of effort will be considered separately through change management procedures and additional cost. Change Management	Please refer to the revised commercial format.

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			<p>Solution with the required third party applications and interfaces desired by the Bank with no additional costs</p> <p>4.2.7 The Bidder should ensure that all systemic changes or new requirements necessitated out of ministry / other regulatory guidelines or other Bank requirements as per the RFP are made available from day one of the solution going live. Any new government/ministry/ regulatory requirements that impact the provided solution to the bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Bank at no additional cost during the period of the contract</p>	Procedures will be discussed and finalized mutually during the Contract Preparation phase. The rate card can be submitted as part of this RFP. Kindly confirm that the understanding is correct.	
40	18	4.2.1/1	<p>Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Bank. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.</p>	<p>The RFP has been taken as the basis for arriving at the solution, scope, efforts and pricing by the bidder. if there are any new requirements or changes that need to be incorporated in the future the bidder will need to arrive at the solution for the same along with the Bank and OEM and any such changes will go through the change request mode in the future as at this current state it is not possible to estimate and price for any future requirements. This is a very onerous language and thus not acceptable. The Bidder scope of services will be laid in detail in the Proposal and the Agreement signed in future. Services by the Bidder will include everything that is covered in scope. Anything additional would entail a Change management process.</p>	RFP clause is self explanatory

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41	18	4.2.1. Project Scope	1. Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional costs to the Bank. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.	Bidder suggests the clause be modified as under; 1. Considering the extensive nature of the assignment and the envisaged relationship with the Bidder, any service, which forms a part of facilities management that is not explicitly mentioned in this RFP as excluded would form part of this RFP, and the Bidder is expected to provide the same at a mutually agreed no additional costs to the Bank. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.	RFP clause is self explanatory
42	18	4.2.1 Project Scope	5. The Bidder is required to note the following points: "The Bidder is completely responsible for the proposed solution to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The bank assumes no responsibility for assumptions made by the Bidder. In the event the proposed solution fails to meet the SLA service levels and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the solution at no additional cost to the bank."	Bidder suggests the clause be modified as under. "The Bidder is completely responsible for the proposed solution to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The bank assumes no responsibility for assumptions made by the Bidder. In the event the proposed solution fails to meet the SLA service levels and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the solution at no additional cost to the bank, provided the reasons for such failure is solely and entirely attributable to the Bidder.	Bidder suggests the clause be modified as under. "The Bidder is completely responsible for the proposed solution to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The bank assumes no responsibility for assumptions made by the Bidder. In the event the proposed solution fails to meet the SLA service levels and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the solution at no additional cost to the bank, provided the reasons for such failure is attributable to the Bidder.
43	18	4.2.1	Description of the envisaged scope is enumerated as under. However, the Bank at its discretion reserves the right to change the scope of the RFP considering the size and variety of the requirements and the changing business conditions	Any change in the scope after finalization will have impact on the commercials. Please clarify.	RFP Clause is self-explanatory.

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44	18	4.2.1/4	Central Vigilance Commission (CVC) has formed a committee for procurement of HRMS software/application. The successful bidder has to implement the changes and abide by the terms and conditions as suggested by the committee from time to time. Also any new guidelines in regulatory/statutory in nature shall form part of contract.	It is not possible for the bidder to anticipate future changes at this point of time, hence for any such change, it would be considered as a Change Request, at the agreed rate, to be paid to the successful bidder	Please read the RFP clause carefully, which is self explanatory
45	18	4.2.1/3	The SI will be required to fix any vulnerability in the solution at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the bank or can be a finding of any internal or external audit conducted by the bank on a periodic basis.	As per the RFP the Bank will be responsible for providing the hardware, storage, infrastructure, system software etc... At the Banks DC and DRC and hence this will not apply to the bidder for the same.	RFP clause is self-explanatory
46	18	4.2.1/5	The Bidder is completely responsible for the proposed solution to meet the scope and objectives of the RFP and all addenda & corrigenda issued thereafter. The bank assumes no responsibility for assumptions made by the Bidder. In the event the proposed solution fails to meet the SLA service levels and the scope and objectives of the RFP (and addendums), the Bidder will have to upgrade, modify or replace the solution at no additional cost to the bank	The RFP has been taken as the basis for arriving at the solution, scope, efforts and pricing by the bidder. if there are any new requirements or changes that need to be incorporated in the future the bidder will need to arrive at the solution for the same along with the Bank and OEM and any such changes will go through the change request mode in the future as at this current state it is not possible to estimate and price for any future requirements. All assumptions and dependencies will be clearly documented by the bidder in its proposal and further in the contract subsequently. This is in the interest of the Bank, bidder and project to ensure such assumptions and dependencies are fulfilled by both parties. The language is very onerous and not acceptable. While Bidder agrees to be responsible for overall solution as per scope identified by the Bidder in the Proposal, whether it will meet the objective for the Bank is something	No change in the RFP clause

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				which Bidder cannot guarantee and cannot be made responsible for additional costs. 2. Banks disclaimer for assumptions made by Bidder in Proposal/Agreement is not acceptable. Assumptions will be critical for Bidder.	
47	18	4.2.1/3	The SI will be required to fix any vulnerability in the solution at no additional cost during the entire tenure of the contract. These vulnerabilities can be detected by the bank or can be a finding of any internal or external audit conducted by the bank on a periodic basis.	Please share a complete list of all NFR testing bank wishes to carry out before go live	it will be shared before go live
48	18	4.2.1.4	Central Vigilance Commission (CVC)....form part of contract.	Do you have the list of such directions? Can you please share?	not yet
49	18	4.1.5. License Requirement	The bidder is required to propose licenses based on the number of bank employees and the retirees as per the details mentioned in section 4.1.4 – Staff Strength	As per staff strength, data projection is given till 2024-25 (Which cover projection data for 6 years). Bidder may require projection data for 2025-26 also, if bank confirms that total contract duration to be considered 7 years. Please confirm.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
50	18	4.2.1	The Bidder has to size the Solution covering hardware, software & services to ensure availability, scalability, redundancy and performance of the solution, and to meet technical and functional requirements as per the terms of the RFP within the timeframe prescribed by the Bank. Bank shall provide the Hardware on the basis of sizing/requirement provided by the bidder	Will Bank also have the responsibility of required software & technical Infrastructure	The primary responsibility is with bidder. Bank team will support the same
51	19	4.2.1.5	Unit prices quoted by the Bidders....throughout the period of the contract.	Does the requirement mean the license price freezing during the period of contract? Please clarify	RFP clause is self explanatory
52	19	4.2.2 Involvement of a Senior Enterprise Architect,	Senior Enterprise Architect	Will SEA be responsible for HR business process transformation? If so is the case then when this exercise will be carried out?	SEA will be responsible for HR business Process Transformation. This will be done as a part of BPR process in the first phase

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				As it will have on project timeline? Should we have 2 -3 months business process transformation phase included in timelines	
53	19	4.2.1 Project Scope	4.2.1.5(6) Any assumptions, changes, deviations other than what is specified and accepted by the bank will not be considered for the purpose of this RFP.	Please confirm deviation are allowed? There is a separate annexure 12 for list of deviation. Kindly confirm.	While it is allowed to submit the bid along with deviations in the prescribed format (Annexure 12), the bidder has to submit the declaration, which is subject to the acceptance of the deviations. If deviations are not accepted by the Bank, non-withdrawal of the deviations shall result in disqualification of the bid.
54	19	4.2.2 Involvement of Senior Enterprise Architect	4.2.2.4. The SEA is expected to be involved at minimum 50% of the total project period (6 years). E.g. If project period is for 100 man months, the SEA should be involved in the project for a minimum 50 man months over the project period. The bidder should ensure that the same should be reflected in the Commercial Bid i.e. SME effort estimation	SEA is required 50% of the Implementation period and not the total contract duration. Kindly confirm.	total contract duration however it's banks discretion to continue the services
55	19	4.2.1 Project Scope	Unit prices quoted by the Bidders would be used for additions/deletions to the quantities at a future date during the tenure of the contract. The prices quoted for the line items would be valid and used throughout the period of the contract.	Services Efforts and Software License Costs are provided based on the information shared in this RFP. Any changes in license quantity and related services will be addressed through Change Management procedures and OEM Pricing Policy. Please confirm.	Bank has mentioned only about licenses cost. Change in the quantity of licenses cost should not affect the Services Efforts adversely.
56	20	4.2.3	Mobile Application	please confirm bank will accept hybrid app or native app	Mobile application should have rich user experience with robust security controls and identical look and feel across multiple devices and platforms without compromising the performance.
57	20	4.2.3 Deployment of HRMS Solution --> Recruitment and Training modules	General in this RFP section	is Bank open for Hybrid XXXXXX model where recruitment and Training module is hosted on SaaS Solution	Training, Recruitment and Appraisal Modules can be SaaS based.

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58	20	4.2.3 Deployment of HRMS Solution --> Recruitment and Training modules	General in this RFP section	Is Bank open for Talent modules hosted on SaaS environment for recruitment, training, Appraisal etc.	Training, Recruitment and Appraisal Modules can be SaaS based.
59	20	4.2.3 Deployment of HRMS Solution --> Recruitment and Training modules	General in this RFP section	IS Bank open for continuing and integrating the existing solution with new HRMS solution	The RFP is for an Integrated HRM Solution. Bank intends to scrap all the existing HRMS modules / applications. However, required data migration shall come under the scope of this RFP.
60	20	4.2.3 Deployment of HRMS Solution	The bidder has to implement the HRMS at DC and DRC. Bidder may also need to implement part of proposed solution/application at branches, offices of the bank and other locations depending on the proposed solution. During implementation, the bidder needs to adhere to all the requirements provided by Bank as part of this RFP.	Bidders wants to understand more from bank about implementation of proposed solution at branches, offices of the bank. Please provide the brief about bank expectation	HRMS Solution will be implemented at DC and DR however During implementation access for users through portal or mobile application needs to carried by the bidder
61	20	4.2.3	The bidder has to implement the HRMS at DC and DRC. Bidder may also need to implement part of proposed solution/application at branches, offices of the bank and other locations depending on the proposed solution. During implementation, the bidder needs to adhere to all the requirements provided by Bank as part of this RFP	Can you provide exact specifications for proposed solution/application	Bidder has to implement HRMS application at DC and DR of the bank. Also establish the replication between them. HRMS Application need to implement HO/Zone and branches and other administrative offices
62	21	4.2.3 Deployment of HRMS Solution	The HRMS application OEM would need to ensure that the bidder has necessary skills support available back to back for bidder's success in Bank's project during entire implementation phase. The Bidder can provision necessary cost in the Annexure 10 Commercial Bill of Material for meeting this requirement	Is the bank expecting the bidder to provide a declaration from OEM for back to back support during the entire implementation phase and provision OEM's efforts for the same?	Refer "corrigendum for changes in RFP" for more details (to be published shortly)
63	21	4.2.5 Mobility Requirements	Bidder should size the required software/hardware for this requirement accordingly. The Bidder is required to	1. Please provide the number of records to fetch from HRMS system and display on a page per transaction	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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			provide all the necessary application license, , gateway, etc.	2. Please provide the count of users (total user count & concurrency) to be considered to log per day in the proposed mobile apps 3. Please provide the number of functionalities to be developed in the proposed Mobile Apps.	
64	21	4.2.5 Mobility Requirements	Integration methods/mechanisms to be used between Mobile Apps & HRMS system	How HRMS system will be exposed? REST or Web service or On Premise Database & and are all transactions are sync?	Bidder has to propose the architecture as per the RFP terms.
65	21	4.2.5 Mobility Requirements	Middleware Server Availability	Does the bank have any existing Middleware server to use for the HRMS Mobile App Middleware needs?	No. Bank assumes that necessary middleware for mobile app is a integral part of HRMS solution.
66	21	4.2.5 Mobility Requirements	Security & Authentication Requirements	Assume user will provide credential to login into Mobile App to access. So Need more details about How user's authentication details will be maintained? Is it from Database or LDAP Configuration and is there any requirement for password encryption.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
67	21	4.2.5 Mobility Requirements	Email Integration with Mobile app	For successful transaction will user be notified by email or pop up? And in case of technical failure (e.g. XXXXXX environment unavailable) how support people will be notified? And in case of Business exception (e.g. wrong data from user) how user will be notified, any email configuration need to be setup.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
68	21	4.2.5 Mobility Requirements	Exception Handling	In case of Technical exception like XXXXXX environment unavailable, any retry mechanism (calling XXXXXX 3-4 times with some time gap to check whether XXXXXX application will available) need to be implemented? Please elaborate the requirement around the same.	Bank has clearly mentioned the requirement. Its bidders sole responsibility to handle the exceptions without disrupting the service.
69	22	4.2.4	The Bidder must ensure that a sound methodology is implemented (e.g. SOA governance framework, integration	Please explain the point in detail.	RFP Clause is self-explanatory.

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			competency center) to manage the interfaces		
70	22	4.2.4	1.Online Learning Solution 2.Document Management System	Need more information on these mentioned applications	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
71	22	4.2.4 Interface & integration requirements	The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned...	Assume as per Point no.2 listed applications will only consider for integration. Please confirm.	The list of interfaces / integration requirements are indicative in nature and may change on actual basis. The bidder is required to complete all the integrations / interfaces
72	22	4.2.4 Interface & integration requirements	The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned...	Does BOM have any on-cloud applications which requires integrations?	As of now the Bank doesn't have any on-cloud application that requires integration, however the proposed Solution should be capable of easy integration for on cloud application.
73	22	4.2.4 Interface & integration requirements	The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned...	Are there any interfaces that require encryption and decryption?	Yes
74	22	4.2.4 Interface & integration requirements	General in this RFP section	Does BOM have any existing middleware in current landscape?	Bank currently is not using any middleware for HRMS integration
75	22	4.2.4 Interface & integration requirements	General in this RFP section	What is your current Data warehouse system? What reporting tools are you currently using? Do you want to store the 25 years of data in ERP or Data warehouse, as mentioned in the RFP?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
76	22	4.2.4 Interface & integration requirements	General in this RFP section	Critical requirement - Please provide the existing landscape with all integration and in-out bounds of the current solution	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
77	22	4.2.4 Interface & integration requirements	General in this RFP section	Kindly provide the total count of inbound and outbound interfaces in current system (with names & brief description on what they do)	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
78	22	4.2.4 Interface & integration requirements	General in this RFP section	Are the integration requirements which vary across all branches, division, RO, ZO & Head office? Or all Integration processes standardized?	Bank has various centralized systems, the proposed HRM Solution is required to be integrated with these systems.

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79	22	4.2.4 Interface & integration requirements	General in this RFP section	What will be role of Bank in SIT? Will bank be able to provide testing environments of the 3rd party system during SIT and UAT for test data	SIT shall be the responsibility of the bidder only.
80	22	4.2.4 Interface & integration requirements	General in this RFP section	Please share the Current Architecture diagram that shows all the present applications and integrations	This information will be shared with the successful bidder.
81	22	4.2.4 Interface & integration requirements	General	Will all the documents will continue to stored in already existing DMS Solutions	Yes but HRMS solution should provide interface for such way that DMS will be available from joining till retiring date for particular employee.
82	22	4.2.4 Interface & integration requirements	General	Please elaborate on the integration process of FI to HRMS integration. The objects to integrated will be Cost centers, GL Codes, Company codes, chart of accounts	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
83	22	4.2.4 Interface & integration requirements	General	Which is current Payroll system used? How is the current Payroll system integrated with FI System	in house salary/payroll system
84	22	General	General	Is Bank open for Mapping it Business processes to XXXXXX best Practices solution? This will lead to changes to Functional Specification	Mapping of business processes as a part of BPR exercise can be done. The necessary changes in the functional specifications in order to adopt the BPR will be obvious and can be a part of Functional Specification Sign off
85	22	4.2.4/1	Bidder has to supply, install, customize, implement, train, rollout and maintain the interfaces including supply of the necessary infrastructure, tools necessary for the functioning of the Interface	We understand that the Bank will be responsible for providing the API's or file transfer for the existing solution. The bidder will be only responsible for integrating the same to the proposed HRMS. If the Bank has the API catalogue ready for the existing applications we request the bank to provide the API, for the existing Applications for the integration. The bidder is not providing any infrastructure, hardware, system software etc... As part of this bid and this will be the responsibility of the Bank.	Bank will provide the required API or file transfer for the existing solution. Details of the APIs will be shared with the successful bidder. The required Hardware, Infrastructure will be provided by the Bank.

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86	22	4.2.4/10	The Bidder will be responsible for setting up the test environment for interface testing.	Since providing hardware, system software, infrastructure at the DC and DR is the responsibility of the bank request the bank to drop the line. The bidder will configure the HRMS solution on the environment provided by the Bank.	Bank will provide necessary Hardware/ System Infrastructure for UAT /Development/ production environment, the successful bidder shall install HRM solution based on the same.
87	22	4.2.4	<p>The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned below.</p> <ul style="list-style-type: none"> · Core Banking Solution (staff loans, payroll, external payments etc.) · Enterprise wide data warehouse · Email solution (Lotus Notes) · Biometric Attendance system/Scan Reader · Mobility Solutions for accessing the HRMS solution through smart devices · Bank Intranet Applications · Online Learning Solution · Single-Sign-on solution/Active directory · Document Management System · SMS Gateway The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned below. · Core Banking Solution (staff loans, payroll, external payments etc.) · Enterprise wide data warehouse · Email solution (Lotus Notes) · Biometric Attendance system/Scan Reader · Mobility Solutions for accessing the HRMS solution through smart devices · Bank Intranet Applications · Online Learning Solution · Single-Sign-on solution/Active directory · Document Management System · SMS Gateway 	Bank Should think about adding integration with XXXXXX	Suggestion duly noted.

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
88	22	4.2.4	Interface and integration	Does bank has any middleware solutions which can be used for the interface build? Please clarify.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
89	22	4.2.4 Interface & integration requirements	2. The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned below. <ul style="list-style-type: none"> • Core Banking Solution (staff loans, payroll, external payments etc.) • Enterprise wide data warehouse • Email solution (Lotus Notes) • Biometric Attendance system/Scan Reader • Mobility Solutions for accessing the HRMS solution through smart devices • Bank Intranet Applications • Online Learning Solution • Single-Sign-on solution/Active directory • Document Management System • SMS Gateway 	Share the details of the systems/applications - example EDW, DMS that need to be integrated with Proposed HRMS solution. If any systems/applications are not available today, kindly suggest the bank's leanings towards any specific product/tool/application to be considered by bidder while working out the integration solution.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
90	22	4.2.4 Interface & integration requirements	2. The Bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned below. <ul style="list-style-type: none"> • Core Banking Solution (staff loans, payroll, external payments etc.) • Enterprise wide data warehouse • Email solution (Lotus Notes) • Biometric Attendance system/Scan Reader • Mobility Solutions for accessing the HRMS solution through smart devices • Bank Intranet Applications • Online Learning Solution • Single-Sign-on solution/Active directory • Document Management System • SMS Gateway 	Provide the list of interfaces that exist with current HRMS system, Integration mechanisms, Data movement type - Synchronous/Asynchronous, Real-time/Batch, Volumetric of Data traffic through these interfaces today.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
91	22	4.2.4 Interface & integration requirements	The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder	Will this review be conducted during the technical evaluation/presentation OR during Implementation Phase?	The review shall be conducted during the technical evaluation process.

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92	22	4.2.4 Interface & integration requirements	The Bidder will present to the Bank the interface requirements for review. Any suggestions from the Bank will have to be included by the Bidder	Since this is a fixed prices bid, any suggestion /changes over and above the scope proposed by the bidder, during the contract period, will be handled through change management process.	All the terms and conditions will be included in SLA.
93	22	4.2.4	Intranet Applications	bank looking for what kind of intranet application	HRMS application should be accessible from Banks Intranet like other in-house applications
94	22	4.2.4	Mobility Solutions for accessing the HRMS solution through smart devices	please confirm which type of smart devices also confirm the names with specifications	All types of mobiles,tabs,ipad,desktop,laptop etc.
95	22	4.2.4	Biometric Attendance system/Scan Reader	Please clarify what kind of interface is the bank expecting for biometric	Bio matric system should be integrated with HRMS
96	22	4.2.4	Core Banking Solution (staff loans)	What are the various loan products offered to the staff members?	Housing loan, Vehicle loan,CC,PF Loan
97	22	4.2.4	The Bidder must ensure that a sound methodology is implemented (e.g. SOA governance framework, integration competency center) to manage the interfaces	Please update on the requirement in detail and what is meant by sound methology	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
98	22	4.2.4	sums Gateway	bank need sms otp implementation for mobile & email or both	
99	23	4.2.6 Software Licenses	The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed products. In the event of any claims against the Bank for any license related issues, the Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the Bidder.	Bidder suggests this sub-clause be modified as under; The Bank will not be responsible or liable for any infringements or unauthorized use of the licensed products. In the event of any claims against the Bank for any license related issues, the Bidder will have to act upon the same and all liabilities and claims whatsoever will have to be settled by the Bidder, provided however(i) Bank notifies Bidder in writing immediately on aware of such claim, (ii) Bidder has sole control of defense and all related settlement negotiations,(iii) Bank provides	No change in RFP clause

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				Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) Bank does not make any statement or comments or representations about the claim without prior written consent of Bidder, except under due process of law or order of the court. .(iv) Bank does not make any statement or comments or representations about the claim without prior written consent of Bidder, except under due process of law or order of the court. .	
100	23	4.2.5 Mobility Requirements	General in this RFP section	Please provide the scope of Mobility and portal applications for retired employees	Solutions should be providing secure APIs for development of mobility and portal application especially for retired employees.
101	23	4.2.6	The Bidder has to ensure that all necessary licenses that are required for this RFP are procured and installed at the DC and DRC and other relevant locations of the Bank. The tentative HRMS licenses requirement is detailed out below:	The number mentioned at the end of year 6 (34031) is different than it is mentioned on 4.1.4 section (33811). Please confirm the correct license number	33811 licenses are for user level licenses and 34031 are with inclusion of supervisory licenses
102	23	4.2.5	Mobility requirement	Since there are no mobile devices on WIDOWS, can this be limited to iOS and ANDROID? Please clarify	Yes. Windows devices can be omitted
103	23	4.2.4 Interface & integration requirements	The Bidder is responsible to configure and deploy the interface and is expected to quote a separate amount for building each interface in the Annexure 10 Commercial Bill of Material. The Bidder will be paid applicable amounts for each of the interfaces built during the quarter at the end of the quarter. The single amount has to be quoted as payable during the first year itself for TCO purposes. The Bank reserves the right to prioritize the interface building within the overall timelines of the Project.	Is the proposed amount for each interface implementation is applicable for the Implementation Period or the Contract Period? Please confirm.	The RFP clause is self-explanatory. The rates quoted shall be effective during the entire contract period.

