Amendments -1 to RFP

Sl. No.	Page No	Existing Clause	Amended Clause
1	Page 23 of 117	a) The successful bidder will have to submit Performance Bank Guarantee amounting to 10% of Contract value within 21 days from the date of acceptance of the Order & initially valid for a period of 5 years from the date of contract with claim period of another additional 12 months.	a) The successful bidder will have to submit Performance Bank Guarantee amounting to 5% of Contract value within 21 days from the date of acceptance of the Order & initially valid for a period of 5 years from the date of contract with claim period of another additional 12 months.
2	Page 11 of 117	Proposed Solution should have been implemented and running live in at least 1 Regional Rural Bank for the last 3 years (i.e. from 01/04/2018 to 31/03/ 2023) with a user base of 1000 users. The Bidders has to provide order copy/reference Letter from their customers.	Proposed Solution should have been implemented and running live in at least 1 Regional Rural Bank for the last 3 years (i.e. from 01/04/2020 to 31/03/ 2023) with a user base of 1000 users. The Bidders has to provide order copy/reference Letter from their customers.
3	Page 88 of 117	Facility to automatically intimate vacancies to internal employees through mail, notices	Facility to intimate vacancies to internal employees through mail, notices
4	Page 11 of 117	The Bidder Should have a support office in Chennai	The bidder should have support Office in Chennai . If support Office is not already there at the time of bidding, successful bidder shall have to establish one within 90 days of award of contract.

Amendments -1 to RFP

Sl. No.	Page No	Existing Clause	Amended Clause
5	Page 105 of 117	Mark attendance through online with/without two factor authentication (biometric etc) at the place of posting only	Mark attendance through online with/without two factor authentication (biometric, Retina Scanning, etc) at the place of posting only
6	Page 34 of 117	Penalty at the rate of Rs.1,00,000/- will be applied for every drop in 1 % i.e.,Rs.1,00,000/- if the data accuracy is below 100 % and Rs.2,00,000 if the data accuracy is below 99% and so on for every %.	Penalty at the rate of Rs.1,00,000/- will be applied for every drop in 1 % i.e.,Rs.1,00,000/- if the data accuracy is below 100 % and Rs.2,00,000 if the data accuracy is below 99% and so on for every %. The ceiling of the penalty will be 10% of Contract Value
7		New Clause	Migration (OPEX-CAPEX)- Whenever Bank wants to migrate from OPEX (Hosted Model) to CAPEX (within Bank's Premises) the vendor has to provide the necessary support for the same. The commercials will be renegotiated based on the revised sow applicable in the CAPEX model. The Bank may intend to host the HRMS application in either its Data Centre or Disaster Recovery Site in the future. In such a scenario, the successful bidder should support the migration and, if necessary, assist in installing the software application or agent on the cloud platform for data migration.

Clarifications for the queries received

Sl. No.	RFP Pages	Description	Queries / Clarification Required	Clarification/ Amendment from Bank
1	Page 11 of 117	Proposed Solution should have been implemented and running live in atleast 1 Regional Rural Bank for the last 3 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users. The Bidders has to provide order copy/reference Letter from their customers.	Kindly amend the clause as below: Proposed Solution should have been implemented and running live in atleast 1 Regional Rural Bank **/ Bank/ Government / PSU / Enterprise** for the last 3 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users. The Bidders has to provide order copy/reference Letter from their customers.	No Change in RFP terms

| 2 | Page 12 of 117 | Bidder has to submit the Earnest Money Deposit (EMD) of Rs.10 Lakhs (Rupees Ten Lakhs Only) (Registered MSE and Start-up India bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank), which should be submitted in the form of Bank Guarantee (BG) favouring Tamil Nadu Grama Bank, Salem. The BG should have a validity of 9 months from the date of submission of bid with claim period of 12 months. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of Earnest Money Deposit. | Kindly amend the clause as below:

Bidder has to submit the Earnest Money Deposit (EMD) of Rs.10 Lakhs (Rupees Ten Lakhs Only) (Registered MSE and Start-up India bidder is exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank), which should be submitted in the form of Bank Guarantee (BG) favouring Tamil Nadu Grama Bank, Salem **(OR) Online Transfer i.e. NEFT/RTGS**. The BG should have a validity of 9 months from the date of submission of bid with claim period of 12 months. Start-up bidder recognized by Department of Industrial Policy and Promotion (DIPP) is also exempted from payment of Earnest Money Deposit.

