



**TAMIL NADU GRAMA BANK**  
**RFP: HRM/01/2024-25 dated 10/06/2024**

**Amendments -2 to RFP**

| <b>Sl. No.</b> | <b>Page No</b> | <b>Existing Clause</b>   | <b>Amended Clause</b>  |
|----------------|----------------|--|--|
| 1              | Page 10 of 117 | Bidder must be a Government Organization / PSU / PSE / LLP or private / public limited company in India at least for the last 5 years as on the date of RFP.   | Bidder must be a Government Organization / PSU / PSE / LLP or private / public limited company in India at least for the last 3 years as on the date of RFP.   |
| 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 with a minimum user base of 1000 users from the date of RFP. The Bidders has to provide order copy/reference Letter from their customers. |



**TAMIL NADU GRAMA BANK**  
**RFP: HRM/01/2024-25 dated 10/06/2024**

**Amendments -1 to RFP**

| <b>Sl. No.</b> | <b>Page No</b> | <b>Existing Clause</b>  | <b>Amended Clause</b>  |
|----------------|----------------|---|--|
| 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 | <p>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.</p> <p>The Bidders has to provide order copy/reference Letter from their customers.</p>   | <p>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.</p> <p>The Bidders has to provide order copy/reference Letter from their customers.</p>  |
| 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.   |



**TAMIL NADU GRAMA BANK**  
**RFP: HRM/01/2024-25 dated 10/06/2024**

**Amendments -1 to RFP**

| <b>Sl. No.</b> | <b>Page No</b>  | <b>Existing Clause</b>   | <b>Amended Clause</b>   |
|----------------|-----------------|--|---|
| 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   | <p>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.</p> <p>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.</p> |

**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:<br><br>Proposed Solution should have been implemented and running live in atleast 1 Regional Rural Bank / <b>Bank/ Government / PSU / Enterprise</b> 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             |

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| 2 | Page 12 of 117 | <p>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.</p> | <p>Kindly amend the clause as below:</p> <p>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 <b>(OR) Online Transfer i.e. NEFT/RTGS</b>. 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.</p> <p>Also, Request you to kindly provide Bank details for <b>Online Transfer</b>.</p> <p>Name of Bank:<br/>Branch:<br/>Account No:<br/>IFSC Code:</p> | No Change in RFP terms |
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| 3 | Page 15 of 117 | <p>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.</p>   | <p>The proposed solution is hosted in our secured data centers within the boundaries of India and in different seismic zones. We adhere with the guidelines defined by MEITY and other data compliances laws defined by Government of India.</p> <p>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</p> | <p>SaaS service being offered should be Meity compliant. Meity Compliance Certificate should be presented at the time of bid Submission.</p> |
| 4 | Page 15 of 117 | <p>ix. A declaration to this effect must be submitted by the Bidder with the technical Bid.</p>  | <p>Could you please elaborate what declaration needs to be submit.</p>   | <p>Declaration for point no. Viii to be submitted.</p>   |
| 5 | Page 18 of 117 | <p>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:</p> <p>lv. The bidder shall provide detailed system documentation for reference of the Bank personnel. Below is indicative documentation list.</p> | <p>We understand that the details writeup / supporting document for <b>Point no liv and lv</b> need to be submit post award of contract i.e. during the Project implementation stage. Please confirm.</p>  | <p>Document should be provided during implementation.</p>  |

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| 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.  | Refer Amendment.        |
| 7 | Page 2 of 6 In GEM Notice | Advisory Bank: <b>State Bank of India</b><br>ePBG Percentage(%): <b>5%</b><br>Duration of ePBG required (Months): 72 months   | Both the clause are contradictory. Please confirm the PBG percentage.  | 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:<br><br>Implemented for Banking Clients <b>/Government / PSU / Enterprise</b> 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 <b>or Invoice</b> | No change in RFP terms. |

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| 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:<br><br>To be provided on letter head of the issuing company / <b>Statutory Auditor/Chartered Accountant</b>   | 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:<br><br>Note: Bidder to attach copy of Purchase Orders, installation and Go Live certificate of the above-mentioned items <b>(OR) Bidder to attach copy of Purchase Order and Invoice for the above-mentioned items.</b> | No change in RFP terms. |



