

Reply to Pre-Bid queries raised by prospective bidders on RFP for " Request for Proposal (RFP) for Appointment of Technology Service Provider for Development & Maintenance of Tools for New Performance Management System" (RFP: HRM/PMS/2022-23/001 dated 12.08.2022)

Sl. No.	Page No.	Para No.	Description	Query Details	Reply
1	19	5 (Section 2.4.b)	In exceptional circumstances, the Bank may solicit the Bidders' consent to an extension of the period of validity . The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document	Request bank to clarify the nature and estimated time frame for extension of period of validity. Does refusal for extension of period of validity in any way impact the process or validity of bid award?	For certain cases Bank may ask for extension of the bid. Refusal for extension period of validity by the bidder will result in non consideration of bid

2	21	1 (Section 3.2.iv)	<p>The Performance Bank Guarantee shall be valid for 24 Months with claim period of three months from the date of issue and will act as a security deposit and either in case the selected bidder is unable to start the project within the stipulated time or start of the project is delayed inordinately beyond the acceptable levels, the Bank reserves the right to forfeit the same</p>	<p>Request bank to clarify what activity/milestone would be considered as the start date of the project. For eg., date of bid award, date of commencement of formal project discussions etc.</p>	<p>The project will commence from the date of Signing of the contract.</p>
3	23	5 (Section 4.2)	<p>The aforesaid system/tools must also factor the special needs of the differently abled employees (PWD) of the Bank and be implemented accordingly</p>	<p>Request bank to clarify what kind of special needs are to be addressed.</p> <p>Are these meant to be considerations or factor for performance evaluation, job allocation as per rules and constraints defined within the solution or provisions to be made for a separate setup for such a specialized demographic</p>	<p>As per RFP. However, it can be discussed with successful bidder.</p>

4	24	4 (Section 4.2)	<p>The design and development of the aforesaid system/tools must be compatible for web access as well as app-based touchpoints (tablet/mobile). The platform must be compatible and integrable with existing bank source systems. The entire project is expected to be completed within 12 months, with delivery time for each individual tool as per timelines below.</p>	<p>Request bank to provide a list of all identified existing bank source systems with which integrations are planned.</p>	<p>As per RFP. However, it can be discussed with successful bidder.</p>
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5	24	6 (Table Item No. 1.3)	<p>The bidder shall submit the infra requirement/ hardware sizing in detail for the components with the technical bid for all the locations of the Bank: The Bank can only provide Windows server OS and Oracle Database (with Linux OS for Database servers) along with VM as per optimized requirement. Bank will provide virtual servers with windows operating system and Oracle database licenses. If any other software is required same should be provided by the bidder at no extra cost to the Bank and same shall be indicated in the bill of materials. If the operating system is not Windows & DB is not Oracle, then same should be provided by the bidder. Bank will provide only Oracle DB license. Installation and Post installation maintenance will</p>	<p>Request bank to clarify whether hardware will be provided by the bank in case the deployment is done on Linux Server. In case it is so, request bank to clarify regarding responsibility of managing the infra post deployment in production.</p>	<p>Required hardware will be provided and maintained by the Bank, Software will be maintained by the bidder till the contact period.</p>
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6	24	1 (Section 4.2)	<p>The IT Technology vendor shall deploy a skilled and adequate team comprising of Project Manager, UI/UX Designer, HTML, Enterprise Architect, Front End Developer, Back End Developer, Tester as required to complete the project within stipulated timelines. The developer team size must comprise minimum of 10 full-time resources during the development period at Corporate Office, Chennai.</p>	<p>Request bank to provide clarity on the possibility of the resources working in a hybrid mode.</p>	<p>The developer team size must comprise minimum of 10 full-time resources during the development period at Corporate Office, Chennai. Remaining manpower can work on hybrid model as per mutual understanding between successful bidder and Bank.</p>
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7	25	1 (Table Item No. 1.5)	The Solution may be required to meet required regulatory compliance applicable to the bank such as SOX, PCI DSS, Data Privacy Law, GDPR etc.	These are standard regulatory compliance guidelines with respect to data management and storage generally applicable for any kind of data infra managed in cross-geography setups. We do not foresee as these being standard compliance guidelines that would be readily applicable for such a bank's custom application platform as is required by the RFP. Hence, request bank to clarify if these compliances are meant to only serve as general guidance or are there specific compliance requirements to be adhered to.	As per RFP. Required regulatory compliance guidelines applicable to bank for such solution need to be met by successful bidder.
8	25	1 (Table Item No. 1.6)	The solution must be viable to be integrated with existing HRMS application and PMS tools. The solution must be designed and developed in a manner wherein existing investments made by the Bank are optimally utilized and protected.	Request bank to let us know the HRMS system being currently utilized.	PeopleSoft