Also, Request you to kindly provide Bank details for **Online Transfer**.
Name of Bank:
Branch:
Account No:
IFSC Code: | No Change in RFP terms |

3	Page 15 of 117	iv. The Bidder must ensure that the SaaS service being offered should be MeitY compliant with all applicable RBI regulations and legal requirements in India.	The proposed solution is hosted in our secured data centers within the boundaries of India and in different seismic zones. We adherence with the guidelines defined by MEITY and other data compliances laws defined by Government of India. As our solution is a SAAS based solution, we may not directly be eligible for MEITY empaneled CSP, but our cloud services adhere with the controls defined by MEITY guidelines and other ISO	SaaS service being offered should be Meity compliant. Meity Compliance Certificate should be presented at the time of bid Submission.
4	Page 15 of 117	ix. A declaration to this effect must be submitted by the Bidder with the technical Bid.	Could you please elaborate what declaration needs to be submit.	Declaration for point no. Viii to be submitted.
5	Page 18 of 117	liv. Following are the list of acceptance criteria to be adopted for the project. The list below is indicative and the activities shall include but not be limited to the following: lv. The bidder shall provide detailed system documentation for reference of the Bank personnel. Below is indicative documentation list.	We understand that the details writeup / supporting document for **Point no liv and lv** need to be submit post award of contract i.e. during the Project implementation stage. Please confirm.	Document should be provided during implementation.

6	Page 23 of 117	a) The successful bidder will have to submit Performance Bank Guarantee amounting to 10% of Contract value within 21 days from the date of acceptance of the Order & initially valid for a period of 5 years from the date of contract with claim period of another additional 12 months.	In the RFP Document, the PBG amount is mentioned as 10% of the order value and in the GEM Notice, the PBG amount is mentioned as 5% of the order value. Both the clause are contradictory. Please confirm the PBG percentage.	Refer Amendment.
7	Page 2 of 6 In GEM Notice	Advisory Bank: **State Bank of India** ePBG Percentage(%): **5%** Duration of ePBG required (Months): 72 months		Refer Amendment.
8	Page 27 of 117	Implemented for Banking Clients in India with user base of at least 1,000. Copies of Work order / client reference to be provided. Documentary proof for go live of implementation to be provided	Kindly amend the clause as below: Implemented for Banking Clients **/Government / PSU / Enterprise** in India with user base of at least 1,000. Copies of Work order / client reference to be provided. Documentary proof for go live of implementation to be provided **or Invoice**	No change in RFP terms.

9	Page 42 of 117	By virtue of Contract, as and when it is entered into between the Bank and the Successful bidder and its implementation thereof, the Successful bidder may have access to the confidential information and data of the Bank and its customers. The Successful bidder will enter into a Non-Disclosure Agreement as per Annexure-X to maintain the secrecy of Bank's data.	We understand that the "Annexure-X 10. NON DISCLOSURE AGREEMENT" to be signed Post award of contract by Successful Bidder. During the bidding stage all bidders needs to submit an understanding regarding sign of NDA. Please confirm.	Refer RFP.
10	Page 63 of 117	To be provided on letter head of the issuing company	Kindly amend the clause as below: To be provided on letter head of the issuing company **/ Statutory Auditor/Chartered Accountant**	No change in RFP terms.
11	Page 63 of 117	Note: Bidder to attach copy of Purchase Orders, installation and Go Live certificate of the above-mentioned items	Kindly amend the clause as below: Note: Bidder to attach copy of Purchase Orders, installation and Go Live certificate of the above-mentioned items **(OR) Bidder to attach copy of Purchase Order and Invoice for the above-mentioned items.**	No change in RFP terms.