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| 12 | Page 68 of 117 | <p>In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ 20__ at _____</p> <p>Name of Authorised Signatory<br/> Designation:<br/> Email ID:<br/> Contact No.:<br/> Bank Common Seal</p>                 | <p>Kindly amend the clause as below:<br/> In witness whereof the Bank, through its authorized officer has set its hand stamped on this _____ Day of _____ 20__ at _____</p> <p>Name of Authorised Signatory<br/> Designation:<br/> Email ID:<br/> Contact No.:<br/> Bank Common Seal / <b>Company Seal</b></p> | No change.  |
| 13 | Page 80 of 117 | <p>Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions.</p>  | <p>Kindly amend the clause as below:<br/> Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions/<b>Government / PSU / Enterprise .</b></p>  | No change in RFP terms.   |
| 14 | Page 82 of 117 | <p>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 copies of these virtual machines at any time</p> | <p>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.</p>  | Private Cloud in Southern States (Tamil Nadu, Andhra Pradesh, Telangana, Kerala, Karnataka) |

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| 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:<br><br>Bidder, through its proposed CSP, shall be responsible for providing Cloud service for HRMS with RPO <b>in 1 hour</b> (Zero Data Loss) and <b>RTO of 30 mins</b> | 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) |

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| 19 | Page 83 of 117 | <p>Physical Security of the facilities, wherever required to be provided by the bidder</p> <p>- Physical and logical separation from other customers of the bidder, wherever required to be provided by the bidder</p>  | <p>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.</p> | <p>Private Cloud in Southern States (Tamil Nadu, Andhra Pradesh, Telangana, Kerala, Karnataka)</p> |
| 20 | Page 29 of 117 | <p>The Bidder is responsible for monitoring the database activity and performance, fine tuning of the data base, ensuring data integrity</p> <p>The bidder to follow the bank's instruction with regards to any performance, configuration or any other issues.</p> <p>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.</p> <p>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.</p> <p>The Bidder should immediately restore previous data backups during any database failure</p> | <p>Could you please provide the details of Bank policies for further clarity</p>  | <p>The same is explained in RFP. Kindly refer</p>  |

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| 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 | <p>d) Report Security incidents to the bank and immediate resolution of the same and should provide monthly report on the events happened.</p> <p>e) Resolution of any security notifications, alerts, vulnerabilities.</p> <p>f) Providing root cause analysis for all the events.</p> | 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   |

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| 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.<br>Provision for special recruitment for ST/SC/OBC/ Physically Challenged / physically handicapped/ sports person / 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 happen 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.                            |

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| 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?<br>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.<br>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 multiple 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   |

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| 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?<br>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?<br>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 achievements or rewards to be recorded in Employeeess profile.  |

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| 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.                                 | Subsistence allowance is part of remuneration paid to suspended employees   |



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| 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:<br><br>Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions/ <b>Government/ PSU/ Enterprise.</b> | No Change in RFP terms.  |

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| 55 | 3 | <p>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.</p> <p>Bank Guarantee should be valid up to 9 months from the date of submission of the bid with claim period of 12 months.</p> <p>*Registered MSE &amp; 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.</p> | <p>Our organisation is registered as a "Medium" entity under MSME Act of Govt, of India, Request Bank to waive off the tender fee &amp; 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.</p> | <p>No Change in RFP terms.</p>   |
| 56 | 4 | <p>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.</p>  | <p>We request bank to specify on other documents as specified in the clause.</p>  | <p>Other documents if any required by the Bank during evaluation of Bid.</p> |
| 57 | 4 | <p>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.</p>   | <p>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.</p>   | <p>This is advisory for bidders to upload bid through GeM portal.</p>        |

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| 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 shall be 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 shall be made Quaterly in advance against submission of invoice after the date of GoLive" | No Change in RFP terms.   |

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| 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 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. | <p>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.</p> <p>"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"</p> | No Change in RFP terms. |
| 77 | Page 25 of 117       | <p>1. The number of HRMS implementation carried out in the last 5 years (01.04.2018 to 31.03.2023)</p> <p>For each Implementation 2 marks</p>   | <p>We kindly request you to amend the clause as below to allow more participants from MSEs who have experience in implementing similar HRMS solutions.</p> <p>"The number of HRMS implementation carried out or ongoing implementations in the last five years"</p> <p>For each Implementation 2 marks, Max 10 Marks</p>  | No Change in RFP terms. |

|    |    |  |   |  |
|----|----|--|---|--|
| 78 | 28 | <p>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.</p> <p>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.</p> <p>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.</p> | <p>a) How much data would need to be entered ? Need to understand the volume of data which needs to be entered.</p> <p>B) Will the Infra for data entry be provided by the department ?</p> | <p>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.</p> |
|----|----|--|---|--|