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104	23	4.2.6. Software Licenses	Year -1 Year -2 Year -3 Year -4 Year -5 Year -6	Please confirm about the duration of software ATS? Is it 6 years or 7 years?	Duration of contract is 6 years from the date of PO. License shall be delivered with 1 year warranty. ATS shall be for remaining 5 years
105	23	4.2.5	The Solution proposed has to be supported on iOS, android, windows, etc. operating systems. The various reports, dashboards, etc.	Please update on the reports and dashboards the bank would you like to have. And is iOS support mandatory	Dash board will be accessed by employees and top management. It should support to IOS
106	24	4.2.10 Deployment Environments	General in this RFP section	We will require Pre-Production environment for Payroll mock runs. Shall we consider that	Necessary hardware and infrastructure for setting up the Pre-Production environment will be provided.
107	24	4.2.10 Deployment Environments	General in this RFP section	What kind of environments would be implemented?_x000D_Sandbox, Development, Quality, Training, Pre-production, Production and Disaster Recovery	Please refer to the RFP for details.
108	24	4.2.8	Database	We understand that the Bank has an ULA with XXXXXX We Observe that we have to quote for database licenses in the event we are using any other database other than XXXXXX. Please do confirm our understanding.	Bank has ORACLE ULA in place however the bidder may choose any solution that is uses different database, price of the same shall be included by the bidder in their commercials as per the format.
109	24	4.2.10	Physically separate adequately sized hardware should be quoted for test & development servers. The same server would be used for training and migration purpose.	For the Test & Development environment, hardware will be sized by the bidder; however it will be provided by the Bank as per the clause 4.2.7 of the RFP. Hence we request the bank to drop the same from the scope of the Bidder	Hardware sizing will be the responsibility of the bidder, however bank will provide the necessary hardware required for the solution as per the sizing.
110	24	4.2.8	Database	Can the solution be proposed on the native DB or any other RDBMS, other than that mentioned? Please clarify	RFP clause will be amended and any best suited, industry wide accepted and proven effective RDBMS is expected by the bank.
111	24	4.2.7 Hardware	The successful Bidder is required to size for adequate hardware based on the volumes for the Solution covering the integrated HRMS solution and considering the Service Levels as defined in section. However bank will provide the complete hardware and	In order to come up with adequate hardware sizing, please share the volumetric around the existing HRMS applications being used by the bank in terms of: 1. data volumes for at least last 3 years covering various employee functions 2. Data volumes for at least last 3 years of all	Bank has provided the current employee sizing. Bidders has to assume the ideal data volumes and operations carried out by employees given by using existing experience.

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			storage required to host HRMS solution at DC and DRC	types of service requests coming out of Employee & Manager Self Service and other critical employee & retrial functions being managed by the HRMS bank team today that will be relevant in the proposed HRMS solution to ensure continuity. 3. Data volumes of all the HR application databases that are currently in use as part of bank's existing HRMS application/system.	
112	24	4.2.7 Hardware & 4.2.9 Storage	The successful Bidder is required to size for adequate hardware based on the volumes for the Solution covering the integrated HRMS solution and considering the Service Levels as defined in section. However bank will provide the complete hardware and storage required to host HRMS solution at DC and DRC	Bank expects the bidder to provide sizing for hardware, network, storage and any other infra needs. But the Bank states it will provide complete hardware and storage required for HRMS solution at DC & DRC. Kindly confirm the provisioning of the network and other infra needs provided by Bidder as part of Hardware sizing details.	provisioning of the network and other infrastructure needs will also be provided by the bank
113	24	4.2.8 Database	The bidders must factor licenses for all suitable databases proposed in the RFP response for the purpose of the HRMS solution.	XXXXXX gives a higher discount when the entire License requirement is procured upfront as compared to incremental Licenses being procured every year. As mentioned in the RFP, Is the bank open to procure all Application & Database Licenses in year -1 itself (this might create excess capacity for the bank for 5 years)? Is it possible for the bank to procure XXXXXX licenses directly under its EULA with XXXXXX on an incremental basis to save costs?	No change in the RFP clause
114	24	4.2.9 Storage	The bidder need to submit requirement of Hardware, Network, Storage and other infrastructure required for implementation of the HRMS solution	Is the Bidder expected to submit the hardware sizing only or include the commercials for the same? Please confirm.	Hardware sizing only
115	24	4.2.10 Deployment Environments	Physically separate adequately sized hardware should be quoted for test & development servers. The same server would be used for training and migration purpose.	Is the Bidder expected to submit the hardware sizing only or include the commercials for the same? Please confirm.	Hardware sizing only

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116	25	4.3.1 Functional Requirements specifications study	General in this RFP section	We have gone through the extensive FS study (3200+) line items. We wanted to know which all business processes are currently online and which are offline(done manually)	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
117	25	4.3.1 Functional Requirements specifications study	General in this RFP section	Are the Functional specifications processes standardized across all branches, division, RO, ZO & Head office? If not, then what is the % of variations	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
118	25	Section 4.3	The methodology should address all stages including development, customization, Facilities Management services, and hardware/software installation/configuration services	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence we request the bank to drop "Hardware installation / Configuration services "from the scope of the Bidder	The revised clause should be read as "The methodology should address all stages including development, customization, Facilities Management services, and Software installation/configuration services.
119	25	4.3 Implementation Methodology	5. The Bidder must ensure that these resources are on the ground in the project on a full time onsite basis during the implementation phase and the bank will verify the same through a review of resumes preferably with details of National Skills Registry ID (maintained by NASSCOM) and organizational photo id, timesheets and by taking an undertaking from the vendor and any other means necessary.	Is the Bidder required to have all of its personnel to be deployed only at onsite during Implementation phase OR Is the Bidder allowed to make choice of deployment locations being Onsite & Offshore at his end? Please confirm.	Bank concerned about the timely implementation. bank should not find any lapses in the implementation and bidders has to maintain crystal clear reporting for review purpose
120	27	4.3.3 Customization, point 4	General in this RFP section	As provided by OEM and standard product of XXXXXX, we will have standard list of Reports, analytics reports, statutory reports. Some may need customizations and many will be developed new. In this case we will require include customization counts. This is as per the FS document provided. Anything apart will be on charge basis	Please refer to the RFP. All the terms and conditions of the RFP shall be final

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121	27	Section 4.3.2/3	In case the Bidder fails to commission the hardware in order to provide access to the testing environment, then the Bidder would need to make alternative arrangements at no extra cost to the Bank.	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank hence request bank to drop 'commission the hardware for the testing environment' from the scope of Bidder	Hardware sizing will be the responsibility of the bidder, however bank will provide the necessary hardware required for the solution as per the sizing.
122	27	4.3.3 Customization	The Bidder needs to provide all statutory and regulatory reports as required by the regulatory institutions. The Bank will not pay any additional customization costs either for gaps observed for Clause 4.3.3 point 1 above and/or gaps observed for statutory or regulatory reports as required by the Bank.	Bidder will factor in cost basis on current regulation. If regulation changes during the term of contract and that of require additional efforts, it will be handled through change management process. Please confirm	Bank is clearly stating that if any statutory and regulatory gaps observed bank will not pay any additional cost. Bidder has to make sure that solution adheres to all the statutory and regulatory requirement. Bank assumes that the proposed HRMS solution anticipates all the regulatory and statutory regulations and will be easy for customization for any future changes.
123	28	4.3.3	The Bank will compensate the Bidder on the basis of a man day rate that will stay fixed through the contract period. This rate has to be provided by the Bidder in the Annexure 10 Commercial Bill of Material. For TCO evaluation purposes, the man day rate will be multiplied by 180 for all bidders.	We understand that the 180 man-day rates will be used for TCO calculation only however all the customization will be taken ahead with change request process as per the agreed man day rate	no change in the RFP Clause
124	28	4.3.3 Customization	The Bidder will have to provide all tools, testing instruments, drivers, consumables, etc. required to install and customize and test the software free of any fees or charges or any expenses.	Please elaborate on testing instruments, drivers, consumables, etc. stated as part of this requirement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
125	29	4.3.5 Gap Identification & Resolution	General in this RFP section	Detailed & exact GAP identification will be done during project with AS-IS (detailed study), Fit Gap and To-be Solution Study.	
126	29	4.3.5	The Bidder will ensure that they have the necessary infrastructure and people in place to resolve all the gaps within the time lines agreed, for the implementation and roll out.	Since Infrastructure is not part for the scope of the Bidder, request Bank to drop the same from the scope of the bidder	Hardware sizing will be the responsibility of the bidder, however bank will provide the necessary hardware required for the solution as per the sizing.

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127	29	4.3.5 Gap Identification & Resolution	Bidder will give adequate time to Bank for reviewing the gap report	Please provide the maximum turnaround time for reviewing the reports	After gap identification bank will decide the gap severity and timeline of turn around will conveyed accordingly
128	30	4.3.5 Gap Identification & Resolution	The cost of all customizations as mentioned above is required to be included in the price bid and the Bank will not make any additional costs for such effort till all the branches are live. While costing the customization effort required, the Bidder should exclude the effort required from the Bank.	Please elaborate the effort required from the bank for this exercise.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
129	30	4.3.5 Gap Identification & Resolution	The cost of all customizations as mentioned above is required to be included in the price bid and the Bank will not make any additional costs for such effort till all the branches are live. While costing the customization effort required, the Bidder should exclude the effort required from the Bank.	Is payment of customization linked with go-live on all branches? Please confirm	Ideally HRMS solutions has to be made go live on all branches at once but in case solution fails to do so, bank reserves the right to withhold the payment.
130	31	Section 4.3.6/1	The UAT would be carried out for the Integrated HRMS Solution proposed by the Bidder and an independent 3rd party. The test cases will be created by the bidder & independent 3rd party and approved by the bank.	The Bank has requested for an independent 3rd Party for testing, please confirm the same. Also the Bank needs to specify the eligibility criteria for such 3rd party and hence there should be a separate payment terms and line item in the bill of material for the testing piece.	UAT for the solution will be carried out by Bank.
131	31	4.3.6 Testing	8. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the Bidder and the Bidder will have to resolve them immediately or within the UAT approach and guidelines formulated between the Bidder and the Bank. The resolution timelines will be completely aligned to the project timeline of this RFP.	Bidder suggests the clause be modified as under; 8. Any deviations/discrepancies/errors observed during the testing phase will be formally reported to the Bidder within 05 days, and the Bidder will have to resolve them immediately or within the UAT approach and guidelines formulated between the Bidder and the Bank. The resolution timelines will be completely aligned to the	No change in the RFP clause

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				<p>project timeline of this RFP. All deliverables will be deemed accepted by Bank on successful closure of all review comments, whereupon Bank shall provide the sign-off letter to BIDDER. However, if Bank does not provide any review comments within the above mentioned period of five days, then notwithstanding anything contained herein, the deliverables shall be deemed to be unconditionally and absolutely accepted by Bank at the end of the fifth day allotted for provision of such review comments, whether Bank provides such sign-off letter to BIDDER or not and BIDDER shall be entitled to receive the charges due on acceptance. The deliverables shall also be deemed to be accepted by the Bank in case of commercial utilization of the deliverables by the Bank. However, if Bank provides the review comments within the above mentioned period of five days and BIDDER arrives at a successful closure of review comments, then the deliverables shall be deemed to be unconditionally and absolutely accepted by Bank at the time of the successful closure of the last review comment whether Bank provides such sign-off letter to BIDDER or not and BIDDER shall be entitled to receive the charges due on acceptance. All costs and expenses of correction and resubmission of the deliverables shall be to the account of BIDDER if the defects or non-conformities are due to any reasons attributable to BIDDER. In all other cases, BIDDER shall be granted additional time for completing the work to be mutually agreed to between the parties and shall also be reimbursed by Bank</p>	

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				of all additional charges, costs and expenses if any incurred by complying with the requirements of this clause.	
132	31	4.3.7 Data Migration	General in this RFP section	Data Migration - How many years of History data migration BANK is looking at? Please let us know Approximate Volume for the same	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
133	31	4.3.7 Data Migration	General in this RFP section	Data Migration - Kindly let us know all the Objects to be migrated to be New system and number of counts for the same	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
134	31	General	General	Is Bank open to engaging third party vendor for ETL - Data Migration activity	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
135	31	General	General	How many Payroll Parallel runs Bank is looking for?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
136	31	4.3.6/4	The Bidder is expected to provide for the requisite test and development infrastructure including hardware, software, operating system and database for all applications being offered by the Bidder.	Since Infrastructure(hardware)is not part for the scope of the Bidder, request Bank to drop the same from the scope of the bidder	Hardware sizing will be the responsibility of the bidder, however bank will provide the necessary hardware required for the solution as per the sizing.
138	31	4.3.6	The Bank proposes to conduct "User Acceptance Testing" ("UAT") for the Solution for the purpose of ensuring that all the functionalities requested for by the	We would like to get confirmation if the 3rd party is expected to be on boarded by the Bank or by the SI	UAT shall be conducted by the Bank. Clause is removed.

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			Bank are available and are functioning accurately. The UAT would be carried out for the Integrated HRMS Solution proposed by the Bidder and an independent 3rd party. The test cases will be created by the bidder & independent 3rd party and approved by the bank. The bank may also add test cases if they identify any gaps. It is up to the bank if they want to participate in the UAT. If the bank decides to participate in the UAT along with the System Integrator, all necessary support needs to be provided to the Bank.		
139	31	4.3.7	This section describes the scope for Data Migration from the existing physical and electronic formats to the proposed integrated HRMS solution. The Bidder may quote for a one-time cost in the Annexure 10 Commercial Bill of Material for this activity. Providing data from the source systems will be the responsibility of the bank, mapping the data to the new HRMS system and uploading shall be done by the Successful Bidder	We would like to understand number of systems from where the data will be extracted	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
140	31	4.3.8 Training	The Bidder has to ensure that there is online help available for each functional area within the integrated HRMS post go live of the application for every user of the Bank	Upton when bank will require online help from bidder? Please specify the duration post go-live	It should be available as integral part of solution and will be valid for the total contract period.
141	31	Data Migration 4.3.7	Data Migration	Can we get the detailed information about the Data Migration 1) How much old data (number of years and volume of data) for employee Person and organization BoM would like to Store? Please give the breakup for physical and electronic data volumes and number of years for each type. 2) What level of information is required to be store Performance Management,	Bank has provided the current employee sizing. Bidders has to assume the ideal data volumes and operations carried out by employees given by using existing experience.

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				Pensioner, Leave Management, Training and other Modules 3) Physical data from Files are in central location at Pune or any other location is involved.	
142	32	4.3.8	The Bidder will be responsible for training the Bank's employees in the areas of parameterization, implementation, migration, operations, management, error handling, system administration	Can we charge training cost for same? Kindly clarify	No additional cost. Bidders has to provision the cost in training cost itself
143	32	4.3.8	Training	Since training is a continuous activity, it is the expectation that necessary training content creation and consumption tools are provisioned as a part of the software provisioning? Please clarify.	Training timing is clearly mentioned in the RFP document. Batches may be continuous or in staggered fashion, Training content creation and consumption tools are to be provisioned under training cost itself.
144	32	4.3.8 Training	General in this RFP section	Are the Trainings done at centralized locations?	Yes
145	32	4.3.8 Training	6. The onus of preparing the training material will be on the Bidder.	Bidder suggests the clause be modified as under; 6. The onus of preparing the training material will be on the Bidder, Bidder shall provide training materials, two hard copies and any extra shall be in the form of electronic form only, to the Bank.	accepted
146	33	Section 4.3.10/1b	The Facilities Management services would at least include: · Hardware Management (Servers, etc.), Software	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence we request bank to drop "Hardware Management (Servers, etc.) services" from the scope of the Bidder Also for software distribution, software distribution tool is required for the same, expect bank to provide the same, please confirm	Hardware sizing will be the responsibility of the bidder, however bank will provide the necessary hardware required for the solution as per the sizing. Hardware Facility management will be provided by the bank.
147	33	4.3.10	Facilities management	Section 4.3.10 Facilities management section has various references of hardware, storage, network and other infrastructure which are not to be provided by the bidder.	RFP clause amended as "FM for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces

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				Hence we request the bank to drop the same	provided, quoted and developed by the Bidder .FM service for Hardware/Infrastructure shall be provided by Bank."
148	33	4.3.10	FM for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces provided, quoted and developed by the Bidder and all other costs necessary and incidental for the maintenance and support of the infrastructure and equipment provided by the bidder	Since Infrastructure (hardware) is not part for the scope of the Bidder, request Bank to drop the same from the scope of the bidder	RFP clause amended as "FM for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces provided, quoted and developed by the Bidder .FM service for Hardware/Infrastructure shall be provided by Bank."
149	34	4.3.10/2e	The maintenance for the services would be for the applications, databases, and servers, and other infrastructure provided by the Bidder under this RFP.	Since Infrastructure (Hardware) is not part for the scope of the Bidder, request Bank to drop the same from the scope of the bidder	RFP clause amended as "FM for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces provided, quoted and developed by the Bidder .FM service for Hardware/Infrastructure shall be provided by Bank."
150	34	4.3.10/3	Scope of Services a) Infrastructure Management b) System Administration Scope of Services	As per the section 4.2.7 of the RFP, the hardware & Storage shall be provided by the Bank, hence request bank to remove the same from the scope of work	RFP clause is self-explanatory
151	34	Section 4.3.10/3a	The Bidder shall provide support for Hardware, including coordination and Vendor management.	Section 4.3.10 FM has various reference of hardware, storage, network and other infra which are not to be provided by the bidder. Hence we request the bank to drop the same from the scope of the Bidder As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence request	RFP clause amended as "FM for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces provided, quoted and developed by the Bidder .FM service for

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				Bank to remove 'Hardware Management (Servers, etc.)' from the scope of work	Hardware/Infrastructure shall be provided by Bank."
152	34	4.3.8	Training infrastructure such as training rooms, projectors, etc. will be provided by the bank. The bidder will be responsible for providing the trainers and any requisite training materials to the users	How Many trainers & place of training location	As per the batches will be decided by the bank
153	34	4.3.10	Troubleshooting and client support	What is the kind of support required by the bank?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
154	35	4.3.10/3d	The Bidder shall maintain the entire IT infrastructure for all the components implemented under this tender and subsequent agreement as well.	Since Infrastructure (Hardware) is not part of the scope of the Bidder, request Bank to drop the same from the scope of the bidder	RFP clause amended as "FM for all purposes means an Annual Maintenance Contract (AMC), warranties, ATS (Annual Technical Support) for all applications and interfaces provided, quoted and developed by the Bidder .FM service for Hardware/Infrastructure shall be provided by Bank."
155	36	4.3.10 Facilities Management; d-Software Maintenance & Support Services during Warranty and AMC	Upgrades would include product releases made by the Bidder or OEM to incorporate changes, consolidating all bug fixes, consolidating all enhancement requests made by the Bank	Bidder will implement any bug fixes / patches released as part of the XXXXXX Images by product vendor. Bidder will also perform business value assessment as part of AMS but implementation of any new functionalities / features will be handled through change request after impact analysis	accepted
156	37	4.3.10	Providing Enhancements?	Kindly explain in detail on this point	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
157	38	Section 4.3.10/3	Any costs incurred to upgrade the hardware to maintain the performance of the HRMS solution during the period of the contract will be borne by the bidder.	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence, we request bank to drop "Hardware upgradation" from the scope of Bidder	Bidder has to provide the sizing accordingly. I.e. solutions will be up and running at least up to contract period on the provided hardware and within the optimized usage of resources, Still if upgradation is required bidder has to borne the cost of the additional hardware installed by the bank.