12	Page 68 of 117	In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____20__ at _____ Name of Authorised Signatory Designation: Email ID: Contact No.: Bank Common Seal	Kindly amend the clause as below: In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____20__ at _____ Name of Authorised Signatory Designation: Email ID: Contact No.: Bank Common Seal **/ Company Seal**	No change.
13	Page 80 of 117	Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions.	Kindly amend the clause as below: Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions**/Government / PSU / Enterprise** .	No change in RFP terms.
14	Page 82 of 117	Bank shall retain ownership of all virtual machines, templates, clones, and scripts/applications created for Bank's applications. Bank shall retain the right to request (or should be able to retrieve) full copiesof these virtual machines at any time	Request you to kindly confirm that the Banks required dedicated data center or service to be hosted in their data center or Public Cloud Data center. Please clarify the same.	Private Cloud in Southern States (Tamil Nadu, Andhra Pradesh, Telangana, Kerala, Karnataka)

15	Page 82 of 117	Bidder, through its proposed CSP, shall be responsible for providing Cloud service for HRMS with RPO(Zero Data Loss) and RTO of 120 mins	Request you to kindly amend the clause as below: Bidder, through its proposed CSP, shall be responsible for providing Cloud service for HRMS with RPO **in 1 hour** (Zero Data Loss) and **RTO of 30 mins**	No Amendment
16	Page 86 of 117	The Bidder should provide Bank PIM Solution with access to all Servers of the Solution. Bank Team should authorise the System.Admin / Maintenance Activities by the Bidder.	Request you to kindly confirm that the Banks required dedicated data center or service to be hosted in their data center or Public Cloud Data center. Please clarify the same.	Private Cloud in Southern States (Tamil Nadu, Andhra Pradesh, Telangana, Kerala, Karnataka)
17	Page 82 of 117	The solution should offer versatile and robust transaction authorization matrix, software access controls and user rights controls–both physical and logical. The solution should support super administration for Bank as whole as well as local administrators and user controls at different level.	Request you to kindly confirm that the Banks required dedicated data center or service to be hosted in TNGB data center or Public Cloud Data center. Please clarify the same.	Private Cloud in Southern States (Tamil Nadu, Andhra Pradesh, Telangana, Kerala, Karnataka)
18	Page 83 of 117	Bidder is required to prepare and submit along with their bid, the details of methodologies and computations for sizing and capacity of storage, compute, backup, network and security resources	Request you to kindly confirm that the Banks required dedicated data center or service to be hosted in TNGB data center or Public Cloud Data center. Please clarify the same.	Private Cloud in Southern States (Tamil Nadu, Andhra Pradesh, Telangana, Kerala, Karnataka)

19	Page 83 of 117	Physical Security of the facilities, wherever required to be provided by the bidder - Physical and logical separation from other customers of the bidder, wherever required to be provided by the bidder	Request you to kindly confirm that the Banks required dedicated data center or service to be hosted in their data center or Public Cloud Data center. Please clarify the same.	Private Cloud in Southern States (Tamil Nadu, Andhra Pradesh, Telangana, Kerala, Karnataka)
20	Page 29 of 117	The Bidder is responsible for monitoring the database activity and performance, fine tuning of the data base, ensuring data integrity The bidder to follow the bank's instruction with regards to any performance, configuration or any other issues. The Bidder should ensure that no single DBA is enabled to update production tables and all the activities performed on DB by Administrators should be logged for audit purposes. The Bidder should implement backup and archival activities as per bank's policies and also as when required by bank and is responsible for taking the scheduled backups, testing of the same. The Bidder should immediately restore previous data backups during any database failure	Could you please provide the details of Bank policies for further clarity	The same is explained in RFP. Kindly refer