|    |    |  |  |  |
|----|----|--|--|--|
| 79 | 28 | <p>☒ The Bidder has to carry out data migration activity from existing bank systems.</p> <p>☒ Data Migration activity shall be a one-time activity and shall include at a minimum the following existing systems</p> <p>☒ Any system/files/formats as decided by bank from which data has to be migrated.</p> <p>☒ 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.</p> <p>☒ Though the approval is given by the bank, it is the ultimate responsibility of the bidder to ensure all aspects of data migration.</p> <p>☒ In case of corrections, it shall be carried out by the bidder at no additional cost to the bank.</p> <p>☒ 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.</p> | <p>a) What is the volume of data to be migrated ?</p> <p>B) Will data cleansing be required ?</p> <p>C) Will data digitization would be required ?</p> | <p>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.</p> |
| 80 | 30 | <p>☒ One engineer of the successful bidder should be on-boarded immediately after go live and stationed at Head Office Salem.</p> <p>☒ Facility Management engineer deployed should be on the payroll of the bidder and should not deploy Franchise engineers.</p>   | <p>Why is one engineer needed onsite when the hosting is required on cloud ?</p>   | <p>No Change in RFP terms.</p>   |



|    |     |  |  |   |
|----|-----|--|--|---|
| 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 ceiling  | Refer Amendment.  |
| 82 | 66  | MANUFACTURER'S (OEM) AUTHORISATION FORM  | Can we have a different form for MAF ?                                       | No Change in RFP terms.   |
| 83 | 100 | 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 | <p>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</p> <p>Or</p> <p>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/</p> | <p>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.</p> <p>Or</p> <p>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</p> | Refer Amendment. |
|----|---|---|---|------------------|



# **TAMIL NADU GRAMA BANK**

**REF: HRM/01/2024-25 dated 10/06/2024**

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## **REQUEST FOR PROPOSAL (RFP)**

**FOR**

**Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model for Tamil Nadu Grama Bank**

**RFP Reference Number: HRM/01/2023-24 dated 10/06/2024**



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## DISCLAIMER

The information contained in this Request for Proposal Document (RFP Document) or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of Tamil Nadu Grama Bank or any of their representatives, employees, or advisors (collectively referred to as – Bank Representatives), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided. This document shall not be transferred, reproduced or otherwise used for a purpose other than for which it is specifically issued.

## Abbreviations used in the RFP

|    |        |  |
|----|--------|--|
| 1  | ATS    | Annual Technical Support   |
| 2  | BG     | Bank Guarantee   |
| 3  | BOM    | Bill of Material   |
| 4  | CBS    | Core Banking System.   |
| 5  | DD     | Demand Draft   |
| 6  | EMD    | Earnest Money Deposit  |
| 7  | GST    | Goods and Service Tax  |
| 8  | HO     | Head Office  |
| 9  | HTTP   | Hyper Text Transfer Protocol                                     |
| 10 | HTTPS  | Hyper Text Transfer Protocol Secure                              |
| 11 | IT     | Information Technology   |
| 12 | LD     | Liquidated Damage  |
| 13 | MAF    | Manufacturer Authorization Form                                  |
| 14 | MEITY  | Ministry of Electronics and Information Technology               |
| 15 | MSE    | Micro & Small Enterprises  |
| 16 | MSME   | Micro Small & Medium Enterprises                                 |
| 17 | MTBF   | Mean Time Between Failure  |
| 18 | MTTR   | Mean Time To Restore   |
| 19 | NEFT   | National Electronic Funds Transfer                               |
| 20 | NI Act | Negotiable Instruments Act                                       |
| 21 | OEM    | Original Equipment Manufacturer                                  |
| 22 | OS     | Operating System   |
| 23 | OSM    | Original Software Manufacturer                                   |
| 24 | PO     | Purchase Order   |
| 25 | RFP    | Request For Proposal [Inter-alia the term 'Tender' is also used] |
| 26 | RTGS   | Real Time Gross Settlement                                       |
| 27 | SaaS   | Software as a Service  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## GENERAL TENDER DETAILS

| Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model |  |  |
|--|--|--|
| 1  | Last date and time for receipt of queries from bidders for Clarifications  | <b>15/06/2024</b>  |
| 2  | Date of Pre-Bid Meeting  | <b>21/06/2024, 11:00 Hrs</b>   |
| 3  | Last date and time for Online bid submission (both Technical & Commercial) | <b>03/07/2024, 15:00 Hrs</b>   |
| 4  | Date and Time of Technical Bid Opening                                     | <b>03/07/2024, 15:30 Hrs</b>   |
| 5  | Place of Submission for hard copy of EMD and Integrity pact                | The Assistant General Manager,<br>Human Resources Department,<br>Head Office,<br>Tamil Nadu Grama Bank,<br>No 6, Yercaud Road, Hasthampatti,<br>Salem – 636 007.   |
| 6  | Place of Opening of Bid  | Through GeM Portal in<br>Head Office,<br>Tamil Nadu Grama Bank,<br>No 6, Yercaud Road, Hasthampatti,<br>Salem – 636 007.   |
| 7  | Address for Submission of Bids & Opening of Bids                           | The Assistant General Manager,<br>Human Resources Department,<br>Head Office,<br>Tamil Nadu Grama Bank,<br>No 6, Yercaud Road, Hasthampatti,<br>Salem – 636 007.   |
| 8  | Earnest Money Deposit  | <b>Rs.10,00,000 Only</b> (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.<br><br>Bank Guarantee should be valid up to 9 months from the date of submission of the bid with claim period of 12 months.<br><br>*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. |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|   |                 |  |
|---|-----------------|--|
| 9 | Contact Details | Interested bidders are requested to contact if required to following email ID:<br><br><a href="mailto:hrmtenders@tngb.co.in">hrmtenders@tngb.co.in</a><br><br>With below information, in case of any clarification.<br>a) Name of Bidder<br>b) Contact person Name<br>c) Telephone No<br>d) Mobile No.<br>E-mail ID etc. |
|---|-----------------|--|

