

**Request for Proposal
for
Selection of Total Solution Provider
To Supply and Customize Commercially Off The Shelf
(COTS) product –
“HRMS (Human Resource Management System)”
for
**General Administration Department
(GAD)**
Government of Gujarat**

(Tender no: SW: SW28052013030)

Bid Processing fees: Rs. 25,000/-



**Gujarat Informatics Ltd
Block no. 1, 8th floor, Udhog Bhavan,
Sector-11, Gandhinagar-382017, Gujarat
Ph No. 23259237, 23259240
Fax: 23238925. Email: info@gujaratinformatics.com
www.gujaratinformatics.com**

**Date of Pre-Bid Meeting: 12th June, 2013 at 1500 hrs
Last date for submission of Online Bids: 20th June, 2013 up to 1500 hrs
Date of opening of Technical bids: 21st June, 2013 at 1500 hrs**

Proprietary & Confidential

No part of this document can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of the General Administration Department (GAD), except to the extent required for submitting bid and no more.

The information contained in this document is only disclosed for the purpose of enabling you to submit a proposal to the General Administration Department (GAD) in accordance with the requirements of this document. This document should not therefore be used for any other purpose under any circumstances.

This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the department, such information may not be published, disclosed, or used for any other purpose. You acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of the department and that title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with the department. You agree to take utmost care in protecting the proprietary and confidential nature of the information contained herewith.

Abbreviations

- **GoG:** Government of Gujarat
- **GAD:** General Administration Department
- **GIL:** Gujarat Informatics Limited
- **HRMS:** Human Resource Management System
- **HRIS:** Human Resource Information System
- **EIS:** Employee Information System
- **COTS:** Commercially Off The Shelf
- **TSP:** Total Solution Provider
- **HoDs:** Head of Departments
- **QCBS:** Quality & Cost Based Selection
- **IAS:** Indian Administration Services
- **IFS:** Indian Forest Services
- **IPS:** Indian Police Services
- **GAS:** Gujarat Administration/Accounts Services
- **GES:** Gujarat Engineering Services
- **GSS:** Gujarat Secretarial Services
- **IWDMS:** Integrated Workflow and Document Management System
- **IFMS:** Integrated Finance Management System
- **ITB:** Instruction to Bidders
- **OEM:** Original Equipment Manufacturer
- **GPSC:** Gujarat Public State Commission
- **SPIPA:** Sardar Patel Institute of Public Administration
- **BPR:** Business Process Reengineering
- **PAR:** Performance Appraisal Report

Table of Contents

1.	SECTION – I: INVITATION TO RFP.....	7
1.1.	RFP Notice	7
1.2.	Important Information	8
2.	SECTION 2: INSTRUCTIONS TO BIDDERS	10
2.1.	Definitions	10
2.2.	SOURCES OF FUNDS	11
2.3.	Introduction.....	11
2.4.	Tender Process Flow.....	12
2.5.	Eligibility Criteria.....	12
2.6.	Eligible Goods and Services	17
2.7.	Cost of Bidding.....	18
2.8.	Content of Bidding Document	18
2.9.	Pre-Bid Conference.....	18
2.10.	Amendment to RFP	18
2.11.	Language of Bid	19
2.12.	Documents Comprising the Bid	19
2.13.	Bid Form	19
2.14.	Bid Prices	19
2.15.	Bid Currency	21
2.16.	Bid Security - Earnest Money Deposit (EMD).....	21
2.17.	Validity of proposal.....	21
2.18.	Preparation of Proposal.....	21
2.19.	Contents of Envelopes.....	22
2.20.	Submission, Receipt & Opening of proposal	22
2.21.	Opening of Bids by GAD/GIL.....	23
2.22.	Clarification of Bids.....	23
2.23.	Preliminary Examination	23
2.24.	Methodology & Criteria for Technical, Commercial and final evaluation.....	24
2.25.	GAD/GIL’s Right to vary quantities of work at the time of award of contract.....	28
2.26.	Award of Contract	29
2.27.	GAD/GIL’s Right to Accept Any Bid and to reject Any or All Bids.....	29
2.28.	Notification of Awards.....	29
2.29.	Signing of Contract	29
2.30.	Performance Bank Guarantee	29
2.31.	Confidentiality	30
2.32.	Cost of Bidding.....	30
2.33.	Disqualification	30
2.34.	Binding Clause	31
3.	SECTION – III SCOPE OF WORK.....	32
3.1.	Mission of HRMS	32
3.2.	Existing System	32
3.3.	Scope of Work	32
3.4.	Language of the Product	88
3.5.	Project Phases:	88
3.6.	Details of the activities	89
3.7.	Proposed timelines for Implementation	91
4.	SECTION IV: SPECIFICATIONS.....	93
4.1.	Acceptance Criteria	93
4.2.	Development Criteria	94
4.3.	Hosting Criteria	95

4.4.	Access Control and User Authentication:.....	96
5.	SECTION V: PAYMENT TERMS	97
5.1.	Payment Schedule	97
5.2.	Payment Procedure	97
6.	SECTION VI: SERVICE LEVEL AGREEMENT & PENALTY CLAUSE	99
6.1.	Definitions	99
6.2.	Categories of SLAs	99
7.	SECTION VII: ROLES & RESPONSIBILITIES OF STAKEHOLDERS.....	102
7.1.	General Administration Department (GAD).....	102
7.2.	TSP/Bidder:.....	102
8.	SECTION VIII: GENERAL TERMS & CONDITIONS	104
8.1.	Application.....	104
8.2.	Relationship between parties.....	104
8.3.	Standards of Performance.....	104
8.4.	Delivery and Documents	104
8.5.	TSP Personnel	104
8.6.	Applicable Law.....	105
8.7.	Use of Contract Documents and Information	105
8.8.	Governing Language	105
8.9.	Intellectual Property Rights.....	105
8.10.	Inspection/Testing	106
8.11.	Change Request Orders	107
8.12.	Suspension.....	108
8.13.	Termination	108
8.14.	Termination for Default.....	109
8.15.	Fraud & Corruption.....	109
8.16.	Force Majeure	110
8.17.	Payments in case of Force Majeure	110
8.18.	Termination for Insolvency.....	110
8.19.	Resolution of Disputes.....	110
8.20.	Arbitration	111
8.21.	Contract Period.....	111
8.22.	Agreement Amendments	112
8.23.	Limitation of Liability	112
8.24.	Severability:	112
8.25.	Maintenance service including Warranty Support:.....	112
8.26.	Taxes and Duties.....	112
8.27.	Legal Jurisdiction	112
8.28.	Notice	112
9.	SECTION: IX ANNEXURES	113
9.1.	FORM I: Bid Proposal Form.....	113
9.2.	FORM II: Particulars of the Bidder's Organization.....	115
9.3.	FORM III - Performance Bank Guarantee	116
9.4.	FORM IV: Performance Statement.....	118
9.5.	FORM V: Project Team	119
9.6.	FORM VI: Financial Bid.....	121
9.6.1.	Table for calculating Total Financial Bid on the basis of Present Values.....	124
9.7.	Form VII - Format for Statement of Deviation	126
9.8.	FORM VIII : Self Declaration	127
9.9.	FORM IX: Original Equipment Manufacturer (OEM)/Developer Authorization Form.....	129
9.10.	FORM X: Bidder Eligibility & COTS Product compliance Certificate	132

9.10.1. Bidder Eligibility Compliance 132
9.10.2. COTS Eligibility Compliance 136

1. SECTION – I: INVITATION TO RFP

1.1. RFP Notice

This document is for a Request for Proposal for Selection of Total Solution Provider to supply and customize **Commercially Off The Shelf (COTS)** product – “Human Resource Management System, (HRMS)” for General Administration Department (GAD), Government of Gujarat.

GAD intends to automate the administration process in Government of Gujarat. The software solution is envisioned to have integrated components like manpower planning, manpower budgeting, posts management, carder management, e-Service book for monitoring & reviewing the administrative process of Government of Gujarat.

The bidder shall be responsible for maintenance of complete integrated HRMS solutions for a period of 8 Years. The bidder shall be responsible for providing all types of services as mentioned in this bid document & Scope of Work, as a part of this project.

GIL on behalf of General Administration Department invites sealed bids from eligible bidders for COTS Product – HRMS for all Departments/HoDs of Government of Gujarat. The bidder, who intends to participate in this bid, is required to follow the below mentioned stages:

- Pre-Bid Conference
- Technical & Financial Bid Submission
- Opening of Eligibility Documents
- Evaluation of Eligibility Documents
- Opening of Technical Bid
- Evaluation of Technical bid
- Presentation on following points by all bidders :
 - Understanding of Scope of Work
 - Approach & Methodology
 - Software Architecture
 - Experience of similar kind of project/s and execution in other state/s
 - Implementation Strategy (Pilot and State wide roll out)
 - Manpower / Resource deployment
 - Project Plan / Timelines
 - Bill of Material
 - Proposed Value additions
- Opening of Financial bids of all qualified bidders
- The bidder achieving the highest combined technical and financial score will be invited for negotiations and awarded contract.

Interested companies may download the RFP document from the website www.gujaratinformatics.com & <https://gil.nprocure.com>.

The bids must be submitted online through <https://gil.nprocure.com>. However the eligibility documents and technical bids must be submitted physically at GIL also.

GAD reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.

This RFP document is not transferable.

Minimum absolute technical score to qualify for commercial evaluation is 65.

Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.

The bidder shall submit the **DD of Rs. 25,000/-** towards bid processing charges and **Rs. 1,00,00,000/-** towards bid security amount in sealed cover. The sealed cover should super scribe as “bid processing fees & bid security/EMD for the tender for selection of TSP to supply and customize Commercially Off The Shelf (COTS) product – “Human Resource Management System, (HRMS)”. Bid Processing fees & EMD must be in the form of Demand Draft in the name of **“Gujarat Informatics Ltd.” payable at Ahmedabad /Gandhinagar** along with the covering letter with a **validity of 3 months**.

1.2. Important Information

Sr. No.	Information	Details
1.	Last date for submission of written queries for clarifications	5 th June, 2013 up to 1200 hrs
2.	Date and time for Pre bid conference	12 th June, 2013 at 1500 hrs
3.	Last date and time for submission of EMD & Bid Processing fees in GIL (physically)	20 th June, 2013 up to 1500 hrs
4.	Last date and time for submission of eligibility & technical bids (online as well as physically) and Financial bid online	20 th June, 2013 up to 1500 hrs
5.	Date and time for opening of Bids	21 st June, 2013 at 1500 hrs
6.	Place for submission of EMD & bid processing fee, EMD, pre-bid meeting and opening of Bids	Conference Room, Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar
7.	Place, date and time for technical Presentation	The place, date and time for technical presentation will be given to the eligible bidders later on.

8.	Contact person for queries	Dr. Neeta Shah Director (e-Governance), Gujarat Informatics Limited neetas@gujarat.gov.in smitag@gujarat.gov.in
9.	Address for communication	Director (e-Governance), Gujarat Informatics Ltd. Block No. 1, 8th Floor, UdyogBhavan, Gandhinagar E-mail: neetas@gujarat.gov.in smitag@gujarat.gov.in Phone: 91-79-23256022, 59240 Fax: 91-79-23238925
10.	Place, date and time for opening of financial/commercial bids	The place, date and time for opening of financial/commercial proposal will be given to the technically qualified bidders later on.
11.	Bid validity	180 days

NOTE: Please note that this bid document is not for actual award of contract / work order but for procurement of COTS and customization according to the scope given in this bid document.

2. SECTION 2: INSTRUCTIONS TO BIDDERS

2.1. Definitions

- 2.1.1. "Applicable Law" means the laws and any other instruments having force of law in India from time to time.
- 2.1.2. "Proposal/bid" means proposal submitted by bidders in response to the RFP issued by GAD for selection of Total Solution Provider.
- 2.1.3. "Competent Authority" means the General Administration Department.
- 2.1.4. "Committee" means committee formed by the General Administration Department (GAD) for the purposes of processing and evaluation of this bid
- 2.1.5. "Contract Value" means the price payable to the selected firm/company under the Contract for the complete and proper performance of its contractual obligations.
- 2.1.6. "Total Solution Provider" means any private or public entity, which will provide the services to GAD under the contract.
- 2.1.7. "Contract" means the Contract signed by the parties along with the entire documentation as specified in the RFP
- 2.1.8. "Day" means Working day
- 2.1.9. "Effective date" means the date from which the contract comes into force and effect.
- 2.1.10. "Government" means State Government of Gujarat.
- 2.1.11. "GAD" means General Administration Department, Gujarat.
- 2.1.12. "COTS" means Commercially Off The Shelf Product
- 2.1.13. "Product" means a final solution after customization on the COTS as per requirement of the GAD.
- 2.1.14. "HRMS" means Human Resource Management System.
- 2.1.15. "Rules" means the applicable rules under different statutes, Acts, Rules, Government Resolutions, Circulars in relation to personal management of employees in Gujarat Government.
- 2.1.16. "GIL" means Gujarat Informatics Limited, Block No.1, 8th Floor, Udyog Bhavan, Gandhinagar – 382 017, Gujarat.
- 2.1.17. "Personnel" means professional and support staff provided by the TSP and assigned to perform services to execute an assignment and any part thereof.
- 2.1.18. "Services" means the work to be performed by the TSP pursuant to the selection by GAD and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by GAD.
- 2.1.19. "Go live" means completion of COTS Customization as per the complete scope of work and successful Testing of entire solution in respect of at least one employee of the Government of Gujarat. In case customization of all the modules is completed but the testing or actual use of the product gets delayed, third party may be appointed for certifying the same.
- 2.1.20. Partial rollout means completion of the following modules and limited roll out of the same in respect of at least one employee of the Government who is not a test case:
- 2.1.20.1. Employee profile
 - 2.1.20.2. Organization Structure
 - 2.1.20.3. Performance Appraisal Report
 - 2.1.20.4. Leave
 - 2.1.20.5. Transfer and Posting

2.1.20.6. Mobile apps Development & interface**2.2. SOURCES OF FUNDS**

General Administration Department is calling the Total Solution Provider to supply COTS based bilingual HRMS Solution for Government of Gujarat Employees across the state.

The Work Order will be placed on the selected TSP by General Administration Department directly and the payment for the services mentioned in the said work order will be made directly by General Administration Department from their own sources of funds as per the financial terms and conditions mentioned in this document.

2.3. Introduction

2.3.1. General Administration Department is one of the key departments of State Government. The overall administration process of state government from recruitment to retirement is driven by this department.

The HRMS aims to improve the performance of human resources, planning and management of organization, benefits administration, succession planning, and human resource administration of Government. To achieve this, HRMS will automate all personal administration related tasks. Staff and personnel data will be kept in a live database which will be accessible by all departments and subordinate offices at all times, and applications that are being processed such as leave, pay roll, performance management, promotion, training, housing loans etc. can be tracked through the system. Decision making will be faster because information will be at our fingertips and all processes will be integrated in to the HRMS along with required standardized templates, as required.

2.3.2. The various cadres operated by GAD are as follow:

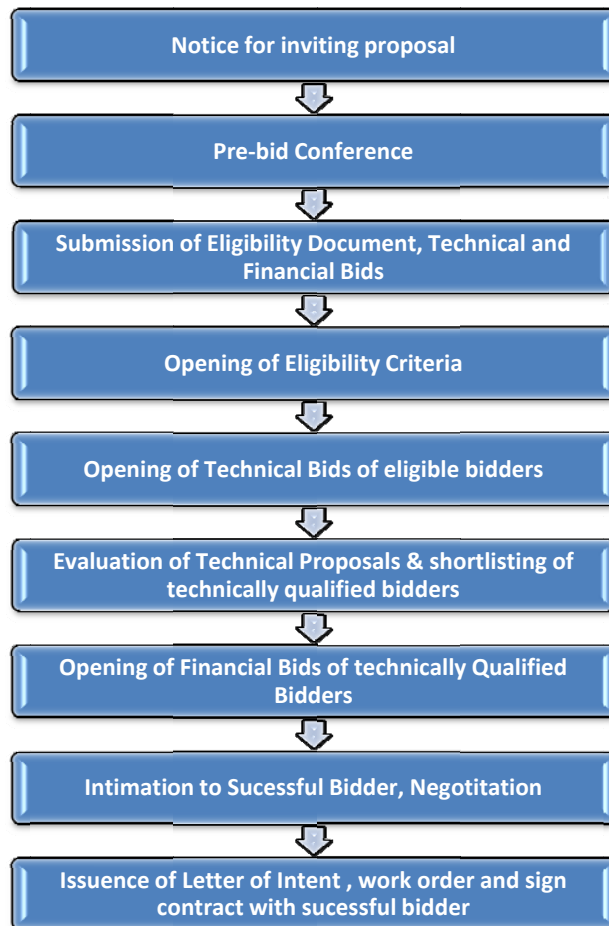
- All India Services:
 - IAS (Indian Administration Service)
 - IFS (Indian Forest Service)
 - IPS (Indian Police Service)
- Gujarat Service Class-I
 - GAS (Gujarat Administration Services)
 - GES (Gujarat Engineering Services)
 - GSS (Gujarat Secretarial Service)
- Gujarat Secretarial Service Class-II, Class-III, Class-IV
- In addition, GAD is core department laying policies pertaining to HR management in Government and its affiliated organizations. Therefore all other cadres of Government will also get covered under the HRMS, though in a phased manner, and with variability of modules provided to different category of cadres.

2.3.3. The objectives of having an integrated HRMS solution for the GAD are as follows:

- Development of an integrated view of employee information across all departments of GoG

- Provision of timely & reliable management information relating to human resources for effective decision making within the government
- Provision of 'single window' services to employees
- Provision of user-friendly operating environment (to the employee), where in, the HRMS system is accessible by a majority of the employees, over a browser
- Complete Personnel information to be available on-line, in order to eliminate delays in decision making
- All personnel rules to be integrated into the decision making process defining the interconnectivity of different modules.
- All forms and templates to be on the HRMS platform
- To achieve more efficient and effective workforce to serve the citizens of the State.

2.4. Tender Process Flow



2.5. Eligibility Criteria

The bidders meeting the following eligibility criteria will be short listed and considered for technical evaluation. The bidders have to give eligibility compliance certificate as per format given in **Form IX: Bidder Eligibility Compliance and COTS Eligibility Compliance certificate.**

Sr. No.	Eligibility Criteria	Attachments
1.	The company should have 5 years of existence in India and the company should be registered/ incorporated in India.	Valid copy of the Certificate
2.	Bidder should be an established IT Total Solution Provider and should have been engaged in similar IT projects/solutions business for a period of at least five years as on 31.03.13	Work Orders / Client Certificates confirming year and area of activity.
3.	The bidder must have turnover of at least Rs. 500 Crores for each of the last three financial years as on 31.03.2013.	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. CA certificate mentioning turnover of Software/IT products Development and Support service activities
4.	The bidder must have a cumulative business revenue of Rs. 50 Crores over last three years from either development of or integration of similar HR Management System products under the names HRMS or HRIS or EIS or E-Service Book or Personal Management Information System	Details of such projects undertaken along with clients' completion certification/letter.
5.	The bidder should have demonstrable expertise and experience in providing and customizing COTS (HRMS). The bidder must have implemented & operationalised at least 1 (One) such projects in last 5 years for which the cost of each project should not have been less than Rs. 5 Crores.	Details of such projects undertaken along with clients' completion certification/letter.
6.	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 5000 users or resources any time in last five years.	Details of such project undertaken along with clients' completion certification/letter.
7.	The Bidder should be a Total Solution Provider(TSP) having CMMi level 5 certification and ISO 9001:2011 ISO 27001: 2005 certification for IT Based Infrastructure Services (Information Security Management System) ISO 20000:2005 certification for IT based Infrastructure Services (IT Service Management)	Valid copy of the Certificates
8.	The bidder should have at least 2000 technically trained employees on its payroll as on 31.03.2013. Out of them 200 employees should be trained on the COTS product implementation support, configuration, customization, testing,	Authorization certificate from HR manager

Sr. No.	Eligibility Criteria	Attachments
	user acceptance, training, hand holding and application support activities.	
9.	The bidder should be authorized by its COTS OEM for HRMS product quoted in the bid.	The authorization certificate of OEM
10.	The bidder should have a back-end support agreement/arrangement for services for HRMS product support for COTS with the Original Equipment Manufacturers (OEMs) of COTS support activities for the entire project period.	The OEM undertaking letter
11.	The OEM of HRMS product should be CMMi level 5 certified. The OEM for Software solution – COTS Product - should have a cumulative turnover of Rs. 250 crore from the HRMS COTS product and its previous versions in last five years.	Copy of the Certificate Copies of Audited results of last five years of the software OEM clearly bring out segment wise financial information or a certificate along with necessary details verifying the turnover eligibility for the OEM.
12.	The bidder must give undertaking duly signed & sealed by Authorized Signatory that if this contract is awarded to him, he will employ all the resources with the necessary capabilities catering to different phases of project implementation, as defined in the scope of work. Resources need to be Deployed at the General Administration Department office/ places specified by GAD in Gandhinagar and anywhere else in Gujarat.	Relevant undertaking
13.	The bidder must get and present an undertaking duly signed by authorized signatory of the COTS OEM to convey OEM's acceptance to the following arrangement "The COTS OEM provider agrees to provide the additional user licenses with following conditions: Any variation in the quoted quantity by 25% shall be provided at the price bided. Additional licenses shall be provided at a discount to the quoted price in this bid subject to following discount schedule: Additional License quantity from 25001 – 50000 Licenses: 30% Discount Additional License Quantity from 50001 – 100000 Licenses: 40% Discount Additional License Quantity from 100001 – upwards Licenses: 50 % Discount Besides the cost of COTS licenses, if there are other items in the bid document which also	FORM IX: Original Equipment Manufacturer (OEM)/Developer Authorization Form

Sr. No.	Eligibility Criteria	Attachments
	<p>attract costs based on quantity of user licenses, including the database licenses, then all such licenses shall attract discounts as mentioned above in their lump sum onetime cost or in their annual licensing costs. The TSP shall give this undertaking in respect of such quantities which are chargeable by him. The discount shall be computed against the price quoted in the Financial Bid of this RFP. Further the quantity indicated above includes such licenses bought by other Government organizations, inside and outside Gujarat, which go in for rapid roll out of HRMS either pursuant to an agreement with the state of Gujarat or pursuant to decision by the Department of electronics and IT, Government of India under National e-Governance Plan or under any other scheme for rapid roll out. The discount shall apply on incremental quantity and not on the cumulative quantity. Such undertaking will have to be taken from the OEM and to be submitted by the TSP along with the Bid.</p>	
14.	<p>The bidder must get and present an undertaking duly signed by authorized representative of the COTS OEM to convey his acceptance to the following arrangement "The COTS OEM provider acknowledges that processes of personal management in Government organizations are more or less uniform across all Governments across India and across different forms such as departments, boards, corporations, trusts set up by Governments and offices under central Government, however, all such processes are markedly and significantly different from the ones' prevalent in organizations owned by non-Governmental entities. Therefore, as part of customization of the COTS, the Government of Gujarat will be investing considerably in customizing the product for Government HRMS. This value add will improve the COTS to make it more attuned to the functioning of Government organizations which will be very valuable to other Government organizations and having such a customized version of COTS will provide an advantage to the COTS OEM over other OEMs to efficiently deliver better HRMS / HRIS / EIS</p>	FORM IX: Original Equipment Manufacturer (OEM)/Developer Authorization Form

Sr. No.	Eligibility Criteria	Attachments
	<p>solutions in shorter time frame to other government organizations at lesser cost in customization. This will enable the OEM providing COTS and by the same logic to the TSP using such modified COTS to reduce costs and maximize profits while implementing succeeding HRMS projects for Government Organizations. The OEM acknowledges that such value addition by Government of Gujarat leads to unique IP for the modified COTS. This is similar to co-innovation of an HRMS Product which is specifically suited for the needs of the government. The OEM agrees to an arrangement wherein Government of Gujarat shall retain the right over IPR addition. In addition, a successful implementation of HRMS Project in Gujarat might result in endorsement from other State Governments or Government of India for a rapid roll out of the same customized COTS solution subject to minor improvements / small customization need, compared with the originally supplied COTS, relating to the language and other process changes. Therefore, OEM agrees to hold IPR of customized COTS solution jointly with the Government of Gujarat in so far as that COTS product might get implemented in other Government organizations anywhere in India. The same would be applicable to copyrights. The Gujarat Government further proposes to license out the customized COTS back to the COTS OEM to enable it to use such customized COTS for rapid roll out in Government organizations in other States or in organizations in Government of India. The OEM agrees to this arrangement and wherever, the OEM uses jointly IPR owned customized COTS solution, it agrees to pay to the Government of Gujarat an access fee / sharing fee of 20% of license fees collected towards the COTS solution (License fees collected towards database licenses or Operating System licenses will not be included for sharing)(License Fees shall be one's after applying discounts as mentioned in item no 13above and therefore 20% access fee / sharing fee is to be provided on the discounted price)from the indenting authority. Such access fees shall be ordinarily collected and</p>	

Sr. No.	Eligibility Criteria	Attachments
	paid by the COTS OEM however, the State of Gujarat shall also have the option of collecting the license fee directly from other Governments/ Government organizations” Such undertaking will be signed by the TSP& OEM & submitted along with the Bid.	
15.	Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat at the time of bidding.	Certificate / affidavit mentioning that the Bidder is not blacklisted by Government of India or by Government of any State in India or by Government of Gujarat or any of the PSUs in the state of Gujarat due to engagement in any corrupt & fraudulent practices. Self-Declaration Form must be submitted
16.	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.	Affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights must be submitted by the bidder as per Attached format.
17.	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 30 days from the date of issue of work order if he is awarded the work.	The copy of Property tax bill/Electricity Bill/Telephone Bill/G.S.T.-C.S.T. Registration/Lease agreement should be submitted as proof Or Undertaking Letter
18.	No Consortium will be allowed.	