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158	38	4.3.10 Facilities Management; e-Updates / New Releases		Bidder will implement any bug fixes / patches released as part of the XXXXXX Images by product vendor. Bidder will also perform business value assessment as part of AMS but implementation of any new functionalities / features will be handled through change request after impact analysis	accepted
159	38	e. Updates / / New Releases /	Any costs incurred to upgrade the hardware to maintain the performance of the HRMS solution during the period of the contract will be borne by the bidder.	As per RFP, procurement of hardware is not in scope and will be provided by bank to successful bidder and hence bidder request to delete this clause and will not be applicable. Please confirm	Bank will provide the hardware as per sizing provided by the bidder. If solutions fails to run smoothly on provided hardware then it will be considered as lapse on the part of bidder hence any costs incurred to upgrade the hardware to maintain the performance of the HRMS solution during the period of the contract will be borne by the bidder
160	41	Section 4.3.10/3h	Application Management Configure & use monitoring tools provided for Application Server.	We understand that bank has monitoring tool, service desk tool, etc. and the same shall be provided by the Bank. Bidder can leverage these tools for Application monitoring and logging & tracking calls. Please Confirm.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
161	41	4.3.10 Facilities Management; j- Warranty	Warranty should not become void, if Bank buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed.	Bidder should not be held responsible if problem arises while installing supplemental hardware/software by the bank. Also penalties pertaining to same will not be applicable to bidder. Please confirm	Bank will intimate bidder well in advance with all the possible change bank will perform after this it will be bidder's responsibility to inform any operational hazards during installation process for any other supplemental hardware.
162	41	4.3.10	Vendor management (Logging a call with product Vendor)	What is vendor management, this is HRMS solution for staff and employees.	RFP Clause is Removed
163	42	4.3.10 warranty	"Warranty should not become void, if Bank buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the Bidder. However, the warranty will not apply to	Bidder suggests the clause be modified as under. "Warranty should not become void, if Bank buys, any other supplemental hardware from a third party and installs it within these machines under intimation to and consent of the Bidder. However, the	No change in RFP clause

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			such supplemental hardware items installed”.	warranty will not apply to such supplemental hardware items installed”. BIDDER warrants that: (a) That the deliverable will, at the time of delivery and as a standalone product, provide the functions and facilities specified in, and perform in full compliance with, the Scope of Work. This warranty shall be for a period ofmonths from the date of issue of sign-off letter or from the date of deemed acceptance as may be applicable and whichever is earlier. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the Bank. Warranty shall not cover any enhancements or changes in the deliverable carried out after acceptance testing (b) That it will provide the services with due care, skill and diligence and will use techniques, methods and materials of a high standard and quality commensurate with the current industry practice.(c) BIDDER shall have no liability in the case of breach of the above warranties due to (I) use of the deliverables on any environment (hardware or software) other than the environment recommended or approved by BIDDER, (ii) the combination, operation, or use of some or all of the deliverables with information, software, specifications, instructions, data, or materials not approved by BIDDER;(iii) the deliverables having been tampered with, altered or modified by Bank without the written permission of BIDDER or (iv) use of the deliverables otherwise than in terms of the relevant documentation. In case of breach of this warranty, Bank’s exclusive	

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				remedy will be to obtain at the option BIDDER (1) the re-performance of the service or the correction or replacement of the affected deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the project fees allocable to that portion of the Deliverable will be due to Bank if already paid by Bank.(d) THE WARRANTIES PROVIDED HEREIN ABOVE BY BIDDER ARE IN LIEU OF ALL OTHER WARRANTIES, BOTH EXPRESS AND IMPLIED, AND ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION THAT OF MERCHANTABILITY OR FITNESS FOR INTENDED PURPOSE IS SPECIFICALLY DISCLAIMED BY BIDDER. Notwithstanding anything contained in this Agreement, with respect to any third party software or component including equipment's (irrespective of whether procured by BIDDER or by Bank), the warranties, representations, indemnities and other license terms and conditions provided by the concerned third party will apply.	
164	42	Section 4.3.10/3J	Warranty	Since hardware Infra, storage, Networking are not to be supplied by the bidder, hence Warranties for the same would not be applicable to the Bidder. Please confirm	RFP clause amended as "Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories (if provided by bidder) etc. covered by the tender. Bidder must warrant all hardware, equipment, accessories, spare parts (if provided by bidder) etc. against any manufacturing defects during the warranty period.
165	42	Section 4.3.10/3	· Bidder shall be fully responsible for the manufacturer's warranty in respect of	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence	RFP clause amended as "Bidder shall be fully responsible for the manufacturer's warranty

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			proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the tender. Bidder must warrant all hardware, equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period.	request Bank to remove Hardware Warranty from the scope of the Bidder	in respect of proper design, quality and workmanship of all hardware, equipment, accessories (if provided by bidder) etc. covered by the tender. Bidder must warrant all hardware, equipment, accessories, spare parts (if provided by bidder) etc. against any manufacturing defects during the warranty period.
166	42	Section 4.3.10/3	Warranty should not become void, if Bank buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed.	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence request Bank to remove Hardware Warranty from the scope of the Bidder	no change in the RFP Clause
167	43	K. Mean time between failures (MTBF)	If during warranty period, any equipment has a failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Bidder at no cost to the Bank. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to the Bank.	The bidder is not providing and hardware, infrastructure, system software etc... So this point will not be valid for the bidder. Request the bank to drop this point	No change in RFP clause
168	43	K. Mean time between failures (MTBF)	For any delay in making available the replacement and repaired equipment's for inspection, delivery of equipment's or for commissioning of the systems or for acceptance tests / checks on per site basis, Bank reserves the right to charge a penalty and the Bidder agrees that the rate of penalty would be as per section 8 – Service Level Agreement of this document.	The bidder is not providing and hardware, infrastructure, system software etc... So this point will not be valid for the bidder. Request the bank to drop this point	No change in RFP clause
169	43	Section 4.3.10/3	The Bidder shall develop and maintain an inventory database to include the registered	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence,	No change in RFP clause

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			infrastructure warranties and software licenses existing as of the Start Date, and the warranties and licenses for hardware and software: o Procured through the Bidder, or o Procured by the Bank with notification to the Bidder for inclusion in such data base	maintaining Hardware inventory is out of scope of the Bidder	
170	43	Section 4.3.10/3	Bidder shall provide to the Bank, as reasonably requested, reports that aid the Bank in performing asset management and financial management functions of the Bank as these relate to hardware leases and warranties and software licenses	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence, maintaining Hardware inventory /aiding Bank in performing asset management and financial management functions is out of scope of the Bidder	RFP clause amended as "Bidder shall provide to the Bank, as reasonably requested, reports that aid the Bank in performing asset management and financial management functions of the Bank as these relate to hardware leases(If hardware is provided by Bidder) and warranties and software licenses
171	43	4.3.10 Facilities Management; j- Warranty	If during warranty period, any equipment has a failure on four or more occasions in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or higher-level new equipment by the Bidder at no cost to the Bank. However, if the new equipment supplied is priced lower than the price at which the original item was supplied, the differential cost should be refunded to the Bank.	Bidder request to delete the clause from RFP	If solution is responsible for the equipment failure bidder has to make good for the loss.
172	44	m. Help Desk - Point 2	General in this RFP section	Is Bank looking for Big Bang Go live implementation or can it be staggered across phases? In this section it is mentioned phase wise but in Timelines section (next page) it is described in single phase. Phase wise here means few modules will be implemented first and remaining in subsequent phases. Please elaborate our understanding is correct	Phase 1,phase 2 and phase 3 details are added in corrigendum

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173	44	3l	The Bidder shall compensate the Bank such 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 tender and to meet the services level agreements as will be entered into by the Bidder with the Bank.	The bidder is expected to provide an HRMS solution which is for the internal use of the bank and is not a customer facing application. The bidder cannot be liable for any financial losses to the Bank. In case of any bugs not resolved within the stipulated SLA the penalties for bug fixing which will be applicable.	No change in RFP clause
174	44	Help Desk	The bidder will be required to provide one resource for level 1 helpdesk at the bank premises in Pune during the normal working hours	We understand that Bank require 1 person helpdesk for min of 3 months to max 6 months support We request at least 2-3 people should be require for Helpdesk	No change in the RFP
175	44	Help Desk	Phase 1 & Phase 2	We have not found any Phase 1 and Phase 2 in the RFP. We understand the Helpdesk support post go live i.e. after 40 weeks	asper clause 4.3.11 Project Timeline3 months starting from the date of go- live
176	45	4.3.11 Project Timelines	General in this RFP section	Can the project timelines be given on the realistic estimates based on FSR	RFP clause is self explanatory
177	45	Section 4.3.10/3m	The bank requires the Bidder to establish and maintain a helpdesk to service, track and route requests for service and to assist end users in answering questions and resolving problems related to the HRMS covering basic functionality, hardware for all the Bank's branches, employees and retirees.	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence, request bank to drop "problems related to hardware" from the scope of the Bidder We understand that the Bank will provide access to existing service desk/help desk tools	No change in the RFP clause
178	45	M. Helpdesk	The Bank will provide the necessary seating space, furnishing, electrical connections for the same along with PCs, PSTN telephones with STD facility, fax machines etc.	We would like to confirm if bidder can use Bank's ticketing tool.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
179	45	4.3.10 Facilities Management's. Obligations of the Bidder	All bug fixations / modifications / enhancements relating to the licensed software shall be done by the Bidder in a time bound manner as per the SLA. The Bidder shall adopt a common, smooth, timely and effective and satisfactory	Bidder will resolve any bugs in the customizations / development done by them as per the SLA. However, for any product related bugs which requires patches / resolution from product vendor, existing SLAs will not be applicable to the bidder but	No change in the RFP

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			bug/enhancement handling mechanism. The Bidder agrees that the errors resulting from the licensed software shall not be attributed to alleged misuse, improper use, alteration or damage by users. The Bidder shall compensate the Bank such 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 tender and to meet the services level agreements as will be entered into by the Bidder with the Bank.	it will be between the Bank and Product Vendor based on the SLAs agreed between the Bank and Product Vendor. Bidder would raise a Service Request (SR) on behalf of the bank and coordinate with the product vendor for the resolution of the SR	
180	45	4.3.11 Project Timelines	4.3.11 Project Timelines	Can we suggest our own timeline considering week 41 will be application go live	No change in the RFP clause, The Bidder is expected to adhere to the timelines for implementation
181	46	4.3.11	4.3.11 Project Timelines	As per the RFP, there are 16 Modules and 10 Interfaces needs to be implemented, hence request bank to consider the revised overall timelines (tentative) to 18 Months, bifurcated as below: 1. Current State Assessment - 3 Months 2. Parameterization - 2 Months 3. Customization - 5 Months 4. Unit and System Integration Testing- 3 Months 5. User Acceptance Testing-3 Months 6. Go Live of the Integrated HRMS covering all the functionalities of the Bank as per Annexure 1-2 Months	RFP Clause amended as "overall timelines (tentative) to 12 Months, bifurcated as below: 1. Current State Assessment - 2 Months 2. Parameterization - 2 Months 3. Customization - 3 Months 4. Interface/Integration -2 Months 5. Unit and System Integration Testing- 1 6. User Acceptance Testing-2 Months 7. Go Live of the Integrated HRMS covering all the functionalities of the Bank as per Annexure -2 Months
182	48	5.5(1)	The bidder should have experience of implementing and (or) maintaining any HRMS solution for scheduled commercial banks with over 1000 branches. Note: Completed projects would be considered for evaluation	We Suggest to change this clause as "The bidder should have experience of implementing and (or) maintaining any HRMS solution for scheduled commercial banks or banks outside India including Regulators or large implementations from any other industry (domain) of more than	No change in RFP clause

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				INR 25 Cr Note: Completed/On-going projects would be considered for evaluation.	
183	48	5.5 (1)	Tech Weight Marks 1. Full marks if the bidder has at least 2 scheduled commercial banks with over 1000 branches. 2. 15 marks if the bidder has at least 1 scheduled commercial bank with over 1000 branches.3. Nil for others For India credentials: a. Successful Completion Certificates or Relevant Credential letters OR b. Purchase Order/ Contract copy from the Bank	Tech Weight Marks. Full marks if the bidder has at least 2 scheduled commercial banks / any other large implementation with over INR 25Cr from any other industry 2. 15 marks if the bidder has at least 1 scheduled commercial bank or one large implementation over INR 25CR from any other industry 3. Nil for others For India credentials: a. Successful Completion Certificates or Relevant Credential letters OR b. Purchase Order/ Contract copy from the Bank	No change in RFP clause
184	48	5.5 (2)	The bidder should have experience in providing enterprise architecture and PMO services for a Scheduled commercial bank in India having at least 1000 branches. Completed / On-going / initiated projects would be considered for evaluation.Tech Weight Marks 1. Full marks if the criteria is met for 1 public sector bank. 2. 6 marks if the criteria for met for 2 Banks other than public sector Banks. 3. Nil for others Successful Completion Certificates or Relevant Credential letters OR Purchase Order/ Contract copy from the Bank.	The bidder should have experience in providing enterprise architecture and PMO services for a Scheduled commercial bank or in other industry /domain Completed / On-going / initiated projects would be considered for evaluation.Tech Weight 1. Full marks if the criteria is met for 1 public sector bank or any large implementation in public sector from other industry 2. 6 marks if the criteria for met for 2 Banks other than public sector Banks or 2 implementation of more than INR 20 CR each 3. Nil for others Successful Completion Certificates or Relevant Credential letters OR Purchase Order/ Contract copy from the Bank.	No change in RFP clause
185	48	5.5(3)	The proposed HRMS solution should have been implemented Scheduled commercial Banks in India.	The proposed HRMS solution should have been implemented in Banks in India or overseas or any other industry /domain The proposed HRMS solution should have been	No change in RFP clause

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				implemented in Banks in India or overseas or any other industry /domain	
186	48	5.5 (3)	Tech Weight 1. Full marks- If the criteria is met for 4 scheduled commercial banks out of which at least 2 should be public sector Banks in India 2. 25 marks - If the criteria is met for 3 scheduled commercial banks out of which at least 2 should be public sector Banks in India 3. Nil for others Self-declaration from the OEM on their letter head naming the Banks where the HRMS solution has been implemented signed by the authorized signatory.	Tech Weight 1. Full marks- If the criteria is met for 4 public sector entities in India 2. 25 marks - If the criteria is met for 3 public sector entities in India 3. Nil for others Self-declaration from the OEM on their letter head naming the Banks where the HRMS solution has been implemented signed by the authorized signatory.	No change in RFP clause
187	48	1	Bidder should have experience of implementing and (or) maintaining any HRMS	Bidder should have experience of implementing/upgrading the proposed version of HRMS & Payroll solution in PSU BFSI institutions in India during the last five years	No Change in the RFP clause
188	49	5.5/1	Credential strengths of Bidder/Consortium Partner The bidder should have experience of implementing and (or) maintaining any HRMS solution for scheduled commercial banks with over 1000 branches. Note: Completed projects would be considered for evaluation.	As per the eligibility criteria specified the Banks has considered government and PSU organizations too. But in the technical scoring the same have been missed out. Request the Bank to please consider having Government/PSU in India too as part of the credentials as most of the roles/guidelines in PSU/Government organizations in India are similar to PSU Banks in terms of functional requirements and complexity. Hence request Bank to consider the revised credential scoring to consider government / PSU entities as mentioned below "The bidder should have experience of implementing and (or) maintaining any HRMS solution for scheduled commercial banks with over 1000 branches or 2 government organizations in India.	No Change in the RFP clause

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189	49	5.5 (5)	<p>The bidder must on its roles have resources based in its India operations with experience of working on the proposed HRMS solution. The resources should have minimum experience of 3 - 5 years with any of the following qualification – B.E/B. Tech/ M. Tech/ Ph.D. Tech Weight</p> <p>1. Full marks for 100 resources based in India who meet the criteria 2. 10 marks for 75 resources who meet the criteria 3. Nil for others Self-declaration on the company letter head signed by the HR of the bidder with the names of the resources along with the educational qualification, total work experience post qualification and the technology platforms.</p>	<p>The bidder must on its roles have resources based in its India operations with experience of working on the proposed HRMS solution. The resources should have minimum experience of 3 - 5 years with any of the following qualification – B.E/B. Tech/ M. Tech/ Ph.D. Tech Weight 1. Full marks for 50 resources based in India who meet the criteria 2. 10 marks for 30 resources who meet the criteria 3. Nil for others Self-declaration on the company letter head signed by the HR of the bidder with the names of the resources along with the educational qualification, total work experience post qualification and the technology platforms.</p>	No change in RFP clause
190	49	Section-A Experience & Certification based Scoring	<p>The bidder should have experience of implementing and (or) maintaining any HRMS solution for scheduled commercial banks with over 1000 branches.</p> <p>Note: Completed projects would be considered for evaluation.</p>	<p>We request you to kindly clarify why the qualification criteria is set against branches. As per the general norms, for any software requirement, it should be based on number of users/concurrent users as criteria. Alternatively, it can be for the total number of employees of an organization being part of this criteria</p>	RFP clause is self-explanatory
191	49	Section-A Experience & Certification based Scoring	<p>The bidder should have experience in providing enterprise architecture and PMO services for a Scheduled commercial bank in India having at least 1000 branches.</p> <p>Completed / On-going / initiated projects would be considered for evaluation.</p>	<p>HRMS software could have been set up in either Banks or any institutions. Request therefore that the criteria be revised to Bank/Corporate</p>	No change in RFP clause
192	51	6	<p>Site Visit The Bank requires the Bidders to provide at least ONE reference scheduled commercial bank in India where the proposed solution has been implemented.</p>	<p>The Bank requires the Bidders to provide at least ONE reference scheduled commercial bank including realtor or any other large implementation done in Public Sector in</p>	RFP clause amended as "The Bank requires the Bidders/OEM to provide at least ONE reference scheduled commercial bank in India where the proposed solution has been implemented. The reference site should be

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				India where the proposed solution has been implemented	one where the proposed Integrated HRMS solution been has implemented and is currently in use as of date of the RFP"
193	52	5.5/4	4. Senior Enterprise Architect (SEA) 1. Human Resource Consulting Experience in at least 1 Public Sector Banks or / Reserve Bank of India. For current state assessment and process design (as-is and to-be) credential letter or purchase order copies need to be furnished.	For current state assessment and process design - We also request bank to consider 'a self-declaration' on the company's letter head; as no PO or Contract would mention the name of any individual. Also we would request the bank to accept profiles of senior public sector Bank HR management profiles for the same. Hence request bank to consider the revised line item as "Human Resource Experience in at least 1 Public Sector Bank in India.	RFP clause amended as "Human Resource Consulting Experience in at least 1 Public Sector Banks or / Reserve Bank of India /Government Entity in India. For current state assessment and process design (as-is and to-be) credential letter or purchase order Copies need to be furnished. AND"
194	52	5.5/4	4. Senior Enterprise Architect (SEA) 2. a. Experienced team leader with more than 10+ years of experience in the proposed product /solution in a scheduled commercial bank OR	Since in the Eligibility Criteria, point no. 5, states "The bidder should have experience of implementing any HRMS solution for at least 1 scheduled commercial bank or government entity in India." In the above context, Since Bank has considered both PSU Bank or Government entity, similarly we request bank to consider consulting experience in Govt/PSU in India as well. Hence request bank to consider the revised line item as "a. Experienced team leader with more than 10+ years of experience in the proposed product /solution in a scheduled commercial bank or government entity in India	no change in the RFP Clause
196	54	5.6 Commercial Bid Evaluation	"Please note that, failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in	Bidder suggests the clause be modified as under; "Please note that, failure or refusal to offer the services/goods at the price	No change in the RFP Clause

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			forfeiture of the Bid Security Deposit to Bank. This is not withstanding Bank's right to take any other action deemed fit, including claiming damages , 'Black Listing' the bidder from participating in future Tenders that would be floated by the Bank for a period found fit by the Bank, and also using the associates like IBA. The complete escalation matrix starting from the lowest till the highest level of hierarchy of the bidder has to be submitted".	committed through Reverse Auction shall result in forfeiture of the Bid Security Deposit to Bank. This is not withstanding Bank's right to take any other action deemed fit, including claiming damages , 'Black Listing' the bidder from participating in future Tenders that would be floated by the Bank for a period found fit by the Bank, and also using the associates like IBA. The complete escalation matrix starting from the lowest till the highest level of hierarchy of the bidder has to be submitted".	
197	58	5.7/3	Bill of Material for proposed HRMS solution and hardware components	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hardware Bills of material is out of scope of Bidder; however hardware sizing shall be provided by the bidder	Only hardware sizing shall be provided by the bidder
198	62	6.1	If any one or more of the components at the DC and DRC are down resulting in non-availability of hardware, software, etc. that being part of the solution then the services listed in the availability measurements table shall be considered for calculating the downtime.	As per the clause 4.2.7 of the RFP, hardware shall be provided by the Bank. Hence, Bidder shall not be liable for service levels & penalty for the non-availability of Hardware at DC and DRC	no change in the RFP Clause
199	62	6. Service Level Availability and Monitoring		Bidder suggests the below clause be added; Uptime Exceptions; The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement (a) Time lost due to power or environmental failures ;(b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or units thereof due to causes attributable of additional devices, making alteration of the system or units thereof due to causes attributable of additional devices,	No change in the RFP Clause

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				<p>making alteration of the system, maintenance of the system etc. without bidders consent and/ failure to maintain the site required by the bank;(d) Time taken for reconfiguration or other planned downtime situations (f) scheduled shutdown as required by Bank; (Bidder may also request Bank for a shut down as required by Bank; (Bidder may also request Bank for a shutdown for maintenance purpose, which request will not be denied unreasonably by Bank); (g) Time taken for booting the system (h) Time Lost due to unavailability of link. Further; BIDDER shall not be liable or responsible for any delay or failure to perform or failure of the services or the Deliverable under this Agreement to the extent that such delay or failure has arisen as a result of any delay or failure by Bank or its employees or agents to perform any of its duties and obligations as set out in this Agreement. In the event that BIDDER is delayed or prevented from performing its obligations due to such failure or delay on the part of Bank, BIDDER shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which BIDDER is delayed or prevented from performing its obligations due to such failure or delay on the part of Bank. BIDDER shall be entitled to invoice Bank for BIDDER incremental costs incurred (over and above the charges) as a result of such failure or delay on the part of Bank.</p>	
200	63	6.1 /1-2	Performance Management Table - Point 1 - Hardware utilization should not exceed 70%	As per the clause 4.2.7 of the RFP, hardware & Storage shall be provided by the Bank.	no change in the RFP Clause

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			and Point Storage utilization should be less 90%	Hence, Bidder shall not be liable for service levels & penalty for the Hardware and storage utilization	
201	63	6.1/3	Downtime for servicing (Point 3) -Each planned downtime for hardware, database and operating system servicing etc. (up gradation, bug fixing, patch uploads, regular maintenance etc.), attributable to the Bidder, will not be more than 4 hours. This activity will not be carried out during 9 AM to 9 PM. However, activities which require more than 4 hours	As per the clause 4.2.7 of the RFP, hardware & Storage shall be provided by the Bank. Hence, Bidder shall not be liable for service levels & penalty for the downtime for servicing of Hardware	no change in the RFP Clause
202	63	6.1	Availability Measurement and Penalty 1. HRMS Solution at DC - SL=99% - Most Cost Reference = Total Product Cost, installation cost and ATS at DC 2. HRMS Solution at DR- SL=98% - Most Cost Reference = Total Product Cost, installation cost and ATS at DR	Request Bank to consider the following changes in service level as mentioned below: 1. The cost reference should be the 'Monthly L1 and L2 resource Cost' for the respective sites (DC or DRC) 2. Penalty should be levied@ 1% of 'Monthly L1 and L2 Resource Cost 'cost for every 1% of deviation from the Minimum service Level and the penalty should be capped to 10% of the 'Monthly L1 and L2 resource Cost "for the respective sites (DC or DRC)	no change in the RFP Clause
203	63	6.1/1	Availability Measurement and Penalty 1. Business hours are 8 AM to 8 PM on every working day of Bank	HRMS Solution (in-scope) support should be only during business hours of the Bank, i.e. from 8 am to 8pm on every working day of the Bank. Please Confirm.	RFP clause is self explanatory
204	63	6.1/2	Availability Measurement and Penalty 2. Business hours are 24*7*365 on any calendar day the Bank is operational for the infrastructure at DC and DRC	The bidder is not providing any hardware, infrastructure, system software etc.. At DC and DRC, and hence this point needs to be deleted.	RFP clause is self explanatory