## NOTE:

1. All the interested Bidders, who have not registered earlier with GeM (Government e-Marketplace) Portal, will have to register with GeM. Bidders to ensure to get themselves registered timely, at least One week before the last date of submission of bids, to avoid last moment issues.
2. Bidders are advised to go through Instructions and Details available on [Gem.gov.in](http://Gem.gov.in) for registration and submission. If bidder faces any issues regarding registration and participation in bidding process over GeM, he/she should immediately contact GeM Helpdesk at earliest.
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.
4. Bid received after closing time (as per time schedule provided for bid submission) in the GeM Portal will be auto rejected by the system.
5. Bidders should submit bids well before time rather than waiting for last moment to avoid any technical glitches or networking issues etc. at their end.
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.
7. If Bidders have any queries, they may send email message to email IDs provided in the RFP well in advance.

The Bank Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

Following terms are used in the document interchangeably to mean:

- Recipient, Respondent, Bidder means the respondent to the RFP document.
- RFP means the "Request for Proposal" document.
- Proposal, Bid means "Response to the RFP Document".
- Tender means RFP response documents prepared by the Bidder and submitted.
- Vendor means the Successful bidder/ Service Provider.
- "**Applicable Law**" means the laws and any other instruments having the force of law in India.
- "**Bank**" means Tamil Nadu Grama Bank.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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- **“Contract”** means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- **“Contract Price”** means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;
- **“Goods”** means all of the deliverables or other materials which the Company should deliver as per this contract;
- **“Party”** means the Bank or the Company, as the case may be and Parties means both of them.
- **“Personnel”** means persons the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
- **“Project Site”**, where applicable, means the places where Services will be delivered/executed
- **“Services”** means those services ancillary to the deliverables of the Company covered under the Contract.
- **“Successful bidder / Supplier”** means the company supplying the Goods and Services under this Contract.
- **“Product”** means Supply, Installation and Maintenance of HRMS in Tamil Nadu Grama Bank.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Contents

|     |   |    |
|-----|---|----|
| 1.  | INTRODUCTION .....  | 10 |
| 2.  | BACKGROUND AND PURPOSE OF THE PROJECT .....                           | 10 |
| 3.  | PREQUALIFICATION CRITERIA OF THE BIDDER .....                         | 10 |
| 4.  | OTHER CONDITIONS .....  | 11 |
| 5.  | POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY .....      | 11 |
| 6.  | REQUIREMENT DETAILS.....  | 11 |
| 7.  | COST OF BIDDING .....   | 12 |
| 8.  | BIDDING DOCUMENT .....  | 12 |
| 9.  | LANGUAGE OF BIDS .....  | 12 |
| 10. | VALIDITY OF BID DOCUMENT .....  | 12 |
| 11. | BID CURRENCY .....  | 12 |
| 12. | BID EARNEST MONEY .....   | 12 |
| 13. | BIDDING PROCESS.....  | 13 |
| 14. | SCOPE OF WORK.....  | 15 |
| A)  | EXISTING SETUP .....  | 15 |
| B)  | DETAILED SCOPE OF WORK .....  | 15 |
| 15. | MAKE AND MODEL.....   | 18 |
| 16. | SOFTWARE VERSION .....  | 18 |
| 17. | DOCUMENTATION .....   | 18 |
| 18. | ASSUMPTIONS / PRESUMPTIONS / MODIFICATIONS.....                       | 19 |
| 19. | PRELIMINARY SCRUTINY .....  | 19 |
| 20. | CLARIFICATION OF OFFERS.....  | 19 |
| 21. | EVALUATION OF BIDS .....  | 19 |
| 22. | BIDDERS PRESENTATION /SITE VISITS / PRODUCT DEMONSTRATION / POC ..... | 20 |
| 23. | NORMALIZATION OF BIDS .....   | 20 |
| 24. | PROPOSAL OWNERSHIP .....  | 20 |
| 25. | RIGHTS OF THE BANK .....  | 21 |
| 26. | PROJECT OWNERSHIP .....   | 21 |
| 27. | ACCEPTANCE OF OFFER.....  | 21 |
| 28. | AWARD OF CONTRACT.....  | 22 |
| 29. | SUBMISSION AND OPENING OF BID.....                                    | 22 |
| 30. | MODIFICATION AND / OR WITHDRAWAL OF BIDS.....                         | 22 |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