2.6. Eligible Goods and Services

- 2.6.1. COTS based HRMS Solution: COTS - Commercially available Off-The-Shelf (COTS), is software application readily deployable with or without configuration to suit the customer’s specific process requirements and does not involve developing the application from scratch. COTS software shall be implementable or deployable and maintainable by any other competent agency other than the manufacturer or agency developed the COTS software. Proposed COTS software solution shall also be available with complete transparency including operation manuals, help documents and source code.
- 2.6.2. The provided solution should be based on the COTS as defined in the definition section to take advantage of the industry standard packages with best practices.
- 2.6.3. Due to aggressive time to implement, the bidder will not be allowed custom development of the core modules of software.

- 2.6.4. All goods and services to be provided under the Contract shall have their origin in eligible source countries, and all expenditures made under the contract will be limited to such goods and services.
- 2.6.5. For purpose of this clause, "origin" means the place where the goods are from or from which the ancillary services are supplied. Goods are produced when, through manufacturing, processing, code writing and compiling, or substantial or major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or in purpose or utility from its components.
- 2.6.6. The origin of goods and services is distinct from the nationality of the Bidder.

2.7. Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GAD/GIL will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

2.8. Content of Bidding Document

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

2.9. Pre-Bid Conference

A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on the date indicated under section 1.2 of this document. GAD/GIL will discuss the queries received from the interested bidders in the pre-bid meeting and respond the clarifications by uploading on the website. The interested bidder should send the queries as per the following format:

Bidder's Request For Clarification			
Name of Organization submitting request		Name & position of person submitting request:	Address of organization including phone, fax, email points of contact
S.No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1			
2			
3			
4			

2.10. Amendment to RFP

- 2.10.1. At any time prior to the deadline for submission of bids, GAD/GIL may, for any reason, whether on its own initiative or in response to a clarification request by a prospective bidder, modify the bidding documents.
- 2.10.2. All prospective bidders who have received the bidding documents will be notified of the amendment through website and such amendments will be binding on them.

2.10.3. In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GAD/GIL at its discretion, may extend the deadline for the submission of bids.

2.11. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and GAD/GIL shall be in English language.

2.12. Documents Comprising the Bid

2.12.1. The bid prepared by the Bidder shall comprise of the following documents:

2.12.1.1. A Technical Bid and a Financial Bid

2.12.1.2. Bid security

2.12.2. The technical Bid & Financial Bid must be submitted online through the e-tendering website of <http://gil.nprocure.com> using digital signature.

2.12.2.1. The bid documents and addendums (if any) together shall be considered as final and self-contained bid documents notwithstanding any previous correspondence or document issued by GIL/GAD.

2.12.2.2. The bid security of **Rs. 1,00,00,000/- (Rupees One Crore Only)** and bid processing fee of **Rs. 25,000/- (Rupees Twenty Five Thousands Only)** are to be submitted physical in the form of DD (Demand Draft) favoring of **Gujarat Informatics Ltd, Gandhinagar** in sealed cover clearly mentioning that "EMD & Bid Processing Fee of the HRMS Bid" at GIL on the address mentioned in Section-1.

2.13. Bid Form

2.13.1. The Bidder shall complete the Technical Bid and Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website <https://gil.nprocure.com>. The bidder shall also complete the bid form as per section V and submit it with the financial Bid on <https://gil.nprocure.com>.

2.14. Bid Prices

2.14.1. The Bidder shall indicate the prices in the format mentioned in the e-Tendering website <https://gil.nprocure.com>.

2.14.2. Following points need to be considered while indicating prices:

2.14.2.1. The prices quoted should also include, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Gujarat as indicated by GIL/GAD

2.14.2.2. The rates of any Indian duties, sales tax, service tax and other taxes which will be payable by the Client on the goods/ services (if any) if this contract is awarded, should be quoted separately,

2.14.3. The Bidder's separation of the price components will be solely for the purpose of facilitating the comparison of bids by GAD/GIL and will not in any way limit the Client's right to contract on any of the terms offered.

2.14.4. Sharing of responsibility (between GAD and the bidder) of procurement of various types of software shall be as under:

2.14.4.1. The prices quoted shall be inclusive of license software required for

- actual running of applications developed (i.e. User level Operating System and database other software required).**
- 2.14.4.2. GAD shall procure or provide the required software platform at user level for running of products like User level Operating System, and system software etc.**
- 2.14.4.3. The TSP will provide and develop COTS HRMS to run any environment at the central side for Database management.**
- 2.14.4.4.** The price quoted shall be inclusive of customization cost of COTS as well as cost of all readymade (commercially available) application software packages and operation & maintenance support for the period of contract with required number of copies of the licensed version used/proposed for the purpose. This shall also include the cost of integration with applicable modules of integrated solutions like IWDMS & IFMS of Govt. of Gujarat.
- 2.14.4.5.** Bidder is expected to fill the rates/amount for all items in Financial Bid format. However, in case, the bidder chooses to quote zero, nil amount or blank, it will be his risk and the same shall in no way restrict the scope of the work. Any rate quote field kept blank would imply that bidder is quoting zero prices for that item.
- 2.14.4.6.** The full IPR for the entire solution shall rest with the GAD with provision for joint ownership with COTS OEM so far as roll out in other Government Organizations within India is concerned.
- 2.14.4.7.** The Government of Gujarat acknowledges that processes of personal management in Government systems are more or less uniform across all Governments across the nation and across different forms such as departments, boards, corporations, trusts set up by Governments and offices under central Government across India, however, all such processes are markedly and significantly different from the ones' prevalent in organizations owned by non-Governmental entities. Therefore, as part of customization of the COTS, the Government will be investing considerably in customizing the product for HRMS. This value add will improve the COTS to make it more attuned to the functioning of Government organizations which will make the customized solution a step ahead of other COTS from OEM's competitors or from standard COTS of OEM itself. Accordingly the Government of Gujarat intends to claim the right over IPR creation which is very valuable for the Government organizations. Therefore, Government of Gujarat will hold IPR of the customized COTS solution. The same would be applicable to copyrights. The TSP shall sign any/all the documents in this regard and will get necessary undertaking to this effect from the COTS OEM .The Gujarat Government further intends to license out the customized COTS back to the COTS OEM to enable it to use for rapid roll out in Government organizations in other States or in organizations in Government of India. The COTS OEM will have to agree to this arrangement and wherever, the COTS OEM uses Govt. of Gujarat customized COTS solution or gets additional projects under rapid roll out program of Department of Electronics & IT, Govt. of India, it will have to pay to Government of

Gujarat a license fee / access fee / sharing fee /royalty of 20% of project fees collected towards the COTS solution (License fees collected towards database licenses or Operating System licenses will not be included for sharing) from the tendering authority or the TSP (Total Solution Provider) is included) of such projects. **At the time of awarding contract, authorized representative of COTS OEM will have to sign a separate contract agreement to such an extent with Govt. of Gujarat.** The TSP has to get such an undertaking from the OEM at the time of filing this bid and hand over the source code, Meta data details etc. to the GAD at different stages of customization and before release of final payment on completion of training and roll out of software.

2.15. Bid Currency

Prices shall be quoted in Indian rupees only.

2.16. Bid Security - Earnest Money Deposit (EMD)

2.16.1. Earnest Money Deposit **Rs. 1,00,00,000/- (Rupees one crore only)** in the form of DD in favour of "Gujarat Informatics Limited" payable at Gandhinagar.

2.16.2. Proposals not accompanied by EMD shall be rejected as non-responsive.

2.16.3. The successful bidder's bid security will be discharged from GIL only after the signing of the contract and submission of performance security.

2.16.4. Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.

2.16.5. The EARNEST MONEY DEPOSIT shall be forfeited:

- a) if a Bidder withdraws its bid during the period of bid validity
- b) in case of a successful Bidder, if the Bidder fails:
 - i. to sign the Contract as mentioned above or
 - ii. to furnish performance bank guarantee as mentioned above or
 - iii. If the bidder is found to be involved in fraudulent practices.

2.17. Validity of proposal

2.17.1. Proposals shall remain valid for a period of 180 days (one hundred eighty days) after the date of financial bid opening prescribed in the RFP. A proposal valid for shorter period may be rejected as non-responsive. GAD/GIL may solicit the bidders' consent to an extension of proposal validity (but without the modification in proposals).

2.17.2. In exceptional circumstances, GIL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.

2.17.3. Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections

2.18. Preparation of Proposal

2.18.1. The proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall not be valid.

- 2.18.2. The proposal shall be typed or written in indelible ink (if required) and shall be initialed on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal
- 2.18.3. In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes.
- 2.18.4. The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained.
- 2.18.5. Alteration / Rewording / Deletion / Correction of any part in the Tender Document are not permitted. If found in any bid proposal, bid may be liable to be rejected without prior intimation to the bidder.
- 2.18.6. Bidder is required to submit the complete proposal along with required forms etc on <https://gil.nprocure.com>. The proposal shall be exactly according to the presented formats given on the <https://gil.nprocure.com>. The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal. If enclosed, it may be treated as disqualification.
- 2.18.7. Committee would ask Bidder(s) for detailed presentations. All such presentations shall be at the cost of bidder.
- 2.18.8. The envelope of the EMD & Bid processing fee should be addressed to:
The Director (e-Governance)
Gujarat Informatics Ltd.
Block No. 1, 8th Floor,
Udyog Bhavan, Gandhinagar
Gujarat – 382010
- 2.18.9. The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidder's risk and shall result in rejection of the proposal.

2.19. Contents of Envelopes

- 2.19.1. Envelop 1: DDs of EMD & Bid processing Fees
- 2.19.2. Envelop 2: Documents related to Eligibility Criteria
- 2.19.3. Envelop 3: Documents related to Technical Bid

2.20. Submission, Receipt & Opening of proposal

- 2.20.1. Submission of Bids:
- The Bidder shall submit the Eligibility Bid, Technical Bid and a Financial Bid as per the format mentioned in the e-Tendering website <https://gil.nprocure.com>. The bidder shall also complete the bid form as per Form I and submit it with the financial bid on <https://gil.nprocure.com>.
 - Telex, cable, e-mailed or facsimile bids will be rejected.
- 2.20.2. The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of bid opening being

declared holiday for the tendering authority, the bid shall be opened at the appointed time and location on the next working day.

- 2.20.3. The bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as GIL, at his discretion, may consider appropriate, will be announced at the time of opening.
- 2.20.4. Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
- 2.20.5. Prices shall be quoted in Indian Rupees Only.

2.21. Opening of Bids by GAD/GIL

- 2.21.1. GAD/GIL will open all bids (only eligibility stage at the first instance), in the presence of all Bidders or their representatives who choose to attend, and at the following address:

**Gujarat Informatics Ltd,
Block no .1/8, Sector-11,
Udyog Bhavan,
Gandhinagar- 382010**

- 2.21.2. The bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for GAD/GIL office, the Bid shall be opened at the appointed time and location on the next working day.
- 2.21.3. The bidder's names, bid modifications or withdrawal, bid prices, discounts, and the presence or the absence of requisite bid security and such other details, as GIL, at its discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.
- 2.21.4. Bids and modification sent that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
- 2.21.5. The technical bid of only those bidders who are matching the eligibility criteria will be opened and subsequently, the Financial Bids of only those bidders who qualify on the basis of evaluation of technical bid will be opened in the presence of the qualified bidders of their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.

2.22. Clarification of Bids

During evaluation of bids, GIL may, at its discretion, ask the Bidder for a clarification of its bid. GIL may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

2.23. Preliminary Examination

- 2.23.1. GAD/GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

- 2.23.2. Prior to the detailed evaluation, GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will be deemed to be material deviations. GAD/GIL determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 2.23.3. If a Bid is not substantially responsive, it will be rejected by GAD/GIL and may not subsequently be made responsive by the Bidder by correction of the non conformity.
- 2.23.4. Conditional bids are liable to be rejected.

2.24. Methodology & Criteria for Technical, Commercial and final evaluation

- 2.24.1. GAD will form a Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, GAD/GIL, may, at its discretion, ask the bidders for clarification of their Technical Proposals.
- 2.24.2. The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP. The bidder shall quote the COTS solution having full compliance with all the guiding principles and minimum specifications as mentioned in this RFP. Any deviation from the same will lead to the disqualification.
- 2.24.3. The bids will be evaluated for the eligibility criteria first.
- 2.24.4. The technical bids of the bidder(s) who comply with the eligibility criteria will be opened. During the technical evaluation, GAD/GIL may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied and who have scored **65%** in technical evaluation. At any point of time, if GAD/GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, GAD/GIL may reject his bid without assigning any reason or explanation.
- 2.24.5. Price shall be loaded appropriately for the missing component/quantity/tax etc. Price quoted in the financial bid will be final. Bidder is required to fulfill all obligations as required in the bid as per the prices quoted in the financial bid, for the proposed scope of work and bill of material, applicable taxes or missing component(s), if any for which the description is there in technical response but price is not provided in the financial sheet. Price will be appropriately loaded for the missing tax components/missing components that in the understanding of the evaluators is found to be missing from the proposed bill of material except in case where there is a written justification provided in the technical bid response. Basis of loading shall be the highest cost quoted by the bidders.

2.24.6. The following criteria shall be used to evaluate the technical bids.

Sr. No.	Particulars	Points System	Max. Marks
A. Organizational Strength			28
1.	No. of years since the bidder is engaged in similar IT projects/solutions business, (as on 31.03.2013)	>12 Years – 3 marks 9 –12 Years – 2 marks 5–8 Years – 1 marks	03
2.	No. of projects for which bidder has demonstrable expertise and experience in supply and customization of Commercially Off The Shelf (COTS) product – “HRMS (Human Resource Management System) or HRIS or EIS” having minimum cost of Rs. 5 crores each in last 5 years.	>= 13 projects – 9marks 9 – 12 projects – 7 marks 5 – 8 projects - 5marks 2 – 4 projects – 3 marks	09
3.	No. of projects for which bidder has demonstrable expertise and experience in supply and customize Commercially Of The Shelf (COTS) product – “HRMS (Human Resource Management System)” in Government Department / Board or Corporation having majority Government stake / PSU in last 5 years each having minimum cost of Rs. 1 crore.	> = 8 projects –3marks 5 –7 projects – 2 marks 2 – 4 projects – 1 marks	03
4.	Average turnover of bidder in last three financial years as on 31 st March, 2013 from Software/IT product Development and Support service activities. Year 2010-2011 Year 2011-2012 Year 2012-2013	>= Rs. 2500Crores – 8 Marks >= 2000 crores & up to Rs. 2500 Crores - 6 marks >= Rs. 1500 crores & up to Rs. 2000 Crores - 4 marks >= Rs. 1000 crores & up to Rs. 1500 Crores - 3 marks >= Rs. 500 crores & up to Rs. 1000 Crores - 2 marks	8
5.	Manpower should be trained on the COTS product implementation support, configuration, customization, testing, user acceptance, training, hand holding and application support activities.	>600 – 5 marks >500 & up to 600 – 3 marks >400 & up to 500 – 3 marks >300 & up to 400 – 2 marks > 200 & up to 300 – 1 marks	05
B. Technical Evaluation of COTS Product (as per given section 2.24.6.1)			28
C. Technical Solution			24
6.	Overall clarity in the technical proposal	Best proposal shall get 2(max.) marks & second best shall get 1 mark and others will get no marks	2
7.	Quality of the proposed Project Execution Methodology		2

8.	Quality of the Helpdesk services proposed		2
9.	Scalability of Solution The bidder shall provide scalability details of the proposed equipment. Bidder with maximum scalability in the particular component shall be awarded maximum marks and others shall be awarded marks on relative basis. The bidder should clearly articulate the scalability offered in each module overall solution scalability	Bidder with maximum scalability in the particular component shall be awarded 5marks and Bidder with 2nd highest scalability shall be awarded 3 marks & others shall be awarded 1 mark.	5
10.	Market Share of OEM in COTS Product (Gartner OEM market share in Asia for the quarter ending March 2013)	Bidder having tie up with the COTS OEM with maximum market share in Asia in the COTS component shall be awarded 3 marks and Bidder with 2nd highest share shall be awarded 2marks & others shall be awarded 1 mark. Bidders are required to submit copy of the relevant market share documents	3
11.	Personnel in Proposed Team		10
	Number of resources having understanding of Government administrative processes to be deployed fully on the project	Best proposal will get 2 marks, 2nd best proposal will get 1 mark & the remaining shall get 0 mark	3
	Number of IT skilled resources committed to be deployed fully on the project with qualifications, certifications & min. 3 years relevant experience	Best proposal will get 3marks, 2nd best proposal will get 2marks & the remaining shall get 1 mark	3
	Capability and experience of the personal proposed to be put on this project	Evaluation based on past experience of working as similarly sized project	2
	Quality of the Team lead proposed for the Key positions	Evaluation based on 1.Qualification 2.Experience 3.Certification	2
		Sub Total (A + B)	80
C. Technical Presentation			
12.	Technical Presentation	as per given section 2.24.6.2	20
Technical Marks (TM)			100
Minimum Qualifying Scores			65

2.24.6.1. Technical Evaluation of COTS Product

S No.	Parameter	Marks
1.	Ease of Usage	04
2.	Ease of Customization	03
3.	Methods of Report generation including method of exporting the same	03
4.	Tools/Technologies used for Software design and development	02
5.	Database Exchange Facility	01
6.	Modular approach making it convenient to add modules later	04
7.	Scalability to incorporate RFID Tags, Smart cards, Biometrics, and Barcode	03
8.	Search Facility	01
9.	COTS Product Roadmap for the next eight years	02
10.	24X7 SLA Based Product Support	02
11.	Technology – Interoperable Platform & compatible to open standards like J2EE	03
	TOTAL	28

2.24.6.2. Technical Presentation

On the prescribed date and time, the bidder shall make a technical presentation covering following areas which will carry 20 marks out of 100 of the total Technical score for that bidder:

Sr. No.	Presentation Evaluation Criteria	Marks
1.	Demonstration of HRMS Product	5
2.	Type and quality of User Interface including ease of operation	5
3.	Implementation Strategy (Pilot and State wide roll out)	2
4.	Project Plan / Timelines	5
5.	Proposed value additions	3
	Total Marks	20

Technical Bid Evaluation:

The technical score of a bidder 'Tb' will be assigned to the bidder & it will be awarded based on the Technical Evaluation Criteria as specified above. GAD's decision in this regard shall be final & binding and no further discussion will be held with the bidders whose bids are technically disqualified / rejected. Bidders with technical score of 65 and above will qualify for the evaluation in the commercial bids. The total technical scores achieved by the bidders shall be shared with the bidders & under any circumstances the breakup of the technical score shall not be shared with the bidders.

Tb: Absolute Technical Score

Tmax: Maximum Technical Score

Tn: Normalized technical score of the bidder under Consideration

$$\text{Normalized technical score (Tn)} = \text{Tb/Tmax} * 100$$

Financial Bid evaluation:

The financial bids of only those bidders, who have scored at least 65marks in the technical evaluation process, will be opened. The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of bidder & bid prices will be announced at the meeting. The financial score of a bidder 'Fb' will be assigned to the bidder. 'Fb' will be the total financial quote made by the bidder (excluding the Optional Services quotes sought in the financial bid)

F_n = normalized financial score for the bidder under consideration

F_b = commercial quote for the bidder under consideration

F_{min} = commercial quote of the lowest evaluated financial proposal

The lowest evaluated Financial Proposal (F_{min}) will be given the maximum financial score (F_n) of 100 points. The financial scores (F_n) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

$$\text{Normalized Financial Score (F}_n\text{)} = 100 \times \text{F}_{\text{min}} / \text{F}_b$$

Final Evaluation of Bid

Proposals will be ranked according to their combined technical (T_b) and financial (F_n) scores using the weights (T = 0.25the weight given to the Technical Proposal; P = 0.75the weight given to the Financial Proposal; T + P = 1). The final evaluation will be based on Final Score which shall be calculated as shown below:

$$\text{Final Score (S)} = \text{T}_n \times \text{T} + \text{F}_n \times \text{P}$$

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

2.25. GAD/GIL's Right to vary quantities of work at the time of award of contract

GAD/GIL invites this original bid for total number of licenses (Users of HRMS) of 20000. Financial bid valuation will also take place on the basis of 20000 licenses. GAD/GIL reserves the right to increase or decrease quantity of work by 25% without any change in the rate fixed or other terms & conditions, at the time of award of contract. This variation will apply only on the cost of licenses and shall not apply to the cost of customization which shall be independent of licenses. GAD/GIL further provides for the change in total quantity of licenses subject to following discounts to the indicated quantity in this bid:

Any variation in the quoted quantity within 25% shall be provided at the price bided. Additional licenses shall be provided at a discount to the quoted price in this bid subject to following discount schedule:

Additional License Quantity from 25001 – 50000 Licenses: 30% Discount
Additional License Quantity from 50001 – 100000 Licenses: 40% Discount
Additional License Quantity from 100001 – upwards Licenses: 50% Discount

The discount shall be computed against the price quoted in the Financial Bid of this RFP. Further the quantity indicated above includes such licenses bought by other Government organizations, inside and outside Gujarat, which go in for rapid roll out of HRMS either pursuant to an agreement with the state of Gujarat or pursuant to decision by the Department of electronics and IT, Government of India under National e-Governance Plan or under any other scheme for rapid roll out. The discount shall apply on incremental quantity and not on the cumulative quantity. The bidder shall also furnish an undertaking to this effect after collecting it from its COTS OEM partner.

2.26. Award of Contract

On acceptance of Proposal for awarding the contract, GAD/GIL will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.

2.27. GAD/GIL's Right to Accept Any Bid and to reject Any or All Bids

GAD/GIL reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for GAD/GIL action.

2.28. Notification of Awards

- 2.28.1. Prior to the expiration of the period of the bid validity, GAD/GIL will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.
- 2.28.2. The notification of award will constitute the formation of the Contract.
- 2.28.3. Upon the successful Bidder's furnishing of performance security GAD/GIL will promptly notify each unsuccessful Bidder.

2.29. Signing of Contract

- 2.29.1. At the same time as concerned GAD/GIL notifies the successful Bidder that its bid has been accepted, GAD will send the bidder the Contract Form, incorporating all the agreements between two parties.
- 2.29.2. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to GAD and send copy to GIL.

2.30. Performance Bank Guarantee

- 2.30.1. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract

- 2.30.2. The Successful bidder has to submit Performance Bank Guarantee @ 10% of first 2 Years Value of financial bid for 20,000 employees within 15 days from the date of issue of Purchase order for the duration of warranty to be provided by any of Nationalized Bank as per the [G.R. no. EMD-SD/102006/108/DMO Dated 30.03.2012 issued by Finance Department](#) (The draft of Performance Bank Guarantee is attached herewith).
- 2.30.3. The proceeds of the Performance Bank Guarantee shall be payable to the Department as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract.
- 2.30.4. The Performance Bank Guarantee shall be denominated in Indian Rupees and shall be in following form:
A bank guarantee, issued by a public sector bank located in India to the Department, in the form provided in the bidding documents. Apart from public sector banks, a bank guarantee from only the following private banks will be accepted.
- a. IDBI Bank
 - b. AXIS Bank
 - c. HDFC Bank
 - d. ICICI Bank
- 2.30.5. The Performance Bank Guarantee will be discharged by the Department and returned to the bidder(s) on completion of the bidder's performance obligations under the contract.
- 2.30.6. In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Bank Guarantee, rendering the same valid for the duration of the contract, as amended for further period.
- 2.30.7. No interest shall be payable on the PBG amount. GAD may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

2.31. Confidentiality

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of GAD, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

2.32. Cost of Bidding

All costs related to bidding shall be borne entirely by the bidder. Under no circumstances shall any queries / request for compensation in cases of rejection / disqualification etc. be entertained by GAD/GIL.

2.33. Disqualification

GAD may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has:

- 2.33.1. Submitted the Proposal documents after the response deadline.

- 2.33.2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 2.33.3. Submitted a proposal that is not accompanied by required documentation or is non-responsive.
- 2.33.4. Failed to provide clarifications related thereto, when sought.
- 2.33.5. Declared ineligible by the Government of Gujarat, or any of the departments in the Gujarat State Government, for corrupt and fraudulent practices or has been blacklisted at the time of submitting the bid.
- 2.33.6. Submitted a proposal with price adjustment / variation provision.