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205	63	6.1	Performance Management Table - Point 3 - Downtime for Servicing - Each planned downtime for hardware, database and operating system servicing etc. (up gradation, bug fixing, patch uploads, regular maintenance etc.), attributable to the Bidder, will not be more than 4 hours. This activity will not be carried out during 9 AM to 9 PM. However, activities which require more than 4 hours or required to be carried out during business hours will be scheduled in consultation with Bank	Since hardware Infra, storage, Networking are not to be supplied by the bidder , hence "Performance Management Table - Point 3 - Downtime for Servicing -"for the same would not be applicable to the Bidder and hence request the Bank to drop the same	no change in the RFP Clause
206	64	6.1	Pont 4 Disaster Recovery Availability Business operations to resume from Disaster Recovery Site within 120 (RTO) minutes of the Data Centre failing	Since hardware Infra, storage, Networking are not to be supplied by the bidder , hence "Performance Management Table - Point 4- Disaster Recovery Availability "for the same would not be applicable to the Bidder and hence request the Bank to drop the same	No change in RFP clause
207	64	6.1/5	Issue Resolution - Critical For Service desk calls raised by bank employees (DGM and above) should be resolved within 2 hours of reporting on business days and within 4 hours of reporting on non-business days Minimum Service Levels = 99% Monthly Monthly Cost Allocation = 0.5% of monthly Facility Management resource cost for every 1% of deviation from the Minimum service Level	The Penalty computation methodology for these two points needs to be revisited by the Bank. Hence we request bank to change it to as given below: Issue Resolution - Critical For Service desk calls raised by bank employees (DGM and above) should be resolved within 2 hours of reporting on business days and within 4 hours of reporting on non-business days Minimum Service Levels = Per Instance Penalty = For every instance INR 500 for every 2 hours delay beyond the resolution time of 2 hours, during business hours and INRINR 400 for every 2 hours delay beyond	no change in the RFP Clause

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				the resolution time of 4 hours, during non-business hours	
208	64	6.1/6	<p>Issue Resolution -Key For Service desk calls raised by bank employees (DGM and above) should be resolved within 2 hours of reporting on business days and within 4 hours of reporting on non-business days</p> <p>Minimum Service Levels = 99% Monthly</p> <p>Monthly Cost Allocation = 0.5% of monthly Facility Management resource cost for every 1% of deviation from the Minimum service Level</p>	<p>The Penalty computation methodology for these two points needs to be revisited by the Bank. Hence we request bank to change it to as given below:</p> <p>Issue Resolution - Key For Service desk calls raised by bank employees (DGM and above) should be resolved within 3 hours of reporting on business days and within 5 hours of reporting on non-business days</p> <p>Minimum Service Levels = Per Instance</p> <p>Penalty = For every instance INR 500 for every 2 hours delay beyond the resolution time of 3 hours, during business hours and INRINR 400 for every 2 hours delay beyond the resolution time of 5 hours, during non-business hours</p>	no change in the RFP Clause
209	64	6.4 Penalties for delayed implementation	2) A cap of 10% of effected Product / Service line item value would be applicable as penalties for delays in meeting milestones	Bidder request, penalty cap should be max of 5% of the Contract value.	no change in the RFP clause.
210	65	6.6	Overall Liability of the Bidder	This clause need to be removed as its in contrary to the limitation of liability clause. We request the Bank to only have the limitation of liability clause. Clause on Limitation on Liability should be applicable here.	No change in RFP clause
211	65	6.4	<p>Penalty for delayed implementation A cap of 10% of effected Product / Service line item value would be applicable as penalties for delays in meeting milestones</p>	<p>Request Bank to consider the revised penalty for delayed implementation as mentioned below:</p> <p>One percent of the implementation fees would be levied as a penalty for every one</p>	no change in the RFP Clause

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			One percent of the total product fees would be levied as a penalty for every one week delay as per delivery timelines per product / service	week delay as per delivery timelines per product / service, and would subject to be capped to 10% of the implementation Cost	
212	65	6.4 Penalties for delayed implementation	2) A cap of 10% of effected Product / Service line item value would be applicable as penalties for delays in meeting milestones	Bidder suggests the sub-clause be modified as under; 2) A cap of 10 5% of effected Product / Service line item value would be applicable as penalties for delays in meeting milestones2) A cap of 10 5% of effected Product / Service line item value would be applicable as penalties for delays in meeting milestones	No change in the RFP Clause
213	65	6.5 Cap on Penalties	Overall cap for penalties including liquidated damages will be 10% of effected Product / Service line item value. Thereafter, the contract may be cancelled and amount paid, if any, will be recovered. Penalties on delay will be applicable when the delay is not attributable to Bank. Overall cap for penalties including liquidated damages will be 10% of effected Product / Service line item value. Thereafter, the contract may be cancelled and amount paid, if any, will be recovered. Penalties on delay will be applicable when the delay is not attributable to Bank.	Bidder suggests the clause be modified as under; Overall cap for penalties including liquidated damages will be 10 5% of effected Product / Service line item value. Thereafter, the contract may be cancelled terminated and amount paid, if any, will be recovered. Penalties on delay will be applicable when the delay is not attributable to Bank. Overall cap for penalties including liquidated damages will be 10 5% of effected Product / Service line item value. Thereafter, the contract may be cancelled terminated and amount paid, if any, will be recovered. Penalties on delay will be applicable when the delay is not attributable to Bank.	No change in the RFP Clause
214	66	6.6	The bidder's 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 TCO. The bidder's liability in case of claims against Bank resulting from willful misconduct or gross negligence of the	Request bank to revise this clause, as mentioned below The Bidder's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the TCO. The Bidder's liability in case of	No change in RFP clause

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			bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of confidentiality, or violation of any legal, regulatory, statutory obligations shall be unlimited.	claims against the Bank resulting from Willful Misconduct or Gross Negligence of the bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	
215	66	6.6 Overall Liability of the Bidder	The bidder's 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 TCO. The bidder's liability in case of claims against Bank resulting from willful misconduct or gross negligence of the bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of confidentiality, or violation of any legal, regulatory, statutory obligations shall be unlimited.	Bidder suggests the clause be modified as under; The bidder's 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 total fees actually received by BIDDER from the Bank for the Service that gives rise to such liability during the twelve month period immediately preceding such claim; and The bidder's 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 total fees actually received by BIDDER from the Bank for the Service that gives rise to such liability during the twelve month period immediately preceding such claim; and TCO. The bidder's liability in case of claims against Bank resulting from willful misconduct or gross negligence of the bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of confidentiality, or violation of any legal, regulatory, statutory obligations shall be unlimited.TCO. The	RFP Clause amended as "Vendor's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Agreement Value. Vendor's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Vendor, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Vendor as part of procurement under the Agreement. Vendor not to be liable for any indirect, special or consequential damages or for any loss of revenue or anticipated profits or lost business. Except for payments under the Agreement, under no circumstances Bank shall be liable to the selected Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank of Maharashtra has been advised of the

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				bidder's liability in case of claims against Bank resulting from willful misconduct or gross negligence of the bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other intellectual property rights, breach of confidentiality, or violation of any legal, regulatory, statutory obligations shall be unlimited.	possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. Subject to the overall cap in liability, it is expressly agreed between the Parties that for any event giving rise to a claim, which is attributable to the Vendor, Bank shall have the right to make a claim (including claims for indemnification under the procurement in this Agreement)."
216	67	7. Terms and Conditions 7.2.1.12 Price bid	The prices and other terms offered by the bidders must be firm for an acceptance period of 180 days from the date of e-procurement process	Bidder request to make price validity for the period of 180 days from the date of submission of proposal	No change in the RFP Clause
217	67	7.2 Rules for responding to this tender document	Price Bids 7.2.1.13 The price quoted by the bidder should be inclusive of all taxes, duties, levies, etc. except GST. GST will be paid on actuals. There will be no price escalation during the contract period and any extension thereafter.	Bidder suggests the clause be modified as under; 7.2.1.13 The price quoted by the bidder should shall be inclusive exclusive of all taxes, duties, levies, etc. except GST etc. GST will be paid on actuals. There will be no price escalation during the contract period. and any extension thereafter.7.2.1.13 The price quoted by the bidder should shall be inclusive exclusive of all taxes, duties, levies, etc. except GST etc. GST will be paid on actuals. There will be no price escalation during the contract period. and any extension thereafter.	No change in the RFP Clause
218	68	7.2 Rules for responding to this tender document	7.2.1.15 Terms of payment as indicated in the Purchase Contract that will be issued by Bank on the selected bidder will be final and binding on the bidder and no interest will be payable by Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the bidder should give a declaration on the face of the Invoice or by a separate letter explicitly stating as	Bidder suggests the clause be modified as under; 2.1.15 Terms of payment as indicated below in the Purchase Contract that will be issued by Bank on the selected bidder. Will be final and binding on the bidder and no interest will be payable by Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the bidder should give a	No Change in the RFP clause

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			follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against Bank and that the Invoice would be governed by the terms contained in the Contract concluded between Bank and the bidder". Bidder should ensure that the project should not suffer for any reason.	declaration on the face of the Invoice or by a separate letter explicitly stating as follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against Bank and that the Invoice would be governed by the terms contained in the Contract concluded between Bank and the bidder". Bidder should ensure that the project should not suffer for any reason	
219	69	7.2.1.25	The bidder shall at no point be entitled to excuse themselves from any claims by Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels, time frame for site availability etc. as mentioned in this tender document.	What does this imply? Deviations to the RFP terms will be agreed with Bank and shall apply to the Services that shall be provided by the Bidder.	RFP clause is self explanatory
220	69	7.2 Rules for responding to this tender document ; Price Comparison	7.2.1.18.1 The price offer shall be on a fixed price basis and should include: All taxes, duties and levies, Service Tax of whatsoever nature if any; except GST and Services which are required to be extended by the bidder in accordance with the terms and conditions of the contract. GST will be paid on actuals.	7.2.1.18.1 The price offer shall be on a fixed price basis and should shall include excluding GST. : All taxes, duties and levies, Service Tax of whatsoever nature if any; except GST and Services which are required to be extended by the bidder in accordance with the terms and conditions of the contract. GST will be paid on actuals.	No change in the RFP Clause
221	71	7.2.1.42	The written demand by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the bidder and bidder shall be liable to pay on demand the actual amount of such loss / damages caused to Bank. In respect of demands levied by Bank on the bidder towards breaches, claims, etc. Bank shall provide the bidder with details of such demand levied by Bank. However indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made	Not acceptable. All indemnification claims shall be defended in the court of law and payments shall be due only as per the final awarded amount by the court. Indemnity claims would not include claims made by Customers of Bank. Request the bank to drop the clause as the RFP already has a clause on Indemnity	No Change in the RFP Clause

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			by its customers and/or regulatory authorities.		
222	71	Changes to Tender Document	7.2.1.42 Bank shall inform the bidder all breaches and claims of indemnification and shall grant the bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the bidder). The written demand by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the bidder and bidder shall be liable to pay on demand the actual amount of such loss / damages caused to Bank. In respect of demands levied by Bank on the bidder towards breaches, claims, etc. Bank shall provide the bidder with details of such demand levied by Bank. For the purposes of this clause, the indemnity may be restricted to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the bidder to its employees, its agents, contractors and sub-contractors." Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities. Bank will scrutinize the technical bill of material and conformity to the requirements as specified in the RFP. As part of this process Bank will try and normalize to the extent possible technical requirements and comparisons to the extent possible between bidders. In the event of major deviations in the technical	7.2.1.42 Bank shall inform the bidder all breaches and claims of indemnification and shall grant the bidder sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the bidder). The written demand by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the bidder and bidder shall be liable to pay on demand the actual amount of such loss / damages caused to Bank. In respect of demands levied by Bank on the bidder towards breaches, claims, etc. Bank shall provide the bidder with details of such demand levied by Bank. For the purposes of this clause, the indemnity may be restricted to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the bidder to its employees, its agents, contractors and sub-contractors." indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities. Bank will scrutinize the technical bill of material and conformity to the requirements as specified in the RFP. As part of this process Bank will try and normalize to the extent possible technical requirements and comparisons to the extent possible between bidders. In the event of major deviations in the technical	No Change in the RFP Clause

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			bids submitted by the bidder, Bank may choose to provide for a re-pricing option to all the technically short-listed bidder's. The bidder agrees that it has no reservations with this process.	bids submitted by the bidder, Bank may choose to provide for a re-pricing option to all the technically short-listed bidder's. The bidder agrees that it has no reservations with this process.	
223	71	7.2.1.41	The bidder shall hold Bank, its successors, Assignees and Administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to Bank through the action of its employees, agents, contractors, subcontractors etc.	Indemnity in this clause is only limited to claims by employees w.r.t any charges, claims, wages payable to such employee or in case of any employment or statutory claims of such employees. Is the understanding correct? Vicarious liability of Bidder will be limited and restricted to gross negligent act and willfully negligent act of the employees, subcontractors etc. Request the bank to drop the clause as the RFP already has a clause on Indemnity	No change in the RFP Clause
224	72	7.2.1.43	The bidder must ensure that the proposed products/services are compliant to all such applicable existing regulatory guidelines of GOI / RBI and also adheres to requirements of the IT Act 2000 (including amendments in IT Act 2008) and Payment and Settlement Systems Act 2007 and amendments thereof as applicable. The bidder must submit a self-declaration to this effect	The bidder is not providing any hardware, system software, infrastructure etc. as part of this bid. This clause should only cover that Bidder shall comply with all laws, regulations that apply to Bidder as an entity registered in India.	no change in the RFP Clause
225	72	7.2.1.44	The successful bidder shall indemnify, protect and save Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under the Copyrights Act, 1957 or IT Act 2008 or any Act in force at that time in respect of all the hardware, software and network equipment or other systems supplied by the bidder to Bank from any source.	The bidder is not providing any hardware, system software, infrastructure etc. as part of this bid. This should remove reference of hardware, equipment since none is provided under the Agreement. Reference of IT Act should also be removed.	RFP clause amended as "The successful bidder shall indemnify, protect and save Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements under the Copyrights Act, 1957 or IT Act 2008 or any Act in force at that time in respect of all the hardware(if provided by bidder), software and network equipment (if provided by bidder)or other systems (if

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					provided by bidder) supplied by the bidder to Bank from any source."
226	73	8.2.2	Product Cost	IT may be considered to delink the license cost from the implementation cost and pay the license cost upfront on signing of the contract.	no change in the RFP Clause
227	73	8.2.2 Product Cost	License Delivery Milestone License and Implementation Fee %	License fee should be delinked with the Implementation cost. Bidder request, license fee should be paid 100% upfront. Pls confirm	No change in the RFP clause
228	73	8.2.3 AMC & ATS	ATS payment of software would be made quarterly in arrears.	Bidder request, ATS of software to be paid yearly in advance	No change in the RFP clause
229	73	8.2.4 Training costs	1. 100% of the training cost would be payable one month post successful and satisfactory completion of the training by the bidder/OEM	Bidder request, Training charges should be paid immediately after the completion of the Training	No change in the RFP Clause
230	74	8.3	Compliance with All Applicable Laws	Bidder shall undertake to observe, adhere to, abide by, comply with all laws in force or as are or as made applicable in future during the Agreement, pertaining to or applicable to them as a IT service provider, their business, their employees or their obligations towards their employees 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. Compliance in obtaining approvals/permissions/licenses: Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses,	RFP Clause amended as " Vendor's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Agreement Value. Vendor's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Vendor, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Vendor as part of procurement under the Agreement. Vendor not to be liable for any

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				etc., as may be necessary or required for any of the purposes of this Agreement 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 Agreement, 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 the Bidder. This indemnification is only a remedy for the Bank and shall exclude indirect, consequential and incidental damages.	indirect, special or consequential damages or for any loss of revenue or anticipated profits or lost business. Except for payments under the Agreement, under no circumstances Bank shall be liable to the selected Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank of Maharashtra has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. Subject to the overall cap in liability, it is expressly agreed between the Parties that for any event giving rise to a claim, which is attributable to the Vendor, Bank shall have the right to make a claim (including claims for indemnification under the procurement in this Agreement)."
231	74	8.2.2.	In the payment terms Implementation Cost has been missed out; hence Payment Terms to be added for HRMS solution implementation	Payment terms for Application Implementation should be as below (Payment against line item would be percentage of the Total Implementation Cost of the in-scope HRMS solution) 1. System Requirement Specification sign off - 20% 2. Parameterization - 20% 3. System Integration Testing -20% 4. User Acceptance Testing- 20% 5. Go-Live - 20%	RFP Clause amended as " 1) System Requirement Specification and analysis, project Kick Off -10% 2)Delivery of Licenses and Installation at DC and DR -20% 3) Completion of Gap Analysis and Customization 20% 4)Implementation Cost 20% 5)UAT Sign Off 10% 6)3 Months Post Go Live 20%
232	74	8.2.2.	To add Payment terms for Testing	Request Bank to add payment terms for Testing as below (Payment against line item would be percentage of the Total testing	Since Bank shall perform the UAT of the HRMS. This clause stand deleted

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				Cost) 1.Preparation of test strategy -20% 2. Test Case preparation Sign-off - 20% 3. UAT Round -1 completion -20% 4. UAT Round -2 completion - 20% 5. UAT sign off - 20%	
233	74	Bill of Material	As per the RFP Terms, the period of contract is for 6 years, however in the bill of material (RFP-Supply-Customization-Deployment-Maintenance-Support-an-Integrated-HRS-Management-System-Annexure-10-Commercial-Bill-of-Material.xlsx) , the TCO considered is for 5 years As per the RFP Terms, the period of contract is for 6 years, however in the bill of material (RFP-Supply-Customization-Deployment-Maintenance-Support-an-Integrated-HRS-Management-System-Annexure-10-Commercial-Bill-of-material.xlsx) , the TCO considered is for 5 years	Request Bank to make changes in the Bill of Material as mentioned below In Bill of Material, the TCO needs to be changed to 6 Years i.e. Provision needs to be made for 6th Year Cost in each Tab (excel sheet) of the bill of material worksheet.	RFP clause is self explanatory
234	74	8.2.2.	Payment Terms Product Cost	Request Bank to Change the Payment terms for Product Cost as mentioned below <u>Product Cost</u> License Cost would be payable 100% on delivery of Licenses as all OEMs take the complete license amounts within 60 days of placing the order so the bidder is in no way can accommodate any delay. This is an industry practice	no change in the RFP Clause
235	74	8.2.2.	To add Database Licenses	Request Bank to add payment terms for Database Licenses as below <u>Database Licenses</u> Database Cost would be payable 100% on delivery of Database Licenses	no change in the RFP Clause
236	74	8.2.1	Facility Management (FM) Manpower Fees for deploying manpower would be payable quarterly in arrears, on actuals, as	Request Bank to Change the Payment terms for FM Manpower as mentioned below	no change in the RFP Clause

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			per the bill submitted by the bidder and on verification by bank based on the actual resource deployed by the bidder as against the requirement defined by Bank.	FM Cost would be payable 100% yearly in advance	
237	74	8.2.2	Product Cost - Phased manner tagged to implementation deliverables	Software cost should be 100% on delivery of licenses and should not be linked to project delivery timelines	No change in the RFP Clause
238	74	8. Terms of Reference	8.2 Payment terms Bidder must accept the payment terms proposed by bank. The financial offer submitted by the bidder must be in conformity with the payment terms proposed by bank. Any deviation from the proposed payment terms would not be accepted and bank shall have the right to withhold any disputed payment due to the bidder, in case of delays or defaults on part of the bidder. Such withholding of disputed payment shall not amount to a default on the part of bank. Overall payment is divided in different areas and the payment would be linked to delivery and acceptance of each area as explained below:	Bidder suggests the clause be modified as under; Bidder must accept the payment terms proposed by bank. The financial offer submitted by the bidder must be in conformity with the payment terms proposed by bank subject to below modifications suggested by the Bidder. Any deviation from the proposed payment terms would not be accepted and bank shall have the right to withhold any disputed payment due to the bidder, in case of delays or defaults on part of the bidder. Such withholding of disputed payment shall not amount to a default on the part of bank. Overall payment is divided in different areas and the payment would be linked to delivery and acceptance of each area as explained below:	No change in the RFP Clause
239	74	8.2.1	Fees for deploying manpower would be payable quarterly in arrears, on actuals, as per the bill submitted by the bidder and on verification by bank based on the actual resource deployed by the bidder as against the requirement defined by Bank	What is facility management support in HRMS, should we deploy manpower and how many. Please update.	Yes Bidder has to deploy the manpower at BANK
240	75	8.5	Limitation of Liability	Bidder's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise),	RFP clause amended as "Vendor's aggregate liability in connection with obligations undertaken as a part of the Agreement regardless of the form or nature of the action giving rise to such liability (whether in

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				shall be at actual and limited to the TCO. Bidder's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the Agreement. Bidder not to be liable for any indirect, special or consequential damages or for any loss of revenue or anticipated profits or lost business. Except for payments under the Agreement, under no circumstances Bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank of Maharashtra has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. Subject to the overall cap in liability, it is expressly agreed between the Parties that for any event giving rise to a claim, which is attributable to the Bidder, Bank shall have the right to make a claim (including claims for indemnification under the procurement in this Agreement).	contract, tort or otherwise), shall be at actual and limited to the Total Agreement Value. Vendor's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Vendor, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Vendor as part of procurement under the Agreement. Vendor not to be liable for any indirect, special or consequential damages or for any loss of revenue or anticipated profits or lost business. Except for payments under the Agreement, under no circumstances Bank shall be liable to the selected Vendor for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank of Maharashtra has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. Subject to the overall cap in liability, it is expressly agreed between the Parties that for any event giving rise to a claim, which is attributable to the Vendor, Bank shall have the right to make a claim (including claims for indemnification under the procurement in this Agreement)."
241	75	8.6	Indemnity	Not acceptable. All indemnification claims shall be defended in the court of law and payments shall be due only as per the final	No Change in the RFP clause

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				awarded amount by the court. Indemnity claims would not include claims made by Customers of Bank. Request the bank to drop the	
242	75	8.2.5. Other Payment Terms	<p>“Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within 30 days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement. Any objection / dispute to the amounts invoiced in the bill shall be raised by bank within 30 days from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), bank will make payment within reasonable time of the settlement of such disputes. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this contract and subsequent agreement is included in the amounts and the bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.”</p>	<p>Bidder suggests the clause be modified as under. “Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within 30 days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement. Any objection / dispute to the amounts invoiced in the bill shall be raised by bank within 30 10 days from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), bank will make payment within reasonable time 30 days of the settlement of such disputes. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as debt owed by Bank to BIDDER and BIDDER shall be entitled to recover it as a debt as aforesaid, with an interest of 2% per month for every month of default, from Bank calculated from the date the payment became due until it is realized in full with interest. Without prejudice to the other rights available, BIDDER also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by the Bank and any such withholding by BIDDER shall not be treated as breach by it of the provisions of this Agreement. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this contract and subsequent agreement is</p>	No Change in the RFP Clause

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				included in the amounts and the shall be paid at actuals to the bidder. Shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.”	
243	75	8.4	Order cancellation	Not acceptable. Clause on termination should be applicable here.	no change in the RFP Clause
244	75	8.3 Compliance with All Applicable Laws	The bidder shall undertake to observe, adhere to, abide by, comply with and notify 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 tender and shall indemnify, keep indemnified, hold harmless, defend and protect 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. Compliance in obtaining approvals/permissions/licenses: The bidder 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		No Change in the RFP Clause