---

|     |  |    |
|-----|--|----|
| 31. | BANKS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS .....        | 22 |
| 32. | CLARIFICATIONS OF BID .....                                      | 23 |
| 33. | EFFECTIVE DATE .....   | 23 |
| 34. | PROJECT EXECUTION .....  | 23 |
| 35. | PERFORMANCE BANK GUARANTEE.....                                  | 23 |
| 36. | EXTENSION OF CONTRACT.....                                       | 24 |
| 37. | ACCEPTANCE OF ORDER .....  | 24 |
| 38. | EVALUATION PROCESS.....  | 24 |
| A)  | ELIGIBILITY BID .....  | 24 |
| B)  | EVALUATION METHODOLOGY FOR ELIGIBLE BIDDER .....                 | 24 |
| C)  | TECHNICAL BID EVALUATION .....                                   | 25 |
| D)  | TECHNICAL SCORING SHEET .....                                    | 25 |
| E)  | FUNCTIONAL SCORING SHEET .....                                   | 26 |
| F)  | SCORING METHODOLOGY FOR FUNCTIONAL PARAMETERS .....              | 27 |
| 39. | DATA ENTRY .....   | 28 |
| 40. | DATA MIGRATION.....  | 28 |
| 41. | SUPPORT AND MAINTENANCE OF HRMS APPLICATION (WEB & MOBILE) ..... | 28 |
| 42. | DATABASE ADMINISTRATION AND BACKUP .....                         | 29 |
| 43. | SECURITY AND PATCH MANAGEMENT .....                              | 29 |
| 44. | NETWORK CONNECTIVITY .....                                       | 30 |
| 45. | FACILITY MANAGEMENT ENGINEERS .....                              | 30 |
| 46. | TRAINING TO BANK STAFF.....                                      | 31 |
| 47. | MEAN TIME BETWEEN FAILURES (MTBF) .....                          | 31 |
| 48. | DEFECT LIABILITY .....   | 31 |
| 49. | SUBCONTRACTING .....   | 31 |
| 50. | INTELLECTUAL PROPERTY RIGHTS .....                               | 32 |
| 51. | SECURITY .....   | 32 |
| 52. | SERVICE LEVELS.....  | 33 |
| 53. | UPTIME REQUIREMENT .....   | 33 |
| 54. | PENALTIES .....  | 33 |
| A)  | PENALTIES DUE TO DOWNTIME APPLICATION .....                      | 33 |
| B)  | PENALTIES DUE TO SLOW APPLICATION RESPONSE .....                 | 34 |
| C)  | PENALTIES DUE TO MIGRATION DATA ACCURACY .....                   | 34 |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

---

|     |  |    |
|-----|--|----|
| D)  | PENALTIES DUE TO NON-RESOLUTION OF ISSUES RAISED TO HELPDESK/ SUPPORT TEAM ..... | 34 |
| E)  | PENALTIES FOR DELAYED IMPLEMENTATION OF THE HRMS APPLICATION.....                | 35 |
| F)  | PENALTIES RELATED TO FACILITY MANAGEMENT .....                                   | 35 |
| G)  | PENALTIES DUE TO DOWNTIME APPLICATION .....                                      | 35 |
| 55. | PRICING .....  | 35 |
| A)  | PRICE COMPOSITION .....  | 35 |
| B)  | PRICE VALIDITY .....   | 36 |
| C)  | PAYMENT TERMS .....  | 36 |
| 56. | TAX DEDUCTION AT SOURCE .....  | 37 |
| 57. | NOTICES .....  | 38 |
| 58. | ORDER CANCELLATION/TERMINATION OF CONTRACT .....                                 | 38 |
| 59. | TRANSFER OF DATA POST TERMINATION OF CONTRACT .....                              | 39 |
| A)  | TRANSFER OF CONFIGURATION MANAGEMENT DATABASE.....                               | 39 |
| B)  | TRANSFER OF ASSETS .....   | 39 |
| C)  | TRANSFER OF DOCUMENTATION .....  | 39 |
| D)  | TRANSFER OF CONFIGURATION MANAGEMENT DATABASE.....                               | 39 |
| E)  | TRANSFER OF KNOWLEDGE BASE .....   | 40 |
| F)  | TRANSFER OF DATA .....   | 40 |
| G)  | TRANSFER OF SUPPORT ACTIVITIES .....   | 41 |
| 60. | TAXES AND DUTIES .....   | 41 |
| 61. | CONFIDENTIALITY AND NON-DISCLOSURE.....  | 42 |
| 62. | INDEMINITY .....   | 43 |
| 63. | BIDDER'S LIABILITY .....   | 43 |
| 64. | ASSIGNMENT .....   | 43 |
| 65. | GUARANTEES .....   | 44 |
| 66. | CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE.....                                | 44 |
| 67. | FORCE MAJEURE .....  | 44 |
| 68. | SIGNING OF CONTRACT .....  | 44 |
| 69. | EXECUTION OF AGREEMENT .....   | 45 |
| 70. | AMENDMENTS TO PURCHASE ORDER .....   | 45 |
| 71. | AMENDMENTS TO THE AGREEMENT.....   | 45 |
| 72. | GENERAL ORDER TERMS.....   | 45 |
| 73. | NEGLIGENCE .....   | 45 |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