2.34. Binding Clause

All decisions taken by GAD regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

3. SECTION – III SCOPE OF WORK

3.1. Mission of HRMS

- To support the optimal utilization of human resource and effective Talent management of the Public Service by
- Providing correct, timely, reliable and secure HR data
- Providing easy, convenient and user friendly interfaces to access HR information
- Providing effective sharing of HR data throughout State Government and departments
- Providing IT enabled integrated platform for processing all employee – employer transactions

3.2. Existing System

Currently there is no comprehensive Human Resource Management System application in use in any of the Departments of the Government of Gujarat. An effort has been made by different Departments in different ways to develop HRMS module i.e. Department of Science & Technology initiated IWDMS project which has HR module, Finance Department initiated IFMS which has payroll module, Home Department initiated HDIITS which has HR modules. There are also a few other payrolls in some organizations. So every department/HoD has its HR modules or databases of employees with different format.

3.3. Scope of Work

3.3.1. COTS Product Supply, Customization, Deployment & Integration

a) Geographical Scope (Offices/Location to be covered for the Project): -

- The project will be implemented in all Departments and its HoDs up to Taluka Level Offices.
- The implementation in the Municipal Corporations and Municipalities will be subject to only such state government employees who are on deputation in these bodies.
- The Government may decide to extend the project to Grant in Aid Institutions such as Schools, Colleges, Government Institutes and Universities, Urban Development Authorities, District Rural Development Agencies, Government Societies, Government owned corporations.
- In phase -1, Government has identified the following officials to be covered:

Sr. No.	Particular	No. of officials
1	Secretariat (Rajbhavan, GAD, Assembly & departments including HoD offices)	5000
2	IAS, IPS&IFS	500
3	GAS, GPS, GFS & GES	1500
4	All Other Class I Officers All other Class II Officers and class III and Class IV employees	14000

- All other employees and pensioners will be covered for complete HRMS in Phase- II at discretion of the State Government.

b) Administrative Scope

HR Related Modules

1 Organization Structure Definition:

- Enable definition of multiple Locations in one physical server
- Enable definition of multiple departments at each location
- Enable definition of multiple categories of employees to take care of clerical, technical, and the management levels
- Enable definition of multiple grades to set as many salary scales as necessary (Grades A, B, C and D)
- Enable definition of multiple designations
- Enable definition of job clusters with descriptions
- Enable compilation of employee numbers by grade / function / role band at any given time
- Multiple assignments to permit dotted line reporting and payment in multiple currencies to support foreign deputation for training and other purposes
- Capability to define multiple organizational structures (positions) and multiple reporting relationships and integrate with the respective employee data
- Capability to create the various groups in the institution
- Capability to create a position in any organization
- Capability to define a post or position as permanent post, ad-hoc post, temporary post, up to certain time post
- Capability of providing the 'Drag and Drop' or alike feature for recording changes in the organizational structure (repositioning/redefining the control structure)
- Capability to restrict making changes in the Organization Structure to authorized persons only i.e. User authorization & validation process
- Capability to seek confirmation after every change made in the structure, changes to be made permanent only on authentication by the competent administrative authority.
- Capability to change/restore/rollback changes to a previous(given) date and report inconsistencies
- Capability to define dotted relationships.
- Capability to generate tree structure giving details of all role holders and reporting employees (defining reporting and reviewing relationship)i.e organogram
- Capability to define administrative powers for organizational units position-wise/person-wise pertaining to HRMS modules

- Capability to tightly integrate administrative power definitions to work flows and approvals
- Retention of history of any changes to the organization structure.
- Bring in multiple authority definitions to provide appropriate authorizations for the process integrations such as Secretary, Secretary Equivalent, HOD, Head of Office, Controlling Officer, Drawing and Disbursement Officer (For financial authorizations), Reporting, Reviewing and Accepting authority (For PAR authorizations), Disciplinary officer (for Conduct and Discipline and Appeal rules), Administrative hierarchy for capturing the organogram and reporting structure (Line relationship), submitting, forwarding, consulting, approving authority (Decision making process).
- The solution should be able to generate an MIS / DSS report graphically displaying department / HOD office, office wise, cadre wise, post wise, district, region wise vacancy scenario as well scenario of filled in position. District wise and region wise display should be overlaid on map of Gujarat and should be colour coded. The report generation facility with overlay of population of region/ district with the vacancy position or with the spatial distribution of posts/positions across Gujarat be provided.

2 Calculation of Vacancies

- Capability to auto calculate vacancies based on rules e.g. upward movement/wastages/position upgrades/downgrades/available manpower in the particular grade (Provision for user intervention should be available)
- Capability to project vacancies for specified period and also populate probable candidates
- Capability to re-calculate the vacancies and probable candidates with different options for promotion policy modeling based on criteria – An MIS Report need to be provided.
 - Years of Service Experience
 - Qualification
 - Birth date
 - Provision of iteration for manpower projection
 - Project “as on date status” of Organization for a future date after considering retirements – post wise, cadre wise, office wise, department wise

3 Manpower Planning (Retirement, Induction, Promotion)

- Capability to automate manpower requirement/planning based on competencies, skills, experience, qualification and other criteria, Budget
- Capability to make provisions for direct employment/ promotion/ recruitment to specialist categories/ or contractual employees
- A recruitment module which would enable populating an employee record when he joins any office
- Capability to project cadre wise/grade-wise manpower requirements for a specified period based on data relating to resignations/ dismissals/future retirement etc..

- Capability to analyze the cadre wise, grade wise, post wise resources available and required and do a gap analysis with specific time frame. An MIS Report need to be provided.
- Capability to issue alerts before any position falling vacant due to retirement/term of temporary or contractual employee getting over
- Capability to generate a consolidated manpower plan (Institution-wise/Unit-wise) for approval through work-flow
- Capability to integrate with the recruitment/promotion module for filling up of vacancies
- Skill/Competency identification, training, evaluation, mapping with position requirement.
- Define every person on payroll as either of following: permanent employee, temporary employee, ad-hoc recruited employee, ad-hoc promoted employee, employment extended employee, contractual employee, retired and contractually appointed, outsourced provided employee.

4 Employment Record and Details

- Maintain employee information including:
 - Employee number
 - Employee name
 - Address (Present and permanent)
 - Phone number, mobile number, e-mail ID, extension number
 - Gender
 - Mobile number of the employee
 - Marital status
 - Details of children
 - Academic Qualifications
 - Professional qualifications
 - Designation
 - Date of birth
 - Previous experience capturing
 - Names of companies
 - Sector of industry where worked
 - Tenure (from - to)
 - Role
- Or
 - Skill Capturing
 - Personality trails
 - Job oriented professional skills
 - Trainings or courses
 - Date of joining
 - Cost to Government Status (Permanent, Probationer, Contractual, Extension, Reemployment, Ad-hoc, Temporary)
 - PF number
 - ESI number

- PAN number, Adhaar Card Number
- If handicapped
- SC / ST / OBC / General
- Blood group
- Other details like health insurance
- Capability to maintain single model database capturing all personal and job related data for all kinds of employees permanent/ temporary/ contractual/ on deputation or ex-employees retired on superannuation, voluntarily retired, resigned, dismissed, opted for pension etc
- Capability to date and time stamp all changes in the database, enabling data availability on 'as on date/ time' basis and service book generation as per data, end of financial year to the employees.
- Capability to update the data through work flow on real time and on-line basis with maker - checker- approver concept implemented.
- Capability to differentiate between authenticated and unauthenticated (raw) data. Only authenticated data shall be reflected in the human resource inventory to others
- Capability to generate unique identification number for each employee in the institution and assigning a bar code
- Provision to issue bar codes employee identity card which can be used at multiple location for permitting entry to offices or to meeting rooms or to hospitals and to organize various employee benefits
- Flexibility of additionally capturing any information relating to employee at a later date.
- Capability of retaining the data structure and format even after release/loading of future updates/upgrades.
- Capability to configure/ parameterize the meta data/ data for field creation/report generation/ queries
- Capability to link employee data with the position based standard responsibility (Job Matrix)
- Capability to maintain concurrent jobs for employees with additional charge in carder or out carder in addition to regular responsibilities.
- Capability to link employees with the various Committees (permanent or temporary)
- Capability of maintaining data on continuous basis without purging and without affecting system performance
- Capability to indicate or force entry/ updation of defined fields through printout/ Self Service (all)
- Identify employee with unique identity or position/post unique identity
- Define hierarchy as consistent with used in conduct/D & A rules
- System shall assemble the details pertaining to an employee in one screen
- Multiple assignments / single supervisor to any employee
- Ability for multiple assignments to the same employee and ability to specify the substantive assignment

- Ability to maintain assets (movable and immovable) register owned by an employee and disclosure
- Ability to maintain inventory list of all Government Assets provided to an employee for discharge of his functions – Ability to provide an MIS report to supervisor for review
- Should enable quick transfer through succession planning
- Service history retention and generation of an e-service book
- Ability to change retirement dates, etc as and when policy changes are effected
- Ability to access leave records
- Assign basic salary details, increment, release, pay fixation, DA arrears, calculation
- Display of basic employee particulars such as his pay details, PF balance, leave balance, posting profile

5 Employee Training

- HRMS solution should also host a training platform which should support Audio visual training based on electronic training modules. The solution should be scalable and should support training registration and engagement at user convenience. System should also support holding of online tests based on training module delivered and granting of certificates upon successful completion of training. The bidder has to provide platform along with tutorial on how to host training material. Actual content will be procured separately by the Govt. of Gujarat.
- The design of the training module should be generic in nature and bind courses, faculty, infrastructure, administration, testing, budgeting and costing details. There should also be a facility to update the employee's profile upon his/her successful completion of the training program.
- The software shall support a three level classification of training courses: program, module and course level
- Course level details should include number of sessions, maximum / minimum employees that can be enrolled, maximum wait listed employees, and based on mapping module and program should be automatically updated and online training facility.
- Enrolling an employee into a program could be on the basis of pre-requisites or by an organizational policy that details eligibility parameters. Eligibility parameters could be years in service, category of management or other such employee profile determining parameters. Facility for storing the reference materials for a program, module, or a course, with details such as author name, available at (venue), publications etc. should be provided, enrollment by referral, actuated by promotion.
- Training objectives for program, module, and course should be definable. Session details for capturing the number of sessions to break up into training time should be captured.
- Feedback on Course and Infrastructure availability should be available on all relevant screens. Course request and training needs are available as a lookup

- Training Needs from Appraisal are considered and linked to a suitable training program. Online training program completion directly updated in to service book.
- test performance based on no. of attempts and score obtained by employee
- This performance determination should result in an automatic upgrade of employee profile to consider special allowance/pay/incentive for skill upgradation.
- Capability to use training as a tool for development for the employee's functional and behavioral competency development
- Capability to develop a central monitoring / administration system for all training centers and institutes
- Capability to conduct hosting online training program and registration management for on line self based learning, training
- Capability of hosting a virtual university for e-learning which would include e-learning content management, nomination by the management/ self, programme search/content search/on-line testing and certification, calculate cost to Government, interaction with trainers, interactive helpdesk, faculty / Group Evaluation on the basis of feedback etc.
- Capability of undertaking training need analysis for various units for creating a training plan using multiple tools e.g. performance management, competency management, and succession planning, self nomination etc or deriving from PAR – skill upgradation needs.
- Capability to prepare and publish training calendar and seek nominations/recommendations Online.
- Capability of conducting in-house/ external/customized training programs based on the training need analysis
- Ability to assess instructor competencies for conducting particular course.
- Capability of tracking the trainings to employees in institutions including trainings abroad
- Provide for various types of course enrollments viz., employee enrollment, manager enrollments, training needs identification from Performance Appraisal System (Limited Features), (Online except rating)
- Provision to enroll at individual level as well as at group level, including facility of self nomination.
- Provision to monitor minimum and maximum number of students per course and create waiting lists if enrollments exceed maximum number of students with auto-enrollment feature for waitlisted candidates. Registration and confirmation of enrollment wait listed to get priority – process of cooling off to be developed.
- Capability to maintain training budget at employee level, unit level, institution level and track the training costs and track various type of training expenses and income from training to employees from outside organizations
- Capability of generating the training letters through print/ESS/e-mail including features like on-line confirmation, cancellation and rescheduling of training courses

- Capability to record and review student feedback for various parameters viz., training facility, instructor, and course materials and generate consolidated report for information of the management - On Line
- Maintain feedback from employees as well as instructors on training for assessment of training effectiveness and impact
- Provision to conduct exit tests on line after the course completion
- Capability to maintain full training history of all employees
- Capability to nominate Visiting Faculty based on the competence of the Faculty and skill gap / training requirement of the targeted employee cluster

6 Employee Leave Management

- Permit the definition of a time calendar with provision for Indian National Holidays and State Holidays which are local in nature
- The Leave system shall permit the definition of leave types such as casual, privilege, medical, maternity, etc
- It shall additionally allow for leave application through a three-stage process of application, authorization, and confirmation
- Validate the process of unauthorized absence record, mass leave, absence
- Entitlement Units
- Leave encashment and procedure for calculation of amount
- Posting rule for maximum / minimum days
- Flags for indication whether medical certification is mandatory, whether the leave is holiday inclusive, whether it affects service growth, etc
- The system should permit bulk eligibility definitions also
- Capability to mark attendance on-line through the HRMS or through a link to the swipe card/ contact less card system
- Capability to maintain & configure multiple types of leave like EL, HPL/COL, CL, Paternity Leave/Maternity Leave, Sick Leave, Extra Ordinary Leave, Study Leave, Quarantine leave, Special CL, Without pay leave etc and enforce applicable rules
- Leave balances should be credited through an accrual process in the system automatically based on user defined criteria.
- Capability to maintain local holidays and integrate with the leave management
- Capability to manage on-line application, tracking and approval of various kinds of leave through workflow logic and self-service.
- Capability of record keeping and maintenance of historical data
- Capability to integrate with pay-roll module for calculation and recovery of loss of pay etc.
- Capability to provide the Manager consolidated status of present/absent employees working under him/her.
- Capability to link to payroll module for calculation of leave liability
- Capability to intimate the controlling officer when an employee goes on unauthorized leave (unmarked attendance) / returns back from unauthorized leave/ extends leave/ reports in the middle of the sanctioned leave period (along with appropriate reduction in sanction)

- Capability to pop up a 'to-do' list of system prompted/ user fed tasks at first login of the day in HRMS
- Automated leave approval process including issuance of leave approval letters.
- 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 corresponding period.
- Integration with Employee Appraisal (PAR) module to count minimum duty of three months for eligibility of writing PAR.
- Process integration for issue of necessary orders in cases of grant of Study leave, including allowance that needs to be paid.
- MIS report on staff on leave in a department, office, unit or entire Government for a predefined date range.
- Integration with payroll module for determining salary in cases of Half Pay leave or in case of study leave.
- MIS report on employee's leave record along with a graphical visual presentation.

7 Employee Appraisals (PAR)

- Retain employee performance history
- Interface with training record
- Ability to define individual objectives; goal setting
- Ability to define next appraisal due
- Ability to support different formats of appraisals for different grades e.g. Reward to Staff and performance appraisal for Officers
- Ability to define the period for which appraisal is being carried out - To be linked with Transfers/Joining to the Unit and with the leave availed (Not being Casual leave)
- 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
- Ability to design the matrix based on behavioral and technical (functional) competencies for each cadre / grade in the organization
- Ability to support the existing performance appraisal system for all grades of officers through templates including the online goal setting as well as goal setting discussion with the superior. Goal approval, mid time review, achievement marking, online appraisal recording
- Facility to review the Goals set earlier and change them during the performance period with adequate rights i.e. Both employee and reviewer should mutually agree for the change the preset goals which should get recorded in the system - To be linked with Transfers/ Change of Role.
- Ability to maintain past Annual Appraisal Reports on scanned format or through templates with feature to record quantitative score in separate field for making calculations etc.
- Capability to provide for both periodical and comprehensive and open and closed appraisal system.

- Capability to record self appraisal, reporting, reviewing and accepting authority's remarks through work flow
 - Capability to link with organizational chart for reporting and reviewing relationship including dotted line relationship in case of institution adopting new model for performance management and additional feedback by additional reviewing officer
 - Facility for direct integration with training module so that the training needs/gaps identified during the appraisal process form an input to the training calendar.
 - Capability to integrate with the Promotions for porting the performance appraisal scores
 - Capability to record feedback (midterm) report due to change in assignment or change of appraiser.
 - Capability to integrate with pay roll for sanction of performance incentives through work flows
 - Capability to maintain history of performance appraisals
 - Capability to support 360 or 180 degree appraisal process
 - Support to generate mails / workflows to the employees/ alert of appraising authorities in case of non-submission of self-appraisals, etc.
 - Capability of recommending confirmation of employees who are on probation post-recruitment or promotion, based on the performance rating
 - Capability of providing feature to employees for recording achievements for self appraisal on regular basis
 - Capability to advise adverse remarks in the Appraisal to the employee; capability of recording Government decision after processing of remarks on integrity and on adverse remarks.
 - Capability to generate a leadership mapping of the employee based on attribute in his PAR and to mail such report to the employee every year along with his recorded PAR
 - Capability to generate a transitional leadership map to convey to the employee how his performance in attributes is moving over a five / ten year timeframe.
 - Generate an MIS report in respect of each reporting and reviewing officer depicting the distribution of performance appraisal scores given by him to his subordinates in current year and in two previous years
 - Facility to import grading obtained by an employee in previous two years in current years' PAR form
 - Features for master slave relationship to enable PS/PA to use the sytem, acting on behalf of the officers/minister etc.
 - Facility for distributing certain discretionary score among all his subordinates for the purpose of special incentive or performance linked pay
- 8 Self Service (Employee / Manager)**
- Capability to empower employees to enter the data/view/edit pre-defined data on self e.g.up-dation of personal records like Bank details, marital status, record/change nomination etc. and leave balance, leave status (Cannot be

- modified), Salary details, liabilities, declare investments for IT returns, Property returns, Lease data, Medical & Entertainment etc.
- Capability of providing functionality to the employees of a bill payment system which would also include reimbursements by uploading scanned copy of bills with barcode sticker interaction. This would have features for submission, tracking, and approval and credit/debit the account, for receiving of physical proof/bills; there should be provision.
 - Capability to remind the employee through self service/e-mail/SMS regarding modification or requirement of additional data
 - Provision of a section of important circulars/ instructions/ policy documents /rule and positions related to HR.
 - Capability to provide projection features for viewing projections on Income Tax liability, terminal benefits etc.
 - Capability to approve leave, bill payments, loans etc for employees reporting to a Manager
 - Capability of compiling on-line appraisal/performance report, review and approve
 - Capability to apply for or cancel any kind of leave on-line, submit self appraisal, generate reminders for those working under him/her who have not submitted the A&L/ Self Appraisal, (also covered under respective heads)
 - The system should send the employee confirmations after changes are made online
 - The system should allow the user to customize the menus
 - The system should provide immediate updates to the core HRMS database when data changes complete the workflow cycle.
 - The system should provide workflows. Accommodates multiple levels of review and approval
 - Facility for processing of different employment related certificates including NOC for passport, Identity Certificate, Experience certificate
 - The System should provide the capability to create new self-service transactions as and when required. The system should allow the superior officer to Provide access to staff performance review information (Linked to point no. 7)
 - The system should allow the manager to conduct performance appraisals.
 - The system should enable superior officers to recommend job change actions (promotion, demotion, etc.)
 - The system should Provide employee performance history including his posting profile of posts held in last ten years along with direct supervisor and direct subordinates
 - The system should provide appraisal forms, performance plan templates and employee performance plans.
 - The system should provide access to staff training information.
 - The system should enable managers to review staff training history.
 - The system should enable managers to approve training enrollments.
 - The system should accommodate multiple levels of review and approval.

- The system should provide immediate updates to the core HRMS/payroll database when data changes complete the workflow cycle.
- The system should provide an audit trail.
- The system should give managers the ability to create and save their own custom reports
- The system should allow managers to view their direct reports as well as drill down to lower levels under their area of responsibility only to the second level of reporting not beyond that. It should be restricted to custodian.log and alerts should be generated.
- Development of a mobile app supported on three platforms – iOS, Android and Windows 8 – which will provide an employee access to employee self service module through his mobile

9 Recruitment

- Facility to carry out recruitment for different kind of profile review employees separately viz. Officers, Management Trainees, Specialist cadre Officers, Marketing/ Selling representatives, Clerical, Subordinate cadre etc.
- Facility to define cadre, post, hierarchy, pay scale, cadre schedule, ratio of direct vs. promotions, no. of posts, roster etc.
- Facility to draw recruitment schedule in accordance with the requirement plan
- Facility to segregate recruitment data from live data. Applicant data to form part of live data only on final selection and reporting.
- Support vacancy and / or post based roster system for recruitment and promotion and facility for such configuration
- Facility for managing recruitment for special categories requiring relaxation in norms e.g. SC/ST/OBC/Physically challenged /Ex-service men /Sports persons etc.
- Facility for generating advertisement for recruitment for internal / external candidates for publication on HRMS portal, Media and website,
- Facility to receive on-line applications and maintaining one time registration, facility for conducting online objective type tests with auto scoring facility
- Facility to maintain various types of tests and maintain a question/answer database of each type of test (functional, psychometric, analytical etc.) to be administered as part of the selection process.
- Facility to define the evaluation criteria and generation of results post-evaluation
- Facility to maintain check list for verification and acknowledgement of various aspects related to joining viz., medical reports, testimonials, caste certificates, other relevant certificates, etc.
- Generation of system driven regret letters and/or offer / appointment letters through both manual as well as electronic modes – facility for providing standard templates and for uploading new templates
- Facility to define the specifications of the vacancy in terms of qualifications, work experience, location considerations, skills/competencies required, additional certifications / professional qualifications, etc.
- Ability to report generation for all the above functionalities with a provision for dynamic querying

- Ability to capture details of the Policy for Recruitment to various cadres in the institution
- Ability to record payments made to the panel members/invigilators/candidates etc.
- Should allow for maintaining a checklist of details to be mentioned in each employee's personnel file
- Provision to record comments of interviewers at Level 1 , Level 2 & Level 3 interviews.
- There must also be a provision to archive the assessments of candidates interviewed , so that rejected candidates of one SBU/Division are not considered for selection in another SBU/Division
- Linkage to resumes received from the extranet (careers page on websites or homepages on external job sites). The resumes must be importable from these sites to the HRIS

10 Workflows

- GAD proposes to hold training for 15 days at SPIPA or other institute for the TSP and its agents to understand Government processes.
 - Understanding of existing process pertaining to all defined modules.
- Define understanding and implement work flows with facility of generating paper backup for recorded.
- GAD will set up a cell to work with the TSP for identification of different processes in the government. TSP will put up a senior resource team to understand the outcomes and to configure the solution accordingly.
- GAD will also set up a cell for role defining during the lifecycle of the product. There will be a cell in Secretariat, one for HOD offices and one each in the district. The TSP will train employees who will be posted in the cells for role defining.
- Capability to define various work-flows.
- Provision for having templates on different forms of official communication including orders, Notification, Circulars, GRs, application formats, standard sanction orders. Provision for adding and integrating more templates in future depending on the task
- Capability to track the position of the work-flow (where it is pending)-diagrammatically, with/ without showing the contents, as the case may be
- Capability to route the item to an authority that is not part of the work-flow to whom it can be referred. (Only one level up or down in reporting).
- Capability to generate alerts if a matter is pending with an authority for long time.

11 Promotions

- Capability to implement Career path for various cadres, streams, grades and scales
- Ability to define grade advancements within a channel (seniority/Merit/time based) benefit of 9, 18, 27 or of 12, 24, 36 years.

- Ability to draw a competency matrix in the system and define the competencies /skills/roles/responsibilities required at each level/position for the purpose of promotion. (included in Competency Management also)
- Ability to carry out the entire promotion process through work flows including preparation of zone of consideration/preparation of PAR gradation sheet / status of vigilance clearance depending on pending Departmental Inquiries or pending prosecutions / printing of Promotion Appraisal Forms/ Booklet recording of Recommending Authorities Comments/generation of scores/status regarding pending vigilance cases
- Ability to obtain work flow based clearance on vigilance/disciplinary cases from various authorities - Under Consideration
- Ability to upload promotion list and print Promotion Letters of candidates found suitable for promotion
- Ability to redefine new job positions / new designations based on promotions
- Ability to support prospective/wait listed promotions/select list
- Ability to do salary fitment on promotion
- Capability to handle Back Dated promotions with respective promotion policy/ deemed date
- Ability to deal with Ad-hoc promotions and deal with sealed cover cases
- A MIS report on pending promotion cases or those in sealed covers
- Ability to incorporate consultation report of GPSC and process promotions on the basis of such recommendations.

12 Management of Transfers and Postings

- Capability to maintain complete history of employee transfers since recruitment – also known as employee posting profile
- Capability to integrate to categorization module for arriving at the surplus and vacant positions
- Capability to carry out postings / transfers of employees upon their promotions, on completion of normal tenure etc.
- Maintenance of transfer records of specialist cadre transfer (like IT, legal, security etc), identification of vacancies and issue of transfer orders based on the recommendations received from the respective specialist departments and approval of the competent authority is obtained
- Provision of a team builder MIS / DSS support where in employee profile, including all the direct reports and all reporting officers of an employee under zone of consideration of last ten years be displayed graphically in a relationship format.
- Provision to maintain lateral transfer details and transfers on promotion
- Specify reporting and reviewing authorities and direct report to them
- Provision to record the transfer orders cancelled/ deferred/ modified and follow up with the respective office for implementation
- Ability to capture details of officers on deputation to outside agencies/organizations with depute organization details.