21	Page 29 of 117	The Bidder should implement backup and archival activities as per bank's policies and also as when required by bank and is responsible for taking the scheduled backups, testing of the same.	We perform daily incremental and weekly full backups of our databases and the backups are retained for three months. Data recovery requests within this period will be fulfilled, with restoration time depending on data size and complexity. Please provide additional information if you have any specific expectations along with Bank's policies in this regard.	Bank will share policies to the successful bidder
22	Page 29 of 117	d) Report Security incidents to the bank and immediate resolution of the same and should provide monthly report on the events happened. e) Resolution of any security notifications, alerts, vulnerabilities. f) Providing root cause analysis for all the events.	According to our internal security incident reporting process, if we receive any incidents, we perform an initial validation and report them based on the SLAs specified in the contractual agreement. Please confirm us if you have any specific expectations regarding this process."	Refer RFP
23	Page 32 of 117	Bidder should ensure that there is a complete security from unauthorized access and misuse of the system. The operating system and other software supplied should be hardened as per the recommendations of the OEM/bank policy.	Please provide additional information if you have any specific expectations along with Bank's policies in this regard.	Refer RFP

24	-	General	Do all employees have an unique email ID?	No
25	-	General	Kindly share your attendance and leave policy.	Will be shared to successful bidder.
26	Page 88 of 117	Provision to define requirement plans (periodic) in terms of specific skills, Qualifications, Experience, Designation etc. and provision for mainstream/specialist recruitment	The points provided for manpower planning are at a very high level. If you have a detailed process flow for manpower planning, please share it with us. This will enable us to assess the feasibility accurately	Refer RFP.
27	Page 88 of 117	Facility to carry out recruitment for different types of employees separately viz.Officers, Specialist Officers, Clerks, Subordinates etc. Provision for special recruitment for ST/SC/OBC/ Physically Challenged / physically handicapped/ sportsperson / ex-servicemen/ specialist etc. including relaxations to the conditions for eligibility	Is the recruitment process the same for different types of employees, or does the process flow differ? If it differs, please elaborate on the specific process flow for each type of employee.	Recruitment Process is same for all employees.
28	Page 88 of 117	Facility to automatically intimate vacancies to internal employees through mail, notices	Is this applicable to employee referrals, internal job postings, or both? Please provide a detailed process flow for each scenario for better clarity.	According to Banking Practice recruitment will happens only through IBPS. No referrals are considered.
29	Page 88 of 117	Facility to attach documents/ credentials in soft form as a part of the application	Could you please elaborate the "credentials" refers	Credentials refers to additional qualifications and relevant scores/marks.

30	Page 89 of 117	Facility to maintain references and carryout References check on antecedents, character etc.	Is the reference check conducted merely as recording data in a field, or does it involve an integration process with a third-party Background Verification (BGV) vendor? Please provide more details on the process involved.	No 3rd Party Verification
31	Page 89 of 117	Generation of system driven call letters (interview /test), regret letters and offer/ appointment letters through both manual as well as electronic modes	Are offer and appointment letters sent with the total cost to company (CTC) only, or do they include a detailed CTC breakup? If a formula calculation is required for automating the salary breakup? If automation required. Please share a sample template and the relevant formula.	Call letter provided with pay structure is of standard format
32	Page 89 of 117	Facility to record interview/ test evaluation results online in the system	Could you please elaborate the test evaluation process.	Depends on the program, Preferrably multipe choice questions
33	Page 89 of 117	Facility to maintain check list for authentication and acknowledgement of various aspects related to joining viz. medical reports, testimonials, caste certificates, other relevant certificates, PRAN Enrollment etc.	Can we have a field status update for the checklist rather than authentication and acknowledgement ?	Refer RFP.
34	Page 89 of 117	Provision for eKYC Verification of Candidate	Can we have a status update rather than having a eKYC verification?	No Change in RFP terms
35	Page 89 of 117	Provision to Scan the Officially Valid Documents (Aadhaar, Passport etc) using OCR	Is the OCR functionality is a mandate need?	Yes