---

|     |  |    |
|-----|--|----|
| 74. | RESPONSIBILITY OF COMPLETENESS .....   | 46 |
| 75. | RESPONSIBILITIES OF THE BIDDER .....   | 46 |
| 76. | RESPONSIBILITIES OF THE SELECTED BIDDER .....                                | 46 |
| 77. | INTEGRITY PACT .....   | 47 |
| 78. | IMPLEMENTATION, INTEGRATION, MIGRATION AND COMMISSIONING.....                | 48 |
| 79. | PUBLICITY .....  | 48 |
| 80. | USE OF NAME / LOGO OF THE BANK.....  | 48 |
| 81. | PRIVACY AND SECURITY SAFEGUARDS .....  | 48 |
| 82. | EXCHANGE RATE VARIATION.....   | 48 |
| 83. | TERMINATION OF CONTRACT FOR CONVENIENCE.....                                 | 49 |
| 84. | TERMINATION OF CONTRACT FOR DEFAULT .....                                    | 49 |
| 85. | DISPUTE RESOLUTION / ARBITRATION .....                                       | 49 |
| 86. | BUSINESS CONTINUITY PLAN.....  | 50 |
| 87. | CONFLICT OF INTEREST .....   | 50 |
| 88. | JURISDICTION.....  | 50 |
| 89. | SOCIAL MEDIA POLICY .....  | 50 |
| 90. | HUMAN RESOURCE REQUIREMENT .....   | 50 |
| 91. | SEVERABILITY .....   | 51 |
| 92. | RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA: ..... | 51 |
| 93. | FORMS TO BE SUBMITTED .....  | 54 |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## 1. INTRODUCTION

Tamil Nadu Grama Bank (TNGB) is a government owned scheduled commercial bank sponsored by Indian Bank. TNGB is having over 663 branches in Tamil Nadu State and doing business over 45,000 Crores & headquartered in Salem

The Bank's Information systems and security processes at DC and DRS are regulated by RBI and NABARD. For further details, please visit our bank's website [www.tamilnadugramabank.com](http://www.tamilnadugramabank.com)

For convenience and purpose of this RFP, "Bank" denotes and represents Tamil Nadu Grama Bank.

## 2. BACKGROUND AND PURPOSE OF THE PROJECT

The Bank wishes to engage a solution provider for providing Human Resource Management Solution (HRMS) in hosted SaaS model on subscription basis. In this connection, Bank invites Bid for Selection of bidder for Implementation of HRMS as per the Terms & Conditions, Functional & Technical Specifications and Scope of Work described elsewhere in this document.

Bank intends to engage a solution provider for Implementation of HRMS as per the Terms & Conditions, Functional & Technical Specifications and Scope of Work described elsewhere in this document.

## 3. PREQUALIFICATION CRITERIA OF THE BIDDER

Only those Bidders who fulfil the Eligibility criteria mentioned in this RFP are eligible to respond to this RFP. Offers received from the Bidders who do not fulfil any one or more of the eligibility criteria mentioned in this RFP are liable to be rejected. Please note that any deviations mentioned in the bid will not be considered and evaluated by the Bank. Bank reserves the right to reject the bid, if bid is not submitted in proper format as per RFP. Bidder must abide by any changes incorporated to this RFP through any corrigendum, addendum, notice, amendment, etc.