- Ability to generate Office Orders through print / emails of transfers with intimation to employee and office(s) concerned.
- Ability to generate relieving letters on transfer and signing of CTC in the system.
- Ability to capture transfer implementation upon taking over of charge
- Provision for relieving subject to handing over of charge of Government assets provided for discharge of functions of a post with supervisor override facility
- Report on all CTC signed without handing over Government assets issued for discharge of functions
- Provision of shadow log in to PA/PS attached with a Minister / Secretary / Other officer. Change of shadow log in when CTC is signed.

13 Maintenance of Service Rules

- Capability to maintain service files documents in electronic form including Date of Birth, domicile, SC/ST certificate, Bonds, if any, executed, disciplinary cases details, photograph etc
- Capability for auto generation of service book – This would be in two parts first part will have detailed order book which would be a compendium of all orders compiled in a single continuous format and second one which will only record the operative part of the orders and would build as a service book as is case with physical file.
- Digital signature / authentication of contents of service book. Provision to issue an authentic electronic copy of e-Service book to every Government employee every year.
- Ability to download service book at any point of time, along with compendium of orders associated with service record.

14 Disciplinary / Vigilance Cases

- Capability to restrict the access to information to authorized officials and report through audit trail.
- Ability to initiate different type of inquiries such as Preliminary Fact Finding, Formal Inquiry, D.E
- Record of inquiries being large, provision for capturing decisions taken in physical file into the electronic format with maker, checker and approver concept
- Capability to categories a case as pending, contemplated, cleared case for use by other modules e.g. promotion, retirements etc.
- Capability to link to pay roll for suspension cases for payment of subsistence allowance
- Ability to grant vigilance certificate
- Capability to maintain record of employees with doubtful integrity (agreed list), publish its list and restrict its access to only authorized officials
- Capability to enforce reduction/freezing of Basic pay, other allowances/benefits, on account of punishment from the date of service of order. Such reduction order should be reflected on the Pay roll immediately.
- Capability to restore original Basic pay/ Benefits/ Allowances and others (before reduction/freezing) on account of upholding of appeal against the punishment of

reduction in pay scale. Such restoration of Basic pay should be reflected on the Pay roll immediately.

15 Sanction of Exit / Retirements

- Ability to identify the reason of exit e.g. retirement/compulsory retirement/voluntary retirement/death/resignation/dismissal etc.
- Ability to process the voluntary retirement application as per the rules defined for the particular scheme
- Capability to generate retirement notice to concerned departments and retirement proposal at least 3 months in advance in case of superannuation for sanction. For other type of retirement/exit as soon as the papers are submitted/ on-line request is received.
- Capability to initiate the process for making payment of the retirement benefits and sanction pension as per applicable rules
- Ability to analyze data relating to exits/retirements
- Ability to conduct on-line real time exit interviews and record observations/comments of the authority.
- Mid career 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
- After Retirement benefits (Medical, etc)
- 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

16 Benefit Management Module

- Uniform & Liveries
 - System should maintain details of staff members eligibility for uniforms, shoes etc. track of past record when last issued also to be maintained
 - System should perform processing and sanction of uniforms, shoes etc. to the eligible candidates and preparing office wise related reports
- Loan Sanctioning
 - System should have the capability to define loans and its various characteristics such as periodicity, interest rate, ceilings details etc.
 - User should be able to attach loan sanctioning rules to every loan type.
 - System should capture from the pay roll module deductions made for the loan repayment and auto upgrade outstanding balance for the loan amount.
 - MIS report on loans outstanding from employees under control of an officer
 - MIS report on loan outstanding from an employee at the time of retirement or termination or a major cause or event.
- Perks
 - The system should have provision to sanction perks online to any / all employees.

- The change in perks / pay component should be maintained online. Ex. DA, Working Allowance, Lunch subsidy, News paper etc.
- Benefit such as special allowances for vasectomy, acquiring higher education.
- Special allowances for additional assignment, special assignment, facilities etc.

17 Pay Fixation

- Pay fixation on new recruitment
- Pay fixation on promotion
- Pay fixation on Revision of Pay.
- Pay fixation on reversion pursuant to penalty – to be tied with Discipline and Vigilance module

18 Management of LTC / Home Travel

- System should capture the employee-wise LTC eligibility details like present LTC block, when last LTC was availed etc with related report as per requirement.
- Facility to apply online for LTC by the employees and online approval by concerned authority
- Support LTC cancellation, extension, postponement etc.
- Ability to sanction encashment of LTC as Government policy including check on number of kids or family members
- Sanction of advance against the LTC application
- Provision of LTC approval in parts – for self and for other members of family
- Ability for submitting medical reimbursement along with a scanned pdf file and tracking of pending reimbursement claim
- Generation of reminder letters if LTC/HH final bill is not submitted within the prescribed time

19 Deputation / Lien

- The system should have the ability to handle deputation to and from other organizations.
- The system should have the capability to record history information on Deputation
- The system should have the ability to generate reminders for repatriation at least 6 months in advance before repatriation of officer is due from other organization
- The system should have the capability to generate list of officers on deputation
- The system should have ability to record Leave salary contribution/ gratuity contribution

20 MIS

- Capability to generate user friendly reports across all modules, which shall be meaningful, consolidated and concise, could work as an effective tool for top executives for decision making
- Capability to generate Staff Strength unit wise, group wise, age wise, qualification wise, administrative office/branch wise, vertical wise, rural/semi-

- urban wise, male/female wise, SC/ST/OBC wise, scale wise, permanent/ contract wise, stream wise etc
- Capability to generate report on user-defined criteria across different modules/databases e.g. establishment cost Group Wise, category-wise/ qualification-wise/ experience-wise/ male-female employees etc.,
 - Capability to provide powerful drill down facilities to access information on the employees at various levels
 - Capability to provides user-friendly, multi-dimensional analysis and information on real-time / updated basis
 - Capability to provide/display data in tabular form / text form /graphical form
 - Posting profile, provide average cost to government for a post/cader of employee
 - A separate tabulation defines different MIS report which should be built in to the Supervisor's module. Said list is not exhaustive and additional MIS reports sought will be detailed at the time of development phase.

21 DSS

Manpower Budgeting

- Should support planning for manpower across all departments and cost centres
- Should support automatic planning of manpower based on yearly revenue budgets on basis of user defined rules. This planning should be for
 - No. of personnel
 - Type of personnel
 - Employees or Contract personnel
 - Skills of personnel
- The system should support workflow based approval of manpower budgets
- Manpower planning should be integrated with Cost Centre and other levels of Budgeting
- Should have facility to consolidate the manpower requirements
 - Department wise
 - Function wise
 - Grade wise
 - Profile wise
- Should support what-if analysis tool for increase or decrease in wages or number employees to analyze the financial impact of the same
- Employee Productivity
- Quality of Human Resource
- Requisite field with respect to specific post

22 TA/DA Management

- Should allow for recording travel requisitions as per travel policy with the following details
- Employee
- From/To
- Travel Dates

- Mode of Travel
- Project Code
- Should be possible to define if the travel is Overseas or Domestic
- Should support requisitions for:
 - Travel Tickets
 - Vehicles
 - Accommodation
- Should support a workflow based authorization for travel requisitions. The authorizing person should be determined based on:
 - Project Code
 - Employee, supervisor
- Should allow for recording travel arrangements booked against each travel requisition
- Should allow for recording advances for travel against a requisition, after approval
- Should allow for recording travel expense report once the travel is completed
- Should automatically account for the travel expense report after approval
- Should be integrated with accounts payable for creating liabilities against each travel expense recorded in the travel expense report
- Should be integrated with Project Management for recording travel related expenses against the project
- Should allow for final settlement of a travel (i.e. adjusting against any advance)

23 Medical

- System should generate credit letters for medical treatments.
- System should generate reminders for compulsory executive health checkup as per criteria defined and concerned letters of authorization to hospitals etc.
- The system should handle Maintenance of list of empanelled hospitals having tie up for the purpose of direct settlement facility with the corporation – with tie-up (including contact person, address, contact number/fax) details, schedule of charges etc.
- The system should handle Group Medclaim Policy, if any, cash less facility with set of hospitals

24 Employee Master Data Model and Management

Date Modeling

- Ability to provide standard content (Data Models) for Employee Master Data Model
- Ability to allow user-defined data models and ability to extend existing models. Ability to support import of models available as XML Meta models
- Ability to support all types of data types and user defined data types
- Ability to support multiple organizational hierarchies.
- Ability to support hierarchical models to store and maintain relationships.
- Ability to support modeling at conceptual, logical and physical level

- Ability to support import and export of metadata in standard formats (XML, XSLT, WSDL & BPEL)
- Ability to support import of models designed in Modeling tools via BPEL standard interface
- Ability to capture data in English and Gujarati

Data Consolidation

- Ability to support Employee Master Data objects consolidation from multiple sources
- Ability to retain the mapping of the key information (i.e. Source System, Source Object and Source Key) that is consolidated
- Ability to import the data in any format for consolidation, i.e., Open Database connectivity (ODBC), XML, Excel, Access, Oracle, Port, SQL Server, XML Schema
- Ability to provide infinite flexibility and ability to handle any tabular electronic source data
- Ability to enable consolidation from multiple sources without programming
- Ability to complete all the steps of consolidation in one go from a single interface
- Ability to provide a consistent view of source data irrespective of the source format
- Ability to provide full Relational Support and to combine related information from multiple tables at the time of import
- Ability to support value conversion and mapping at the time of import of data
- Ability to provide 100% accuracy of import of data
- Ability to support pivoting and reverse pivoting at the time of import
- Ability to support conditional filtering at the time of import
- Ability to validate and Match rules defined to cleanse the data
- Ability to support workflows for incoming data to trigger data governance processes
- Ability to support approval workflows for new data acquisition
- Ability to support Check-Out, Check-In to ensure data consistency and rollback during consolidation
- Ability to set the base for subsequent master-data harmonization or central master-data management
- Ability to support data acquisition and automated consolidation as batch mode
- Multilevel checks for validation of addition, alteration, deletion

Data Maintenance

- Ability to provide Drill-down search capability to ensure fast and accurate results
- Ability to support search based on pick list, which ensures that all available values are visible to the user for search
- Ability to update the list dynamically on the bases of the previously selected value
- Ability to provide multi-dimensional search to allow search selection across multiple dimensions in any order
- Ability to support attribute based search

- Ability to search Interactively to ensure users can add / remove selections in any dimension
- Ability to provide free form search
- Ability to search NULL values
- Ability to allow definition of Masks to create multiple subset custom repositories
- Ability to predefine legal value list to ensure correct selection of valid values while data creation
- Ability to provide limited list values during search to limit the pick list on the basis of previous selection
- Ability to provide predefined unit of measure fields and valid values
- Ability to provide color coded field values at the time of multiple selection to easily detect errors in master data
- Ability to provide online Organizational Hierarchy editing to allow restructuring and refine existing Hierarchies
- Ability to provide no-limit to the number of levels in the Hierarchy
- Ability to provide Drag and drop tools to manage Hierarchies and Classifications
- Ability to provide automatic Change detection for any restructuring in repository
- Ability to provide change history tracking to ensure compliance
- Ability to provide multilingual support
- Supports Unicode
- Supports objects like images, videos, PDFs, HTMLs, Text Blocks and other binary objects
- Ability to support advances image management capability within the tool
- Ability to provide support for Images to be converted to thumbnails, resolution changes and dimension changed online

Data Harmonization

- Ability to distribute data to multiple targets
- Ability to provide data syndication on-demand, event based or continuous
- Ability to provide data syndication real time or in Batch
- Ability to define different destination items for syndication to different systems
- Supports Parametric searches
- Supports Data transformation or rule based data generation
- Supports record suppression
- Supports Complete and Net change syndication
- Supports lookup from other data sources at the time of syndication
- Supports Splitting of Multi-valued field into multiple fields
- Supports Multi-lingual syndication
- Ability to provide creating custom fields based on field combination
- Ability to provide syndicate to target system in the remote-system specific key
- Supports Syndication in all formats
- Ability to provide saved search criteria which can be used for automated syndication
- Ability to allow tracking change records
- Supports syndication of sub-records of Qualified tables

- Ability to allow role based access to the user interface
- Supports syndication from workflows

25 Central Employee Master Data Model and Management

- Ability to define workflow-based data management process to ensure data quality
- Ability to provide standard HR process, from Hire thru retention to separation modeled as a workflow
- Ability to provide single version of the Truth for all employee data across the organization
- Ability to provide role based access to provide restricted view of fields and data depending on permission
- Ability to define valid values for pick lists
- Ability to define validations to ensure correctness of data entered
- Ability to allow check-in, check-out feature to ensure data consistency
- Ability to allow harmonization of data to remote systems after central creation
- Ability to allow multiple users to enter different parts of the record based on roles

26 General

- Ability to provide a solution with database level, module and operating system which is Platform independent and can be deployed on most of the database
- Ability to provide solution which is Operating system independent and supported on most of the available OS
- Ability to connect to other systems in the distributed environment
- Ability to provide API to build web based applications and provide data to other applications
- Ability to provide APIs to update, search and create data from custom applications
- Ability to provide data as a web service to other applications
- Supports standard views to provide access to data over a portal
- Ability to provide role based access
- Ability to provide Role based views that can be restricted for the number of fields visible
- Ability to provide Role based views that provide data level access control based on predefined search criteria
- Supports Secure data formats and wire protocols like SSL
- Ability to provide Multi-tired Architecture which can be installed on different servers for logical or functional load sharing
- Supports 24/7 availability with high availability hardware platform
- Mobile platform access – either application support the mobile platform or html 5 standard.

27 Integration

- Ability to integrate tightly with the Financial Accounting to handle post payroll activities like cheque printing, ECS, etc.
- Ability to integrate with IFMS, IWDMS for two modules
- Ability to integrate with the Materials Management to track assets provided to the employees from time to time
- Ability to integrate with the Business analytical tool

28 Roster Management

- Creation of rosters - Horizontal, vertical, Ex-Servicemen roster as per the statutory requirement
- Mapping the organization structures to roster that helps in employee management
- Creating roster points based on the rules defined in the system
- Ability to manage the roster points at the Central & state level to manage the specific requirement & adhere to local statutory requirements
- Ability to link rosters to recruitment & promotions
- Ability to define percentage of reservation across categories
- Ability to map employee to roster points
- Ability to define the validity dates for rosters
- Reporting functionality in roster that include the following
 - Current staffing situation on code/ roster/ roster point and employee
 - List of changes within a roster for a specified time frame
 - List all new-hires in a time frame with additional information about the military status
- Information on backlog, vacancy and new roster points to facilitate decision making during recruitment
- Actual rosters
- Provision to download the roster reports to Excel sheets
- Ability to define Ad-hoc queries in rosters

29. **Communication platform:** The system should support creation of a communication platform enabling video conferencing and collaboration among remote located employees. The same platform should be able to provide calendar sharing and meetings fixing by checking individual officers calendars.

Payroll related modules**1 Employee Compensation Definitions:**

- Salary definition with Basic, HRA, DA & other allowances, etc
- Leave Encashment
- Government Provident Fund
- Medical Reimbursement
- Loans and Advances
- Gratuity, Super-Annuation
- Income Tax

- Benefits
- The system shall be rule based and generic in nature so as to permit changes in salary and tax structure
- Processing of scale and non-scale increments
- Arrears calculations shall support payroll increases with retrospective benefit.
- Broadly address the following business functionalities
- Empanelment of Payroll Functions
- Deployment of Surplus Funds
- Reporting
- Allow for tight integration with Financial Accounting and Treasury systems.
- Audit trails for all system activities.
- Support alert features about scheduled dates like receipt of payments.
- Support for transactions in multiple currencies and cross currencies
- Provision for TDS calculations (if any) & tracking of TDS payable to the Government of India.
- The system may provide for integration of existing system with the proposed ERP
- There should be a single employee master and it should be integrated with all the codes
- Approval limits for expense reimbursement should be configured based upon the hierarchy limits.
- There should be a field in the master to reflect the code/ cost center to which an employee is associated.
- Maintain online leave records
- EDI of salary information to the bank account.

2 Payroll Management

- The system should allow for the creation of user defined components of Pay like:
 - Recurring and Adhoc Allowances
 - Recurring and Adhoc Deductions
 - User Defined Allowances & Deductions
- The system should allow for the computation of the following elements:
 - Fixed Pay elements applicable to all employees Like Basic, PF, Special Allowance, Conveyance Allowance etc.
 - Variable Pay elements based on parameters Like options exercised by the employee, place of duty etc (CCA, HRA, Recoveries Like LIC, NIC)
 - Formula based Pay elements like (DA as a % of Basic) and combination of the above.
- The system should allow the calculation of pay based on Compensation Rules like
 - Years of Service
 - Grade
 - Location
 - Employee Type like Executives, Superwisors, Workman, Deputation, Casual, Consultants, Probation, etc.
 - Others (user Defined)

- The system should have provision to maintain/ configure pay elements like LTA and Medical, Service Reward etc.
- The system should allow the salary to be split across different payments
- The system should allow pay types based on user defined cycles of pay (Monthly)
- The system should allow the user to override the standard rate of pay for individual employees
- The system should allow the setup of multiple payrolls with different payroll administrators & combining payroll
- The system should allow restriction of administrative functions to a few select payroll users
- The system should have a data upload facility to upload history payroll data
- The system should allow the maintenance of slab wise details for statutory elements like Income Tax, Professional Tax as well as user defined elements
- The system should allow for the calculation of the following kinds of pay elements
 - Basic/ Leave Encashment/ Joining Bonus
 - Special Pay/ Allowance/ Personal Pay
 - Dearness Allowance
 - House Rent Allowance
 - City Compensatory Allowance
 - Tuitions Fees
 - Children's Education Allowance
 - Washing Allowance
 - Conveyance Allowance
 - All Loans & funds
 - Accounting at PF, LTS, Pension, Gratuity, Leave etc.
 - Transport Allowance
 - Others (User Defined)
- The system should Perform advance payments: Fixed Value amounts (e.g. festival/ natural calamity advance) or Formula-based Amounts (e.g. pay advance on transfer / long leave)
- The system should allow for deductions that might be either GoI rules, State Rules or Local Organization rules like
 - Government Provident Fund
 - Festival Advance
 - Natural Calamity Advance
 - Cycle/ Scooter Advance
 - House Building Advance
 - Income Tax/ Surcharge
 - House Rent Recovery
 - Employee Welfare fund
 - Others (User Defined)
- The system should allow for, but not be limited to, the following Loans & Advance payments
 - Interest Free Advances
 - Interest Bearing Advances

- Short Term Advances
- Long Term Advances
- The system should allow the cap of deductions at user defined fixed values or as a percentage of some pay elements / Flexibility to relax user defined caps.
- The system should Allow the following calculation of onetime payment of allowance and / or deduction:
 - Incentive, arrear, ex-gratia, uniform, lease / conveyance maintenance, Foundation day, etc.
 - By Amount: enter amount to be deducted or payable
 - by Days: enter number of Days for system to compute the amount based on Basic Pay or gross Pay and/or any other component of Pay
 - By Percentage: enter percentage for system to compute the amount based on basic pay or gross pay and/or any other component of pay
- The system should Calculate recurring payments and / or deductions using the same criteria as onetime payment / deduction
- Allow for input of start and end date for recurring payment / deduction
- The system should be able to process payroll on the following frequencies:
 - Daily
 - Weekly
 - Semi-monthly
 - Monthly
 - On-demand (i.e., terminations, vacation advance, court order, ratification)
- For each employee, system should use Employee Master data of HRMS such as:
 - Name of employee
 - PF Account No.
 - Name of Father / Husband
 - Date of birth
 - Basic Pay
 - Designation
 - Date of Joining service
 - Nomination details:
 - Name & address of nominee
 - Relationship with subscriber
 - Age of Nominee
 - Share payable to each nominee
 - Other user-defined fields
- The system should Automatically update Payroll database for changes in employee record without interfering with payroll processing (e.g. Promotions in the middle of month)
- The system should Automatically update payroll database when Finance Department makes pay rate changes
- The system should be able to make Back dated calculations
- The system should Reflect payroll adjustments in correct pay period
- The system should have a full and Final settlement process in place
- The system should provide a final settlement report for each terminated employee

- The system should have provision to suspend Payroll runs or control final settlement processing on a case to case basis
- The system should have the provision to run separate bonus/ incentive runs
- The system should provide the capability to handle unlimited pay account codes and drawing banks
- The system should have a provision to process Arrear and backdated Payment calculations
- Provision to recover advances in subsequent pay periods with a single transaction
- The system should maintain earnings history information (i.e., a record of all pay of all activity) for each employee for a user-specified period of time?
- The system should have provision for direct deposits from employee?
- The system should support multiple banks or savings institutions per employee?
- The system should provide electronic transmission of direct deposit?
- Linkage with Punishments, i.e suspension should result in subsistence allowance
- The system should have Linkage to leave, punishments, promotion, location, qualifications
- The system should perform what if analysis .i.e. Show the pension value through self service - Clarification Required
- The system should calculate HRA Rebate
- The system should handle LTA and Medical exemptions as per the Income Tax Rules
- The system should handle Gratuity Calculations
- The system should handle Provident fund rules like
 - Calculate and deduct contributions according to the respective Statutory Acts/ policy etc.
 - Maintain individual GPF accounts and generate individual account slip for every financial year
- There should be a report generated before posting of salaries at month end. This would ensure that the system allows checking of data prior to posting

3 Information Capture

- The system should allow the capture of the following kinds of information for an employee:
 - PAN No
 - Ex Serviceman Information
 - Residential Status
 - PF Number
 - Superannuation Number
 - Gratuity Number
 - ESI Number
 - Group Insurance Number
 - Pension Fund Number
 - Disability Information
 - Dependant info, CEA, Class/Hostel info, etc.

- The system should capture different Employee Categories
- The system should capture the following Organization information:
 - Tax Organization
 - PF Organization
 - Professional Tax Organization
 - ESI Organization
 - Establishment
- The system should capture Previous Employment Information like
 - Designation
 - Annual Salary
 - PF Number
 - PF Establishment code
 - No of LTC availed in the previous block
 - No of LTC availed in the current block
 - Leave Encashment amount
 - Gratuity Amount
 - VRS Amount
 - Gross Earnings for the current tax year
 - PF deduction for the current tax year
 - Professional tax paid in the current tax year
 - TDS deducted for the current tax year
- The system should Capture Nomination Information like
 - Nominee Details
 - Percentage
 - Relationship
 - Guardian Information for minors
- The system should capture Information like
 - Legal Name
 - Establishment Details
 - TAN Number
 - Circle/ Ward/ Range
 - Employer Classification
 - Income Tax Challan Details
 - PF Information
 - PF Challan Details
 - ESI Details
 - ESI Challan Details
 - Profession Tax Information
 - Factory Information
- The system should Capture termination settlement details like
 - Notice Period Pay
 - Leave Encashment Information
 - Retrenchment Compensation
 - Voluntary Retirement
 - Commuted Pension
 - PF Settlement Details

- Loan Recovery
- Gratuity details
- LIEN payments
- Generation of appointment letter from ERP.
- Option of a form to enable a new employee to enter his profile details into the ERP package. This shall reduce the effort in entering the details.
- Flexibility to calculate overtime for different locations at different rates.