36	Page 91 of 117	Transfers- Branch to Branch, City to City, Rural to Urban, Semi urban etc.	When the transfer happens will the employee ID and email ID will change and have a impact on pay or it is only recording of field data like branch, city, rural changes? Could you please elaborate your transfer process in detail.	No ID of the employee and email ID will have an impact
37	Page 91 of 117	Deputation	Could you please elaborate the detailed process for deputation.	Deputing to other branches temporarily
38	Page 94 of 117	Capability to create Performance documents with parameters for employees dependingon the cadre/ grade in the organization	Hope the parameters refers to objective and what does performance document refer to? Kindly elaborate this point.	Parameter refers to objective and performance documents refers to recording of the employees performance for appraisal.
39	Page 99 of 117	Definition and maintenance of Claims for different types of Claims like medical/health checkup, eye check-up, hospitalisation claim, domiciliary claim etc depending upon the scales of the employee with predefined workflows and frequency rules.	Could you please elaborate whether the points mentioned in this section has to be recorded as data entry for internal purpose or it has a flow flow and integration with any third party application. In case of integration, kindly share the integration flow.	No 3rd Party Integration
40	Page 105 of 117	Capability to create Assets & Liabilities documents and define parameters for each itemof A&L for employees as per the format provided by bank mainly contains Assets, Liabilities and any other form.	Could you please share the format provided by the bank.	Will be shared to successful bidder.
41	Page 106 of 117	Capability to create Shift Roaster/ Mark shift wise duties for reconciliation and clearing related activities etc.	How many shift are available in your organisation? Do your employee work in one shift a day or multiple shifts in a day ? Kindly elaborate the process.	It is in both ways , One shift or multiple shifts. Weekend Compensatory Off marking also needed with deadline
42	Page 107 of 117	Option to view Rewards and Recognitions announced	Could you please elaborate the detailed process flow for R&R.	Any achievments or rewards to be recorded in Employeess profile.

43	Page 100 of 117	Support calculation, payment and maintenance of pay and all other allowances and effecting applicable deductions based on user-defined criteria including Annual Increments as per IBA Bipartite settlements/Joint Notes employee-wise, branch-wise, department-wise, RO-wise etc	Could you please share sample salary structures as per IBA Bipartite Settlements/ Joint notes	Will be shared to successful bidder.
44	Page 100 of 117	Support calculation of loss of pay, half-pay, strike cut etc. and consequent adjustment in income tax payment etc.	Could you please brief us on the strike cut and how it works	Loss of Pay for the strike days
45	Page 100 of 117	Support leave encashment on LFC and also on retirement with consequent tax adjustments	Could you please elaborate on this part for better clarity	Refer RFP
46	Page 100 of 117	Application should Support Pay fixation for all cadres on Promotion	We would require sample salary structures of all cadres.	Will be shared to successful bidder.
47	Page 100 of 117	To allow the employees to calculate the "what if" scenarios on individual level, the system should allow the employee to calculate tax results without running payroll runs.	Could you please confirm if you are referring to "tax planner" for better clarity	Tax slabs as per Income tax Department
48	Page 100 of 117	Recovery/Deduction of union contributions. Generation of reports of check off with a facility to locate dual membership	Could you please elaborate on what is referred as union contributions for better clarity	Union contributions are referred as deductions from the salary towards union. Unions contributions differs to Union
49	Page 100 of 117	Support payment of subsistence allowance in case of suspended employees and facility for rephrasing various staff loans when on loss of pay and suspension	Could you please provide us with examples for better clarity.	Susbsistence allowance is part of remuneration paid to suspended employees

50	Page 102 of 117	The input for VPF to come from user with sanction note of competent authority	Could you please elaborate on this part for better clarity	VPF- Voluntary provident Fund , deductions made in salary.
51	Page 102 of 117	The system should support the calculation of periodic interest and crediting the amount to the accounts	Could you please elaborate on this part for better clarity	Staff availed loans with pre defined interest rates
52	Page 104 of 117	Provision for application and sanction of Festival Advance, Other staff loans along with document upload feature	Could you please let us know what kind of documents will be collected from employees.	Default bank format
53	Page 99 of 117	The system should support/maintain all processes & rules related to superannuation and retirement. The broad provisions required are:	Could you please elaborate or share a process document on how superannuation works	Superannuation means the retirement of employee at the age of 60
54	Page 99 of 117	Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions.	Request you to kindly amend the clause as below: Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions**/Government/ PSU/ Enterprise.**	No Change in RFP terms.