The Bidder should comply with all the Eligibility Criteria mentioned below:

| S.No. | Eligibility   | Compliance (Yes/ No) |
|-------|---|----------------------|
| 1     | Bidder must be a Government Organization / PSU / PSE / LLP or PRIVATE / PUBLIC limited company in India since last 5 years as on 31/03/2024   |                      |
| 2     | Bidder should have minimum average turnover of Rs.20 Cr. (Rupees Twenty Crores only) in each of the last 3 financial years. Bidder must provide the details of turnover for last 3 years (FY-2020-21, 2021-22, 2022-23) |                      |
| 3     | The bidder should have positive net worth during the last three consecutive financial years (Balance sheet and Profit & Loss statement certified by CA) have to be submitted  |                      |
| 4     | Bidder & OEM should not have been black listed by the Government / Government agency / Banks / Financial Institutions   |                      |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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|    | in India during last 3 years. Self-Certificate/Undertaking is to be provided as per <b>Annexure-V</b>  |  |
| 5  | Bidder shall be OSM or Authorized reseller / distributor of the Application Software. Copy of agreement with OSM by bidder should be submitted and it should be valid for a period of 5 years from the date of submission of the bid (or) Letter of confirmation from OSM need to be submitted.  |  |
| 6  | 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.  |  |
| 7  | The Bidder should be the premium partner/ authorized reseller of the software. The Bidder must be in position to provide support / maintenance / up gradation during the period of contract with the Bank. The bidder needs to submit Manufacturer Authorization Form (MAF), having reference to this RFP, from respective OEMs stating that bidder is authorized partner / system provider of OEM and is authorized to participate in this RFP. |  |
| 8  | The Bidder should have Support Office in Chennai   |  |
| 9  | Bidder and OSM preferably should have ISO 27001 Certification.   |  |
| 10 | The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners has not participated in the bid process.  |  |

#### 4. OTHER CONDITIONS

- Bank reserves the right to cancel the contract at any time in case system fails to meet any of the requirements as mentioned in the RFP.
- Joint bid will not be accepted by the Bank.
- No right to employment in the Bank shall accrue or arise, at any point of time under this project.

#### 5. POWER OF ATTORNEY/ AUTHORIZATION LETTER OR RESOLUTION COPY

In case of company, Board Resolution in favour of Authorized Person and Power of Attorney/Authorization letter (from authorized person executed on stamp paper of appropriate value), in case the authorized person delegates authority to another person of the company to sign the Bid documents, is to be submitted with bid documents.

#### 6. REQUIREMENT DETAILS

Bank invites offers for Selection of solution provider for implementation of HRMS under SaaS Model for various Branches/Offices of the Bank as per the Terms & Conditions, Functional & Technical Specifications



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

and Scope of Work described elsewhere in this document. The brief description of the solution is furnished in following table:

| S.No | Item Details                            |
|------|---|
| 1    | Implementation of HRMS under SaaS Model |

Detailed technical & functional specification and requirement for the above is furnished in **Annexure - XV and Annexure - XVI**. All the Services ordered for the Implementation of the **HRMS under SaaS Model** should be available for 5 Years and the extended period with the option of bank if any

## 7. COST OF BIDDING

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

## 8. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders' risk and may result in the rejection of its bid without any further reference to the bidder. Bidder should submit the bid strictly as per RFP failing which bid will be treated as non-responsive and will be liable for rejection.

## 9. LANGUAGE OF BIDS

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and Bank, shall be written in English.

## 10. VALIDITY OF BID DOCUMENT

Bid shall remain valid for 6 months from last date of submission of bid prescribed by Bank. A bid with validity for shorter period shall be rejected by the Bank as non-responsive. The bidder will be required to extend the validity of the bid, if requested by the Bank.

## 11. BID CURRENCY

Prices shall be expressed in Indian Rupee (INR) only.

## 12. BID EARNEST MONEY

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



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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.

In case of unsuccessful bidder, EMD will be returned within 30 days of disqualification (Technically/ Commercially) or within 30 days of completion of tender process, as the case will be and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon submission of Performance Bank Guarantee and no interest will be payable on EMD amount.

The physical documents [Earnest Money Deposit (EMD) and Integrity pact] are requested to be submitted at the following address.

**The Assistant General Manager,  
HRM Department,  
Tamil Nadu Grama Bank, Head Office,  
No 6, Yercaud Road,  
Hasthampatti, Salem-636 007.**

The EMD made by the bidder will be forfeited if:

- ❖ The bidder withdraws his bid before opening of the bids.
- ❖ The bidder withdraws his bid after opening of the bids but before acceptance of "Letter of Intent" or "Purchase Order".
- ❖ The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- ❖ The bidder violates any of the provisions of the terms and conditions of the RFP in the process of evaluation and upto submission of Performance Bank Guarantee.
- ❖ Failure to accept the order by the Selected Bidder within 7 days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of Bank. However, Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.
- ❖ Failure to submit the Performance Guarantee with in stipulated period from the date of execution of the contract makes the EMD liable for forfeiture. In such instance, Bank at its discretion may cancel the order placed on the selected Bidder without giving any notice.