4 Support for Allowances, Reimbursements, etc.

- Support encashment of Leave, LTC and also on retirement with consequent tax adjustments
- Release of festival advance and other advances (user defined) against salary.
- Employee--wise recovery position, recovery list and outstanding balances list – month wise or as user defined
- Support calculation and payment of arrear/bonus with consequent tax adjustments
- Payment of medical reimbursement, allowances, recovery and taxation (if any) thereon
- Support Recovery of club/ union contributions
- Housing loan/ other loan recovery of PFC and outside agencies and updation of it rebate/deductions and generation of reports.
- Support payment of educational allowance, transfer allowances and any other user defined allowances with automatic updation of it deductions, if any.
- Support recovery of all other types of loans with reports like recoveries made, overdue list etc.
- Support calculation of incremental arrears with consequent tax adjustments
- Support payment of salary arrears as per the industry level settlements with tax adjustments. Also support payment of arrears calculated in user defined installments or in lump sum

5 Taxation

- Ability to Define tax rules to determine employees tax liability as per changes by the Central Govt./ local statutory legislation for actual tax liability of employee
- Facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically updation of salary record and tax calculation by the system
- The system should ensure support for major statutory reports / certificates of taxes like Form 16 and Form 24 in the user defined format (16AA, 12BA AND 27A).
- Also should support generation of employee's individual tax returns and generation of ETDS data.
- The system should Record employees' perquisites and other information relevant in computing their tax liability as tax components.
- The system should Complete calculation and deduction of tax automatically / user defined

- The system should Project the tax liability of each employee for the period within a tax calendar based on the employee declaration of savings etc.and providing tax planners to the employee.
- Provision to manually adjust taxable earnings (in case of income from other sources, investments etc.)
- The system should Support separate tax tables for bonus pay calculations (Flat Tax)
- The system should handle Exemptions and Rebates as per the Income Tax Rules
- Professional tax deductions with exemptions, arrears and generation of related reports and Challan

6 Deductions

- Provision to establish deduction limits for each deduction based on various parameters like:
 - Employee;
 - Job Classification;
 - Organization;
 - Benefit plan;
 - Salary
- Provision to make deductions effective:
 - In the current period;
 - In any pay period or periods selected;
 - In any user-defined frequency selected;
 - Between user-defined start and stop dates;
 - Until an user defined limit is reached
- Start and stop dates for deductions should be maintained:
 - On the Employee Master file;
 - On employee level
- Provision to reverse deduction to be included in next paycheck if incorrectly withheld / Option with user
- Ability to determine deduction amounts by:
 - Amount of earnings;
 - Percent of earnings;
 - Number of hours.
- Provision to priorities deductions:
 - Using the deduction code;
 - Using a separate priority number.
- Ability to be prompted by system when employee status changes to leave to determine how deductions will be paid while on leave:
 - take when return lump sum
- Ability to apply or stop various deductions based on employee status changes (e.g., Leave Of Absence, term)

7 Pay slip

- The system should Provide for online ad-hoc calculation of employees pay slip amount

- The system should Perform on-line calculation of pay and benefits for terminated employee based upon termination date
- The system should have the ability to evaluate different scenarios for change in pay-roll structures.
- System should provide an impact analysis tool for analysis of impact of revision of any / all components like pay, allowances, deductions etc.
- The system should display the status of the Payroll calculations
- Provision to run Payroll multiple times before finalization to ensure accurate pay computation
- The system should Post the amount of salary paid for each element of pay for an employee, based on the relevant GL account code and employee cost centre information to General Ledger. Financial postings include:
 - Element
 - Amount
 - GL Account
 - Cost Centre
- The system should Post salary payment advice including multiple payment methods such as bank, cash and cheque to General Ledger
- Provision to issue third party checks
- Payslip should be generated with following detail:-
 - Taxable and non - taxable components in separate columns
 - Tax till date, Calculated, Recovered, Projected.
 - Loan balances and no. of installments deducted / left
 - Provident fund opening balance, interest till date, closing balance etc.
- PF & Terminal Benefit Management
- System should support pooling the monthly contribution of PF,VPF in to the PF management system
- System should Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting
- System should support calculation of periodic interest and crediting the amount to the accounts
- System should perform PF application processing, loan sanctioning, loan disbursement, modification of loan installments, loan short closure, recovery through payroll, final settlement during closing/transfer for different type of PF loans
- System should have facility to Credit sanctioned PF loan / withdrawal amount directly to their respective accounts through CBS System
- System should generate all types of MIS reports as per request of Bank (like pf ledger, PF loan ledger, Pension rule, PF rule, Gratuity rule (online) etc.)
- System should maintain nominee details and payment to nominee in case of death of an employee.
- PF Returns like 7ps, 8ps and other statutory forms.
- Linking RPFC with PF and RPFC return.

8 Investment of PF/ Gratuity Management

- System should perform gratuity calculation, provision & accounting employee wise as per user defined rules.
- System should perform forfeiture of Gratuity in case of dismissals etc.
- System should generate gratuity payment cheque
- System should maintain nominee details and payment to nominee in case of death of an employee

9 Pension Management

- System should be integrated with Pension module available in IFMS

10 LIEN / Deputation

- Should be able to handle employees joining and going out on deputation / LIEN along with details like:-
- Leave salary contribution, Pension, PF, GIS etc.
- Economic rehabilitation with nomination & other details

11 Payroll Reports / MIS

- The system should have the mandatory forms and reports like
 - IT declaration form
 - Earnings/other income outside salary
 - Payroll Register
 - Pay slip (including leave/other payment details, IT deducted)
 - Perks calculation
 - Leave encashment
 - Tax calculation (at any point of time)
 - Combined Master Card (Annual/ Abstract)
 - Form 16A
 - Form 24Q
 - Form 12BA
- The system should have an online Payslip
- The system should have provision for generating adhoc payroll reports
- The system should have provision for generating user defined reports
- The system should provide the following current and year-to-date totals on earnings statements:
 - Income tax;
 - Professional tax;
 - Any standard or user-defined deduction;
 - Any standard or user-defined pay type.
- The system should display vacation status information on earnings statement
- The system should display absence status information on earnings statement
- Last pay certificate on transfer/separation.
- TDS Challan at user-defined frequency (quarterly, yearly, etc).
- The system should be able to generate the reports for each employee to show individual employee records which regards to leave register/ expenses/ PF details etc.

12 Income Tax

- The system should provide the functionality for:
 - Online "savings" detail entry screen
- -TDS deposit details and linkage against TDS deduction.
 - CTS credit thrift society
 - Arrear Calculation module.
 - Master card (combined)
 - Monthly summery
 - Payroll
 - Deduction schedule
- Establishments
- Medical Reimbursement
- Entertainment Reimbursement
- Telephone Reimbursement
- TA / DA
- Lease Payments
- Refreshment Reimbursement
- Advance to be dealt
- Establishment: - Uniform, lease maintenance, car/ scooter maintenance, etc.
- Others like (Residential office maintenance, Briefcase, Raincoat etc.)
- Should provide for monitoring the limits of reimbursable element of salary
- Should be able to generate CTC report for various level of employees, should also facilitate generation of projected employee costs based on certain estimated hike.
- Should be able to integrate with HR module to monitor attendance and leave records and use the data in payroll processing.
- Should facilitate employee cost allocation based on pre defined parameters.
- Should facilitate auto generation of e-return required u/s 205 of the I T Act.
- should have the facility to adjust excess/ short deduction of TDS,
- Annual & Periodical Service Verification etc.
- 20 years' service verification etc.
- Request for all type of NOCs like Passport, Higher Education etc.
- Group Insurance Management etc.

c) Interface:

- Interface with IWDMS
- Interface with IFMS and Budget module therein for auto salary estimation, liability report for FRBM (Fiscal Responsibility and Budget Management) etc...
- Interface with Recruitment Authority Systems – GPSC (Gujarat Public Service Commission), GSSSB (Gujarat Subordinate Services Selection Board), GPSSB (Gujarat Panchayat Service Selection Board) etc.
- Interface with any other system which have major information source for HRMS etc.

d) Misc. Points:

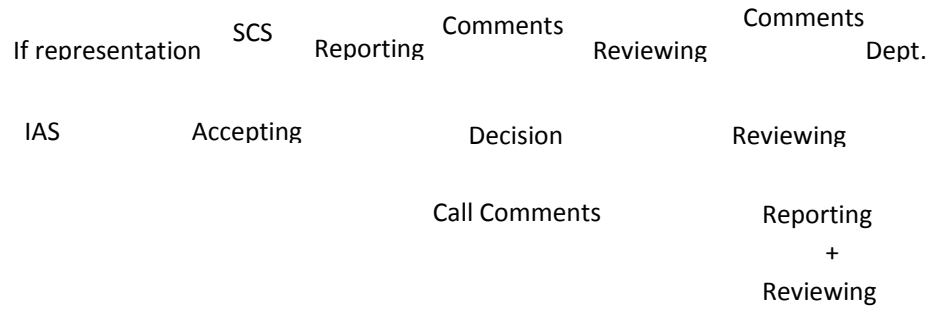
- Unique ID for all sanctioned posts is to be assigned to all persons.
- Permanent, Temporary & Tenure Posts should be available separately.
- Plan – Non Plan Wise information should be made available.
- Filled, Vacant & Fix Pay Employee information should be derived.
- All masters are to be prepared with unique codification.
- Unique no for all employees and orders to have real time effect in e-Profile of employee.
- History tracking for each item.
- Facility for Data Entry, Upload of Excel & Migration of Data from other Departmental System should be made available for creation of Master.
- Complain Monitoring System i.e. Helpdesk
- Notification Mechanism via SMS, E-Mail etc.
- Preparation of e-Service Book etc.
- The product should be compatible for access through mobile platform (iOS, Android and Windows 8).
- The outlook/outlook express should be integrated with HRMS for calendar availability of the person and fixing appointments and meetings.
- The system should have a broadcast messaging facility.
- The system should have the facility of video conferencing.
- The portal should have facility to add various schemes/special benefit/Discount available for government employee by various service providers through Government of Gujarat. This will be more like the e-commerce portal with difference being that vendors will be able to advertise special discounts for Govt. of Gujarat employees. However, for actual transaction, the employee will have to make purchase from the e-commerce website portal.

e) DSS/MIS Reports**PAR: Performance appraisal system**

- 1 Template for PAR recording online
- 2 Alert based on built in time lines
- 3 Relationship definition-Reporting, Reviewing, Accepting
- 4 Input-text based, Marking based (Numbers) Uploading PDF enclosure
- 5 Alert on movement of PAR→ Parent Dept., Employee, Sending and Receiving Authority
- 6 Past numeric score porting in designated forms.
- 7 Suggestive-Adverse categorization-Flag
- 8 Integrity – Separate note column with upload facility
- 9 After review /Acceptance CR to original department custodian
- 10 Department
 - (1) Adverse flagged- communicate
 - (2) Complete PAR Communicate
- 11 Concerned employee
 - (1) No representation
 - (2) representation to department

Time Limit

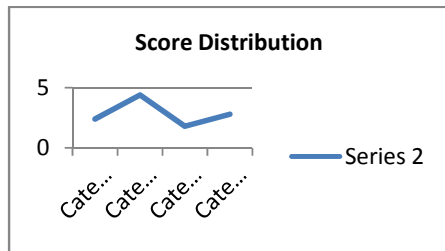
12



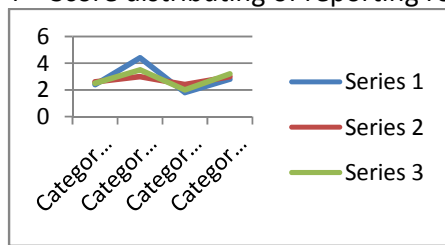
- 13 Referral based employee representation → Referral based → decision offline Report [If remarks explained than CR text needs modification → how to overwrite or apply paint on that portion with date, stamp of authority doing it]
- 14 President memorial → offline updation similar of referral board
- 15 Final PAR-PDF file –append to service reword + communicate to employee
- 16 Alert system +automatic level jumping (time bound)

Reports:

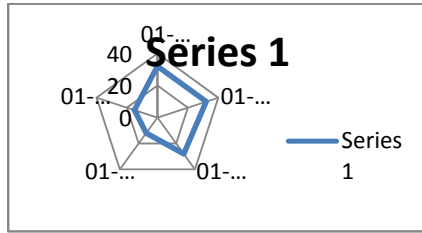
- 1 Completed PAR-PDF file
- 2 PAR rating of last 10 years.
- 3 Score distribution given to subordinate by each officer + Score obtained by him.



- 4 Score distributing of reporting reviewing officers more than one for distribution

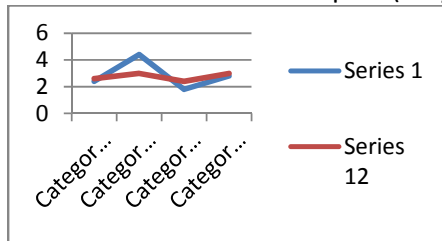


- 5 Personal attribute Report →spider web diagram for each officer for each category of evaluation



5a. for each category spider web of 3 years for trends.

6 Personal attribute trend report (10 year period) for each category of attributes.

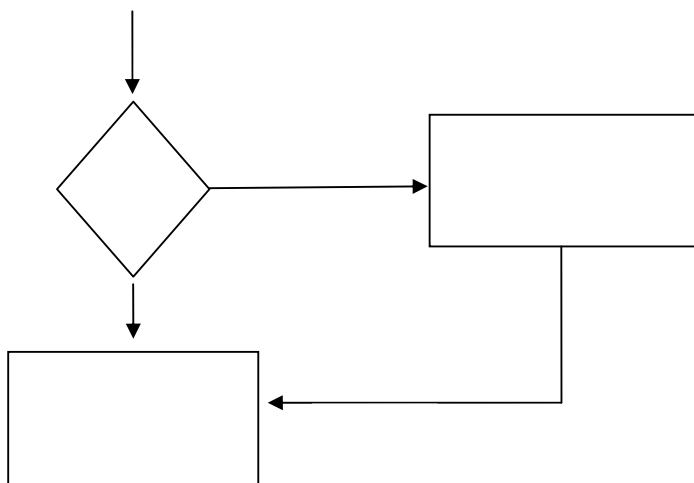


Integrity: summary Inquiry confirm

Superannuation

Alert 1 year before, 1 month before, 1week before, same day.

- Pension case formats preparation (1 year)
- Checklist
 - DE pending (MIS)
 - Prosecution pending (MIS)
 - No dues (MIS)



- Deactivate I Card
- Issue new I Card
- Transfer to Govt. Alumni database
- Form 22

- Generate LPC

DSS for Change arrangement

Cadre schedule

List of vacant posts, Date from Available Cadres for deputation

Available cadres for deputation:

Cadres	Posts date
IAS	
GAS	
G Sec. Service	
Hyperlink expandable	

Officer	IAS	Posts	Pairing button
	<ul style="list-style-type: none"> ▪ A ▪ B ▪ C ▪ D ▪ E ▪ F ▪ G 	<ul style="list-style-type: none"> • • • • • • • 	
Mouse Hyperlink for posting date holding place.	GAS G Sec. Ser.	Save	

(ii)

Officers Available	Posts
-----------------------	-------

Drag and drop pairing ←

(iii)

Officers mouse over name highlight the relationship of reporting/direct report officer over last ten years.	Posts
-------------------------------------------------------------------------------------------------------------------------------	-------

Paired list for saving, un-pairing and reassignment option ←

(iv)

Officers	Posts
----------	-------

Submit



- Order generational notification
- e-services book updation
- Authority updation (on enquiry)
- PAR updation (on enquiry)

- Vacancy list updation

TA/DA/Medical reimbursement

- Application Screen
- Approval authority, channel of submission
- Define authority
 - Hoof
 - HOD
 - Secretary
 - Health Secretary
 - F D
 - Special Case CM
- Approval
 - Order
 - Voucher Financial Process
 - Transfer to A/c
 - Treasury
 - Approval
 - Check →A/c ચેક
- MIS [Reimbursement /TA/DA/Claimed over list 2 years]

Recruitment

- Populate on the basic of GPSC order
- Open service book
- Department assignment
- I Card
- Membership /A/c details/Access Rights
- Call letter for attending
- P F number (GPF/CPF)
- Nominations [MIS]
- Insurance [MIS]
- Verification of certificate →[Stamped]
- Police Inquiry letter Generation [MIS]
- Qualification
- Initiation of Probation
- Medical Update [MIS]
- Posting module
- Training Slotting

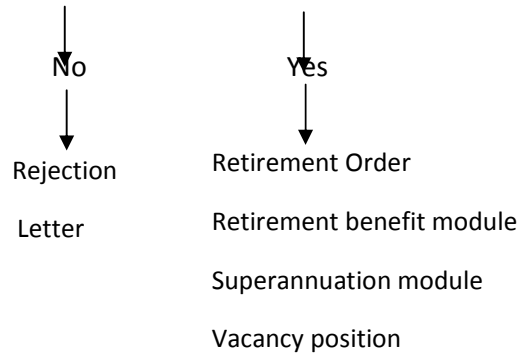
VRS Module

- Application screen → Submission
- Process screen
 - Prosecution
 - DE
 - No dues
 - Pre. Eng.

} Check list

Qualification service → FD

Channel of Submission



Joining post service

- Appli late
- Supporting Document → Verification
- Process → Approval Channel
- Order
 - e-service book
 - Length of service for Pension
 - Pay Protection
 - Pay fixation module
- LIEN Acknowledgement
- GPF/CPF Acknowledgement

HRMS Reports Promotion

DSS

1. Organization module- Assigning posts to a cadre schedule
 2. Assigning officer of a service to cadre schedule
 - Mamlatdar → GAS Jr. Scale → GAS Sr. Scale → GAS Sel. Scale → GAS Apex Scale.
 3. Seniority List. DPC Constitution + User rights assignment
 - Promotion Process: Vacancy record calculation
- All with manual override process
- zone of consideration – formula driven
 - officer for consideration-based on seniority list
 - Check min. experience etc. benchmark.

- CR policy of 10, 8, 5 years.
 - CR Gradation of each (Year wise)
 - Categorization –Yearly –OS, VG, G, AV, Adv.
 - Overall Grading
 - Adverse –CR for viewing by DPC
 - Fit for unfit for criteria
 - Criteria feeding
 - DE Status
 - Criminal case/Procreation status
 - Vigilance clearance for each officer
 - Select list-Fit-Online finalization
 - GPSC Consultation /over ride option
 - consultation report – officer wise
 - Option to accept
 - Confirmation of promotion Online/Offline (only at DS/JS/AS/ level apply se)
- Assignment of officer to next cadre rank, pay scale upgradation, move to posting profile option → due for posting option
- Transfer module pooling

Promotion Reports:

- Office wise, HOD wise, Dept. wise, State wise
- Yearly or based on range
 - Promotion given
 - Cadre schedule after & before promotion order
 - Vacancy Scenario across cadre

4. Vigilance Clearance

- Pool , in officers under consideration
- Status of
 - Preliminary Inquiry
 - D. E.
 - Vigilance Ref.
 - Prosecution permission
 - Ongoing prosecution
 - Last 5 years –pending integrity note

Check List

VC	<input type="checkbox"/>
Name	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

- Channel of submission for cadre
- Approval online

NOC for Passport

Self service selection

- Request NOC for passport
- Vigilance clearance module
- Vigilance clearance yes → Generate Order → Physical signing

Foreign Visit

- Self service + Department nomination
- Template
- Channel of Submission
- Yes → Module for change arrangement
- Two Orders.
- To do list → Officer Visiting Report
→ Cadre Controlling

Transfers:**DSS**

- Pick cadre for transfer –all officers
- Identify or tag officers under preliminary consideration
- Release such officers in system-show available for posting
- Snow vacant position +positions related by officers tagged for transfer+ manual selection –Deputation based

Officers	Positions

- Officer highlight skill as pop up
- Match officers of positions [dim such position + officers as mentality progresses

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

- Save option → first save
- Iteration
- Approve option → Right to Competent authority lock the matching and move to competent officer for issuing order
 - Communication to identify respondents
 - Pending reliving + reassignment of charges (officer will activate)
- Service book updation
- Vacancy schedule updation if deputation involved

DSS

How to create a post

- Dept. Cadre – Deputation
 - HOD
 - Office
 - Post
 - Manager

For every post- # of Decision makers

- Manager
- Financial – HOD, Controller, HOR office, HOD, Secretary
- Administrative – Reporting, Reviewing, Accepting
- Disciplinary Authority
- Lever Approving
- Transfer & Posting
- Sanctioning for – med. Reimbursement
 - TA/DA
 - Change allowance
 - Increments
- Forcing travel
- LTC

50-55 Review

- Cadre select
- Age based filter /experience based
- Decision panel

Officers	

	DE	Pros	CR Gradation	Ten Years	Health Report
1.					
2.					
3.					
4.					
5.					



		Review	Alert
1.	X	6 Months	
2.	X	1 Year	
3.	X	2 Years	
4.	X		
5.	X		

Review Alert [MIS]

Submit

- Officer intimation /order
- Superannuation
- Pension

Training

1. Admin → SPIPA /ARTD
Slot Populating
2. Online Covers → institutional covers → Backend – Comprehensive

Sanction of Advance/Loan

1. Application Template
2. Online –Surety-(Third Person Referral)
 - i) Channel Of Permission
(1) Budgetary provision
3. Approval
 - i) Order

- ii) Service Book
 - iii) Pay module
 - iv) Installment + o\s Balance Tracker(MIS)
4. Compliance alert [1 months]
- i) Document
 - ii) Insurance
- Balance Track → No Dues Generation → Service Book Updation

Leave /LTC/Module/Modification Service

1. Account
 - i) Application Screen
 - Approve Screen
 - ◆ Order Generation
 - ◆ Service book Updation
 - ◆ LTC – 10 Day Encashment
 - Pay Officer
 - Change arrangement Module
2. MIS Reports + DSS
 - ii) Pending Application For Approval
 - iii) Leave Obtained in last <> Duration
 - iv) Promotion
 - v) 50-55 Review
 - vi) Higher Grade
 - vii) Non Functional Upgradation
 - viii) Integrity certify
 - ix) Training Needs
 - x) Skill identification Expertise Check
 - xi) Non Functional Upgradation
 - xii) Integrity Certify
3. Promotion : Based On No. of Years certified Ex.10,8,5 Years PAR Table / categorization of Numeric Score into
 - i) Part Period -> weighted Average ((# of days * rating)/Total # Days)
 - ii) Adverse Status , Adverse Year
4. Non Functional Financial Upgradation
 - i) Similar to Promotion Process

R.R

				1462
Ex. En	108			509
↕	5			179
S E				
↕	5			135
C E	10	----- G- Branch		27
↕				
Spl. Security				11
Sps. P S				
Spl.				

APR Module

- Self Reporting
- Addition, Deletion, Modification

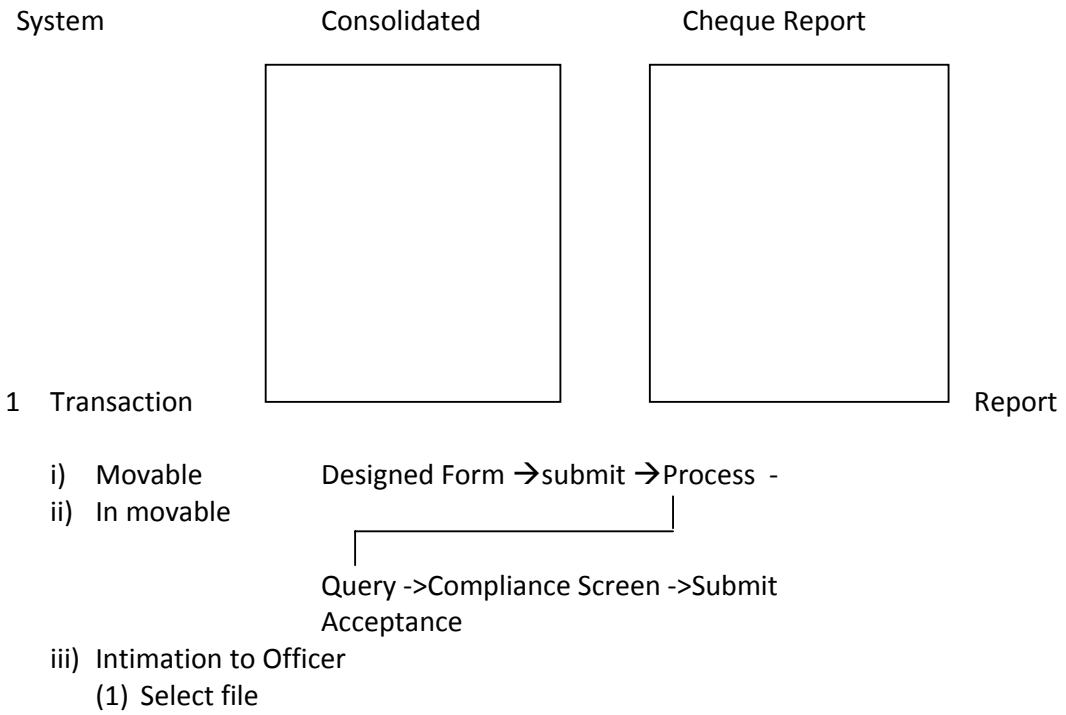
Preview

Addition

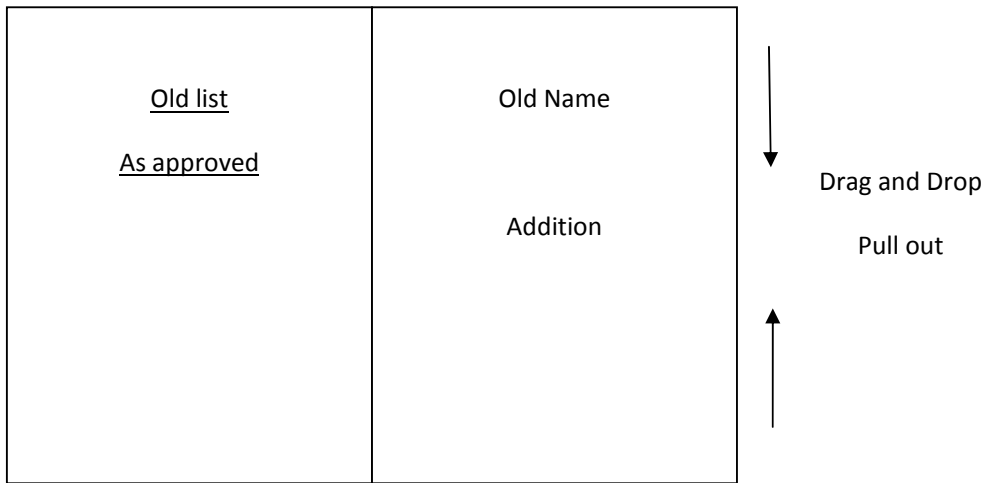
Deletion

Modification

Consolidate
Statement



MIS on IPR Due

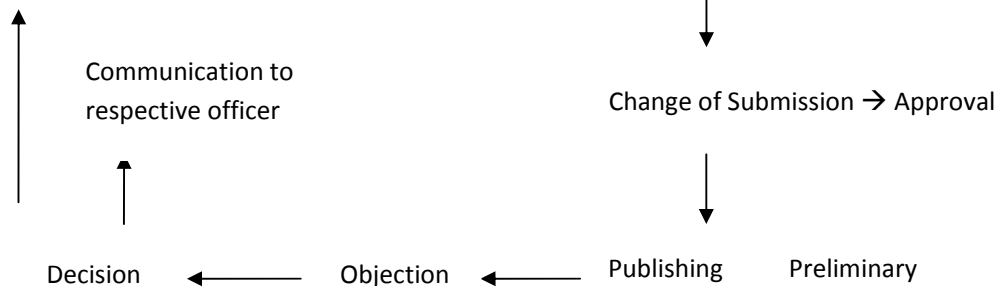


Change Report

.	+2
.	+5
.	-
.	+10
.	