9	25	1 (Table Item No.2.1)	There should be no latency or performance degradation in using an average of 10,000+ concurrent users and systems.	Request bank to clarify whether 10,000+ concurrent users and systems will be a standard user base throughout or the same is going to scale up. In case it does, request clarification from the bank on the rate of scaling.	As per RFP
10	25	2 (Section 1)	The technology service provider, in partnership with consultant(s) hired by the Bank, is expected to develop a tool/software application that is usable across Bank's structure, for allocating roles & KRAs to all officers across the bank. The tool should be either an extension to the present tool deployed if any or may utilize all data from the existing tool if any. The tool must have the following features: Front End panel with maker-checker concept to modify/add/inactivate roles, KRA and their weightage. For every KPI modified will have the 'effect from 'date with maker checker concept.	Request bank to provide clarity on the number of roles and KPIs	Will be shared with the successful bidder

11	26	2 (Section No. 2)	PMS Profiler (Performance Analytics & Evaluation Tool): Analytics dashboards for performance review and appraisals of the field units and Individuals respectively	Request bank to provide clarity on the tentative number of field units and individuals who would be using the tool	Will be shared with the successful bidder
12	27	1 (Section No. 2, bullet point No. 20)	Provision for capturing appraisal for officers deputed outside the bank, includes a web page for the deputed employee to input marks, brief description of job role and supporting documents, the marks will be approved by admin at corporate office level.	Request bank to provide clarity on the tentative number of officers who would be using the web page	Will be shared with the successful bidder
13	27	2 (Section No. 3)	Job Family Tool: Job family and L&D tool to build specialization in the bank	Given the large employee base of the bank consisting of Officers, staff, Award Staff Employees, etc., request bank to provide the tentative number of users of this tool	Will be shared with the successful bidder
14	28	1 (Section No. 4)	Postings Tool: Transfer tool for scientific management of annual postings	Given the large employee base of the bank consisting of Officers, staff, Award Staff Employees, etc., request bank to provide the tentative number of users of this tool	Will be shared with the successful bidder

15	29	2 (Section No. 6)	During the development and AMC period, each resource shall be allowed a maximum leave of 2 working days per month.	Request bank to clarify whether the criteria mentioned is in addition to regular holidays as per calendar	2 working days excluding regular Bank holiday
16	30	5 (Section No. 4.5)	Payment terms	Request bank to clarify the criteria to be considered for deployment(in UAT or in Production) for eligibility for phase-wise payment as per payment terms.	Adhere the RFP terms and conditions.Please refer to payment terms.
17	34	3 (Section No. 5.2.1)	<p>Right to alter– The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract.</p> <p>Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities.</p>	<p>The RFP clearly stipulates 4 modules to be developed as part of the requirements. Request bank to clarify the scope of alteration being proposed as part of this clause.</p> <p>Request this clause be modified to only include changes within the high-level modules defined. Request bank to also clarify if any such changes be formalized under a formal change request procedure with costs proportionately adjusted and mutually agreed upon.</p>	<p>The amendment and alterations are referred in the section are related to RFP process and not for the scope of work.</p> <p>Any alteration/ amendment before the last date of bid submission will be published on Bank's Website.</p>

18	41	Section No. 6.3.3	<p>The prices quoted by the Bidder shall be inclusive of all taxes, duties, levies etc. except GST. There will be no price escalation for during the contract period and any extension thereof.</p>	<p>Request bank to consider the quote to be submitted exclusive of taxes and levies, as it is difficult to envisage any new taxes, duties etc, that may come into force in next 5 to 7 years.</p>	<p>As per RFP terms and conditions</p>
19	42	Section No. 6.3.4	<p>In case of any variation (upward or downward) in Government levies / taxes / cess / excise / custom duty etc. which has been included as part of the price will be borne by the Bidder. Variation would also include the introduction of any new tax / cess/ excise, etc</p>	<p>Request bank to delete this clause, as it difficult to envisage the future taxes, duties, levies etc and bake the same in the present commercial quote.</p>	<p>As Per RFP</p>

20	42	Section No. 6.3.5	<p>If any tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess / charge other than GST and if the Bank has to pay the same for any of the items or supplies made here under by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at <u>commercial rate</u></p>	<p>Request bank to delete this clause, as it difficult to envisage the future taxes, duties, levies etc and bake the same in the present commercial quote.</p>	<p>As Per RFP</p>
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21	42	Section No. 6.4.2	The Price offer shall be on a fixed price basis and should be inclusive of all taxes, duties, levies etc. except GST (wherever applicable) which will be paid.	Request bank to consider the quote excluding all taxes, duties, levies etc.	As Per RFP
22	43	Section No. 6.4.3	Prices quoted by the Bidder should be inclusive of all taxes, duties and levies of whatsoever nature excepting GST , if any. The Bidder is expected to provide a breakup of the taxes indicated in the commercial bid format.	Request bank to consider the quote excluding all taxes, duties, levies etc.	As per RFP
23	48	Section No. 7.12.e	limitation of liabilities: Subject to any law to the contrary, and to the maximum extent permitted by law, bidder shall be liable to the Bank for any consequential/ incidental, or indirect damages arising out of this agreement. However, Bank will not be liable to bidders for any such consequential/ incidental, or indirect damages arising out of this agreement.	This clause leads to unlimited liability for the bidder. It is not possible to quantify the indirect damages. Request bank to delete this clause or limit the liabilities to 10% of the total cost of the project.	As per RFP