55	3	Rs.10,00,000 Only (Rupees Ten Lakhs Only) to be submitted in the form of Bank Guarantee (BG) on or before last date of Bid Submission in favour of Tamil Nadu Grama Bank, Salem. Bank Guarantee should be valid up to 9 months from the date of submission of the bid with claim period of 12 months. *Registered MSE & Startup - India bidders are exempted from payment of Earnest Money Deposit if bidder can furnish requisite proof subject to the satisfaction of Bank. Latest guidelines regarding EMD, published by Ministry of Finance or other regulatory bodies, during the RFP process, will be applicable.	Our organisation is registered as a "Medium" entity under MSME Act of Govt, of India, Request Bank to waive off the tender fee & EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSME's should be exempted from payment of tender fees and EMD.	No Change in RFP terms.
56	4	3.Bidders are required to strictly submit their bids in electronic form on GeM portal followed by physical submission of Hardcopy of Earnest Money Deposit (EMD), Integrity pact documentation and other documents on the address as mentioned above.	We request bank to specify on other documents as specified in the clause.	Other documents if any required by the Bank during evaluation of Bid.
57	4	6.Bidders are requested to use a reliable internet connection (data cable/ broad band) to safeguard themselves. Bank is not responsible for telephone line glitch, internet response issues, hardware hangs etc., at bidder's end.	Kindly clarify, Internet connection (data cable/ broad band) will be provided by bank. Hence for telephone line glitch, internet response issues, hardware hangs etc will be banks responsibility.	This is advisory for bidders to upload bid through GeM portal.

58	29	The Bidder is to ensure proactive monitoring, management, maintenance and administration of all security devices, update engine, signatures and patterns as applicable to bank's hosting environment.	We understand Patch management system required for updation of patches for OS, DB etc will be taken care by bank.	Default bank format
59	29	c)Monitoring of antivirus, anti-malware, phishing and malware related events.	We request bank to drop the clause as it is out of scope pertaining to HRMS Solution.	No Amendment as service being offered in Private Cloud and Bidder has to adhere
60	29	d)Report Security incidents to the bank and immediate resolution of the same and should provide monthly report on the events happened.		No Amendment as service being offered in Private Cloud and Bidder has to adhere
61	29	e)Resolution of any security notifications, alerts, vulnerabilities.		No Amendment as service being offered in Private Cloud and Bidder has to adhere
62	29	f)Providing root cause analysis for all the events.		No Amendment as service being offered in Private Cloud and Bidder has to adhere
63	29	g)Periodic review of Security configuration/policy and suggest improvements		No Amendment as service being offered in Private Cloud and Bidder has to adhere
64	29	h)Daily reviewing of logs such as abnormal traffic, unauthorized login attempts, assessing any vulnerable points		No Amendment as service being offered in Private Cloud and Bidder has to adhere
65	30	One engineer of the successful bidder should be on-boarded immediately after go live and stationed at Head Office Salem.	Bank to clarify on the type of resource required i.e L1 or L2.	L2
66	36-37	Payment shallbe made in Monthly Arrears after deducting LD if any & taxes against submission of invoice after the date of GoLive	We request bank for change in clause as "Payment shallbe made Quaterly in advance against submission of invoice after the date of GoLive"	No Change in RFP terms.