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			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 the bidder. This indemnification is only a remedy for Bank. The bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by Bank arising out of claims made by its customers and/or regulatory authorities.		
245	76	8.4 Order cancellation	Bank reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bidder alone: 4 Delay in site readiness and handing over the site to Bank 4 Serious discrepancy in the quality of service / facility / security 4 In case of order cancellation, any payments made by Bank to the bidder would necessarily have to be returned to Bank with interest @ 15% per annum. Further, the bidder would also be required to compensate Bank for any direct loss incurred by Bank due to the cancellation of the contract and any additional expenditure to be incurred by Bank to appoint any other	Bidder suggests the clause modified as under; Bank reserves its right to cancel terminate the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bidder alone: Bank reserves its right to cancel terminate the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bidder alone: Bank reserves its right to cancel terminate the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bidder alone: Bank reserves its right to cancel terminate the	No change in the RFP Clause

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			bidder. This is after repaying the original amount paid	order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to the bidder alone:	
246	76	8.5 Limitation of Liability	Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Order Value. Bidder's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the Agreement. Bidder not to be liable for any indirect, special or consequential damages or for any loss of revenue or anticipated profits or lost business. Except for payments under the Agreement, under no circumstances Bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank of Maharashtra has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. It is expressly agreed between the Parties that for any event giving rise to a claim, which is attributable to	Bidder suggests the clause be modified as under; Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the total fees actually received by BIDDER from the Bank for the Service that gives rise to such liability during the twelve month period immediately preceding such claim Total Order Value. Bidder's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the Agreement. Bidder not to be liable for any indirect, special or consequential damages or for any loss of revenue or anticipated profits or lost business. Except for payments under the Agreement, under no circumstances Bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if Bank of Maharashtra has been advised of the	No Change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
			the Bidder, Bank shall have the right to make a claim (including claims for indemnification under the procurement in this RFP).	possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business. It is expressly agreed between the Parties that for any event giving rise to a claim, which is attributable to the Bidder, Bank shall have the right to make a claim (including claims for indemnification under the procurement in this RFP).	
247	76	8.6 Indemnity	Bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly from (i) an act or omission of Bidder , its employees, its agents, or employees of the consortium in the performance of the services provided under this RFP, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by Bidder , (iii) use of the allocated site and or facility provided by Bidder, the overall liability for (i), (ii) and (iii) of this clause shall be subject to limit agreed between the parties (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components used to facilitate and to fulfil the scope of the site requirement (v) Bidder shall further indemnify the Bank against any loss or damage arising out of loss of data subject to the limit agreed between the parties, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment/s providing facility to Bank's equipment's at	Bidder , its employees, its agents, or employees of the consortium in the performance of the services provided under this RFP, (ii) breach of any of the terms of this RFP or breach of any representation or warranty by Bidder , (iii) use of the allocated site and or facility provided by Bidder, the overall liability for (i), (ii) and (iii) of this clause shall be subject to limit agreed between the parties (iv) infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components used to facilitate and to fulfil the scope of the site requirement (v) Bidder shall further indemnify the Bank against any loss or damage arising out of loss of data subject to the limit agreed between the parties, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment/s providing facility to Bank's equipments at all points of time, provided however that in each of the above instances (i) the Bank notifies Bidder in writing immediately on aware of such claim, (ii) Bidder has sole control of defense and all related settlement negotiations, (iii) the Bank provides Bidder with the assistance,	No change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
			all points of time, provided however that in each of the above instances (i) the Bank notifies Bidder in writing immediately on aware of such claim, (ii) Bidder has sole control of defense and all related settlement negotiations, (iii) the Bank provides Bidder with the assistance, information and authority reasonably necessary to perform the above, and (iv) the Bank does not make any statement or comments or representations about the claim without prior written consent of Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and Bidder's) rights, interest and reputation. Bidder shall indemnify the Bank and undertake to keep the Bank fully saved and indemnified against any loss, action or claim arising out of or in respect tor, misconduct, fraud, misbehavior.	information and authority reasonably necessary to perform the above, and (iv) the Bank does not make any statement or comments or representations about the claim without prior written consent of Bidder, except under due process of law or order of the court. It is clarified that the Bidder shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank's (and/or its customers, users and Bidder's) rights, interest and reputation. Bidder shall indemnify the Bank and undertake to keep the Bank fully saved and indemnified against any loss, action or claim arising out of or in respect tor, misconduct, fraud, misbehavior.	
248	77	8.8/7	In the event of delays by the successful bidder in implementation of project beyond the schedules given in the RFP, Bank may invoke the PBG	Bank cannot claim penalty/L.D as well as PBG for the same delay.	No change in the RFP clause
249	77	8.8/9	Bank shall also be entitled to make recoveries from the successful bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by Bank due to inadvertence, error, collusion, misconstruction or misstatement.	Sufficient notice to the Bidder must be given to explain its position against the claim by Bank before making any recovery.	no change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
250	78	8.9	Inspection of records	Where is the Services being performed from? If the entire services are being performed from Bank location, this clause will not apply. Audit if applicable shall be with prior notice.	RFP clause is self explanatory
251	78	8.12	Solicitation of Employees	This should be deleted since 8.10 is already there on Non-Solicitation.	no change in the RFP Clause
252	78	8.13	Penalties on delay will be applicable when the delay is not attributable to Bank.	To be replaced with "Penalties shall be applicable when the delay is solely attributable to the Bidder". "Goods" should be removed since there are no goods being provided under the Agreement.	RFP clause amended as "Delivery of the Licenses/Goods and performance of the services shall be made by the bidder in accordance with the time schedule specified by Bank. If at any time during performance of the contract, the bidder should encounter conditions impeding timely delivery of the Licenses/Goods and performance of the services, the bidder shall promptly notify Bank in writing of the fact of the delay"
253	78		The bidder should provide uninterrupted availability of the Integrated Human Resource Management System as per the requirements of this tender	To be replaced with "The Bidder should provide the Services as agreed between the Parties in the Contract should strive to maintain the Service Levels agreed between the Parties, failure of which will trigger Penalties".	RFP clause is self explanatory
254	78	8.8 Performance Bank Guarantee		Bidder suggests below additions to this clause. This Bank Guarantee issued by _____ Bank, on behalf of Bidder in favor of Customer Bank is in respect of a new Contract dated_ As communicated by the Bidder, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by Customer Bank, in respect of pervious contracts between Bidder and Customer Bank. As communicated by Bidder on the date of execution of this Bank Guarantee,	No change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
				there are no outstanding disputes related to any pervious contracts between Bidder and Customer Bank.	
255	79		If at any time during performance of the contract, the bidder should encounter conditions impeding timely delivery of the goods and performance of the services, the bidder shall promptly notify Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the bidder's notice, Bank shall evaluate the situation and may at its discretion extend the bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the contract.	L.D's referred here shall be replaced with penalties and should apply only if the reasons for such delay in delivery is solely attributable to Bidder.	RFP clause amended as "Delivery of the Licenses/Goods and performance of the services shall be made by the bidder in accordance with the time schedule specified by Bank. If at any time during performance of the contract, the bidder should encounter conditions impeding timely delivery of the Licenses/Goods and performance of the services, the bidder shall promptly notify Bank in writing of the fact of the delay"
256	79	8.14	Liquidated Damages	Remove references of Equipment's/goods from the clause. Please replace from existing clause of Liquidated Damages under the BOM contract. % of L.D to be discussed.	No Change in the RFP Clause
257	79	8.11 Publicity	Any publicity by the bidder in which the name of Bank is to be used should be done only with the explicit written permission of the Bank.	Bidder suggests the clause be modified as under; Any publicity by the bidder parties in which the name of Bank either party is to be used should be done only with the explicit written permission of the Bank either party. However either party shall have right to disclose other party and about this agreement in its quarterly/ yearly fillings and press briefings. Any publicity by the bidder parties in which the name of Bank either party is to be used should be done only with the explicit written permission of the Bank either party. However either party shall have right to disclose other party and about this agreement in its quarterly/ yearly fillings and press briefings. Any publicity by	No change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
				the bidder parties in which the name of Bank either party is to be used should be done only with the explicit written permission of the Bank either party. However either party shall have right to disclose other party and about this agreement in its quarterly/ yearly fillings and press briefings.	
258	80	8.15 Confidentiality	i) The obligations of confidentiality under this RFP shall not extend to information that: II) is public knowledge, other than as a result of a breach of this RFP;III) is already known to Receiving Party at the time of disclosure;III) is already known to Receiving Party at the time of disclosure;	Bidder suggests the below clause be revised as under;i) The obligations of confidentiality under this RFP shall not extend to information that: ii) is public knowledge, other than as a result of a breach of this RFP;iii) is already known to Receiving Party at the time of disclosure;iv) is obtained by Receiving Party from a third party who has a lawful right to disclose it;iv) independently developed by or for the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information;v) required to be disclosed by the receiving party under the compulsion of law, or by order of any court or government or regulatory body to whose supervisory authority the receiving party is subject; provided that, in any such event, the receiving party shall give the disclosing party notice in writing as soon as practicable (which shall, subject to the applicable law, be prior written notice where possible and not later than 30 days after the disclosure) of any disclosure, and the receiving party shall use its best effort to obtain assurance that the disclosed information will be accorded confidential treatment. This clause shall survive the expiry or earlier termination of this Agreement and for a period of two	No change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
				years thereafter. Similarly Bank, agrees that during the course of Discussions/ Services, Bank is likely to receive or come into possession of information confidential/ proprietary to Receiving Party (including but not limited to information relating to software, trade secrets, know-how/ technical data, research, products, software services, development, inventions, processes, engineering techniques, strategies, etc.) and except as agreed between the parties, Disclosure shall not disclose or divulge such confidential/ proprietary information to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly and that the terms and conditions herein above set out with respect of the confidential information of Bank, shall apply mutuatis mutandis to Receiving Party confidential/ proprietary information	
259	81	8.16	Force majeure	<p>20.1.The Company shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under this Agreement is the result of an event of Force Majeure.</p> <p>20.2For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, Acts of God or of public enemy, acts of Government of India in their sovereign capacity and acts of war.</p> <p>20.3If a Force Majeure situation arises, the</p>	no change in the RFP clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
				<p>Company shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Company shall continue to perform Company's obligations under this Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>20.4 In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Company shall hold consultations in an endeavor to find a solution to the problem.</p>	
260	82	8.18	Service Continuity/ Contract Extension	To be discussed between Parties and to be mutually agreed with the revised scope, fees and payment terms.	RFP clause is self-explanatory
261	83	8.19/1/b	The selected bidder commits a breach of any of the terms and conditions of the contract	This is subject to a cure period of 30 days.	No Change in the RFP Clause
262	83	8.19/1/f	Deduction on account of liquidated damages exceeds 10% of the total contract price	To be replaced with Deduction on account of liquidated damages and Penalties exceeds 10% of the total contract price	No Change in the RFP Clause
263	83	8.19/4	Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the bidder should continue to provide the facilities to Bank at the site	To include "Subject to payment from Bank".	No Change in the RFP Clause
264	83	8.19/8/a	All the warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of Bank. The bidder shall execute any and all such documents as may be necessary in this regard	To be replaced with "All third party warranties...."	RFP clause amended as "All third warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of Bank. The bidder shall execute any and all such documents as may be necessary in this regard"

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
265	83	8.19 Exit Option and Contract re-negotiation	4. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the bidder should continue to provide the facilities to Bank at the site	Bidder suggests the clause be modified as under; 4. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the bidder should continue to provide the facilities to Bank at the site, and Bank shall pay Bidder for such services rendered.4. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the bidder should continue to provide the facilities to Bank at the site, and Bank shall pay Bidder for such services rendered.	No change in the RFP Clause
266	85	8.23	Violation of Terms	Not acceptable. Request the Bank to delete the clause	No Change in the RFP Clause
267	85	8.20 Intellectual Property Rights	“Each Party shall always retain the exclusive ownership to its Pre-existing Material. All Intellectual Property Rights in the Deliverables (excluding Pre-existing Material or third party software, which shall be dealt with in accordance with the terms of any license agreement relating to that software) shall be owned by Bank. In the event that any of the Deliverables or work product do not qualify as works made for hire, Bidder hereby assigns to Bank, all rights, title and interest in and to the Deliverables or work product and all Intellectual Property Rights therein”.	“Each Party shall always retain the exclusive ownership to its Pre-existing Material. All Intellectual Property Rights in the Deliverables (excluding Pre-existing Material or third party software, on which Bank shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software or component, which shall be dealt with in accordance with the terms of any license agreement relating to that software), created or developed by BIDDER specifically for the Bank, provided all the payments due to the BIDDER for the Deliverables rendered pursuant to this Agreement have already been paid by the Bank to the BIDDER, shall be owned by Bank. In the event that any of the Deliverables or work product do not qualify as works made for hire, Bidder hereby assigns to Bank, all rights, title and interest in and to the Deliverables or work product and all Intellectual Property Rights therein”. To the extent that any BIDDER Pre-Existing IP or a portion thereof is incorporated or	No change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
				contained in a Deliverable under this Agreement, BIDDER hereby grants to Bank a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such BIDDER Pre-Existing IP in connection with the Deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorizes Bank to (i) separate BIDDER Pre-Existing IP from the Deliverable in which they are incorporated for creating a standalone product for marketing to others; (ii) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the BIDDER Pre-Existing IP in favor of any person (either for commercial consideration or not (including by way of transmission), and/or (iii) reverse compile or in any other way arrive at or attempt to arrive at the source code of the BIDDER Pre-Existing IP.	
268	86	8.25 and 8.26	Termination and effects of Termination	This is replication of clause 8.19. Same comment as per Section 8.19	Refer corrigendum for changes in RFP for more details (to be published shortly)
269	86	8.24	Visitorial Rights	Not acceptable. All such rights are with prior written notice only.	No Change in the RFP Clause
270	86	8.21 Corrupt and fraudulent practices	"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".	Bidder suggests this statement be deleted. "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".	No change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
271	87	8.24 Visitorial Rights	Bank reserves the right to visit any of the bidder's premises without prior notice to ensure that Bank's equipment hosted, if any, at the site are not misused.	Bidder suggests the clause be modified as under; Bank reserves the right to visit any of the bidder's premises without prior notice to ensure that Bank's equipment hosted, if any, at the site are not misused. Bank reserves the right to visit any of the bidder's premises without prior notice to ensure that Bank's equipment hosted, if any, at the site are not misused.	No change in the RFP Clause
272	87	8.25 Termination	3. The bidder shall have right to terminate only in the event of winding up of Bank.	Bidder suggests the clause be modified as under;3. The bidder shall have right to terminate the agreement only in the event of winding up of Bank or at any time by giving at least 30 days notice if:3. The bidder shall have right to terminate the agreement only in the event of winding up of Bank or at any time by giving at least 30 days notice if: The Bank breaches its obligations under the tender document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice. The Bank breaches its obligations under the tender document or the subsequent agreement and if the breach is not cured within 30 days from the date of notice..	No change in the RFP Clause
273	89	Scope of HRMS	1.20 Availability of Self e-Learning Training Kit & Training including e – learning platform	Is the Bank looking for distance learning platform with content management? If yes can please provide the no of pages / Slides in Content management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
274	91	6.1/4.1	1. Minimum Technical requirements for HRMS Should support online replication to DR site	Need Clarification on this point - What is the online replication to DR site mean?	RFP clause is self explanatory
275	91	11.1	Hardware and Operating System, Backup and Recovery Requirements	We understand that the scope of this RFP includes only hardware sizing and that the bank will procure hardware. Based on this understanding, shall we consider Hardware and Operating system, as well as Backup	no change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
				and Recovery requirements to be excluded from the RFP scope?	
276	93	3.2	Minimum Technical requirements	It is requested to consider the modification as mentioned " The solution should support on all or any one of the following OS platforms at least" instead of " The solution should support on the following OS platforms at least "	RFP clause is self explanatory
277	94	11	Scoring - Minimum Technical requirements for HRMS If Yes=0 marks, No=0 Marks	Seems there is an typo error, needs corrections, that is if Yes= 1 Marks and if No=0 Marks should be given	Accepted
278	95	Point 3 / Annexure 1: Technical and Functional Requirements - 4. Minimum Technical requirements for Mobile Application	Should be developed as a universal app and have the ability to convert to an Android app (version 2.3 and above), iOS app(version iOS5 and above) mobile operating systems	Android version support has to be from V 9.0 and above. Android as a platform does not allow new apps to be uploaded to the play store which supports version < 9 from 1st Aug 2019. https://developer.android.com/distribute/best-practices/develop/target-sdk	RFP clause amended as "Mobile application should be developed as universal app. Application should have similar look and feel on various platform such as iOS, Android. Application should be built on latest accepted versions with comply to all the play store/apple store policies."
279	95	Point 5 / Annexure 1: Technical and Functional Requirements - 4. Minimum Technical requirements for Mobile Application	Should be available in all mobile application stores such as Android play store, Apple store	This is an enterprise application. Do you want it to be in the public Play Stores and App Stores? You have the option of deploying the application as an enterprise application using the enterprise programs of iOS and Android	RFP clause is self explanatory
280	95	Point 7 / Annexure 1: Technical and Functional Requirements - 4. Minimum Technical requirements for Mobile Application	Should be a secure application, data should be sent using encryption	Do you have any security standards/preferred encryption algorithms?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
281	97	Annexure 2 - Technical Bid Format	Declaration: We confirm that we will abide by all the terms and conditions contained in the RFP.	If bidder wants to submit bid along with deviation then not able to give this declaration under Annexure 2 which states that bidder will abide by all terms and condition contained in RFP.	While it is allowed to submit the bid along with deviations in the prescribed format (Annexure 12), the bidder has to submit the declaration, which is subject to the acceptance of the deviations. If deviations are not accepted by the Bank, non-withdrawal of the deviations shall result in disqualification of the bid.

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
282	97	11.2 Annexure 2: Technical Bid Format	Declaration: We confirm that we will abide by all the terms and conditions contained in the RFP. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. We confirm that this response, for the purpose of short-listing, is valid for a period of 180 days, from the date of expiry of the last date for submission of response to RFP.	Declaration: We confirm that we will abide by all the terms and conditions contained in the RFP, subject to the deviations submitted by us. We confirm that we will abide by all the terms and conditions contained in the RFP, subject to the deviations submitted by us. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. We confirm that this response, for the purpose of short-listing, is valid for a period of 180 days, from the date of expiry of the last date for submission of response to RFP.	No change in the RFP Clause
283	100	11.5 (5)	Bidder should have experience of implementing any HRMS	Bidder should have experience of implementing/upgrading the proposed version of HRMS & Payroll solution in PSU BFSI institutions in India during the last five years	No change in the RFP clause
284	101	11.5 (8)	Proposed HRMS solution should have been implemented in a public sector bank	above clause takes care of both the criteria	No change in RFP clause
285	101	11.5 (8)	The proposed HRMS solution should have been implemented and live in at least one public sector Banks in India having at least 13000 employees	The proposed HRMS solution should have been implemented and live in at least one public sector entity in India. SI can provide OEM's experience	No change in RFP clause
286	102	11.5 Annexure-5	The minimum turn over...from Indian Operations	Can the global turnover be shared instead of local turn over? Please clarify	RFP clause is self explanatory
287	104	Section : 11.7 : Application Management Services	General in this RFP section	PI confirm if AMS team can work in Onsite-offshore model using remote access	RFP clause is self explanatory

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
288	104	Section : 11.7 : Application Management Services	General in this RFP section	Pl elaborate Roles & Responsibilities and Activities expected to be performed by three Project Manager resources, full time during the entire Contract duration.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
289	104	Section : 11.7 : Application Management Services	General in this RFP section	Pl elaborate Roles & Responsibilities and Activities expected to be performed by three Enterprise Architects resources, full time during the entire Contract duration.	duplicate query
290	104	Section : 11.7 : Application Management Services	General in this RFP section	Pl confirm onset AMS support window is for Office hours i.e. 8 hours/day and 5 days/week. Out of office hours support can be provided by On-call support	RFP clause is self explanatory
291	104	Section : 11.7 : Application Management Services	General in this RFP section	Which ticketing tool BOM is using at present? Can Bidder use this ticketing tool or Bidder needs to arrange for separate ticketing tool for this specific implementation	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
292	104	Section : 11.7 : Application Management Services	General in this RFP section	In case Bidder needs to arrange ticketing tool, Pl. confirm if the same can be installed in bidder premises and can be accessed remotely by AMS team and users.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
293	104	Section : 11.7 : Application Management Services	Application Management Services point no.1 : "Performing client installation/re-installation, configuration & un-installation of applications and access management"	Please explain this activity in detail. Is this pertaining to XXXXXX GUI installation?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
294	104	Section : 11.7 : Application Management Services	Application Management Services point no.4: "Processing change request, bug fixing and vulnerability assessment"	Please explain activities expected under "Vulnerability Assessment"	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
295	104	Section : 11.7 : Application Management Services	Application Management Services point no.10: Performing any other day-to-day administration and support activities	We assume these are Application related monitoring activities. Pl confirm.	RFP clause is self explanatory
296	104	Section : 11.7 : Application Management Services	Application Management Services point no.12: Configuring and using monitoring tools provided for hardware and application management	Please provide us the list of tools with names and technology details	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
297	104	Section : 11.7 : Application Management Services	Application Management Services point no.13 : Backup & restoration management of application users	Please explain meaning of " Back up & restoration Management of Application Users"	RFP clause is self explanatory
298	104	Section : 11.7 : Application Management Services	Application Management Services point no.18 : Performing version migration, testing and implementation	Please confirm "version Migration/Upgrades" are separate projects not covered under AMS	RFP clause is self explanatory
299	104	Section : 11.7 : Application Management Services	Application Management Services point no.19 : Performing file-level backup for application server	Please confirm this INFRA activity and not covered under AMS	RFP clause is self explanatory
300	104	Section : 11.7 : Application Management Services	Application Management Services point no.24 : Periodic assessment and review of the solution deployment and mapping with RBI/ regulatory guidelines every six months during the entire tenure of the contract	Please confirm, the efforts for such a change will be assessed separately. This will be handled as a separate Change Request.	RFP clause is self explanatory
301	110	11.11 Annexure 11: Compliance Statement for Reverse Auction	8 We, hereby confirm that we will honour the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which Bank will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.	Bidder suggests this point be modified as under; 8 We, hereby confirm that we will honour the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which Bank will forfeit the EMD. We agree and understand that the bank may debar us from participating in future tenders for any such failure on our part.	No change in the RFP Clause
302	113	11.13 Annexure 13 - Pre Contract integrity pact	6.1. Any breach of the aforesaid provisions by the BIDDER or any one employed by its or action on its behalf (Whether with or without the knowledge of the BIDDER) shall entitled the BUYER to take all or any one of the following actions, wherever required :-	Requesting bank to remove the below wording in point 6.1 from Integrity Pact (Whether with or without the knowledge of the BIDDER)	no change in the RFP Clause
303	113	11.13 Annexure 13 - Pre Contract integrity pact	6.1.4. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from	Requesting bank to remove the point 6.1.4 completely from Integrity Pact	no change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
			country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the Buyer in connection with any other contract for any other project such outstanding payment could also be utilized to recover the aforesaid sum and interest		
304	115	11.13 Annexure 13: Pre Contract Integrity Pact6. Sanctions for Violations:	6.1.4. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the Buyer in connection with any other contract for any other project such outstanding payment could also be utilized to recover the aforesaid sum and interest.	Bidder suggests the clause be modified as under;6.1.4. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER. with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the Buyer in connection with any other contract for any other project such outstanding payment could also be utilized to recover the aforesaid sum and interest.	No change in the RFP Clause
305	115	11.13 Annexure 13: Pre Contract Integrity Pact 6.Sanctions for Violations:	6.1.6. To cancel all or any other Contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.	Bidder suggests the clause be modified as under; 6.1.6. To cancel terminate all or any other Contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the Bidder.	No change in the RFP Clause
306	115	11.13 Annexure 13: Pre Contract Integrity Pact6. Sanctions for Violations:	6.1.7. To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.	Bidder suggests this clause be deleted;6.1.7. To debar the BIDDER from participating in future bidding processes of the Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.	No change in the RFP Clause