24	50	Section No. 7.14	<p>Visitorial Rights: The Bank and their authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises with prior notice to ensure that data provided by the Bank is not misused.</p>	<p>This RFP is for a project at bank site with resources working in bank's premises, and hence visit to bidder's premise is not justified. The on-site resources will adhere to bank's policies. Hence request bank to consider deleting this clause.</p>	As per RFP
25	51	Section No. 7.16	Indemnity	Request bank to cap this to 10% of the total cost of the project.	As per RFP
26	53	Section No. 7.19	<p>Penalty and LD is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the selected Bidder to prove that the delay is attributable to the Bank and Force Majeure. The selected Bidder shall submit the proof authenticated by the Bidder and Bank's official that the delay is attributed to the Bank and / or Force Majeure along with the bills requesting payment.</p>	<p><u>Request bank to rephrase the clause to the following:</u> Penalty and LD is applicable for reasons solely attributable to the bidder and Force Majeure. However, it is the responsibility of the selected Bidder to prove that the delay is attributable to the Bank or its 3rd party vendors/ service providers and Force Majeure. The selected Bidder shall submit the proof authenticated by the Bidder and Bank's official that the delay is attributed to the Bank or its 3rd party vendors/ service providers and / or Force Majeure along with the bills requesting payment.</p>	As per RFP

27	54	Section No. 7.20	Termination	Request bank to include the termination rights for bidder incase bank does not make timely payments for the services renderedby the bidder.	As per RFP
28	82	Annexure 9 - Integrity Pact, clause 5.	<p>INTEGRITY AGREEMENT: Fail clause</p> <p>The BIDDER undertakes that it has not supplied / is not supplying similar product / systems or subsystems / services at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product / systems or sub systems / services was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU at a lower price within a period of -1- year before and after bid submission date, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER if the contract has</p>	<p>Request bank to rephrase the clause to the following:</p> <p>The BIDDER undertakes that it has not supplied / is not supplying same or exact product / systems or subsystems / services at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU and if it is found at any stage that similar product / systems or sub systems / services was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU at a lower price within a period of -1- year before and after bid submission date, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.</p>	As per RFP
		5.1. Eligibility criteria	The Net Worth of the Bidder	In case of MSME there should be	Bank will provide relaxation as per

29	31	Point no. 3	should be positive for the previous three financial years.	exemption for Turnover as per MSME circular (attached). Kindly consider Net	Bank will provide relaxation as per MSME guidelines
30	31	5.1. Eligibility criteria Point no. 4	The Bidder must have an average turnover of minimum INR 20 crores in minimum 2	In case of MSME there should be exemption for Turnover as per MSME circular (attached). Kindly consider	Bank will provide relaxation as per MSME guidelines
31	32	5.1. Eligibility criteria Point no. 8	The Bidder should have developed technology tools either directly or through sub-contracting for at least two Scheduled Commercial Banks	There has been no RFP from Scheduled Commercial Banks for last many years for such a solution. It is requested for exemption in the clause as under: The Bidder should have developed HRMS	As per RFP
32	32	5.1. Eligibility criteria Point no. 9	Tech tools developed by the technology provider should have been implemented and running live in at least 1 Scheduled Commercial Bank	There has been no RFP from Scheduled Commercial Banks for last many years for such a solution. It is requested for exemption in the clause as under: The Bidder should have developed HRMS	As per RFP
33	23	4.2	Development from scratch or enhancement of existing systems	Assuming we need to develop these tools from scratch and not the enhancement of the existing system. Please confirm.	As per RFP. However, it can be discussed with successful bidder.
34	24	4.2	Integrable with existing bank source systems	Can you please confirm the number of existing bank sources to be integrated with the proposed system?	Will be shared with the successful bidder
35	25	4.2	Intgerations	Would like to know the name of all the integrations that needs to be done like HRMS, PMS tools? Please share the list of other integrations along with technology stack.	Will be shared with the successful bidder