Submit

Final List Publish



- 1 MIS - Seniority List Due [cadres]
- 2 MIs – objection + Cadre

ExitModule

Office Initiated

Superannuation Module

Pension Module

Indicative reports

The product should support Ad hoc Queries to perform complex calculations for more complex reports which Provides users with the ability to view the output on the screen or to send it to the printer and Allows users to add reports that they design to their reporting tree in order to easily access them in the future

Personnel Administration

Headcount/Personnel Structure

- Headcount/Change in Staffing Level

- Percentage Breakdown of Employees
- Headcount According to Capacity Utilization Level
- Average Headcount
- Employee's Average Age
- Average Length of Service

Personnel Development

- Reporting on Qualifications
- Number of Qualifications
- Average Proficiency per Qualification
- Employees by Qualification Group per Organizational Unit
- Proficiency of Qualification per Employee
- Percentage Distribution of Employees to Qualifications
- Qualifications per Employee by Organizational Unit
- Annual Comparison of Qualifications per Employee

Compensation Management

- Compensation Analysis
- Annual Salary/Annual Salary EMPLOYEE
- Annual Comparison of Salaries
- Average Annual Salary per Employee
- Salary Structure Analyses
- Salary Divisions of Employees in Pay Grades
- Employees in Pay Grades/Pay Grade Levels
- Compensation Overviews
- Employees Below Pay Grade Minimum
- Employees Above Pay Grade Maximum
- Employees Below Pay Grade Midpoint
- Employees Above Pay Grade Midpoint
- Compensation Adjustment
- Planned Adjustments to Annual Salaries
- Planned Adjustment Amounts per Adjustment Type

HRMS Benefits

- Costs
- Cost Analysis According to Organizational Criteria
- Cost Analysis According to Benefits Criteria
- Participation
- Participation Analysis According to Organizational Criteria
- Participation Analysis According to Benefits Criteria

Organizational Management

- Positions
- Position Overview (occupied, vacant, unoccupied)
- Percentage Distribution of Vacant Positions

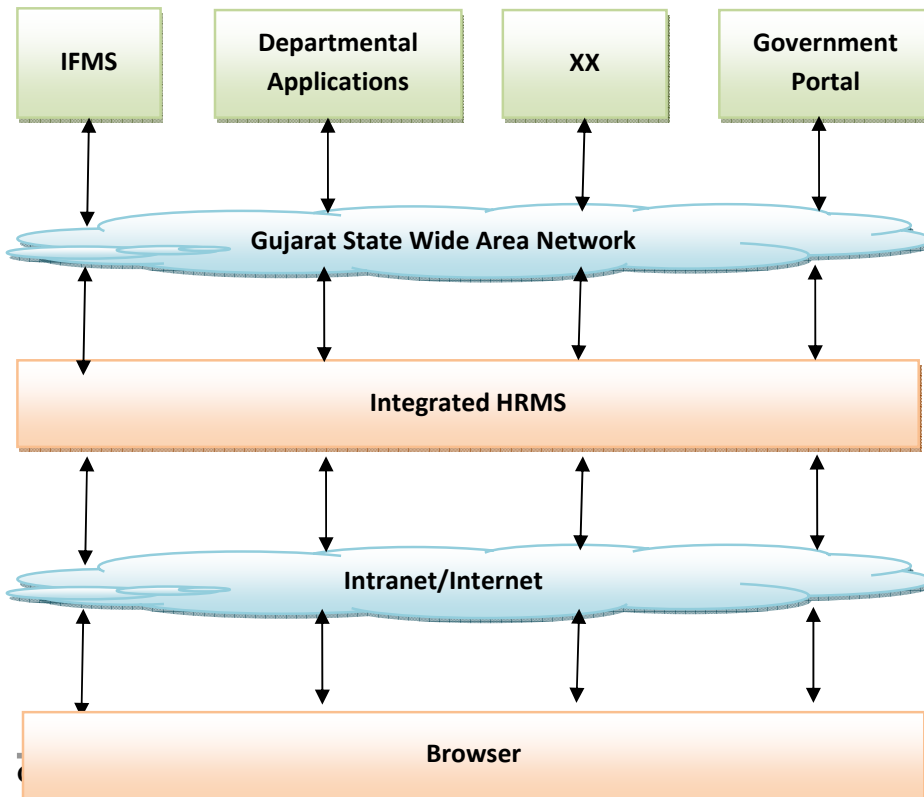
- Annual Comparison of Vacant Positions
- Vacant Positions per Job (12-months comparison)
- Positions EMPLOYEE: occupied, vacant, unoccupied
- Overview Positions/Positions EMPLOYEE: occupied, vacant, unoccupied
- Vacant Positions EMPLOYEE: comparison

Payroll Accounting

- Payroll Journal
- Wage Type Report
- Salary Overviews
- Annual Wage Types Overview
- Quarterly Wage Types Overview
- Wage Types Comparison for Personnel Areas
- Wage Types Overview
- Payroll Reconciliation Report
- Tax Report
- Claims Processing
- Payroll Results
- Pensionable and Earnings Report
- Workers' Compensation Report
- Exemption expiration Report
- Tax Summary

3.3.2. Indicative System Architecture

The diagram depicting the indicative System Architecture for the GAD is given below:



3.3.3. Technical Details:

- Application type: Three tier mobile & web based application
- Technology Platform :- XML
- Back end Technology: Any
- Server OS Support: Any
- The preferred platform for database is open source. However bidder can use & bid for any proprietary database at server side and no specific user license required at client side. The details of such database software should be provided in Bill of Material and financial bid should be inclusive of the rate of such database licenses.
- The developer to provide an iOS and Android based mobile app that will provide following interface through the app subject to user authentication:
 - Read only access to Government Telephone directory
 - Read only access to personal particulars including financial benefits
 - Read only access to PAR and PAR reports
 - Full access to leave module
- The application should be compatible with any open source database also.
- Database should support all the functionality of the proposed solution.
- Bidder should supply genuine, perpetual and very cost effective Database licenses to fulfill proposed solution requirements.

3.3.4. Additional facility to be provided by Total Solution Provider

TSP shall be responsible to provide the integration support of IWDMS & IFMS applications.

- During the contract period of five years, the selected TSP shall be responsible to provide the platform for other departmental applications for fetching the master database and restoring and upgrading database in master storage (as and when required). Such support will be provided during the extension period of three years as well.
- Before deployment of the Software application supply & customized by TSP, TSP shall be responsible to get the application Tested through EQDC and Security audit of the application through CERT-In empanelled agency at their cost.

3.3.5. Database Migration & Management

- TSP shall be responsible for management of the database during the contract period. While rolling out the project, it is envisaged that historical data which is in physical format currently will be migrated onto the HRMS platform beginning with 1/1/2010. The TSP will be responsible for capturing that data. GAD through its project cell will facilitate timely providing of the physical information which would be needed for digitization.

3.3.6. Central Side IT infrastructure

Successful deployment of application software modules have to be supported by the necessary hardware & Operating System & Software infrastructure for smooth functioning of the GAD. The TSP should be responsible for providing the bill of material and necessary hardware equipment for functioning of the applications

proposed in the scope of work considering the following performing benchmark at Central Site (State Data Centre (SDC) & Disaster Recovery (DR) Site):

Assumption: 2 Mbps bandwidth Available

Service Level Parameter	Service Level
Software response time	10 sec
Concurrency of user request	20 % of approved user licenses at any point of time.
Server response time	½ Sec
System uptime	99.0%

Availability of System

- i) During peak hours (10:00 hrs to 18:00 hrs) - 99.75.
- ii) During off peak hours - 99%
- iii) Scheduled maintenance time - 2am to 6am
- iv) Frequency of scheduled maintenance: once/twice a month

1 Bidder should propose the required hardware at all designated locations in phase wise manner that during the period of 8 Years. Proposed Bill of Materials should be in following format with detail specifications with quantity for central side H/W infrastructure & s/w products for all designated locations.

2 Proposed Bill of Material quoted for Data Centre & DR Site

Sr. No.	Item	Make & Model	Technical Specifications	Quantity	Remarks (If any)

- Bidder may propose & add the hardware equipments as per the scope of work
- Proposed hardware should be latest and State of Art.
- Any authentication & monitoring tools/Software application required, bidders have to propose the same.
- The proposed solution will include UPS, switches, racks and power related infrastructures.

3.3.7. Operation & Maintenance Support

- The TSP has to provide the operation & maintenance for the period of 8years.
- Resolution of errors/bugs (if any), software updates, changes in the software that may be necessary due to legal/statutory changes etc.
- Ongoing technical support for application
- Fine Tuning updates/patches reporting
- Fixing logical/run-time errors in the applications
- Development, Testing and Implementation for Bug-Fixes

- Generate reports on changes made in applications
- Generate reports on change requests given to support team
- System administration and database management support
- Development of new application release
- Deployment of new application on production servers
- Synchronize the application release in all application servers of GAD, and Far DR
- Maintaining checklist for the status of deployment on all servers
- Monitoring & Reporting Server/ System performance

In addition to that, the TSP shall be responsible to design & develop all change requests without any extra cost to GAD during the Operation & Maintenance period.

TSP bidder shall set up centralized helpdesk at GAD (Gandhinagar) to log complaints of the users and issue the log ticket number and communicate the corrective measure. TSP bidder shall provide Customer support interface with online, telephone and on-site support, and other deliverables as described below. The space for helpdesk facility would be provided by Govt. of Gujarat.

The scope of services to be offered by bidder is detailed below:

- Provide warranty/on-site maintenance product, software that shall be supplied and installed under this procurement throughout the period of contract as per SLA and also provide warranty execution/onsite maintenance of the Database S/W.
- Undertake Performance Tuning and ensuring optimum performance of the equipment supplied.
- The support coverage shall be as per the service window mentioned in the Section – “Service Level”.
- Provide manpower for operations, maintenance and onsite warranty support of all the existing and supplied items

Project Management Structure

The bidder needs to provide detailed Project Management Structure along with the required manpower for successful execution of project. The following are the details of the Project Management Services to be offered of Proposed Developed Application as defined in their respective Scope of Works:

- The objective of the Project Management Service is to provide a systematic approach to managing the project from inception through implementation for 8 year after Final Acceptance Test and finally delivery of the system / services.
- The project management involvement is throughout the entire project life cycle from Datacenter pre-planning, project kick-off, project inception, project design, Infrastructure implementation, deployment, FAT to project hand-over for operations and maintenance.
- **The bidder will put all his project development and execution resources at Gandhinagar at project management office space to be provided by the GAD. No remote location development support will be permissible. Whatever project related resources are indicated at the stage of evaluation of technical bid shall**

be assumed to be the project resource persons that bidder will put on the project.

- Overall responsibility - To manage the Proposed Developed Application through to project delivery, implementation, customer acceptance and project closure.
- To setup and manage Project Management team consisting of all constituents who are involved in the roll out of the Successful implementation
- To enforce work process structure and methodologies to enable the project team to perform their tasks effectively
- Central tracking of all project status from inception to production
- To manage project plan schedules for timely delivery for all activities as mentioned in bid
- To manage Customer's expectations and communications
- To manage quality, issues and change and escalations of implementation
- To identify project variances and steps to be taken to recover to the project plan
- Reporting – To provide timely and accurate updates, reports and escalations to General Administration Department and its designated Agency's senior management on the health of project delivery operations.
- To manage different Partners for the delivery of the project
- To highlight technology risks and red alerts, if any.
- To plan for live operation of the proposed systems
- To manage the deployment of the new systems
- To organize project reviews and evaluation
- To gather and manage project documentation
- To obtain sign-offs for project deliverables

TSP will be expected to work jointly with General Administration Department, GoG & its designated agency:

To carry out the above mentioned activities under Support services and Management and to adhere to uptime and SLA in the Bid, TSP shall provide the Manpower as mentioned in the Manpower section below.

3.3.8. Help Desk

- The TSP has to provide central help desk support for the contract period of 8 Years (Helpdesk support may be provided by the 5 technical manpower providing by TSP at GAD)
- Central Helpdesk will be located at the GAD (Gandhinagar) & the Helpdesk shall be operational 24X7.
- All problems/issues faced by officials need to be solved through helpdesk.
- This provision is in addition to the help desk support that TSP will provide at the time of application roll out when TSP will set up training cum help center on a rolling basis across different departments and offices. During the roll out phase, TSP will set up **three teams** of mobile Help Desk teams each comprising of four members each who will train user dept. officers in use of HRMS application.

3.4. Language of the Product

- The product modules to be developed by the TSP should support Gujarati and English languages.
- The application user interface will have to program in three different language formats – 1. English Language, 2. English and Gujarati Language and 3. Only Gujarati language.

3.5. Project Phases:**Stage 0: Learning Phase**

- The entire developer team will be given 15 days long crash course in understanding Government processes that go in personal management. Such training will take place at SPIPA, Ahmedabad.

Stage I: Design Phase

- Documentation of the existing processes of service delivery across all employees.
- Document existing processes Levels of GAD.
- Propose process Levels, based upon benchmarking / opportunities for improvement of processes.
- Identification of Business Process Reengineering requirement to achieve the proposed service levels, including legal changes required in processes.
- Documentation of To-Be Process maps in line with the BPR proposed of processes.
- Design the User Requirements Specification.
- Capacity Building / Training Plan
- TSP shall integrate the Modules developed in IFMS & IWDMS application with the new application modules and the web portal
- Prepare System Requirement Specification (SRS) for application development
- Design the Change Management Plan
- Design and seek approval of the implementation Strategy from GAD prior to the commencement of the implementation plan
- Design & documentation of Hardware, network architecture & other infrastructural requirements, based on applications to be developed and submit Bill of Material to the GAD which will be procured by GAD separately.

Stage II: Implementation Phase

- Procurement of specified hardware components
- Software development, integration, testing & Deployment
- Project monitoring and progress reporting to the GAD on regular basis.
- The project will be implemented in phases. The phases will be split for different modules and for different categories of employees involved. For the category of employees, following prioritization will be followed:
 - AIS officers / GAD officials / IPS & IFS officers / GAS Officers / Other Secretariat Department officials / GPS, GFS officials / HOD officers of offices located in Gandhinagar / HOD officers of Offices located in Ahmedabad / All other class –I officers / All other class II officers

- Different modules will be broadly implemented with following prioritization:
 - Employee profile / Organizational set up Module
 - Employee self Service / Leave /PAR module / Transfer posting Module/ Promotion Module
 - Payroll Module
 - Promotions modules
- Complete employee wide and entire solution wide roll out will be started within 4 months of award of contract and then completed in a years' timeframe once it is started. The TSP will work with GAD to develop project implementation schedule immediately after the award of work order and will complete the schedule within a month's time.

Stage III: Application Testing and Project Go-Live

- Development of UAT procedures and test cases
- Provide Central database software or any other software needs to run the RHMS COTS product.
- Bug fixing and incorporate feedback from Users.
- End User Training
- Rollout/Implementation of Application across all the locations mentioned in the geographical scope.
- Interface with front end delivery centers for application Go-Live
- Application Testing through EQDC and Security audit of the application through CERT-In empanelled agency.

Stage IV: Post Implementation – Warranty and Support

- TSP will be responsible for providing support, in terms of product support, during contract period from the date of Go-Live of the application software and successful integration with the GAD portal.

3.6. Details of the activities

3.6.1. Documentation

The TSP shall prepare all necessary documentation for the project, and provide them to the GAD for review, approval, record, reference etc as mentioned in this RFP. ***The following is the list of deliverables (but not limited to) in the form of documents to be submitted by the TSP in the course of project implementation.***

- As-Is process Report for all the processes of services.
- Business Process Re-engineering report for the all the services of GAD.
- To-Be process map based on the BPR report.
- User Requirement Specification documents for all the selected processes.
- System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, data flow, workflow based on the BPR report, interface specifications, application security requirements.

- High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc.
- Low Level Software Design document including Programming Logic, Workflows etc.
- Software Testing Documentation (including details of defects/bugs/errors and their resolution)
- Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan)
- User Acceptance Test Plan, Security Test Plan, Load Test Plan)
- Integration Plan with other applications
- Integration Test cases & results for applications developed
- Complete Source Code with documentation.
- Inspection and testing procedures manual including QA Policy as per EQDC Test Plans and Test cases (Functional testing, Volume testing, Stress/Load testing, Usability testing, Performance testing, Security testing, Facility testing, Configuration testing, Recovery testing, Documentation testing, Procedure testing, Install ability testing, Storage testing, Serviceability testing)
- Details study report for the requirement of central side IT Infrastructure based on the application developed.
- Security Level Design Document & implementation of Security policy
- Training Manuals and literature
- Systems Administration Manuals
- User manuals
- Installation Manuals
- Operational Manuals
- Maintenance Manuals
- Periodic Status and Review Reports
- Escalation Mechanism
- Exit Management Plan

3.6.2. Change Management

Introducing any change needs to consider the impact that change will have on all stakeholders – both within and outside the department. It is therefore necessary, for the TSP, to formulate a change management strategy that encompasses the requirements of the end user and the employees. The TSP should ensure that change management starts from the project planning stage and continues throughout the life of the project. It is essential to understand that change management is not a onetime activity. It is a continuous activity propagating to complete life of the project and touching all the stakeholders involved in the project

The Change Management Plan suggests the key strategies needed to address the aforementioned change implications having highest impact.

The developer team shall have to prepare a draft change plan which it will present to the project team in GAD for approval. After incorporating changes proposed by the

GAD, the developer team shall operationalize the change management plan. The basic contours of the plan have:

- Training to trainers (one from each department)
- Training of software support professionals from GIL or GAD
- One day training for each of the departments / HOD offices during partial and full roll out
- Ongoing training session in which employees can sit and gain training on operational aspects of the HRMS application. This will be an ongoing training program to be conducted at SPIPA and will begin after full roll out and will organize as one full day session every week for a total of 12 weeks. During this training program, trainers or Government employees will come and sit for hands on training. SPIPA or Government will provide needed computers for the training.

3.7. Proposed timelines for Implementation

Activity	Completion Timelines (in Weeks)	Deliverables
Phase I – Customization of COTS		
Project Initiation & Team Mobilization	T	Detail Project Plan Submission Detail of Resource to be deployed
Customization of COTS as per requirement of GAD	T1= (T + 24) Outer time limit; Different modules will need completion of customization as per timeline indicated for the implementation.	AS-IS report Submission Business Process Re-engineering Report Submission To-Be report (For all the modules already developed by other agencies and also the service identified in the Conceptualization report) Submission Functional Requirement specification Submission Software Requirement Specifications Report Submission Architecture & DB design Report Submission Deployment Plan Submission
First Phase Testing, UAT& Training to Trainer (For customized COTS by the Bidder in Phase I)	T2= (T1+12) beginning Date) Another Training Phase once complete COTS customization is	Test Cases (Department will provide data for test cases) Test Reports UAT Sign-off Certificate (Administrative & Technical) will be given by the Department and

Activity	Completion Timelines (in Weeks)	Deliverables
	complete	GIL. Training to Trainer
Partial Phase wise Roll out	T3 = T + 24 Beginning	Implementation for GAD as a department, and for IAS and GAS cadre with Employee profile / Organizational set up Module, Employee self Service / Leave /PAR module / Transfer posting Module/ Promotion Modules/ Mobile apps Development &interface
Phase II – Go-Live		
Go-Live	T4= (T+52)	Certificate of successful integration; Go live is stage when all modules have been integrated. Even though partial roll out will start early as mentioned in implementation schedule, Go live timeline will count only when COTS Customization and Testing is complete.
Final Stage Testing	T4 + 6	Testing of complete application, bug fixes, one full set of reports in respect of one test case
Mobile App Development	T4 + 6	Mobile App development for iOS, Windows and Android Platform
Phase III - Operation & Maintenance Support after Go-Live		
Warranty and Operation & Maintenance Support after Go-Live	T5= (T4 + 8 Year)	Monitoring Framework, Escalation Reports, and Reports with details of Support / Warranty Activities carried out. O & M of Central Side IT Infrastructure. The frequency of these reports will be notified later.

Note:T - Date of Award of Contract.

4. SECTION IV: SPECIFICATIONS

4.1. Acceptance Criteria

The primary goal of Testing and Acceptance would be to ensure that the project meets requirements, standards, specifications and performance prescribed in the RFP document, by ensuring that the following are associated with clear, quantifiable metrics for:

- accountability:
- Performance
- Availability
- Security
- Manageability
- Standards and Protocols

The project would be designed to meet all functional, non-functional and management requirements as mentioned in the RFP document.

For each of the project requirements, there are operational requirements, deliverables and a set of standards, wherever applicable as per the following:

4.1.1. Performance Criteria

Performance would be that aspect of service, which would be measured in terms of throughput and latency. Higher throughput and lower latency values would represent good performance of a service. Throughput would represent the number of service requests served per unit time. Latency would be the round-trip time between sending a request and receiving the response.

4.1.2. Availability Criteria

High Availability would be a key requirement. The applications must provide department officials with timely, continuous access to information 24X7. The log files of the applications must also be able to rebound or recover from any planned or unplanned system downtime, ensuring a minimal impact on the operations. Availability would be the quality aspect of whether the service is present or ready for immediate use. Availability represents the probability that a service is available. Larger values represent that the service would always be ready to use while smaller values indicate unpredictability of whether the service will be available at a particular time. Also associated with availability is time-to-repair (TTR). TTR would represent the time it takes to repair a service that has failed.

4.1.3. Security Criteria

Security would be the aspect of the service of providing confidentiality and non-repudiation by authenticating the parties involved, encrypting messages, and providing access control. The applications can have different approaches and levels of providing security, depending on the service requester. Security requirements such as single sign on, encryption of passwords, logs etc. is a must.

General Administration Department's application security will be of utmost priority. The forms should be protected from improper data input, both in the user's browser and at the

remote server. The e-mail addresses presented on the website should also be protected with anti-spam measures. Databases should be secured via username/password protection and potentially sensitive information should be secured using industry-standard encryption algorithms.

4.1.4. Manageability

Manageability needs to be a crucial aspect of General Administration Department's applications and website. The Implementation Partner - TSP has to ensure that the solution deployed has adequate monitoring and tracking features for measuring the utilization and availability of resources. This includes:

- Remote Monitoring of Status and Statistics of all high-level components
- Management capability to start/ stop/ restart services and systems
- Auto discovery of all components manageable
- Auto discovery of all other system components
- Ability to track changes in configuration of the system components to help track service
- System disruptions

4.1.5. Standards & Protocols

The project should be completed as per the standards and protocols applied for customized hosting and maintenance of an automated system.

The COTS customized under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.

4.2. Development Criteria

The deliverable components of this RFP include:

- A web-based system by which Government official can find comprehensive information about the initiative including organizational structure, roles and responsibilities, supporting documentation, downloadable files, and ongoing management.
- Development of comprehensive HRMS application through customization of COTS which accomplishes all the tasks as mentioned in the scope of work including the DSS and MIS reports
- The design, looks, and feels of the User Interface as approved by the GAD.
- A relational database(s) to be used for application management, site maintenance, calendaring and activities, and related documents.
- A system to control user access privileges. Granted privileges are based on roles and responsibilities including site administration and content management, calendar, activities, and document maintenance.
- Monthly or on demand reports/queries showing statistics.
- Monthly/Quarterly report on product up-time hosted at the Data Centre

4.2.1. Customization of COTS

The COTS customization must be done as per global industry standard environment.

The bidder must justify the choice of development environment. The product must

be developed and hosted utilizing industry standard, commercially available tools. The bidder must list all tools to be used to develop and maintain the website, as well as the hosting platform hardware and software.

4.2.2. Development Control

The bidder must use all reasonable care to protect the integrity of the product during development. Use of a version and library control tool is desired. The bidder must describe the development environment to be used.

4.2.3. Project Management & Project Plan

The bidder must provide an experienced Project Manager to oversee the development of the HRMS software applications and should serve as primary point of contact for the General Administration Department. The bidder must follow an established Project Management methodology conforming to the best practices of the Project Management. The bidder must describe the methodology to be used.