67	113	6. Proposed Solution should have been implemented and running live in atleast One Regional Rural Bank for the last 5 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users.	We request bank to amend the clause as "Proposed Solution should have been implemented and running live in atleast One Commercial Banks/SFBs/Private Banks/financial institutions for the last 5 years for the last 5 years"	No Change in RFP terms.
68		Moduleswise Annual Subscription Cost	Our HRMS solution is a single software with all the line items listed in Item description. Instead of giving per line item/ module wise pricing, We request bank to consider cost per year of all modules as one single Price.	No Change in RFP terms.
69	Page 13 of 117	The physical documents [Earnest Money Deposit (EMD) and Integrity pact] are requested to be submitted at the following address.	Our understanding is MSE's are exempted for submission of EMD amount	MSE's are exempted from submission of EMD, on submission of valid document proof.
70	Page 16 of 117	xxiv. Selected bidder has to arrange and manage SMS gateway on their own and make arrangements for integration with Bank specific e-mail solution.	As per the new regulations by TRAI, the messaging system should be in the name of the end-user departments only. Hence, we request you to exclude the messaging system from the scope of the bidder.	Necessary SMS API details will be provided by Bank .
71	Page 16 of 117	xxvii. The bidder is to migrate the existing data from the legacy systems to proposed application. The validation of the migrated data is to be ensured with 100% accuracy.	Could you please provide technical details (product name, version, database etc.) about the existing systems and specify the volume of data that needs to be migrated?	Around 4000 employees data are available in Micorsoft Excel, Word and PDFs. Physical Data entries also to be done for the number of employees mentioned. Maker - Checker concept for physical data entries.

72	Page 16 of 117	xxvii. The bidder is to migrate the existing data from the legacy systems to proposed application. The validation of the migrated data is to be ensured with 100% accuracy.	Our understanding is the migration is system to system or Database to Database and there is no physical data entry scope.	Bank will share available data in excel which need to be migrated.
73	Page 16 of 117	xxxi. Training to minimum 50 employees to act as trainer for the rest of the staff in the branches/offices.	Our understanding is that 50 employees will be trained using the Train the Trainer method, with all 50 employees attending a single session at a central location in Tamil Nadu. Please confirm if this is correct.	Yes
74	Page 16 of 117	7. The solution should have dual factor authentication for all the users. The solution should have facility to self-service password reset.	Could you please specify the desired dual factor authentication mechanisms expected for this solution or is the bidder free to propose.	Password and OTP
75	Page 15 of 137	The bidder should ensure that all the project documents should follow version control mechanism. All the documents (Source Code, Functional Specification Document, Technical Specification document, User Manuals, training manuals) and all the documents that are related to the project since the inception and till the closure of the support period needs to be documented by following standard practices of version control, regularly updated and submitted to the bank on monthly basis.	As per the RFP requirement, the bidder is asked to provide the solution on a SaaS model on a MeitY-empanelled cloud. The customized portion of the source code will be provided during the exit of the contract. Please amend the clause accordingly.	No amendment

76	Page 11 &113 of 117	Proposed Solution should have been implemented and running live in atleast One Regional Rural Bank for the last 5 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users.	We have experience in implementing similar solutions to Rural Banks other Private Enterprises. We kindly request you to amend the clause as below to allow more participants from MSEs who have experience in implementing similar HRMS solutions. "Proposed Solution should have been implemented and running live or UAT completion stage in at least One Regional Rural Bank in the last 5 years with a user base of 1000 users"	No Change in RFP terms.
77	Page 25 of 117	1. The number of HRMS implementation carried out in the last 5 years (01.04.2018 to 31.03.2023) For each Implementation 2 marks	We kindly request you to amend the clause as below to allow more participants from MSEs who have experience in implementing similar HRMS solutions. "The number of HRMS implementation carried out or ongoing implementations in the last five years" For each Implementation 2 marks, Max 10 Marks	No Change in RFP terms.

| 78 | 28 | ⬚ After finalization of bidder, the data that is supposed to be generated till the time of go live, may be stored in the templates or forms that should be provided by the bidder.
⬚ Within 1 week from the date of finalization of the SRS, the bidder shall provide the necessary templates/forms for capturing the data of all HR related processes which shall then be uploaded directly to the HRMS by the Bidder.
⬚ If any data that is unavailable, the same shall be intimated to bank by the Bidder. For such data, Bidder shall provide the necessary format/ template. | a) How much data would need to be entered ? Need to understand the volume of data which needs to be entered.
B) Will the Infra for data entry be provided by the department ? | Around 4000 employees data are available in Micorsoft Excel, Word and PDFs. Physical Data entries also to be done for the number of employees mentioned. Maker - Checker concept for physical data entries. |