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
307	128	11.19 Annexure 19: Performance Bank Guarantee		Bidder suggests below clause be added; This Bank Guarantee issued by _____ Bank, on behalf of Bidder in favor of Customer Bank is in respect of a new Contract dated. As communicated by the Bidder, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by Customer Bank, in respect of pervious contracts between Bidder and Customer Bank. As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between Bidder and Customer Bank.	No change in the RFP Clause
308	131	11.21 Annexure 21: Detail Scope of Work, Point 4	The system must provide access to structured / unstructured data via a self-service portal through restful APIs.	What structured / unstructured data via a self-service portal through restful APIs bank is looking at	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
309	131	11.21 Annexure 21: Detail Scope of Work, Point 7	The HRMS, Payroll & PMS solution should be capable of federating with the Bank's IdPs using SAML.	Please elaborate on the requirement of what data to be federated? Provide some examples	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
310	132	Scope of HRMS	General	Please elaborate on the requirement of "Fund management of Pension funds"	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
311	132	Scope of HRMS	General	Bank will have to explain and provide list of all the statutory requirements to bidder.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
312	132	11.21 Annexure 21: Detail Scope of Work, Point 9-f	The HRM, Payroll & PMS system should be able to integrate with other Banks HRM, Payroll & PMS or other applicable system	In which scenarios HRM, Payroll & PMS system should be able to integrate with other Banks HRM, Payroll & PMS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
313	132	11.21 Annexure 21: Detail Scope of Work, Point 9-g	Bidder should conduct the activity if data migration from exiting HRMS (various system installed in HR Department) to new software/Application. Conduct UAT with the Bank staff and make the system live	Please let me know List of total objects along with volume of data for data migration scope.	UAT will be conducted by the bank only & Relevant Clause stands deleted

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
314	132	Scope of HRMS	Fund management of Pension funds	Is the Bank looking for complete Fund Management including Balance Sheet in HCM system? Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
315	132	11.21 Annexure 21	The bidder must provide at least 1 additional environment apart from the production environment at no additional cost	Please clarify for what is the additional environment required	Production environment ,UAT enviornment,TEST and development
316	133	General	General	Is XXXXXX Travel Management in scope?	Product specific queries are not considered
317	134	11.21 Annexure 21: Detail Scope of Work, Point 26	Should be able to handle multiple languages (especially HINDI). Bi-lingual data functionality to cater for Official language requirements. Being a public sector banking organization, government's official language policy (Hindi – Rajbhasha) guidelines are applicable on it. Input data in Hindi may be required.. However, bilingual report generation in standardized formats etc. are required and the system should have facility for converting the labels, menus, static text in the concerned language script. For Payroll, payslip may be required in Hindi	Which all languages is needed in the XXXXXX system apart from English and Hindi. Also Payslip should be printed in multiple language. Any other processes to be in multiple Languages. Should portal be in English Language only for all employees?	Bank envisages bilingual support for the solution i.e. English and Hindi.
318	134	11.21 Annexure 21: Detail Scope of Work, Point 27	System will be required to import legacy data into the system	How many years of legacy data to be imported	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
319	134	Scope of HRMS - Point 26	Bilingual	We assume that data / Data entry will be in English and only labels, menus, static text will be in Hindi	RFP clauses are self-explanatory
320	135	11.21 Annexure 21: Detail Scope of Work, Point 53	Facility to upgrade as per changes in law of the land	What is Law of the Land	It refers to all of the laws in force within a country or region, including statute law and case-made law
321	135	11.21 Annexure 21: Detail Scope of Work, Point 56	Option to apply for NOC	What does "Option to apply for NOC" Mean	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
322	137	76	Cloud system should have at least four upgrades in a year	Can the bank clarify, if HRMS & Payroll application on Cloud is acceptable/welcome or bank is keen on working an Hybrid solution of On-Prem & Cloud	Bank is keen on working an Hybrid solution of On-Prem & Cloud however its banks discretion to decide which modules to be on

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
					prim or to be on cloud. Bank may use cloud based solution for non-critical modules.
323	137	Scope of HRMS - Point 31 & 76	Cloud System	Can we propose Cloud solution or On-Premises?	Bank is keen on working an Hybrid solution of On-Prem & Cloud however its banks discretion to decide which modules to be on prim or to be on cloud.
324	137	11.21 Annexure 21: Detail Scope of Work, Point 76	The Cloud system must have at least four upgrades/ releases per year for the past three years. For on premise solution, the upgrade decisions will be taken by the bank	Is Bank ok for cloud solution for few modules. If so which modules	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
325	137	I - PAYROLL, Point 4	It should also integrate with the existing source systems of the bank like loan module for deductions details, Medical, TA/DA	Will loan module for deductions details, Medical, TA/DA continue in the same systems	RFP clause is self explanatory
326	138	I - PAYROLL, Point 7	Salary Planning (Sensitivity analysis tool).	What is requirement of Salary planning tools	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
327	18, 26	4.1.4 Staff Strength 4.2.6 Software Licenses	Projected Staff Strength provided for period of Six years in a table	Since contract duration covers 40 weeks Implementation period + 1 year Warranty + 5 years Support, kindly provide seventh year staff projections for all categories in the table in both stated sections.	Please refer to the RFP Clause. The period of the contract is for 6 years from the date of PO. This includes the implementation period also.
328	18/20	4.2.1/ 2 & 4.2.2/9	<p>4.2.1 Project Scope / Point 2. The SI will be responsible for documenting detailed manuals of all HR procedures and processes in the bank which will be certified by the SAE.</p> <p>4.2.2 Involvement of a Senior Enterprise Architect / Point 9 Advice the bank in leading HR Practices</p> <p>After reading the RFP at some places it can be construed that the bidder is also expected to provide consultancy like HR re-organization, process re-engineering, HR transformation etc..</p>	As we understand the RFP is for supply, implementation and maintenance of an HRMS solution the bidder is not expected to perform and process reengineering, organizational restructuring or HR consulting as this is not the forte of the bidder. We also anticipate that since the Bank is going for an integrated HRMS solution the Bank will be open to adopting the leading practices and processes that the new solution would offer to minimize customization and ensure the integrity of the solution is preserved.	Accepted - Bank is open to adopting the leading practices and process that the new solution would offer however this will be subject to the approval from the competent authority from time to time