36	25	4.2	Role Allocator	For role allocator, would there be any specific type of user assigned who will be creating the KPA and KPI of the users or multiple users will be managing?	As per RFP. However, it can be discussed with successful bidder.
37	26	4.2	Role Allocator	Can you please define the workflow of acceptance and rejection of role mechanism? How many levels of escalation matrix do we need to consider?	As per RFP. However, it can be discussed with successful bidder.
38	26	4.2	Role Allocator	Can you please list down the tier level of authority and privilege to take decision?	As per RFP
39	26	4.2	Role Allocator	Could you please explain more on "Exception workflows for any deviations to pre-populated KRAs or weightages" in detail.	As per RFP. However, it can be discussed with successful bidder.
40	26	4.2	KRA Allocation	Please elaborate on KRA vs. Role allocation matrix.	As per RFP. However, it can be discussed with successful bidder.
41	26	4.2	PMS	How the performance insights will be shown in graphs, chart, numbers, etc. please confirm.	As per RFP. However, it can be discussed with successful bidder.
42	26	4.2	PMS	Could you please share the exact number of bank's other native system to be integrated for better understanding of the linking and data communication?	Will be shared with the successful bidder

43	26	4.2	PMS	Does system will only capture the monthly performance trends and provide insights on relative performance comparison in numbers or this should be displayed in graph or chart?	As per RFP. However, it can be discussed with successful bidder.
44	26	4.2	PMS	What details to be showcased for performance driver tree for each KRA matrix ?	Will be shared with the successful bidder
45	26	4.2	PMS	What is support review mechanism for field hierarchy? Please explain in detail.	Will be shared with the successful bidder
46	26	4.2	PMS	What AI driver insights need to be generated? Please elaborate.	Will be shared with the successful bidder
47	26	4.2	PMS	For PMS, please define the level of user access the system like employee, manager, admin and other if any?	Will be shared with the successful bidder
48	26	4.2	PMS	Will admin assign the list of employee to manager so that monthly and quarterly reports can be shown?	Will be shared with the successful bidder
49	26	4.2	PMS	For grievance management, assuming there would be simple raise complaint option that will push the request details to admin. Please confirm.	Will be shared with the successful bidder
50	26	4.2	PMS	Kindly elaborate the auto escalation matrix for Appraisal.	Will be shared with the successful bidder

51	26	4.2	PMS	Can you please confirm must needed bank compliance and regulatory guidelines specify like SOX, PCI DSS, Data Privacy Law, GDPR if any other.	As per RFP. Required regulatory compliance guidelines applicable to bank for such solution need to be met by successful bidder.
52	26	4.2	PMS	Please specify the number and name of reports to be displayed for appraisal cycle and PMS profiler tool?	Will be shared with the successful bidder
53	27	4.2	Job Family tool	Can you please define the overall objective of the job family tool, as it is not very much clear?	Will be shared with the successful bidder
54	27	4.2	Job Family tool	Who will be managing the job vacancies on the platform? And assuming it will be internal jobs only.	Will be shared with the successful bidder
55	27	4.2	Job Family tool	Can you please explain "Scientific evaluation to determine best-fit job family" and what type of algorithm needs to develop?	Will be shared with the successful bidder
56	27	4.2	Job Family tool	Would users be able to view different career path based on the skill set? And how do you want users to interact with charts?	Will be shared with the successful bidder
57	27	4.2	Job Family tool	What rules and triggers do we need to consider for the configurations?	Will be shared with the successful bidder
58	27	4.2	Job Family tool	Would users be able to receive any notification when similar interest job posted? if yes what type of notification like email, SMS,	Will be shared with the successful bidder

59	28	4.2	Posting Tool	Please define the overall objective and workflow of posting tool.	AS per RFP.
60	28	4.2	Posting Tool	Please share the techstack of exiting banking system and HRMS system.	Will be shared with the successful bidder
61	28	4.2	Posting Tool	Do we need to create a separate admin (backend) who will manage the vacancies?	Will be shared with the successful bidder
62	28	4.2	Posting Tool	Please define workflow for screening of employees.	Will be shared with the successful bidder
63	28	4.2	Posting Tool	Who will create the job posting? What will be the process to create and who will view the posting?	Will be shared with the successful bidder
64	28	4.2	Posting Tool	Please define the algorithm/criterias required for posting of employees.	Will be shared with the successful bidder
65	28	4.2	Posting Tool	What type of reports admin will review and what will be the format of reports?	Will be shared with the successful bidder
66	28	5	User type	Can you confirm if employee or role based users can access all 4 tools or there will be specific users access the tool?	Will be shared with the successful bidder
67	29		Tool Technology	Do you have any technology preference for web application development or we can suggest as per the standards?	For web application development we are currently using ASP .Net and we may prefer the same.
68			Admin Type	Does these systems will have a single super admin or each tool will have specific super admin? Please confirm.	Will be shared with the successful bidder