| 79 | 28 | ⬜ The Bidder has to carry out data migration activity from existing bank systems.
⬜ Data Migration activity shall be a one-time activity and shall include at a minimum the following existing systems
⬜ Any system/files/formats as decided by bank from which data has to be migrated.
⬜ The bidder should provide the data migration approach which shall be approved by the bank. Only after approval, the data in the existing systems is to be moved to new HRMS application.
⬜ Though the approval is given by the bank, it is the ultimate responsibility of the bidder to ensure all aspects of data migration.
⬜ In case of corrections, it shall be carried out by the bidder at no additional cost to the bank.
⬜ To ensure the completeness of data migration the Bidder is to submit a detailed final data migration report to the bank certifying that the migrated data is the exact replica of the existing systems. | a) What is the volume of data to be migrated ?
B) Will data cleansing be required ?
C) Will data digitization would be required ? | Around 4000 employees data are available in Micorsoft Excel, Word and PDFs. Physical Data entries also to be done for the number of employees mentioned. Maker - Checker concept for physical data entries. |
| 80 | 30 | ⬜ One engineer of the successful bidder should be on-boarded immediately after go live and stationed at Head Office Salem.
⬜ Facility Management engineer deployed should be on the payroll of the bidder and should not deploy Franchise engineers. | Why is one engineer needed onsite when the hosting is required on cloud ? | No Change in RFP terms. |

81	34	⬜Penalty at the rate of Rs.1,00,000/- will be applied for every drop in 1 % i.e.,Rs.1,00,000/- if the data accuracy is below 100 % and Rs.2,00,000 if the data accuracy is below 99% and so on for every %.	What is the celling	Refer Amendment.
82	66	MANUFACTURER'S (OEM) AUTHORISATION FORM	Can we have a different form for MAF ?	No Change in RFP terms.
83	1oo	Monthly salary payment calculations and generation of related reports, salary slips, deduction lists, vouchers, tax challans etc. (as per the user defined criteria like for a branch/ region/ zone etc.)	Will there be temporary employees to be taken for Payroll ?	It depends
84	105	Mark attendance through online with/without two factor authentication (biometric etc) at the place of posting only	What type of attendance is required ?	Biometric type of Attendance
85	105	5 Allow exit marking in attendance	What is exit attendance ?	End of Day Attendance
86		No of Concurrent Users	How many concurrent users are there. What is it in Milli sec, Micro sec etc.	We have strength of around 4000 employees and it will be increased every year on recruitment.
87		Max Transaction per Day	What is the number of transactions per day	
88		Max Size of Write /Transaction year	Need the maximum size of write transaction per year	
89		Any Document Upload Permitted	Is there any document upload required	
90		Max Size of File in MB	What is the file Upload size in MB	
91		Max Files per User	What is the file upload per user required	
92		Database Backup Policy	What is the database back policy	Refer RFP
93		Database Retention Policy	What is database retention policy	Refer RFP
94		DC - DR Policy	What is Data recovery policy	Refer RFP
95		RPO -- Recovery Point of Object	What is the required recovery Point of Object	Refer RFP
96		RTO -- Recovery Time of Object	What is the Recovery Time of Object	Refer RFP
97		Data Archival Policy	What is the current data archival policy	Refer RFP

| 98 | 1 | Proposed Solution should have been implemented and running live in at least One Regional Rural Bank for the last 5 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users

Or

Proposed Solution should have been implemented and running live in at least 1 Regional Rural Bank for the last 3 years (i.e. from 01/04/2018 to 31/03/ | Proposed Solution should have been implemented and running live in at least One Regional Rural Bank in the last 5 years with a user base of 1000 users from the date of bid submission.

Or

Proposed Solution should have been implemented and running live in at least 1 Regional Rural Bank in the last 3 years with a user base of 1000 users from | Refer Amendment. |