During the Technical Presentation, the bidder must provide the GAD with a detailed Project Plan for the development of the GAD application. This Project Plan must include at minimum the Project Charter, a work breakdown structure showing all proposed milestones and deliverables, and a listing of all project issues and risks.

4.2.4. Status Reports

The bidder must provide weekly status reports to the GAD during the development effort. These reports must be submitted by close of business on each Monday and must reflect status against the Project Plan as of close of business on the previous Friday. Any falsification of these status reports or failure to inform the GAD of issues impacting the deliverables or timeframe of the project may result in cancellation of the contract.

4.2.5. System Defects Correction

The bidder must respond to all reports of system defects for the duration of the contract. The bidder must correct all "Critical severity" problems (system not functioning, no workaround) within 6 hours; all "Medium severity" problems (system not functioning, workaround available) within two business days; all "Low severity" problems (not impacting basic functionality) within five business days.

4.2.6. Version Control & Bug Fixing

The bidder must make any modifications necessary for the duration of the contract to ensure that the system is compatible with current and supported versions and releases of the relevant operating system and other system software.

4.3. Hosting Criteria

The bidder must work with the GAD to provide a detailed implementation plan, including but not limited to, orderly process of inventory, version control, and load all application materials, assignment of user rights and security, and verification of correct functionality. The bidder must present an implementation plan to the GAD for their approval by the beginning of the test period.

It is proposed that the product would be hosted in State Data Center, as per provisions provided by Department of Science & Technology, Gujarat; however the final decision regarding the primary site for hosting would rest entirely with the GAD. However, the bidder shall be responsible to set up the Help Desk. The help desk will be set up at Gandhinagar as GAD may decide.

4.3.1. Availability

The product must be available as per the Service levels defined. The bidder must state how that availability is to be provided, including all measures. The bidder must show the ability to report availability to GAD on a quarterly basis, and must indicate how availability is to be verified.

4.3.2. Accessibility

The GAD applications must meet the standards for software application. The bidder must test the applications with a commercially available accessibility monitor, and with a leading accessibility tool, if necessary.

4.3.3. Security

The bidder must take rigorous provisions to prevent unauthorized alteration or damage to the product and all related modules and databases. The bidder must describe in detail all measures to be taken, including the use of firewalls, monitoring for intrusion detection, etc. The bidder must also specify the dependencies, if any, in achieving the desired level of security.

(NOTE: This information will be kept confidential.)

4.3.4. Backup & Recovery

The bidder must provide and successfully test backup and recovery capabilities for the applications and related databases. The bidder must describe this functionality, and the frequency of backup.

4.3.5. Uptime & Performance

The bidder must provide sufficient provisions to ensure that product's all functionality, including data access, file downloads, and online transactions is performed within commercially acceptable response times. The bidder must state the capacity that will be available for the applications, and what tools and techniques will be used to continuously monitor application performance.

4.4. Access Control and User Authentication:

The bidder must prepare the access control & User Authentication policy and get it approved by GAD. The bidder shall be responsible to provide access control & User Authentication management during the period of contract.

5. SECTION V: PAYMENT TERMS

5.1. Payment Schedule

Sl. No.	Activity	Payment (%)
1	Commercially Off The Shelf (COTS) as per Sr. No. 1 of financial bid	
	Completion of Partial Roll Out	50% of onetime payment will be released
	Go-Live of the Product	50% of onetime payment will be released
1A	Licensing fees for the COTS, Database and other software needed to support the application	Annual Licensing Fees will be paid six months from the beginning of the year
2	Customization of the COTS as per item no. 5 if financial bid	
	After successful completion of the customization and UAT	30% payment will be released
	After completion of EQDC Testing & Security audit by CERT-In Empanelled security auditor and partial roll out of employee profile, Organizational set up Module, Employee self Service / Leave / PAR module / Transfer posting Module/ Promotion Modules	40% payment will be released
	After successful deployment on the user platform and Go-live of the complete HRMS solution including development of Mobile Apps	25% payment will be released
	3 Months after successful deployment of the user interface and go live subject to rectification of bugs and errors or deficiencies as brought out	5% payment will be released
4	Operational & Maintenance support for Customized Solution & data migration during the contract period of 8 years from the date of Go-live	Will be paid Quarterly after the end of each quarter.
5	Operational & Maintenance Database and other software needed to support the application during the contract period of 8 years from the date of Go-live	Will be paid yearly after the end of each year.

5.2. Payment Procedure

- 5.2.1. The GAD/GIL shall certify actual implementation. The TSP has to ensure proper hand-holding & support of the system.
- 5.2.2. TSP shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule & submit the invoice to GAD.

- 5.2.3. GAD shall verify the Invoice raised against the milestone achieved & shall make the payment.
- 5.2.4. The TSP's request(s) for payment shall be made to GAD along with the 2 original copies of invoice and necessary documents. The invoice should be English / Gujarat based.
- 5.2.5. Payment shall be made in Indian Rupees. While making payment, necessary income tax and service tax deductions will be made.

6. SECTION VI: SERVICE LEVEL AGREEMENT & PENALTY CLAUSE

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the TSP to GAD for the duration of the contract for providing HRMS Applications, Training, Maintenance and Warranty support against the stated scope of work. GAD shall regularly review the performance of the services being provided by the TSP and the effectiveness of this SLA.

6.1. Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings as set forth below:

- "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to GAD and users. Uptime, in percentage, of any Central IT component can be calculated as:
$$\text{Uptime \%} = (\text{uptime}) / (\text{Total Time} - \text{Maintenance Time}) * 100$$
- "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards as per SLAs are not available to GAD and users and excludes the scheduled outages planned in advance for the GAD central IT infrastructure.
- "Incident" refers to any event / abnormalities in the functioning of GAD specified services that may lead to disruption in normal operations of GAD services.
- "Response Time" shall mean the time taken (after the incident has been reported at the concerned reporting center), in resolving (diagnosing, troubleshooting and fixing) or escalating to (the second level, getting the confirmatory details about the same and conveying the same to the end user), the services related troubles during the first level escalation.
- The resolution time: the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.

6.2. Categories of SLAs

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The TSP shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the TSP shall be reviewed by GAD against this SLA. The TSP shall:

- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

6.2.1. Implementation related penalty of service levels

6.2.1.1. Customization of COTS

These SLAs shall be strictly imposed and a software audit/certification shall be carried out at the sole discretion of GAD for certifying the performance of the applications against the target performance metrics as outlined in the table below:

Service Category	Target	Severity	Penalty
Successful completion of Customization of COTS of all the modules.	As per delivery Schedule	Critical	A Penalty of 0.5% of contract value of Customization of COTS per week delay.
Testing & UAT of all the modules.	As per delivery Schedule	Critical	A Penalty of 0.5% of contract value of Customization of COTS per week delay.
Product Training & Handholding Support of all the modules.	As per delivery Schedule	Medium	A Penalty of 0.5% of contract value of Customization of COTS per week delay.
Commissioning & Go-Live	As per delivery Schedule	Medium	A Penalty of 0.5% of contract value of Customization of COTS per week delay.

Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of GAD. If delay exceeds maximum delay weeks at the particular milestone, GAD may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

The SLA applicable after the implementation shall be purely measured on the availability of the services at site.

6.2.2. Operational Related Penalty

6.2.2.1. For Software Uptime

Sl. No	Measurement	Target	Penalty
1	Product Availability Downtime required for maintenance, new initiatives undertaken by TSP or for Performance enhancement measures shall not be considered while calculating product availability. All major maintenance shall be	>= 99%	INR 1,00,000 for every 10 hours of downtime at a stretch or in parts on a quarterly basis. And INR 80,000 for every subsequent hour of downtime at a stretch or in

	carried out in a planned manner after announcing it across the platform. Any planned shutdown will be done only between 9 pm and 8 am.		parts for total down time more than 10 hours on a quarterly basis.
--	----------------------------------------------------------------------------------------------------------------------------------------	--	--------------------------------------------------------------------

6.2.2.2. User Interface

Bandwidth: 90 Mbps Internet Bandwidth available in GSWAN

Assumption: 2 Mbps bandwidth Available

Event	Maximum Acceptable Response Time	Penalty
Displaying progress indicators, completing ordinary user commands (e.g. closing a window), completing background tasks (e.g. reformatting a table) i.e. Application fine-tune	1 second	Rs. 50/- per Instance
Displaying a graph or anything else a typical user would expect to take time (e.g. displaying a new list of all a company's personnel, transactions for an specified period)	5 seconds	Rs. 60/- per instance
Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable task	20 seconds	Rs. 60/- per instance

7. SECTION VII: ROLES & RESPONSIBILITIES OF STAKEHOLDERS

It is suggested that this project would require a 2 tier structure to be followed, with GAD at the top tier being assisted by various committees. The TSP would be the 2nd tier providing a complete support system for successful execution of this project. However the final decision in this regard rests with the GAD on level of engagements for TSP.

7.1. General Administration Department (GAD)

- Receive and appraise proposals / suggestions from the TSP and GIL for project implementation
- To form Project Management Group (PMG) for monitoring the implementation program across the State.
- Ensure that the TSP conducts a detailed BPR exercise while developing and implementing the automated system.
- Assist in Organizational capacity building.
- Monitoring implementation, consolidation and approvals of AS-IS, BPR, Products, Case studies etc.
- Identify the pilot departments/districts/offices and approve the project report for taking up the Phase I for project implementation.
- Define the services/modules for Pilot project implementation as prescribed in the selection criteria
- To enter into necessary MoUs/agreements with TSP for defining service levels for identified services, ensuring service level adherence, implementation and sustainability of the pilot project and subsequent state wide rollout.
- Work as driver for policy, regulatory and other relevant changes.
- Providing Financial Support as per the project requirements.
- Assist in providing Infrastructure and other support to the TSP
- To organize for data entry of service records of all the employees

7.2. TSP/Bidder:

- Provide close tie-ups with all the stakeholders in the Project at all levels, including field level.
- Provide commitment and support to bring-in the process changes.
- Work closely with the different department officials, field agents, support agencies etc. to undertake the field work, comprehend the requirements, document the observations and redesign the processes by doing BPR of government administrative processes.
- Help build capacity for the staff and executive resources at all levels, by providing necessary training and undertaking awareness campaigns. General Administration Department and GIL would also work closely with the Total Solution Provider for developing and customizing the software and implementing the technical solutions.
- To provide services, IT resources, and capacity building for creation of ecosystem for high adaptability of backend computerization and e-Governance initiatives as per departments vision.

- Coordinate and facilitate interactions between the various stakeholders like General Administration Department, Administration officials, other instrument bidders and GIL, through its project coordinators and mobile teams.
- Preparation of Project Framework, including aspects like scalability, security, manageability and integration features.
- Submit suggestions on Business Process Reengineering (BPR).
- Carrying out the field study in order to understand the requirements of the citizens, existing delivery mechanism, levels of interfaces with the Governments, the impediments and difficulties in accessing the services and information.
- Designing an efficient and effective end to end service delivery process.
- Understanding the capacity building requirements and help create a facility for development of capacity.

For additional Details on the Roles and Responsibility of the TSP please refer to Scope of work section III.

8. SECTION VIII: GENERAL TERMS & CONDITIONS

8.1. Application

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the GAD shall be final and binding on the TSP.

8.2. Relationship between parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'GAD' and 'the TSP. The TSP subject to this contract for selection has complete charge of personnel and sub-TSP, if any, performing the services under the Project executed by GAD from time to time. The TSP shall be fully responsible for the services performed by them or on their behalf hereunder. The GAD will allocate work/assignment to the TSP.

8.3. Standards of Performance

The TSP shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The TSP shall always act in respect of any matter relating to this contract as faithful advisor to GAD. The TSP shall abide by all the provisions/Acts/Rules etc of Information Technology prevalent in the country as on the date of the requirements and design submissions. The TSP shall conform to the standards laid down in RFP in totality.

8.4. Delivery and Documents

As per the time schedule agreed between parties for specific projects given to the TSP from time to time, the TSP shall submit all the deliverables on due date as per the delivery schedule. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract. In case of the termination of the contract, all the documents prepared by the TSP under this contract shall become the exclusive property of GAD. The TSP may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from GAD. GAD reserves right to grant or deny any such request.

8.5. TSP Personnel

The TSP shall employ and provide such qualified and experienced personnel as may be required to perform the services under the specified project as assigned by GAD. This is a specialized domain of 'e Governance' and it is desirable from the TSP to deploy the personnel, who have adequate knowledge and experience in the domain related with this project. It is desirable that the TSP shall hire the services of domain Specialists, if required, to work on the Project effectively.

8.6. Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India and that of the State of Gujarat

8.7. Use of Contract Documents and Information

- 8.7.1. The TSP shall not, without GAD's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the TSP in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend to only as far as may be necessary for purposes of such performance.
- 8.7.2. The TSP shall not, without GAD's prior written consent, make use of any document or information except for purposes of performing the Contract.
- 8.7.3. Any document, other than the Contract itself, shall remain the property of GAD and shall be returned (in all copies) to GAD on completion of the TSP's performance under the Contract if so required by the GAD.

8.8. Governing Language

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language. All submissions/documentations/manuals/codes shall be in English only except the user manual.

8.9. Intellectual Property Rights

- 8.9.1. All the deliverables submitted by the TSP under the contract including source code, IPR shall be the Exclusive property of GAD so far as its implementation within any organization – wholly Government or with majority Government interest in any form- of Gujarat is concerned. The bidder shall not sell or use (fully / partly) that software for service of other customers in India. However, Govt. of Gujarat and COTS OEM will have a joint ownership of IP of customized COTS solution for its roll out with minor modification or as is basis across any other organization - Government or with majority Government stake in any form subject to payment of Royalty of 20% of the licensing cost of COTS solution. These flows from two basic premises: 1. Government of Gujarat's investment in customization of COTS adds unique value to make it more attuned to Government organizations and 2. A successful roll out of this project may enable customized COTS solution to get picked up for rapid roll out across all Government organizations across India. The components shall be IPv6 enabled.
- 8.9.2. The TSP shall indemnify GAD against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

- 8.9.3. While passing on the rights (license) of using any software/software tool, the TSP shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
- 8.9.4. The software licenses supplied by TSP shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to GAD for the entire period of contract. All the licenses and support should be in the name of GAD from the date of procurement.
- 8.9.5. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the TSP shall act expeditiously to extinguish such claim. If the TSP fails to comply and GAD is required to pay compensation to a third party resulting from such infringement, the TSP shall be responsible for the compensation including all expenses, court costs and lawyer fees. GAD will give notice to the TSP of such claim, if it is made, without delay where upon TSP shall reimburse.

8.10. Inspection/Testing

8.10.1. Application :

- a) GAD or its representative shall have the right to inspect and/or to test the software or work of the TSP to confirm their conformity to the Contract specifications at no extra cost to the GAD.
- b) As per Govt. Of Gujarat circular dated 10th March 2006, the GAD applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by GAD at the cost of TSP. The TSP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below:

Functional testing	Volume testing
Stress/Load testing	Usability testing
Performance testing	Security testing
Facility testing	Configuration testing
Recovery testing	Documentation testing
Procedure testing	Install ability testing
Storage testing	Serviceability testing

8.10.2. Application Security Audit:

In addition to inspection & testing, the TSP shall also be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the TSP and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors.

- a) The TSP must submit the test results to GAD.
- b) Should any inspected or tested software fail to conform to the specifications, the GAD may reject the software and the TSP shall either replace/redevelop the rejected software or make alterations necessary to meet specification requirements free of cost to GAD.

- c) GAD's right to inspect, test and, where necessary, reject the software / deliverable after the software deployment at Project Site shall in no way be limited or waived by reason of the software previously been inspected, tested and passed by GAD for its representative prior to the software deployment.
- d) No clause in the RFP document releases the TSP from any warranty or other obligations under this Contract.
- e) The inspection of the working of the developed software shall be carried out to check whether the software is in conformity with the requirements described in the contract. The tests will be performed after completion of installation and commissioning of all the software at the site of installation. During the test run of software, no malfunction, partial or complete failure of any module of software or bugs in the software is expected to occur. All the software should be complete and no missing modules/sections will be allowed. The TSP shall maintain necessary logs in respect of the result of the test to establish to the entire satisfaction of GAD, the successful completion of the test specified. An average uptime efficiency of 99% for the duration of test period shall be considered as satisfactory. On successful completion of acceptability test and after GAD is satisfied with the working of the software on the, the acceptance certificate of GAD will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.
- f) Before the Application modules are taken over by GAD, the TSP shall supply operation manuals. These shall be in such details as will enable GAD to use the software as stated in the specifications. The documentation shall be in the English/Gujarati language and in such form and numbers as stated in the contract document. Unless and otherwise agreed, the software shall not be considered to be complete for the purpose of taking over until such documentation has supplied to GAD.

8.10.3. IT infrastructure Related:

- a) Centralized IT Infrastructure at Data Centre, DR Site: The bidder will have to offer the post installation inspection after delivering & installing the equipments at the Data center & at BCP site or the place specified in the RFP.
- b) Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order, forfeiture of EMD/PBG and prohibition in the participation in the future purchase of Government of Gujarat.
- c) The GAD/GIL's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at Customer Sites shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods shipment.

8.11. Change Request Orders

- 8.11.1. During the development phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.

- 8.11.2. GAD may, at any time, by written order given to the TSP make changes within the general scope of the Contract in any one or more of the following:
- a) Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for GAD;
 - b) The place of delivery; and/or the Services to be provided by the TSP.
- 8.11.3. Training of personnel of the GAD in terms of hours/subjects will be without any additional cost.
- 8.11.4. If any such change causes an increase or decrease in the cost of, or the time required for, the TSP's performance of any provisions under the Contract, equitable adjustments shall be made in the Contract value or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the TSP for adjustment under this clause must be asserted within thirty (30) days from the date of the TSP's receipt of the GAD's change order.

8.12. Suspension

GAD may, by written notice to TSP, suspend all payments to the TSP hereunder if the TSP fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension.

8.12.1. Shall specify the nature of failure.

8.12.2. Shall request the TSP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the TSP of such notice of failure.

8.13. Termination

Under the Contract, GAD may, by written notice terminate the TSP in the following ways:

8.13.1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non-adherence to time schedule.

8.13.2. Termination for Convenience: GAD by written notice sent to the TSP, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for GAD's convenience, the extent to which performance of the TSP under the Contract is terminated, and the date upon which such termination becomes effective.

8.13.3. The software that is complete and ready for rendering / deployment within 30 days after the TSP's receipt of notice of termination shall be accepted by GAD at the Contract terms and prices. For the remaining services, GAD /GIL may elect:

- a) To have any portion completed and delivered at the Contract terms and prices; and/or
- b) To cancel the remainder and pay to the TSP an agreed amount for partially completed software and for software previously procured by the TSP.

8.13.4. Termination for Insolvency: GAD /GIL may at any time terminate the Contract by giving written notice to the TSP, if the TSP becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the TSP, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to GAD/GIL.

- 8.13.5. In all the three cases termination shall be executed by giving written notice to the TSP. Upon termination of the contract, payment shall be made to the TSP for:
- a) Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination
 - b) Any expenditure actually and reasonably incurred prior to the effective date of termination
- 8.13.6. No consequential damages shall be payable to the TSP in the event of such termination.

8.14. Termination for Default

- 8.14.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:
- 8.14.2. if the bidder fails to deliver any or all of the product as per the delivery schedule including installation, Final acceptance test & commissioning mentioned in the bid, or within any extension thereof granted by the Purchaser or
- 8.14.3. if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order.
- 8.14.4. If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

8.15. Fraud & Corruption

GAD requires that TSP selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, GAD:

- 8.15.1. Defines, for the purposes of this provision, the terms set forth as follows:
- a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of GAD or any personnel of Department in contract executions.
 - b) "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to GAD, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive GAD of the benefits of free and open competition.
 - c) "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the GAD in Section 3.
 - d) "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- 8.15.2. Will reject a proposal for award, if it determines that the bidder recommended for award by GAD to having been engaged in corrupt, fraudulent or, unfair trade practices and coercive practices.
- 8.15.3. Will declare a TSP ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the TSP has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.

8.16. Force Majeure

- 8.16.1. Notwithstanding anything contained in the RFP, the TSP shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.
- 8.16.2. For purposes of this clause "Force Majeure" means an event beyond the control of the TSP and not involving the TSP's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the GAD regarding Force Majeure shall be final and binding on the TSP.
- 8.16.3. If a Force Majeure situation arises, the TSP shall promptly notify to the GAD in writing, of such conditions and the cause thereof. Unless otherwise directed by the GAD in writing, the TSP shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8.17. Payments in case of Force Majeure

During the period of their inability of services as a result of an event of Force Majeure, the TSP shall be entitled to continue to be paid under the terms of this contract, as well as to be reimbursed for costs additional costs reasonably and necessarily incurred by them during such period purposes for the purpose of the services and in reactivating the service after the end of such period.

8.18. Termination for Insolvency

- 8.18.1. The Department may at any time terminate the contract by giving written notice to the bidder(s), if the bidder(s) becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the bidder(s), provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Department.

8.19. Resolution of Disputes

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

8.19.1. Amicable Settlement

Performance of the contract is governed by the terms the conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the Schedule of Requirement, the clauses of payments etc. In such a situation disputes arising between parties are out of contract, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then clause 8.18 shall become applicable. Amicable settlement clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type

of security breach relating to PHI carried out by either bidder organization itself or its employees.

8.19.2. Resolution of Disputes

In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings.

Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself. Arbitration clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of confidentiality/security breach relating to PHI carried out by either bidder organization itself or its employees. Both the parties agree the jurisdiction of Adjudicating Authority, Gujarat state and Cyber Appellate Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches.

8.20. Arbitration

8.20.1. Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.

8.20.2. The decision of the majority of arbitrators shall be final and binding upon both the parties.

8.20.3. All arbitration awards shall be in writing and shall state the reasons for the award.

8.20.4. The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

8.21. Contract Period

The contract period is of 8 years. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 5 Years. The TSP agrees that in any case TSP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.

8.22. Agreement Amendments

No variation in or modification of the terms of the agreement shall be made except by written amendment signed by both the parties. However, Department shall, as the situation warrants, in consultation and agreement with bidder shall make major additions to the scope and agree for suitable payments.

8.23. Limitation of Liability

The entire liability of the bidder shall be limited to **Maximum (Limitation of liability) = Payment made to the bidder** and explicitly exclude all direct, indirect and consequential losses impact, etc. to the Department except as may be determined by courts of law under the applicable law and awarded after following the due process of law.

8.24. Severability:

If any term, clause or provision of the agreement shall be judged to be invalid for any reason whatsoever such invalidity shall not affect the validity or operation of any other term, clause or provision of the agreement and such invalid term clause or provision shall be deemed to have been deleted from the agreement and if the invalid portion is such that the remainder cannot be sustained without it, both parties shall enter into discussions to find a suitable replacement to the clause that shall be legally valid.

8.25. Maintenance service including Warranty Support:

Free maintenance services including Warranty support shall be provided by the Bidder during the contract period without altering the terms.

8.26. Taxes and Duties

The TSP shall fully familiarize themselves about the applicable Domestic taxes (such as VAT, Sales Tax, Service Tax, Income Tax, duties, fees, levies, etc.) on amount payable by GAD under the contract. The TSP, sub TSP and personnel shall pay such domestic tax, duties, fees and other impositions (wherever applicable) levied under the applicable law.

The billing should be done in Gujarat only.

8.27. Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Gandhinagar/Ahmedabad of Gujarat only.

8.28. Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement.

9. SECTION: IX ANNEXURES

9.1. FORM I: Bid Proposal Form

Reference:

Date:

Tender No.: GIL/

To

Sir / Madam

Having examined the Bidding Documents including Addenda Nos. _____ (insert numbers, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render "Selection of Total Solution Provider to Supply and customize commercially of the Shelf (COTS) product – "HRMS (Human Resource Management System for General Administration Department (GAD) in conformity with the said bidding documents for the same as per the technical and financial bid and such other sums as may be ascertained in accordance with the Financial Bid submitted online and made part of this bid.

We undertake, if our bid is accepted, to render the services in accordance with the delivery schedule which will be specified in the contract document that we will sign if the work order given to us.

If our bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to fixed amount based on the estimation of the total project cost for the due performance of the Contract, in the form prescribed by General Administration Department.