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
329	42	Section : 4.3.10 Facilities Management , i: Patch Management		Please explain , what is "Firmware Updates"	in order to counterpart with the latest security breaches solution should come with time to time firmware Updates.
330	Annex 1B	Annexure 1b Transfer & Promotions	Ability to map employee to roster points	How to do this?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
331	Annex 1B	Payroll / 7.1	General in this RFP section	Will there be any change in payroll structure which is currently used in the system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
332	Annex 1B	Payroll / 7.3	General in this RFP section	How much history data is planned to be updated in the system & which all info types	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
333	Annex 1B	Payroll / 7.5	General in this RFP section	The Tax calculation will be standard XXXXXX process, what additional rules & tax calculation is expected from system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
334	Annex 1B	Payroll / 7.6	The support for Multi-currency, multi language, Unicode supported functionality	Will it be required for single company code or multiple company codes?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
335	Annex 1B	Payroll / 7.15	General in this RFP section	How many types of employee category is there currently - which will be applicable for payroll execution	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
336	Annex 1B	Payroll / 7.34	General in this RFP section	For Investment declaration, standard ESS functionality is available which can be used. Is there any existing process which is used to submit investment proof approval/rejection	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
337	Annex 1B	Payroll / 7.57	General in this RFP section	For PF enrolments, currently what process is followed in the company	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
338	Annex 1B	Payroll / 7.72	General in this RFP section	Will there be any change in payslip format which is used currently for bank	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
339	Annex 1B	Payroll / 7.89	General in this RFP section	The payroll will be executed monthly, Semi-monthly, Weekly or Bi-Weekly for different categories of employees	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
340	Annex 1B	Payroll / 7.101	General in this RFP section	Any addition statutory reports is required which has different format	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
341	Annex 1B	Payroll / 7.113.1	General in this RFP section	Kindly confirm what types of orders which are received, for which the report is required	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
342	Annex 1B	Payroll / 7.113.2	General in this RFP section	Member wise & Order wise ledger - Kindly elaborate the output & selection	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
343	Annex 1B	Payroll / 7.115.24	General in this RFP section	Implementation of ESS/MSS portal service is required for online activities	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
344	Annex 1B	Payroll / 7.115.83	General in this RFP section	RO advices to be sent to Ros, kindly elaborate on the requirement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
345	Annex 1B	Staff Reimbursement & Welfare/ 10.35	General in this RFP section	Will there be any details maintained for waiting list for holiday homes in the system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
346	Annex 1B	Staff Reimbursement & Welfare/ 10.41	General in this RFP section	What are the internal organization policy or policies laid by IBA?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
347	Annex 1B	Staff Reimbursement & Welfare/ 10.42.2	Capturing Rules and Eligibility conditions	We need to know what all Rules & Eligibility conditions need to be captured in the system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
348	Annex 1B	Staff Reimbursement & Welfare/ 10.42.5	Capturing the details of rules and eligibility under BMFS, MAFS,(OSR/BPS)	Need to know more information on the requirement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
349	Annex 1B	Staff Reimbursement & Welfare/ 10.42.6	REMS, Annual Health Check-up Scheme, Scheme for Spectacles, etc. in the Bank and similar Schemes in the industry.	Need to know more information on the requirement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
350	Annex 1B	Staff Reimbursement & Welfare/ 10.42.10	Hospital reimbursement rates as per the Bank rules (self and dependent eligibilities to be classified separately)	Elaborate on the Information of BMOs and other dispensary staff which needs to be maintained	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
351	Annex 1B	Staff Reimbursement & Welfare/ 10.42.17	Issue of credit slips for hospitalization and annual health checkup; Obtaining BMO's permission for issue of credit slips	Need to know more information on the requirement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
352	Annex 1B	Staff Reimbursement & Welfare/ 10.43.4	Tour Approval and Claim Processing	The Tour Approval and Claim Processing will come in Travel Management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
353	Annex 1B	Staff Reimbursement & Welfare/ 10.46	TA/DA BILL	What is TA/DA bills?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
354	Annex 1B	Staff Reimbursement & Welfare/ 10.48	Scholarships	How many reports in Scholarship will be required for MIS	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
355	Annex 1B	Staff Reimbursement & Welfare/ 10.61.9	Scrutiny of Local Conveyance bills	The scrutiny of bills can be done using RPA (Robotic Process Automation)	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
356	Annex 1B	13.1.1-a	Bank Pension Regulations	Do you want to fix the pension salary of the employee based on employee grade automatically in the system after retirement from the Institution? If yes can you elaborate the policy and procedure for the calculation?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
357	Annex 1B	13.1.1-b	CCS Pension Rules	Do you want to automate the CCS pension rule? Pl. elaborate the business process for this CCS pension rule and the applicability.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
358	Annex 1B	13.1.1-c	Bank Administrative Instructions on Pension	Pl. explain in details about this business process and what automation you want in the system.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
359	Annex 1B	13.1.1-d	Pension Regulations of other financial organizations	Pl. explain what other Financial Institutions are involved in in your pension regulation. Are you maintaining the pension employee's details of other Financial Institutions and the process to fix their pension salary? The method of transferring the amount with accounting entries.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
360	Annex 1B	13.1.1-e	Bank Discipline Rules	Pl. explain in details about this business process and what automation you want in the system.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
361	Annex 1B	13.1.1-f	Bank PF Regulations	Do you have your own trust or RPFC trust? If your own trust then how you are calculating the interest and PF regulation for payment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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				to employee. What other processes are associated with your PF regulation Fund control and management.	
362	Annex 1B	13.1.1-g	Bank Housing Loan Rules	Pl. explain in details about this business process and what automation you want in the system.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
363	Annex 1B	13.1.1-h	Other Regulations and Administrative Instructions	Pl. explain in details about this business process and what automation you want in the system.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
364	Annex 1B	13.1.1-i	Compendium of case decisions with search facility subject wise	Pl. explain in details about this business process and what automation you want in the system.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
365	Annex 1B	13.2.2	Ability to maintain minutes of the meetings with the recognized	Pl. explain in details about this business process and what automation you want in the system.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
366	Annex 1B	13.2.3	Database of past Settlements as well as provision for	Do you have the data of past settlement in your exiting system? If yes what is the volume of this data. Any MIS related to this?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
367	Annex 1B	13.2.5	Data on Quantum of Special pay/ Allowance at each stage of pay	Do you have any process to provide this SP/SA at each stage to the employee like Increment? If yes then what is the frequency of this process? Do you require any MIS on this?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
368	Annex 1B	13.2.6	Data on number of employees drawing special increment / Sp.	Do you want this MIS after each increment process based on employee stage? Any automated mail or approval process associated with this process.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
369	Annex 1B	13.2.8	Generation of consolidated Report of each item from numbers	Can you explain this in details of the items associated with number and how it is related to the employee and what for?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
370	Annex 1B	13.2.10	Grant of Overtime Allowance to Group B and C (Cass III/IV) - Class wise details of payment of overtime Allowance to employees in Group B and C (Data)	Do you want this MIS after payroll or before payroll? Is there any approval process involve with the OT hours. What is the process to capture employee's time data now? Do you want the OT hours to automate in the system? Do you have any third party system which can integrate to	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
				XXXXXX or manually update of OT hours by administrator.	
371	Annex 1B	13.2.11	Data on grant of functional allowances other than Dearness Allowance, House Rent Allowance, City Compensatory/Local	Do you want system to automate the calculation based on employee grade and category? If yes details need to provide based on each grade and category.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
372	Annex 1B	13.2.12	Allowance and Family Allowance (for performing additional duties/specific functions etc. i.e. outside settlement).	Do you want system to automate the calculation based on employee grade and category? If yes details need to provide based on each grade and category.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
373	Annex 1B	13.2.13	Generation of Consolidated statement with respect to each of the various special allowances granted to employees in Group B and	Do you want this MIS after payroll or before payroll?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
374	Annex 1B	13.2.14	Data on number of ex-servicemen employees in the employee list of the Bank	Are you capturing any other details of ex-service men which may related to other sub processes of employee like gratuity calculation for service period who surrender the bond or not surrender the bond after retirement?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
375	Annex 1B	13.2.15	Group B And C (Class III/IV) cadre- details of their pay at the time of joining the Bank so as to look into the fixation of their pay etc. matters.	Do you have the data of every employee who are still in service and can be provided to us with desired format?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
376	Annex 1B	13.2.16	Generation of Statement of number of houses/flats on lease for officers, lease rent paid by the Bank and license fee recovered from the allottees'.	Do you want this before payroll or after payroll?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
377	Annex 1B	13.2.17	Generation of statement of number of paying guest accommodation, single room accommodation and number of employees staying in therein	Do you want this before payroll or after payroll?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
378	Annex 1B	13.3.1	Capturing rules and eligibility conditions for payment of gratuity - information on provisions of banks gratuity rules / payment of gratuity act / DCRG rules of Central Govt.	Pl. explain the details of the process with exact calculation procedure based on different rules and eligibility.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
379	Annex 1B	13.3.2	Capturing rules and eligibility conditions for compassionate gratuity	Pl. explain the details of the process with exact calculation procedure based on different rules and eligibility.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
380	Annex 1B	13.3.3	Report on number of employees ceasing to be in Bank's service and total amount of gratuity paid in a given period.	Do you have any specific bank format of this MIS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
381	Annex 1B	13.3.4	Report on number of employees dyeing in harness and quantum of compassionate gratuity paid to family members in a given period.	Do you have any specific bank format of this MIS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
382	Annex 1B	13.4.1	Capturing rules and eligibility conditions for various kinds of leave available to employees	Details of the leave and leave quota availability based on employee grade.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
383	Annex 1B	13.4.2	Report of number of employees availing encashment of leave and expenditure incurred in a given period.	Do you have any specific bank format of this MIS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
384	Annex 1B	13.5.1	Voluntary retirement, Resignation, normal superannuation death in harness. Ability to create records as per applications received. Identify relevant regulations, record vigilance clearance and decisions. Issue of Office Orders.	Details of the Vigilance processes. Total number of office orders and their format.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
385	Annex 1B	13.5.2	Ability to generate retirement review data in respect of different class of employees on a quarterly basis:	Do you have any specific bank format of this MIS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
386	Annex 1B	13.5.3	Ability to generate retirement notices in advance, irrespective of cadre, office along with detailed disciplinary/vigilance history.	Do you have any specific bank format of this MIS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
387	Annex 1B	13.5.4	Follow-up of retirement reviews in terms of issuing of continuance letters or otherwise.		The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
388	Annex 1B	13.5.5	Ability to analyses the data related to exits.	Is there any approval process associated with retirement review and levels of approval? Trigger notification for follow up retirement review based on how many days initiation of retirement review.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
389	Annex 1B	13.5.6	No Dues Certificate on resignation	Details of the analysis provide samples for the analysis.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
390	Annex 1B	13.5.9	Report on No. of employees ceasing to be in Bank's service during each calendar year (Class-wise and Grade-wise details)	How many departments are involved in the clearance certificate? If this is requiring system approval. Is there a specific bank format for no due certificate?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
391	Annex 1B	13.5.10	Midcareer review at 15, 25 years, 50 years of age for ascertaining ability of employee for continuation or for compulsory retirement, generation of case records combining PAR gradation, medical leave history	Do you have any specific bank format of this MIS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
392	Annex 1B	13.5.11	After Retirement benefits (Medical, etc.)	Do you have any specific bank format of this MIS?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
393	Annex 1B	13.5.12	Provision to incorporate different formats of forms in template form and ability to generate such forms online for further processing of Pension and other benefits	Can you pl. provide the details of this specific point?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
394	Annex 1B	13.6.1	Facility for calculation of future load on Bank in case of changing of any variables related to staff Payroll, Pension, Benefit Administration, Welfare schemes, etc.	Number of templates. Is this specific to bank?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
395	Annex 1B	13.6.2	Maintenance of relevant registers, generation of reports, MIS reports etc.	Is this load to measure in terms of monetary term and needs to calculate for the next month only or for a specific period.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
396	Annex 1B	13.6.3	Generate advice for granting permissions to Officers for acquiring/selling immovable property.	How many MIS reports for this?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
397	Annex 1B	13.7.3	Support to generate list of officers defaulted from submitting the statements and provision to generate reminder letters to the officers	Pl. explain the process in details.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
398	Annex 1B	13.7.4	Support generation of all related reports and facility for dynamic query utilities	Reminder letter before how many days?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
399	Annex 1B	13.7.5	Statement on employment of family members in Banks/financial institutions (To have limited access only)	How many such reports and provide the list of out-put and In-put fields.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
400	Annex 1B	13.7.7	Provision to acknowledge staff members on submission of various statements	Is employee is going to self-declare the employment of family members?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
401	Annex 1B	13.9.1	Details of PA/RP issued to the employees along with the facility to scan and store the signatures of the officials issued with PA/RP – separately for PA and RP	Types of statements submitted by Staff members kindly provide the details.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
402	Annex 1B	13.9	Power of Attorney and Resolution Power (PA/RP) Management	Can you explain this process?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
403	Annex 1B	8.1.1	Creation of rosters-Horizontal, vertical,Ex-Servicemen roster as per the statutory requirement	What is the reservation type?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
404	Annex 1B	8.1.2	Mapping the organization structures to roster that helps in employee management	What are the reservation category which can map to the roster point of reservation category of an employee?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
405	Annex 1B	8.1.3	Creating roster points based on the rules defined in the system	What is the formula to create a roster point	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
406	Annex 1B	8.1.5	Ability to link rosters to recruitment & promotions	What are the type of recruitment and promotion and the percentage of the different reservation maintained for a roster model?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
407	Annex 1B	8.1.6	Ability to define percentage of reservation across categories	Is the data available for ethnic origin of the employee to define the reservation category?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
408	Annex 1B	8.1.9	Reporting functionality in roster that include the following	Pl. provide the out-put field of the specified 4 reports for Roaster.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
409	Annex 1B	8.2	Disciplinary / Vigilance Cases	Pl explain the process with details from Initiation to different approval levels with granting the Vigilance certificates.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
410	Annex 1B	8.2.2	Ability to initiate different type of inquiries such as Preliminary Fact Finding, Formal Inquiry, D.E	Are you going to capture these details in System?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
411	Annex 1B	8.2.4	Capability to categories a case as pending, contemplated, cleared case for use by other modules e.g. promotion, retirements etc.	Based on the status do you want system automation with retirement and promotion processes or based on this manual intervention needs to do by the user in the above process. In case of automation provide the details of integration to these processes.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
412	Annex 1B	8.2.6	Ability to grant vigilance certificate	Is this bank specific format	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
413	Annex 1B	8.3-i	Using case categories - defining various categories and types	The case categories and type are based on specific sequence	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
414	Annex 1B	8.3-j	Using reference categories	Is the reference categories are based on a specific sequence	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
415	Annex 1B	Self Service	General in this section	Will there be any customization in XXXXXX Portal Logon Page	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
416	Annex 1B	Self Service	General in this section	Will there be any Customization in Master Head Page after Log-in	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
417	Annex 1B	Self Service	General in this section	Implementation of Who's Who after in landing page is required?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
418	Annex 1B	Self Service	General in this section	HR related documents need to be updated in Knowledge management or will it be connected to DMS system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
419	Annex 1B	Self Service	General in this section	Is Travel Management is included in the portal	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
420	Annex 1B	Manpower Planning-1.8	The system should allow receipt of specific staff requirement from zones and HO	Does it mean raising Job Requisition Request in system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
			departments for consideration before finalization of manpower plan		
421	Annex 1B	Manpower Planning-1.9	Capability to prepare post based roster to arrive at recruitment backlog , if any, for the SC/ST/OBC categories	What is post based roaster? Is system expected to show the gap between actual and current employee count for SC/ST/OBC category?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
422	Annex 1B	Manpower Planning-1.1	The Bank is interested in looking at capacity planning/optimization tools available with HRMS to ascertain its manpower requirements	Note required in form of PDF form. Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
423	Annex 1B	Manpower Planning-1.5	Facility to support analysis of the cadre-wise (general, specialist) / branch or office-wise / Scale-wise department –wise proposed staff strength based on branch/zone categorization and defined parameters	What is scale?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
424	Annex 1B	Manpower Planning-1.15	Support to analyses the cadre wise / branch or office wise / department –wise staff strength – sanctioned/working strength and the gap for which recruitment is required state wise/Dist. wise / RO wise	Any specific reason to repeat the similar requirement mentioned in 1.6?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
425	Annex 1B	Manpower Planning-1.16	Facility to capture the data relating to resignations / retirements/VRS/dismissals etc.	Any specific reason to repeat the similar requirement mentioned in 1.7?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
426	Annex 1B	Manpower Planning-1.17	Facility to allow receipt of projected manpower from Regions and create a finally approved manpower plan.	Any specific reason to repeat the similar requirement mentioned in 1.8?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
427	Annex 1B	Manpower Planning-1.4	Preparation of post based roster to arrive at the backlog, if any under various reserved category and new roster points to facilitate decision making during recruitment	Any specific reason to repeat the similar requirement mentioned in 1.9?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
428	Annex 1B	Manpower Planning-1.41.38	Facility to arrive at the list of Officer employees for whom review has to be done as per OSR 19(1)	What is OSR?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
429	Annex 1B	Manpower Planning-1.41.48	System to support Specimen Signature Index No.of signatories both at Inland & Foreign branches.	Requirement not clear. Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
430	Annex 1B	Manpower Planning-1.41.49	Instead of PF No. , it may be stated as Employee No.	Requirement not clear. Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
431	Annex 1B	Manpower Planning-1.41.50	There should be a provision to generate statement of employees due for rotation based on the cut off stipulated.	Due for job rotation- Elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
432	Annex 1B	Manpower Planning-1.41.65	Support to obtain clearance from other departments like Vigilance/Audit etc., for increment release	What system support required in obtaining clearance from other departments?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
433	Annex 1B	Manpower Planning-1.41.66	Generation of inter-se seniority and seniority list	Requirement not clear. Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
434	Annex 1B	Manpower Planning-1.41.67	Capacity to reduce the basic pay in case of any punishment and automatic restoration of the same after completion of the punishment period and maintain such records	Reduced basic salary can be entered having an applicable start and end date. Will be a manual activity	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
435	Annex 1B	Manpower Planning-1.111	Support submission of claim to Life insurance corporation of India – claim under Savings Linked Insurance Scheme and remittance to concerned branches.	Claim submission to LIC inform of letter or third party integration?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
436	Annex 1B	Manpower Planning-1.113	Facility to provide advance or difference payment in OSR as well as SWS Scheme	What is SWS / OSR?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
437	Annex 1B	Manpower Planning-1.114	Provision for retired ED & CMD.	Retirement can be processed for all employees. Any special factors to be considered for ED and CMD?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
438	Annex 1B	Manpower Planning-1.116	Facility of authorization by officers for entry done by CTO.	Approval required on all master data changes?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
439	Annex 1B	Manpower Planning-1.117	Facility to allow the calculation of Multiple bills pertaining to particular staff should be allowed on same day.	Which bills? Are we talking about reimbursements?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
440	Annex 1B	Manpower Planning-1.131	The system should have Intelligence tools to facilitate an online audit of all HR activities where in the users can setup their KPI's(Key Performance Index) to measure the	Measure performance of which system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
			performance of their internal systems and the system will pop up warning messages to alert in case the performance is not within the defined threshold targets.		
441	Annex 1B	Manpower Planning-1.164.2	Grade-wise/ office-wise/ department-wise trend of successes	How to measure success?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
442	Annex 1B	Manpower Planning-1.164.3	Analysis of successful/ unsuccessful candidates	How to measure success?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
443	Annex 1B	Manpower Planning-1.165.2	Generation of report giving list of officers who put in more than a defined period	To be calculated using number of working hours in a month?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
444	Annex 1B	Manpower Planning-1.167.3	Maintenance of details of receipt and disposal of complaints	What information is expected in branch / office profile?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
445	Annex 1B	4.1.1-Performance Appraisal	Ø Balanced Score Card	What exact process of BSC you are looking for? Is it related categorization of Goals?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
446	Annex 1B	4.1.3-Performance Appraisal	Ø Tracking & reporting.	Is it Appraisal tracking you are looking at? What exactly is looked for in tracking?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
447	Annex 1B	4.3-Performance Appraisal	The system should be able to map the KRAs of the employee based on the present job posting. Business Targets specific to Branch and Zone Managers should be acknowledged on the system	Business Targets for Branch and zone should be part of goals? Are you looking for Organizational/Team role wise KRAs?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
448	Annex 1B	4.6-Performance Appraisal	The system should be able to map KPIs listed in the performance to the business reports (e.g. sales, units sold, claims processed) for each staff in order to verify performance	Is the Bank looking for KPI reports or is there more extended business process around this?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
449	Annex 1B	4.12-Performance Appraisal	The system should have functionality to compare appraiser and reviewer ratings online	Side by Side comparison is available	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
450	Annex 1B	4.14-Performance Appraisal	The system should be able to highlight appraisals to be placed before moderation committee in scenarios of rating mismatch between appraiser and reviewer	Is customer looking for report providing the required information	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
451	Annex 1B	4.15-Performance Appraisal	The system should be able to map the appraisals to the moderation committees specific to the cadre/grade of the employee	How many levels of moderation is carried out in the process.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
452	Annex 1B	4.22-Performance Appraisal	4.22-Performance Appraisal	Is the functionality required releasing the increment letters on the basis of HR selection? Please elaborate on the process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
453	Annex 1B	4.23-Performance Appraisal	4.23-Performance Appraisal	Is it Auto system generated letter or user will execute the report to generate the letters	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
454	Annex 1B	4.24-Performance Appraisal	4.24-Performance Appraisal	Please elaborate business process around "Furnish assets and liability" by officer	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
455	Annex 1B	4.25-Performance Appraisal	4.25-Performance Appraisal	Please elaborate business process around "Furnish assets and liability" by officer	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
456	Annex 1B	4.26-Performance Appraisal	4.26-Performance Appraisal	Please elaborate business process around "Furnish assets and liability" by officer	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
457	Annex 1B	4.27.7-Performance Appraisal	4.27.7-Performance Appraisal	What is the performance cycle carried out? Does it cycle and process vary (Monthly/Quarterly/Half yearly/Yearly etc.) based on employee type and category	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
458	Annex 1B	4.27.10-Performance Appraisal	4.27.10-Performance Appraisal	History of performance appraisal can be maintained. What is exactly is meant by support maintenance?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
459	Annex 1B	4.27.11-Performance Appraisal	4.27.11-Performance Appraisal	What is fixed format appraisal	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
460	Annex 1B	4.27.16-Performance Appraisal	4.27.16-Performance Appraisal	Elaborate on "retirement review process"	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
461	Annex 1B	4.27.26-Performance Appraisal	4.27.26-Performance Appraisal	Is it you are looking for development planning/Succession Planning	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
462	Annex 1B	4.42-Performance Appraisal	4.42-Performance Appraisal	Please suggest "upload of a fixed format appraisal", What type of upload and parameters Bank is looking for?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
463	Annex 1B	4.48-Performance Appraisal	4.48-Performance Appraisal	Why assets & liabilities as furnished by the officers is required in Performance Appraisal. Please elaborate on whole process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
464	Annex 1B	4.49-Performance Appraisal	4.49-Performance Appraisal	How is assets & liabilities link to PA.? Please elaborate on end to end process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
465	Annex 1B	4.5-Performance Appraisal	4.5-Performance Appraisal	What is the process of "submitting the statement and provision to generate reminder letters". How is it linked to PA	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
466	Annex 1B	4.52-Performance Appraisal	4.52-Performance Appraisal	How is assets & liabilities link to PA.? Please elaborate on end to end process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
467	Annex 1B	4.53-Performance Appraisal	4.53-Performance Appraisal	How is assets & liabilities link to PA.? Please elaborate on end to end process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
468	Annex 1B	4.71-Performance Appraisal	4.71-Performance Appraisal	Why assets & liabilities as furnished by the officers is required in Performance Appraisal. Please elaborate on whole process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
469	Annex 1B	4.72-Performance Appraisal	4.72-Performance Appraisal	Why assets & liabilities as furnished by the officers is required in Performance Appraisal. Please elaborate on whole process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
470	Annex 1B	4.73-Performance Appraisal	4.73-Performance Appraisal	Why assets & liabilities as furnished by the officers is required in Performance Appraisal. Please elaborate on whole process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
471	Annex 1B	Payroll	General	Will there be any change in payroll structure which is currently used in the system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
472	Annex 1B	Leave Management	General	How is the Integrated system of Time Management for Swipe data? Please elaborate the end to end process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
473	Annex 1B	Leave Management	General	What is the frequency of the time management data transferred to HR system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
474	Annex 1B	MIS	General	Give the count of Branch wise reports required? Are all the branch wise reports standardized across	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
475	Annex 1B	General	General	What are 3 Major challenges of the current systems	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
476	Annex 1B	3.9.75-Employee Record Management	3.9.75-Employee Record Management	How many employee status are available in BOM?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
477	Annex 1B	3.23-Employee Record Management	3.23-Employee Record Management	Which information employee can update/insert/delete? Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
478	Annex 1B	3.24-Employee Record Management	3.24-Employee Record Management	Is it two level of approval for updating records in the system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
479	Annex 1B	3.25-Employee Record Management	3.25-Employee Record Management	How many types of part time staff are available in BOM?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
480	Annex 1B	3.29-Employee Record Management	3.29-Employee Record Management	Part of Payroll requirement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
481	Annex 1B	3.33-Employee Record Management	3.33-Employee Record Management	Is there any policy / guideline for increment, which is based on qualification?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
482	Annex 1B	3.34-Employee Record Management	3.34-Employee Record Management	Is increment amount / percentage are fixed? Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
483	Annex 1B	3.4-Employee Record Management	3.4-Employee Record Management	Can be handle in BPC	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
484	Annex 1B	3.51-Employee Record Management	3.51-Employee Record Management	Is it personal information or information related to job/position etc.?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
485	Annex 1B	6.1-Transfer & Promotions	6.1-Transfer & Promotions	Is it single level or multiple level approval process exist in Bank of Maharashtra? Is level of approval varies as grade and level? Please elaborate	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
486	Annex 1B	6.2-Transfer & Promotions	6.2-Transfer & Promotions	Need to execute transfer / redeployment action or process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
487	Annex 1B	6.3.1-Transfer & Promotions	6.3.1-Transfer & Promotions	Does job and role changes when employee transferred from one branch to another branch? What are different types of categories available in the Bank of Maharashtra?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
488	Annex 1B	6.4-Transfer & Promotions	6.4-Transfer & Promotions	Is there any policy / rules/ guidelines to accept or reject any employees transfer request?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
489	Annex 1B	6.6-Transfer & Promotions	6.6-Transfer & Promotions	Is any transfer policy available in BOM?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
490	Annex 1B	6.7-Transfer & Promotions	6.7-Transfer & Promotions	Will this be part of Performance management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
491	Annex 1B	6.11-Transfer & Promotions	6.11-Transfer & Promotions	Will this be part of ESS/MSS	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
492	Annex 1B	6.13-Transfer & Promotions	6.13-Transfer & Promotions	No online updation required, once HR execute transfer action. HR will update all required information in the system.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
493	Annex 1B	6.18-Transfer & Promotions	6.18-Transfer & Promotions	Which factor will decide whether employee is eligible for transfer?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
494	Annex 1B	6.24-Transfer & Promotions	6.24-Transfer & Promotions	Will this be part of Recruitment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
495	Annex 1B	6.25-Transfer & Promotions	6.25-Transfer & Promotions	Is there any guideline / Policy to fill the open position through normal /fast/Merit tracks?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
496	Annex 1B	6.26-Transfer & Promotions	6.26-Transfer & Promotions	Will this be part of Recruitment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
497	Annex 1B	6.28-Transfer & Promotions	6.28-Transfer & Promotions	Can be part of work flow	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
498	Annex 1B	6.31-Transfer & Promotions	6.31-Transfer & Promotions	Will this be part of Performance management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
499	Annex 1B	6.32-Transfer & Promotions	6.32-Transfer & Promotions	Will this be part of Recruitment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
500	Annex 1B	6.33-Transfer & Promotions	6.33-Transfer & Promotions	Audit and Vigilance team should be part of approval work flow	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
501	Annex 1B	6.34-Transfer & Promotions	6.34-Transfer & Promotions	Will this be part of Performance management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
502	Annex 1B	6.36-Transfer & Promotions	6.36-Transfer & Promotions	HR has to update new salary structure in the system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
503	Annex 1B	6.43-Transfer & Promotions	6.43-Transfer & Promotions	Is BOM is maintaining competencies, skill set. For all employees?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
504	Annex 1B	6.45-Transfer & Promotions	6.45-Transfer & Promotions	Is there any guideline to define grade advancements?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
505	Annex 1B	6.49-Transfer & Promotions	6.49-Transfer & Promotions	Will this be part of Payroll	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
506	Annex 1B	6.55-Transfer & Promotions	6.55-Transfer & Promotions	Need more information on it.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
507	Annex 1B	6.57.21-Transfer & Promotions	6.57.21-Transfer & Promotions	Is there any documents to capture conversation between HR and employee? Like minutes of the meeting.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
508	Annex 1B	6.58.13-Transfer & Promotions	6.58.13-Transfer & Promotions	When exemptions will be given to employees? Is there any policy or guideline for the same?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
509	Annex 1B	6.59.3-Transfer & Promotions	6.59.3-Transfer & Promotions	Performance management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
510	Annex 1B	6.59.4-Transfer & Promotions	6.59.4-Transfer & Promotions	Is it related to disciplinary action taken against the employees?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
511	Annex 1B	6.59.5-Transfer & Promotions	6.59.5-Transfer & Promotions	Performance management (what is user define criteria?)	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
512	Annex 1B	6.59.7-Transfer & Promotions	6.59.7-Transfer & Promotions	Is there any policy to define which employee falls under normal track, fast track?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
513	Annex 1B	6.59.9-Transfer & Promotions	6.59.9-Transfer & Promotions	Who to update these comment in the system? Is this document will be used as supporting documents?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
514	Annex 1B	6.59.12-Transfer & Promotions	6.59.12-Transfer & Promotions	Is it like creating share drive for HR with restricted access to upload confidential data?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
515	Annex 1B	6.59.13-Transfer & Promotions	6.59.13-Transfer & Promotions	Is it like creating roll number for all employees who are attending the exam?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
516	Annex 1B	6.59.33-Transfer & Promotions	6.59.33-Transfer & Promotions	Is all employees who completed 3 yrs. in one location are eligible for transfer?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
517	Annex 1B	6.59.42-Transfer & Promotions	6.59.42-Transfer & Promotions	Is transfer dairy is file or register where employees transfer details are getting store?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
518	Annex 1B	6.60.9-Transfer & Promotions	6.60.9-Transfer & Promotions	Who to update these comment in the system? Is this document will be used as supporting documents?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
519	Annex 1B	6.60.10-Transfer & Promotions	6.60.10-Transfer & Promotions	Is the validation is application during time of hiring, transfer, promotion etc. or for maintaining and updating employees data in the system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
520	Annex 1B	6.60.11-Transfer & Promotions	6.60.11-Transfer & Promotions	Is it like creating share drive for HR with restricted access to upload confidential data?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
521	Annex 1B	6.60.12-Transfer & Promotions	6.60.12-Transfer & Promotions	Is it like creating roll number for all employees who are attending the exam?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
522	Annex 1B	6.60.13-Transfer & Promotions	6.60.13-Transfer & Promotions	How to identify employee who is out of turn for promotion?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
523	Annex 1B	6.60.30-Transfer & Promotions	6.60.30-Transfer & Promotions	Is there letter contain is same across all level / grade of employees?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
524	Annex 1B	6.61.2-Transfer & Promotions	6.61.2-Transfer & Promotions	Will this be part of Performance Management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
525	Annex 1B	6.61.9-Transfer & Promotions	6.61.9-Transfer & Promotions	Who to update these comment in the system? Is this document will be used as supporting documents?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
526	Annex 1B	6.61.11-Transfer & Promotions	6.61.11-Transfer & Promotions	Recruitment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
527	Annex 1B	6.61.12-Transfer & Promotions	6.61.12-Transfer & Promotions	Is it like creating roll number for all employees who are attending the exam?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
528	Annex 1B	6.61.14-Transfer & Promotions	6.61.14-Transfer & Promotions	Recruitment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
529	Annex 1B	6.61.16-Transfer & Promotions	6.61.16-Transfer & Promotions	Which factors to be consider? Is there any weightage assigned to qualification, service, merit etc.?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
530	Annex 1B	6.61.25-Transfer & Promotions	6.61.25-Transfer & Promotions	Is it email notification facility to employee along with promotion letter?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
531	Annex 1B	6.61.33-Transfer & Promotions	6.61.33-Transfer & Promotions	Is the committee members are existing /ex-employees of BOM?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
532	Annex 1B	6.61.34-Transfer & Promotions	6.61.34-Transfer & Promotions	What is the difference between switchover and promotion? Is there are any financial change?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
533	Annex 1B	6.61.37-Transfer & Promotions	6.61.37-Transfer & Promotions	Performance management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
534	Annex 1B	6.62.4-Transfer & Promotions	6.62.4-Transfer & Promotions	What is expected from Combined seniority list	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
535	Annex 1B	6.62.7-Transfer & Promotions	6.62.7-Transfer & Promotions	Is there any policy/rules/formula available to change the seniority?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
536	Annex 1B	6.62.9-Transfer & Promotions	6.62.9-Transfer & Promotions	Which details this roster should capture?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
537	Annex 1B	Training & Development / 5.1	Training & Development / 5.1	For overseas training, what would be the booking/posting currency?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
538	Annex 1B	Training & Development / 5.3	Training & Development / 5.3	Training request is offline or through system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
539	Annex 1B	Training & Development / 5.9	Training & Development / 5.9	What do you mean by target group? Is it Training to be published only for selected group?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
540	Annex 1B	Training & Development / 5.10	Training & Development / 5.10	Assumption - External training data is to be provided by Bank only. No integration with any 3rd system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
541	Annex 1B	Training & Development / 5.18	Training & Development / 5.18	Please explain more on - based on mapping module and program should be automatically updated and online training facility.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
542	Annex 1B	Training & Development / 5.21	Training & Development / 5.21	Feedback to be provided through Feedback form and online?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
543	Annex 1B	Training & Development / 5.32	Training & Development / 5.32	Do you mean training fee for the external faculty?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
544	Annex 1B	Training & Development / 5.46	Training & Development / 5.46	Request should be online or offline	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
545	Annex 1B	Training & Development / 5.52	Training & Development / 5.52	Please explain - automatic upgrade of employee upgrade profile	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
546	Annex 1B	Training & Development / 5.78	Training & Development / 5.78	Confirm - Faculty nomination for any particular course and to be done by whom?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
547	Annex 1B	Training & Development / 5.81	Training & Development / 5.81	Please explain more on - retention in the area trained of employees	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
548	Annex 1B	Training & Development / 5.91.10	Training & Development / 5.91.10	Student's data will be maintained in system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
549	Annex 1B	Training & Development / 5.94	Training & Development / 5.94	Non-attendance means cancellation or employee didn't attended the training after booking it?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
550	Annex 1B	Training & Development / 5.105.6	Training & Development / 5.105.6	Employee grade data or some other data to be maintained?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
551	Annex 1B	Training & Development / 5.110.14	Training & Development / 5.110.14	Note to be generated online	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
552	Annex 1B	Training & Development / 5.115.1	Training & Development / 5.115.1	What do you mean by Training cards?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
553	Annex 1B	Training & Development / 5.112	Training & Development / 5.112	Explain Consultancy?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
554	Annex 1B	Training & Development / 5.113.3	Training & Development / 5.113.3	Are these course/training types?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
555	Annex 1B	Training & Development / 5.114.1	Training & Development / 5.114.1	Please explain more on this process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
556	Annex 1B	Training & Development / 5.117.1	Training & Development / 5.117.1	Process for Income earned?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
557	Annex 1B	Training & Development / 5.119.3	Training & Development / 5.119.3	Process for earning income from training? Does it mean internal faculty goes for external training?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
558	Annex 1B	Training & Development / 5.122.4	Training & Development / 5.122.4	Do you means the training programs conducted for Senior Officers?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
559	Annex 1B	Training & Development / 5.122.5	Training & Development / 5.122.5	What do you mean by HID initiatives	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
560	Annex 1B	Training & Development / 5.122.9	Training & Development / 5.122.9	Please explain more on Pending reference?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
561	Annex 1B	Training & Development / 5.122.10	Training & Development / 5.122.10	What is TE's and HO?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
562	Annex 1B	Training & Development / 5.122.11	Training & Development / 5.122.11	What is TE's and HO?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
563	Annex 1B	9.1	The Leave system shall permit the definition of leave types such as casual, privilege, medical, maternity, etc.	How many different types of Leaves were used in BOM? Is there any leave policy to assign /generate /accrual of leave types in the system? Is there any rules for Eligibility?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
564	Annex 1B	9.6	The system should have the provision to initiate SL of 30 days/month for 18 years post completion of 11 months and re-initiate SL for max 90 days post 24 years of service completion	Is all employee are eligible to utilize / use 30 days leave per year If required, after completing 11 months in BOM?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
565	Annex 1B	9.7	In case of Sick leave, the system should have the provision of uploading the requisite medical certificate of the employee as per number of leaves based on his cadre	Who will upload Medical reports and certificates in the system? Employee or HR?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
566	Annex 1B	9.11	The system should maintain leave rules on pre-fixing and suffixing with other leaves/holidays and barred combination of leaves	How many types of Sandwich rules are there in BOM?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
567	Annex 1B	9.12	The system should support exception workflows to support leave requests and section/rejection by competent authority keeping Personnel dept. informed	Further clarification required regarding exception leave approval? Which set of employees can be consider for exception leave approval?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
568	Annex 1B	9.41	Capability of record keeping and maintenance of historical data	Which historical data BOM want to capture in the system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
569	Annex 1B	9.45	Capability to issue order for treating certain leave as leave not due or as unauthorized absence and integration with pay module for withholding of pay of	Need further clarification. Which types of leave should be consideration this process?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
570	Annex 1B	9.47	Automated leave approval process including issuance of leave approval letters.	Is there letter content for leave approval remain same for employees or different contents for different cadre/grade?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
571	Annex 1B	9.48.2	Support online approval for LFC by concerned authority	What functionality will BOM is expecting under LFC? Is it employee can declare LFC, Claim LFC (as per policy and validation) and approval of LFC?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
572	Annex 1B	9.58	Ability to support the performance appraisal system	More information is required on this. How Leave management is link with Performance appraisal?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
573	Annex 1B	9.62	Provision for automatic credit of different type of leave and also provision for manual credit / debit / modification / cancellation etc. with specified reasons.	When system should automatically cancel and Modified the leave?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
574	Annex 1B	9.67	Record LTC incidental advance / Encashment along with Set period (which is recorded in Service Sheet) and link to GAD-Bills module / Leave Section.	Need further details on linking the system with GAD bills module.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
575	Annex 1B	9.82	Provision of generation of reports on various permutations and combinations as per the Bank's requirement as also the	Need further details regarding the reports. Does it is related to ability to create / modify report in the system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
			reports as available in the existing leave module.		
576	Annex 1B	9.83	Provision for entering the name, address, contact phone no of the panel Doctor so as to generate the letter referring the employees to the Panel Doctor wherever called for.	Who will enter the Panel Doctors details in the system? How and where employee can access these details?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
577	Annex 1B	9.84	Provision to enter details of strike whenever occurs, and display of an alert message wherever the strike coincides with the leave of the employee.	How system will capture the details of employees who are joining strike?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
578	Annex 1B	9.87	Provision to enter the maximum limit of leave that can be availed under various categories and to sanction unto this maximum limit only for various kinds of leave	Is the Maximum limit is same for all level of employees?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
579	Annex 1B	9.89	Provision to freeze the leave balance and LTC block of officers on study Leave / on EOL to join spouse and allowance that needs to be paid, if any	Need further clarification on the same	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
580	Annex 1B	9.91	Facility to generate reports of 'blood donation' made by the employees during a particular period basing on the leave taken for that purpose.	How currently BOM is capturing blood donation details? Who is maintaining the Blood Donation records? Is there any awards or rewards or benefits related to blood donation?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
581	Annex 1B	9.96	Online application through Self Service Module for payment of	More details is required.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
582	Annex 1B	9.108.1	Maintenance of leave calendars for different types of leave depending upon the type and scales of the employee	What is mean by leave Calendar? Holiday Calendar or Holiday Calendar year?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
583	Annex 1B	9.108.11	Ability to maintain muster roll of various departments with time in/out in office, and should be linked to Biometric scan reader/Proximity card system at the places where such system exists/comes in operation.	How frequently data will get transferred from Biometrics to system? Real time bases, Once in day or after particular time duration?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
584	Annex 1B	9.108.12	Ability to link to Biometric scan reader/Proximity card system for attendance at the places where such system exists/comes in operation.	Is capturing Employee card number is mandatory in the system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
585	Annex 1B	9.108.17	Facility to caution the forwarding authority in case more than a given percentage of employees of the cadre already sanctioned with leave during the period for which the current request is being processed	Further clarification is required. Is there any policy or formula to define the percentage?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
586	Annex 1B	9.108.24	Provision to sanction Encashment of P.L accrued at the time of retirement / death of an employee and sanction of permitted percentage of leave at the time of resignation	Further clarification is required. Is there any policy or formula to define the percentage?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
587	Annex 1B	9.108.34	Provision of sanctioning leaves of employee who is on Contract Basis.	Further clarification required. Please elaborate the process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
588	Annex 1B	9.108.35	Provision of not counting LFC block and calculating the leaves of next year on prorated basis if employee go for LFC on 25 Dec to 15 Jan. It will calculate current year leave & next year leave up to 15 Jan.	Further clarification required. Please elaborate the process	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
589	Annex 1B	Terminal Benefits & Separations/11.1	Terminal Benefits & Separations/11.1	Does financial accounting of PF, gratuity, welfare and leave encashment funds mean posting to Finance?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
590	Annex 1B	Terminal Benefits & Separations/11.3	Terminal Benefits & Separations/11.3	Balance sheet, trial balance and P&L are part of XXXXXX FI. This is not under XXXXXX HR purview	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
591	Annex 1B	Terminal Benefits & Separations/11.5	Terminal Benefits & Separations/11.5	What is the definition of PF management system? What is the expected behavior of the system for pooling of PF and VPF	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
592	Annex 1B	Terminal Benefits & Separations/11.7	Terminal Benefits & Separations/11.7	Please provide the types of pension scheme	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
593	Annex 1B	Terminal Benefits & Separations/11.9	Terminal Benefits & Separations/11.9	The nomenclature of PF number generation and the how is it communicated to PF department currently	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
594	Annex 1B	Terminal Benefits & Separations/11.10	Terminal Benefits & Separations/11.10	Please explain the PF settlement process and the voucher required for accounting	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
595	Annex 1B	Terminal Benefits & Separations/11.11	Terminal Benefits & Separations/11.11	Periodic interest accrued on what and is it supposed to be paid in salary?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
596	Annex 1B	Terminal Benefits & Separations/11.12	Terminal Benefits & Separations/11.12	Please elaborate on the PF loans rules and regulations	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
597	Annex 1B	Terminal Benefits & Separations/11.16	Terminal Benefits & Separations/11.16	Please provide the statements required for PF returns	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
598	Annex 1B	Terminal Benefits & Separations/11.18	Terminal Benefits & Separations/11.18	Please provide the list of reports	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
599	Annex 1B	Terminal Benefits & Separations/11.20	Terminal Benefits & Separations/11.20	What is the current process of employee separation and types of separation?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
600	Annex 1B	Terminal Benefits & Separations/11.20	Terminal Benefits & Separations/11.20	What are the benefits paid to the employee on separation or retirement? E.g.: superannuation, gratuity	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
601	Annex 1B	Terminal Benefits & Separations/11.23	Terminal Benefits & Separations/11.23	Please explain the Pending information to be provided to posted location of the separated employee	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
602	Annex 1B	Terminal Benefits & Separations/11.24	Terminal Benefits & Separations/11.24	Please provide the rules for voluntary retirement process?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
603	Annex 1B	Terminal Benefits & Separations/11.24	Terminal Benefits & Separations/11.24	What are the rules for full and final settlement in case of voluntary retirement process?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
604	Annex 1B	Terminal Benefits & Separations/11.27	Terminal Benefits & Separations/11.27	What is the process flow for online approval/comments of the CVC and Disciplinary action cell on employee check with respect to any irregularities/disciplinary issues - to decide the course of retirement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
605	Annex 1B	Terminal Benefits & Separations/11.29	Terminal Benefits & Separations/11.29	What information is sent to PF department and controlling authority on employee transfer to new location?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
606	Annex 1B	Terminal Benefits & Separations/11.29	Terminal Benefits & Separations/11.29	What is the role of controlling authority in employee transfer?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
607	Annex 1B	Terminal Benefits & Separations/11.32	Terminal Benefits & Separations/11.32	How is the relieving letter sent to the employees currently?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
608	Annex 1B	Terminal Benefits & Separations/11.35	Terminal Benefits & Separations/11.35	If employee opts for company accommodation post retirement for 2 months, will there be any recovery from the employee? How will this recovery happen?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
609	Annex 1B	Terminal Benefits & Separations/11.36	Terminal Benefits & Separations/11.36	What is the current Full and Finals settlement process?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
610	Annex 1B	Terminal Benefits & Separations/11.36	Terminal Benefits & Separations/11.36	What is the duration for Full and final settlement after employee separation?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
611	Annex 1B	Terminal Benefits & Separations/11.36	Terminal Benefits & Separations/11.36	Which are the documents provided to employee on separation? E.g.: experience letter, full and final settlement sheet and provisional Form 16	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
612	Annex 1B	Terminal Benefits & Separations/11.37	Terminal Benefits & Separations/11.37	Is leave encashment applicable on separation or retirement? How is the leave encashment calculated?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
613	Annex 1B	Terminal Benefits & Separations/11.37	Terminal Benefits & Separations/11.37	Is any annual or performance bonus payable to the employee and how it is calculated?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
614	Annex 1B	Terminal Benefits & Separations/11.37	Terminal Benefits & Separations/11.37	If any loans are pending, how are they recovered from separated employee?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
615	Annex 1B	Terminal Benefits & Separations/11.38	Terminal Benefits & Separations/11.38	What are pension claim forms?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
616	Annex 1B	Terminal Benefits & Separations/11.39	Terminal Benefits & Separations/11.39	Should system maintain details of the pensioners? Is new employee id assigned to them once they become pensioners?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
617	Annex 1B	Terminal Benefits & Separations/11.39	Terminal Benefits & Separations/11.39	How is pension paid to pensioners? Through salary or outside the system? Is tax calculated on the pensions paid and accounted in finance?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
618	Annex 1B	Terminal Benefits & Separations/11.41	Terminal Benefits & Separations/11.41	What are the payment modes for pension?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
619	Annex 1B	Terminal Benefits & Separations/11.42	Terminal Benefits & Separations/11.42	What is family pension? How is it different from employee's pension?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
620	Annex 1B	Terminal Benefits & Separations/11.42	Terminal Benefits & Separations/11.42	How is family pension paid?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
621	Annex 1B	Terminal Benefits & Separations/11.43	Terminal Benefits & Separations/11.43	Please provide rules regarding pension scheme and disbursement options. What is pension claim forms received (example, commuting option)?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
622	Annex 1B	Terminal Benefits & Separations/11.44	Terminal Benefits & Separations/11.44	Please provide more details on accounting procedures including generation of vouchers and related reports. What is expected behavior of the system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
623	Annex 1B	Terminal Benefits & Separations/11.45	Terminal Benefits & Separations/11.45	Is form 16 provided to pensioners?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
624	Annex 1B	Terminal Benefits & Separations/11.47	Terminal Benefits & Separations/11.47	Please provide more clarity on forfeiture of Gratuity in case of dismissals etc.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
625	Annex 1B	Terminal Benefits & Separations/11.50	Terminal Benefits & Separations/11.50	Please provide the reports/registers related to Gratuity management	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
626	Annex 1B	Terminal Benefits & Separations/11.54	Terminal Benefits & Separations/11.54	Please provide the details of the pension scheme, family pension and commutation of pension	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
627	Annex 1B	Terminal Benefits & Separations/11.55	Terminal Benefits & Separations/11.55	Please explain current PF process for employee	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
628	Annex 1B	Terminal Benefits & Separations/11.55	Terminal Benefits & Separations/11.55	please provide standard PF reports required	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
629	Annex 1B	Terminal Benefits & Separations/11.55.2.u	Terminal Benefits & Separations/11.55.2.u	Support forfeiture of PF (Bank contribution) and gratuity to the extent of loss suffered by the Bank in case of dismissed employees/CRS employees.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
630	Annex 1B	Terminal Benefits & Separations/11.55.2.v	Terminal Benefits & Separations/11.55.2.v	What do dismissed employees mean?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
631	Annex 1B	Terminal Benefits & Separations/11.55.2.ak	Terminal Benefits & Separations/11.55.2.ak	What does PPO mean?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
632	Annex 1B	Terminal Benefits & Separations/11.55.3.b	Terminal Benefits & Separations/11.55.3.b	What are the liabilities of employee towards PF, gratuity and pension?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
633	Annex 1B	Terminal Benefits & Separations/11.55.4.a	Terminal Benefits & Separations/11.55.4.a	What are the Rules & Guidelines for ex-gratia payment?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
634	Annex 1B	Terminal Benefits & Separations/11.55.4.b	Terminal Benefits & Separations/11.55.4.b	What are the Relevant Forms for ex-gratia payment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
635	Annex 1B	Terminal Benefits & Separations/11.55.4.c	Terminal Benefits & Separations/11.55.4.c	What are the Registers for ex-gratia payment	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
636	Annex 1B	Terminal Benefits & Separations/11.55.5	Terminal Benefits & Separations/11.55.5	Please explain NPS process followed by the bank	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
637	Annex 1B	Transfer & Promotions	General	Can the Transfer and promotion process execution handled offline and only the data entry of the action with all the details are uploaded/Updated in the system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
638	Annex 1B	Leave Management	General in this section	How current Biometric is integrated with which leave system? What frequency data is transferred to attendance system? How is this intern integrated with Payroll system	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
639	Annex 1B	Leave Management	General in this section	Do you have different system for LTA processing - application and claims	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
640	Annex 1B	Manpower planning	General in this section	Is travel management in scope	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
641	Annex 1B	MIS	General in this section	In MIS, we see lot of reports on Ledger Balance etc., which are related to FI. How can this be in scope for HRMS? Can you please revalidate all the list of reports across all modules and MIS and provide final consolidated list with total count	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
642	Annex 1B	Manpower planning	General in this section	What is the current Manpower system implemented in BANK	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
643	Annex 1B	Manpower planning	General in this section	Are all these Manpower requirement - forecasting and all are part of Wish list.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
644	Annex 1B	Operating System	General in this RFP section	Bidder assumes that Operating System Build and regular support will be provided by Bank of Maharashtra teams, All OS related activities at OS layer and below (Ex-CPU/RAM capacity monitoring, OS level Upgrades & patching, etc.) will be managed Bank of Maharashtra team. Please confirm.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
645	Annex 1B	MIS / Analytics	General	Please share Current Landscape details on reporting side?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
646	Annex 1B	MIS / Analytics	General	Is S4 Embedded Analytics solution expected?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
647	Annex 1B	MIS / Analytics	General	Is Fiori being used until now by customer?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
648	Annex 1B	MIS / Analytics	General	What is data perimeter for reporting? Does BOM use 2 to 3 years of data or last 10 to 15 years of data for reporting?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
649	Annex 1B	MIS / Analytics	General	How many source systems feeding data for reporting? Are they XXXXXX or non XXXXXX as well? Approx. ratio of data?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
650	Annex 1B	MIS / Analytics	General	Are there any data science requirements? In case BOM has huge amount of data in XXXXXX	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
651	Annex 1B	MIS / Analytics	General	Does BOM have any BI Strategy and data strategy in place from analytics perspective?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
652	Annex 1B	MIS / Analytics	General	Has BOM conducted any assessment on S4 before releasing RFP?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
653	Annex 1B	MIS / Analytics	General	Regarding data migration in scope, is there a plan to move from ECC/third party to S4?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
654	Annex 1B	Annexure 1b Manpower Providing	Support maintenance of automatic release of time based increments, stagnation increments, FPP, PQP etc.	Required information about stagnation increments, FPP, PQP	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
655	Annex 1B	Annexure 1b Employee Record Management	Facility to generate reports of employees working in sensitive areas during a given period/as on a particular date	What is sensitive area in Banking Sector?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
656	Annex 1B	Annexure 1b Performance Appraisal	Ability to draw a Performance Matrix/ Job Matrix and map Key Responsibility Areas for each employee (individual goal setting) position in the institution based on the Matrix.	What is meant by Performance Matrix/ Job Matrix?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
657	Annex 1B	Annexure 1b Performance Appraisal	Display of full/partial APAR employees. Communication of APAR to employees.	What is meant by full/partial APAR employees? Communication of APAR to employees.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
658	Annex 1B	Annexure 1b Training & Development	On-line allotment of room at NBSC – being able to choose a room.	What is meant by NBSC?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
659	Annex 1B	Annexure 1b Training & Development	No. of ODIs / GOPP / PLI conducted	What is meant by ODIs / GOPP / PLI conducted?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
660	Annex 1B	Annexure 1b Transfer & Promotions	Provision of shadow log in to PA/PS attached with a Minister / Secretary / Other officer. Change of shadow log in when CTC is signed.	What is the role of Minister / Secretary / Other officer in banking sector?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
661	Annex 1B	Annexure 1b Transfer & Promotions	The system should make competency assessment on pre-designed matrix and should facilitate in employee development initiatives	What is the meaning of this statement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
662	Annex 1B	Annexure 1b Transfer & Promotions	All India Roster for officers - Horizontal, vertical, Ex-Servicemen roster as per the statutory requirement	What is Horizontal, vertical roster?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
663	Annex 1B	Annexure 1b Leave Management	Sanction of advance against the LFC application and generation of vouchers and accounting entries	What is it meant by LFC and how to generate voucher?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
664	Annex 1B	Annexure 1b Staff Re-imbursements and Welfare	Capturing the details of rules and eligibility under BMFS, MAFS,(OSR/BPS)	What is the meaning of BMFS, MAFS,(OSR/BPS) this words.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
665	Annex 1B	Annexure 1b Staff Re-imbursements and Welfare	Briefcase Reimbursement	What is the meaning of this statement?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
666	Annex 1B	Annexure 1b Staff Reimbursement & Welfare Annexure	Details of package charges for various ailment Details of A.I.I.M.S /CGHS rates	Required information about A.I.I.M.S /CGHS rates	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
667	Annex 1B	Annexure 1b Staff Reimbursement & Welfare Annexure	Facility to provide advance or difference payment in OSR/BPS as well as SWS Scheme	Required information about OSR/BPS as well as SWS Scheme	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
668	Annex 1B	Annexure 1b Staff Reimbursement & Welfare Annexure	FY availment of SWDOM/SWTH/SWNTH/DENT.	Required information about SWDOM/SWTH/SWNTH/DENT	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
669	Annex 1B	Annexure 1b Staff Reimbursement & Welfare Annexure	I. Tax. : Automatic calculation of IT on SCH/COLL FEE / Medical reimbursement	Required information of this statement.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
670	Annex 1B	Staff Reimbursement & Welfare	Sundry Creditors a/c- Refund of tour with the balances maintained by AES/FAD and maintenance of related records/files.	Required information about this AES/FAD.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
671	Annex 1B	Annexure 1b	Referring cases to HRMD-PPD for policy decision	Need clarification about this	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
672	Annex 1B	Annexure 1b Terminal Benefits & Separations	Generating reports P1 to P5 in respect of all Pension opted, Pensioners and Family Pensioners for actuarial valuation of pension liability.	Need clarification about this	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
673	Annex 1B	Annexure 1b Terminal Benefits & Separations Annexure	Analytical and Forecasting tools relating to Pension	Need clarification about this	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
674	Annex 1B	Annexure 1b Terminal Benefits & Separations Annexure	Pension payment of CMD, ED of as per guidelines of Move.	Need clarification about this	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
675	Annex 1B	Annexure 1b Terminal Benefits & Separations	Generation of form M, L etc. to various labour authorities in respect of Gratuity payable/paid ; Calculation ,Sanction & Disbursal of Gratuity	Need clarification about this	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
676	Annex 1B	Annexure 1b Personal Administration	Pension Regulations of other financial organizations	Need clarification about this	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
677	Annex 1B	Annexure 1b Personal Administration	Details of PA/RP issued to the employees along with the facility to scan and store the signatures of the officials issued with PA/RP – separately for PA and RP	Required information about this statement.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
678	Annex 1B	Annexure 1b MIS Annexure	Union affiliation –shall be capable of accepting affiliation to multiple unions	What is Union affiliation?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
679	Annex 1B	Annexure 1b Personal Administration	Capturing rules and eligibility conditions for payment of gratuity - information on provisions of banks gratuity rules / payment of gratuity act / DCRG rules of Central Govt.	Required more information on this is statement	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
680	Annex 1B	Annexure 1b Manpower Planning	Recording of Desk handled with various duties during a period	Kindly explain in detail on this point	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
681	Annex 1B	Annexure 1b Manpower Planning	On-line Organizational Climate Surveys	Kindly explain in detail on this point	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
682	Annex 1B	Annexure 1b Performance Appraisal	Support to generate defaulters list	Kindly explain in detail on this point	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
683	Annex 1B	Annexure 1b Performance Appraisal	The system should allow inclusion of weightages for each key parameter and points against each rating attained in the performance appraisal template	Kindly explain in detail on this point	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
684	Annex 1B	Annexure 1b Performance Appraisal	Capability to provide for both periodical and comprehensive and open and closed appraisal system.	What is open and closed appraisal system?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
685	Annex 1B	Annexure 1b Transfers & Promotions	Ability to define out of turn promotions	Kindly clarify what is out of turn promotions	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
686	Annex 1B	Annexure 1b Legal, Roaster, DA etc.	Entering case notes - should be possible to record case notes	Explain in detail about case notes	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
687	Annex 1B	Annexure 1b Leave Management	Entitlement Units	Please clarify the meaning of Entitlement Units.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
688	Annex 1B	-	General	What are the data security policies of Bank?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
689	Annex 1B	-	General	Does Bank have any preference of Operating System and Database for the proposed Application?	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder

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S. No.	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	Query Replies
690	Annex10	Annexure 10-Commercials Bill of Materials	Resource Cost; No of Man Months	Does bidder needs to consider man month effort for 5 Year, 6 year or 7 years? Please confirm as number of years for cost in summary tab is only for 5 years.	The requirements are clearly mentioned in the RFP. Further details shall be provided to the successful bidder
691	Annex10	Annexure 10-Commercials Bill of Materials	Database cost	Why are the database cost cells frozen in application cost? Is it a format issue?	Bank has ORACLE ULA in place however the bidder may choose any solution that is uses different database, price of the same shall be included by the bidder in their commercials as per the format.
692	Misc.	General		Requesting the bank to include the below clause in the RFP "Bidder's right to terminate in case of material breach by Client and winding up."	The requirements are clearly mentioned in the RFP.
693	Misc.	General		Requesting the bank to include the below clause in the RFP "Bank liability pay Bidder for all Services provided by Bidder till effective date of termination".	The requirements are clearly mentioned in the RFP.
694	Misc.	General	RFP - Infrastructure at DC and DRC	Infrastructure such as Hardware, Storage, Networking and Hosting Environment and related services, which are not provided by the Bidder; shall not form of the scope of the Bidder. Please confirm	Hardware sizing will be the responsibility of the bidder, however bank will provide the necessary hardware required for the solution as per the sizing.