We agree to abide by this bid for a period of 180 (One hundred and eighty only) days after the date fixed for bid opening as mentioned under the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Amount: _____ Rupees: _____

Name: _____

Address: _____

Purpose of Commission or gratuity: _____

(if none, state "none")

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

Dated this _____ day of _____ 20 ____

Signature (in the capacity of)

Duly authorized to sign Bid for and on behalf of _____

9.2. FORM II: Particulars of the Bidder's Organization

1. Tender for Selection of "(TSP) to Supply and customize commercially Off The Shelf (COTS) product – "HRMS (Human Resource Management System for General Administration Department (GAD)	
2. Name and full address of the firm/ Company/ Organization	----- -----
3. Registered Office with full address, Telephone No(s) Fax No(s) E-mail address Website URL	----- ----- ----- -----
4. Income Tax Registration number. (PAN)	-----
5. Service Tax Registration No.	-----
6. Whether Public Limited Company or Private Limited Company or any other entity (Give details)	----- -----
7. In case of a company, details of Director, Managing Director etc and their Share holding and their respective liabilities in carrying this tender and discharge of subsequent	----- ----- -----
8. Whether any establishment is in Gujarat. If so detailed address of the same and activity carried on there.	----- -----
9. Name and addresses and designation of the persons who will represent the Bidder while dealing with GAD/ GIL (Attach letter of authority)	----- ----- -----
10. Details of service / support network and infrastructure available in Gujarat. (If Any)	----- -----
<p>Note: Above details are mandatory, Bidder may use additional sheets for above submissions.</p> <p>(Authorized Signatory)</p> <p>Name: _____</p> <p>Designation & Authority: _____</p> <p>Place: _____</p> <p>Date: _____</p> <p>Stamp: _____</p> <p>Company Name: _____</p> <p>Business Address: _____</p>	

9.3. FORM III - Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s. having Principal Office at (hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of _____ by issue of Purchase Order No..... Dated issued by Gujarat Informatics Ltd. ,Gandhinagar for and on behalf of the OWNER/PURCHASER and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, _____ having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs. _____ (Rupees _____) to the OWNER/PURCHASER on demand at any time up to _____ without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/ PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the

OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at _____ on this _____ day of _____ 2013

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

9.4. FORM IV: Performance Statement

For each project, please provide a profile, based on the following template. The profile for single project must not exceed one page.

Sr. No.	Information Sought	Details
Customer Information		
1	Customer Name	
2	Name of the contact person from the client organization who can act as a reference with contact coordinates	
	Name	
	Designation	
	Address	
	Phone Number	
	Mobile Number	
	Email ID	
Project Details		
3	Project Title	
4	Start Date / End Date	
5	Current Status (In Progress / Completed)	
6	Number of responding firm's staff deployed on this project (peak time)	
Value of the Project		
7	Order value of the project (in rupees lakhs)	
8	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this Tender is floated)	
9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated	
10	Description of the key areas where significant contributions are made for the success of the project	
11	Order Copies & Performance Certificate received from Client is attached with this statement	

9.5. FORM V: Project Team

Using the format below, please provide the summary information on the profiles you propose to include for evaluation and the roles they are expected to play in the project:

Sl. No.	Proposed Role	Number of Resources	Area of Expertise	Key Responsibilities

CV for Professional Staff Proposed

Please provide detailed professional profiles of the staff proposed for evaluation. The profile for a single staff member must not exceed two pages.

Sr. No.	Description	Details
1	Name	
2	Designation	
3	Role proposed for	
4	Current responsibilities in the responding firm	
5	Total years of relevant experience	
6	Years of experience with the responding firm	
7	Educational qualifications:	
	Degree	
	Academic institution graduated from	
	Year of graduation	
	Specialization (if any)	
8	Professional certifications (if any)	
9	Professional Experience details (project-wise):	
	Project name	
	Client	
	Key project features in brief	
	Location of the project	
	Designation	
	Role	
	Responsibilities and activities	
Duration of the project		
10	Covering Letter: Summary of the	

	Individual's experience which has direct relevance to the project (maximum 1 page)	
--	------------------------------------------------------------------------------------	--

Each CV must be accompanied by the following undertaking from the staff member:

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member]

Date:

(Authorized Signatory)

Name: _____

Designation & Authority: _____

Place: _____

Date: _____

Stamp: _____

Company Name: _____

Business Address: _____

9.6. FORM VI: Financial Bid

Bidder should quote firm rates for the entire Scope of Work and Technical Requirements mentioned in the Section III of Tender Document: The financial bid evaluation will take place on cash outgo to the Government basis discounted using an interest rate of 9% per annum. Financial cost of the solution in respect of each of eight years will be computed based on bid values. Cash outgo of each year will be discounted @9% per annum to find the Present Value (PV) of total cash outgo as part of execution of this project. The table of formula for calculating discounting rate is given in Section 9.6.1. The PV of financial bid will be used to find Financial Bid score. **In the rate schedule, wherever the unit price is not asked, the bidder will have to quote the lump-sum price of indicated item. The per unit price for each item will be computed by dividing total bid price for each item by the number of units / quantities.**

Financial Bid Format

Sr. No.	Description	Qt.	Total Amount (Rs.)
1.	Cost of Commercially Of The Shelf (COTS) product – “HRMS (Human Resource Management System)” - Part 1	-	
2.	Cost of ATS/AMC of COTS for 8 Years – Part 2	-	
3.	Cost of Licenses required to run the COTS application (i.e. Runtime Licenses) – Part 3	-	
4.	Cost of ATS/AMC of the Licenses required for running the COTS for 8 years from the date of Go-live – Part 4	-	
5.	Cost of Customization of the COTS- Part 5	-	
6.	Cost of Operation & Maintenance support for Customized solution & data migration for 8 years from the date of Go-live – Part – 6	-	
7.	Per User Training Charges for training to a Trainer in a batch of 20 to total 100 trainer	100	
Grand Total (Rs.)			
8.	Per Person Hand-holding charges		
9.	Per Man Hour charges for change request		

Note:

1. The cost of the above parts should be matched with the breakup of each component mentioned in Part.
2. Taxes are extra as applicable
3. The total of Sr. No. 1 to 6 = Total Present value (PV)
4. For financial evaluation, price of sr. no. 1 to 7 will be considered.

Signature

Name

Date

Seal

Place

Part 1: Cost of Commercially Of The Shelf (COTS) product – “HRMS (Human Resource Management System)”

Sr. no.	Item Description	No. of User	Per User rate (Rs.)	Total amount (Rs.)	Tax (Rs.)
		A	B	C = A * B	D
1.	* Admin User / Power users	100			
2.	** Transactional User	4000			
3.	*** Employee Self Service User	20000			
Total Amount(Rs.)					

Note: The nos. of users is indicative in nature. The actual no. may vary and the payment will be made based on the actual no. of users at the time of implementation.

* Admin user: Employees have the privileges of creating new user as well as privileges of transactional and employee self service user.

** Transactional User: Decision making employees who will have the privileges of processing of transactions of HRMS.

*** Employee Self Service User: Accessible to each & every employee.

Part 2: Cost of ATS/AMC of COTS for 8 years

Sr. no.	Item Description	No. of User	Cash Outgo During each of these years – per user rates								Cash Outgo During each of these years								Tax (Rs.)
			Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1.	* Admin User / Power users	100																	
2.	** Transactional User	4000																	
3.	*** Employee Self Service User	20000																	
Total																			
Grand Total																			

Please indicate the tax Rate. Rates mentioned in column B to Q will be exclusive of Taxes.

AMC Payments shall be due one year after the full roll out. Y1 therefore, pertains to year beginning after T4 + 52 weeks.

Note: The nos. of users is indicative in nature. The actual no. may vary and the payment will be done based on the actual no. of users at the time of implementation

Part 3: One time Cost of Software Licenses required for running the COTS

Sr. no.	Item Description	Unit Cost	No. of Licenses Required	Amount (Rs.)	Tax (Rs.)
		A	B	C= A*B	D
1.					
2.					
3.					
..					
..					
10					
Total Amount(Rs.)					

Part 4: ATS/AMC of the Licenses required for running the COTS

Sr. no.	Item Description	No. of Unit	Cash Outgo During each of these years – per item rates								Cash Outgo During each of these years								Tax (Rs.)
			Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1.																			
2.																			
3.																			
...																			
...																			
10																			
Total																			
Grand Total																			

The bidder may indicate the tax rate separately here. Warranty Cost in columns B to Q shall be exclusive of Taxes. ATC/AMC charges become payable one year after full roll out of the Project.

Part 5: Cost of Customization of the COTS

Sr. no.	Item Description Original	Total amount (Rs.)	Tax (Rs.)
1	Conceptualization, As-Is, BPR and To-be		
2	URS,SRS		
3	Customization& Coding		
4	Testing, UAT		
Total Amount(Rs.)			

Cost of Customization be indicated for fulfilling the scope of the work. Again the bidder may indicate tax rate separately here as foot note and indicate only the prices exclusive of taxes against the column total amount.

Part 6 -Proposed manpower for Operation & Maintenance support for 8 years

Sr. no.	Manpower requirement	Total Man month Efforts	Total Cost outgo exclusive of Taxes for each of the year								Tax (Rs.)
			Y1	Y2	Y3	Y4	Y5	Y6	Y7	Y8	
		B	C	D	E	F	G	H	I	J	
1.	Technical Manpower										
		Total Amount									

Bidder may indicate Tax rate separately here. Bidder will submit a separate sheet for indicating the category of technical manpower w.r.t. designation, experience of personnel, cost per manpower per month etc. Bidder may also indicate the skill level and minimum experience in respect of each of the manpower.

9.6.1. Table for calculating Total Financial Bid on the basis of Present Values

The financial bid calculation will take place on the basis of discounted cash outgo basis i.e. present values of all payments to the bidder over life of the project (8 years). For this purpose, payments will be discounted at rate of 9% per annum. The discount rate schedule for each of the year will be as follows:

Item	Development Stage till full roll out i.e. year =0	Operation & Maintenance Phase									
		0	1	1.5	2.5	3.5	4.5	5.5	6.5	7.5	8.5
Cost of Commercially Of The Shelf (COTS) product – Part 1		-	-	-	-	-	-	-	-	-	-
Cost of ATS/AMC of COTS for 8 Years – Part 2	-	-									
Cost of Software Licenses required for running COTS at the Central Side - Part 3		-	-	-	-	-	-	-	-	-	-
Cost of ATS/AMC of the software licenses required for running COTS at the central side – Part 4	-	-									
Cost of Customization of the COTS - Part 5		-	-	-	-	-	-	-	-	-	-

Item	Development Stage till full roll out i.e. year =0	Operation & Maintenance Phase									
		0	1	1.5	2.5	3.5	4.5	5.5	6.5	7.5	8.5
Cost of Operation & Maintenance support for Customized solution & data migration for 8 years from the date of Go-live – Part – 6	-	-									
Total Cash outgo											
Discount Rate	1	1.09	1.138	1.24	1.352	1.474	1.606	1.751	1.909	2.0802	
PV of Cash outgo = total cash outgo / discount rate											
Total PV = Financial Bid Amount (Sr. No. 1 to 6)											

9.7. Form VII - Format for Statement of Deviation

Sr. No.	Reference of Clause No. & Page No.	Deviation in the Proposal	Brief Reason

9.8. FORM VIII : Self Declaration

The

-----,

Sir/Madam,

Having examined the Bidding Documents including Bid No.: ----- the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for -----.

We undertake, if our bid is accepted, to provide _____, in accordance with the terms and conditions in the tender document.

If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value, in the form prescribed by the purchaser.

We agree to abide by this bid for a period of 180 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period.

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

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

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

We have not been under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any of the Govt. Department or its PSU in the past 5 years, ending on 31st March, 2013 in Gujarat. We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.

We have not been convicted for any criminal cases(s) by any of the Govt. Department or its PSU in Gujarat regarding any supply and contracts with our firm/company.

We have not breached/violated any contractual conditions so far to any of the Govt. Department or its PSU.

In case any of the above statements made by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD and / or PBG and / or cancel the award of contract

Dated this _____ day of _____ 2013

Signature: _____

(in the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

Note: This form should be signed by authorized signatory of bidder/ lead bidder in case of consortium.

9.9. FORM IX: Original Equipment Manufacturer (OEM)/Developer Authorization Form

No. _____ dated _____

To

Ref: Tender No. _____

Dear Sir,

We _____ who are established and reputed developers / manufacturers of _____ having development center / factories at _____ (address of development center / factory) do hereby authorize M/s. _____ (Name and address of Agent) to submit a bid, and sign the contract with you against the above IFB.

We hereby extend our full guarantee and warranty Clause of the General Conditions of Contract for the product and services offered by the above firm against this tender.

1. We agree to any variation in the quoted quantity by 25% shall be provided at the price bided. Additional licenses shall be provided at a discount to the quoted price in this bid subject to following discount schedule:

Additional License quantity from 25001 – 50000 Licenses: 30 % Discount

Additional License Quantity from 50001 – 100000 Licenses: 40 % Discount

Additional License Quantity from 100001 –upwards Licenses: 50 % Discount

2. Besides the cost of COTS licenses, if there are other items in the bid document which also attract costs based on quantity of user licenses, including the database licenses, then all such licenses shall attract discounts as mentioned above in their lump sum onetime cost or in their annual licensing costs. We give this undertaking in respect of such quantities which are chargeable by us. The discount shall be computed against the price quoted in the Financial Bid of this RFP. Further the quantity indicated above includes such licenses bought by other Government organizations, inside and outside Gujarat, which go in for rapid roll out of HRMS either pursuant to an agreement with the state of Gujarat or pursuant to decision by the Department of electronics and IT, Government of India under National e-Governance Plan or under any other scheme for rapid roll out. The discount shall apply on incremental quantity after considering cumulative number of licenses already ordered.

3. We are also abide that, we acknowledges that processes of personal management in Government organizations are more or less uniform across all Governments across India and across different forms such as departments, boards, corporations, trusts set up by Governments and offices under central Government, however, all such processes are markedly and significantly different from the ones' prevalent in organizations owned by non-Governmental entities. Therefore, as part of customization of the COTS, the

Government of Gujarat will be investing considerably in customizing the product for Government HRMS. This value add will improve the COTS to make it more attuned to the functioning of Government organizations which will be very valuable to other Government organizations and having such a customized version of COTS will provide an advantage to the us over other OEMs to efficiently deliver better HRMS / HRIS / EIS solutions in shorter time frame to other government organizations at lesser cost in customization. This will enable us providing COTS and by the same logic to the TSP using such modified COTS to reduce costs and maximize profits while implementing succeeding HRMS projects for Government Organizations. We acknowledge that such value addition by Government of Gujarat leads to unique IP for the modified COTS. This is similar to co-innovation of an HRMS Product which is specifically suited for the needs of the government. We agree to an arrangement wherein Government of Gujarat shall retain the right over IPR addition. In addition, a successful implementation of HRMS Project in Gujarat might result in endorsement from other State Governments or Government of India for a rapid roll out of the same customized COTS solution subject to minor improvements / small customization need, compared with the originally supplied COTS, relating to the language and other process changes. Therefore, we agree to hold IPR of customized COTS solution jointly with the Government of Gujarat in so far as that COTS product might get implemented in other Government organizations anywhere in India. The same would be applicable to copyrights. The Gujarat Government further proposes to license out the customized COTS back to us to enable it to use such customized COTS for rapid roll out in Government organizations in other States or in organizations in Government of India. We agree to this arrangement and wherever, the we uses jointly IPR owned customized COTS solution and agrees to pay to the Government of Gujarat an access fee / sharing fee of 20% of license fees collected towards the COTS solution (License fees collected towards database licenses or Operating System licenses will not be included for sharing)(License Fees shall be one's after applying discounts as mentioned in para 1 above and therefore access fee / sharing fee is to be provided on the discounted price)from the indenting authority. Such access fees shall be ordinarily collected and paid by the COTS OEM however, the State of Gujarat shall also have the option of collecting the license fee directly from other Governments/ Government organizations".

4. We agree to hold IPR of customized COTS solution jointly the Government of Gujarat in so far as that COTS product might get implemented in other Government organizations in India. The same would be applicable to copyrights. The Gujarat Government further intends to license out the customized COTS back to the COTS OEM to enable it to use for rapid roll out in Government organizations in other States or in organizations in Government of India. We agree to use jointly IPR owned customized COTS solution. we agrees to pay to the Government of Gujarat a license fee / access fee / sharing fee of 20% of license fees collected towards the COTS solution (License fees collected towards database licenses or Operating System licenses will not be included for sharing) from the tendering authority."

Yours faithfully,

Government of Gujarat

Confidential

130 of 137

(Name)

(Name of manufacturers)

Note: This letter of authority should be on the Rs. 100 stamp paper should be signed by a person competent and having the power of attorney to bind the OEM of COTS as well as Bidder. The Bidder in its bid should include it.

#

#

#

9.10. FORM X: Bidder Eligibility & COTS Product compliance Certificate**9.10.1. Bidder Eligibility Compliance**

Sr. No.	Eligibility Criteria	Compliance (Y/N)	Remarks
1.	The company should have 5 years of existence in India and the company should be registered/ incorporated in India.		
2.	Bidder should be an established IT Total Solution Provider and should have been engaged in similar IT projects/solutions business for a period of at least five years as on 31.03.13		
3.	The bidder must have turnover of at least Rs. 500 Crores for each of the last three financial years as on 31.03.2013.		
4.	The bidder must have a cumulative business revenue of Rs. 50Crores over last three years from either development of or integration of similar HR Management System products under the names HRMS or HRIS or EIS or E-Service Book or Personal Management Information System		
5.	The bidder should have demonstrable expertise and experience in providing and customizing COTS (HRMS). The bidder must have implemented &operationalised at least 1 (One) such projects in last 5 years for which the cost of each project should not have been less than Rs. 5 Crores.		
6.	The bidder should have an experience of working as TSP or Developer for building an IT system catering to minimum 5000 users or resources any time in last five years.		
7.	The Bidder should be a Total Solution Provider (TSP) having CMMi level 5 certification and ISO 9001:2011 ISO 27001: 2005 certification for IT Based Infrastructure Services (Information Security Management System) ISO 20000:2005 certification for IT based Infrastructure Services (IT Service Management)		
8.	The bidder should have at least 1000 technically trained employees on its payroll as on 31.03.2013. Out of them 200 employees should be trained on the COTS product implementation support, configuration, customization, testing, user acceptance, training, hand holding and application support activities.		
9.	The bidder should be authorized by its COTS OEM for HRMS product quoted in the bid.		
10.	The bidder should have a back-end support agreement/arrangement for services for HRMS product		

Sr. No.	Eligibility Criteria	Compliance (Y/N)	Remarks
	support for COTS with the Original Equipment Manufacturers (OEMs) of COTS support activities for the entire project period.		
11.	The OEM of HRMS product should be CMMi level 5 certified. The OEM for Software solution – COTS Product -should have a cumulative turnover of Rs. 250 crore from the HRMS COTS product and its previous versions in last five years.		
12.	The bidder must give undertaking duly signed & sealed by Authorized Signatory that if this contract is awarded to him, he will employ all the resources with the necessary capabilities catering to different phases of project implementation, as defined in the scope of work. Resources need to be Deployed at the General Administration Department office/ places specified by GAD in Gandhinagar and anywhere else in Gujarat.		
13.	The bidder must get and present an undertaking duly signed by authorized signatory of the COTS OEM to convey OEM's acceptance to the following arrangement "The COTS OEM provider agrees to provide the additional user licenses with following conditions: Any variation in the quoted quantity by 25% shall be provided at the price bided. Additional licenses shall be provided at a discount to the quoted price in this bid subject to following discount schedule: Additional License quantity from 25001 – 50000 Licenses: 30 % Discount Additional License Quantity from 50001 – 100000 Licenses: 40 % Discount Additional License Quantity from 100001 –upwards Licenses: 50 % Discount Besides the cost of COTS licenses, if there are other items in the bid document which also attract costs based on quantity of user licenses, including the database licenses, then all such licenses shall attract discounts as mentioned above in their lump sum onetime cost or in their annual licensing costs. The TSP shall give this undertaking in respect of such quantities which are chargeable by him. The discount shall be computed against the price quoted in the Financial Bid of this RFP. Further the quantity indicated above includes such licenses bought by other Government organizations, inside and outside Gujarat, which go in for rapid roll out of HRMS either pursuant to		

Sr. No.	Eligibility Criteria	Compliance (Y/N)	Remarks
	<p>an agreement with the state of Gujarat or pursuant to decision by the Department of electronics and IT, Government of India under National e-Governance Plan or under any other scheme for rapid roll out. The discount shall apply on incremental quantity after considering the cumulative number of licenses already bought. the cumulative quantity. Such undertaking will have to be taken from the OEM and to be submitted by the TSP along with the Bid.</p>		
14.	<p>The bidder must get and present an undertaking duly signed by authorized representative of the COTS OEM to convey his acceptance to the following arrangement “The COTS OEM provider acknowledges that processes of personal management in Government organizations are more or less uniform across all Governments across India and across different forms such as departments, boards, corporations, trusts set up by Governments and offices under central Government, however, all such processes are markedly and significantly different from the ones’ prevalent in organizations owned by non-Governmental entities. Therefore, as part of customization of the COTS, the Government of Gujarat will be investing considerably in customizing the product for Government HRMS. This value add will improve the COTS to make it more attuned to the functioning of Government organizations which will be very valuable to other Government organizations and having such a customized version of COTS will provide an advantage to the COTS OEM over other OEMs to efficiently deliver better HRMS / HRIS / EIS solutions in shorter time frame to other government organizations at lesser cost in customization. This will enable the OEM providing COTS and by the same logic to the TSP using such modified COTS to reduce costs and maximize profits while implementing succeeding HRMS projects for Government Organizations. The OEM acknowledges that such value addition by Government of Gujarat leads to unique IP for the modified COTS. This is similar to co-innovation of an HRMS Product which is specifically suited for the needs of the government. The OEM agrees to an arrangement wherein Government of Gujarat shall retain the right over IPR addition. In addition, a successful implementation of HRMS Project in Gujarat might result in endorsement from other State Governments or Government of India for a rapid roll out of the same</p>		

Sr. No.	Eligibility Criteria	Compliance (Y/N)	Remarks
	<p>customized COTS solution subject to minor improvements / small customization need, compared with the originally supplied COTS, relating to the language and other process changes. Therefore, OEM agrees to hold IPR of customized COTS solution jointly with the Government of Gujarat in so far as that COTS product might get implemented in other Government organizations anywhere in India. The same would be applicable to copyrights. The Gujarat Government further proposes to license out the customized COTS back to the COTS OEM to enable it to use such customized COTS for rapid roll out in Government organizations in other States or in organizations in Government of India. The OEM agrees to this arrangement and wherever, the OEM uses jointly IPR owned customized COTS solution, it agrees to pay to the Government of Gujarat an access fee / sharing fee of 20% of license fees collected towards the COTS solution (License fees collected towards database licenses or Operating System licenses will not be included for sharing)(License Fees shall be one's after applying discounts as mentioned in item no 13above and therefore 20% access fee / sharing fee is to be provided on the discounted price)from the indenting authority. Such access fees shall be ordinarily collected and paid by the COTS OEM however, the State of Gujarat shall also have the option of collecting the license fee directly from other Governments/ Government organizations" Such undertaking will be signed by the TSP& OEM & submitted along with the Bid.</p>		
15.	Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices issued by Government of India or by Government of any other State in India or by Government of Gujarat or any of the PSU in the state of Gujarat at the time of bidding.		
16.	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.		
17.	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 30 days from the date of issue of work order if he is awarded the work.		
18.	No Consortium will be allowed.		

9.10.2. COTS Eligibility Compliance

Sr. No	Description	Compliance Y/N	Proof
1	Proposed COTS solution should offer the Functional Requirement Specifications mentioned in Scope of work as an integrated system. Customization, if any, should be minimal and should be in order to leverage the global best practices in a process or a function and processes of the Government Organization.		
2	Proposed COTS vendor should provide SLA based support for product related issues. The support should be 24x7x365.		
3	Product vendor should have a support center with minimum 250 people exclusively for customer support in India		
4	OEM of the proposed solution should have a minimum 10 years presence in India		
5	The proposed Application should have global and local references in the State/Central government sector.		
6	The proposed Application System should come along with source code for the application. Source code should be part of deliverable without any pre-condition.		
7	The proposed Application System should support all of the Operating Systems - Microsoft Windows, UNIX, Linux and should be capable of supporting all standard Databases like SQL, Oracle, DB2, Sybase, etc.		
8	Proposed Solution should provide wide range of security features such as single sign-On (SSO), Multiple Authentication, Authorization and Integrated User management		
9	Proposed Application System Application should provide implementation, administration and operational tools seamlessly integrated with the product.		
10	The Application offered should: <ul style="list-style-type: none"> • Be Uni-Code Compliance • Be N-tier and Internet Architecture • Be Natively build based on 64 bit operating system • Be implementable and maintained through independent, reputable partners / vendors / Service Provider 		
15	The OEM should have full fledge research and development center in India and should provide all the necessary localized changes in government rules as a patch without customization		

16	The Application shall provide an application architecture which can be integrated with third party/ legacy applications using the built-in integration tools		
17	The Application should be able to generate report output directly in excel, PDF, text, XML, HTML or such other file types.		
18	Proposed Application should have single sign-on access across applications and should be intuitive, with easy-to-use user interface that can be accessed via the web interface.		
19	The Proposed Application shall have a built in software to manage application software backups and restore with Source Control and the solution shall have a built in software to manage automated database backups and restore		
20	Application should have the ability to provide Real-time Transaction update and masters update		
21	The Application should include tools/ mechanism for System, Database and performance measurement activities		
22	Application should have ability to: <ul style="list-style-type: none"> • Support configurable Password policies • Support TCP/IP, HTTPS, HTTP Provide automatic time out for entry transaction Configure the number of permissible application log-in attempts • Support role based access control Application / System should have tools for administration of Configuration management Performance tuning System diagnostics Capacity planning 		
23	The proposed COTS should be running at least one state or central government sector organization with a minimum of 25,000 employees		
24	The OEM should have a 8years roadmap for the proposed COTS		