### 13. BIDDING PROCESS

For the purpose of the present job, a two parts bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical Bid
- Commercial Bid

Bidders are required to strictly submit their bids in electronic form on GeM Portal followed by Submission of Hardcopy of Earnest Money Deposit (EMD) and Integrity pact documentations, on address as mentioned above. The Commercial Bid has to be submitted in only online form through GeM Portal.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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**a) Technical Bid:**

The Technical bid must be submitted online in GeM Portal. Technical Bid should contain all the supporting documents regarding eligibility criteria, scope of work, Technical aspects, Compliance statement and Terms & Conditions etc. mentioned in **Annexure- XXI** (CHECKLIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID) of this RFP, and should **NOT** contain any pricing or commercial information at all (Commercial information is to be submitted online only in GeM as part of commercial Bid).

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

**b) Commercial Bid:**

In the second stage, the commercial bid of only those bidders will be opened, who will comply with all the eligibility criteria, including physical submission of the EMD and integrity pact, will confirm compliance to all the terms & conditions of RFP document, in the Technical Evaluation Stage. Bidder shall quote all the figures in numbers followed by total in words enclosed in brackets in all fields of commercial bid.

Arithmetical errors will be rectified as follows:

- If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.
- If there is any discrepancy between words and figures, the amount in the words will prevail.
- AMC/ATS amount, if asked for in specified range, and quoted under or beyond the specified range, would also be recalculated.
- If the bidder does not accept the correction of errors, the bid will be rejected.
- If there is discrepancy between percentage and amount, the amount calculated on percentage basis will prevail.

The bid determined as not substantially responsive will be liable for rejection by the Bank and may not be made responsive by the bidder by correction of the non-conformity. The decision of the Bank in this regard will be final.

The Bank may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

The Bank is not responsible for the arithmetical accuracy of the bid. The vendors will have to ensure all calculations are accurate. The Bank at any point in time for reasons whatsoever is not responsible for any assumptions made by the Vendor. The Bank at a later date will not accept any plea of the vendor or changes in the commercial offer for any such assumptions.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## 14. SCOPE OF WORK

### A) EXISTING SETUP

Currently the monthly payroll and leaves are operated through a standalone application with a limited functionality that is available for Head Office – HRM Department only and all the other HR related processes are carried out manually in the form of application forms/salary change forms/paper based request forms etc. The HRM functions are centralized and managed at Head Office. The various areas that is being handled by HRMD is Manpower planning, Recruitment, On boarding, Leave, Payroll, Pension payment, Terminal Benefits, Trainings, Performance Appraisals, Transfers, Promotions, Attendance, Personal Claims like TA , Medical Insurance and all the other administrative actions required for Human Resources Management of the bank.

### B) DETAILED SCOPE OF WORK

- i. The scope for this project is the end-to-end design, deployment, management, and maintenance of a cloud based Human Resource Management System (SaaS) for Bank. The solution must be offered using the Software-as-a-Service (SaaS) model.
- ii. Deployment of the solution as per Solution Design, including code development, system configurations in a cloud environment, and all the technical activities required to deliver a working solution.
- iii. Implementation of the solution in the cloud environment (including backup, disaster recovery, user setup, etc.).
- 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.
- v. The Bidder will be responsible to integrate and manage third- party components required for deploying a complete solution. These include, but are not limited to:
  - Cloud system
  - Payment systems
  - Message systems
- vi. Bank during the period of the Contract, based on its technical and functional requirements may intend to add additional third- party applications and interfaces to the system. Bank May intend to modify/add additional activities found out during the development without changing the basics. The Service Provider must extend all necessary support and assistance for addition to the Solution with the required third-party applications and interfaces desired by Bank at no additional costs.
- vii. Cloud-Native Application & Deployment.
- viii. Any new government/ regulatory requirements that impact the provided solution to Bank need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to Bank at no additional cost on priority during the period of the contract.
- ix. A declaration to this effect must be submitted by the Bidder with the technical Bid.
- x. Bidder should secure Bank's data while transiting, processing, at the store, during backup and archival, over external media, etc. with latest & secured encryption standards.
- xi. Bidder should be willing to implement an efficient and sufficient preventive control to protect Bank's interests against any damage under section 43 of IT Act.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- xii. Bidder should ensure that all default admin and root users are deleted/disabled, and access is based on user-specific IDs and all such accesses are logged and fully password protected.
- xiii. Bidder should perform periodic DR Drills (at least twice in a year) as per the directions of RBI.
- xiv. Bidder should define proper access control for protecting Bank's data and access to the data is strictly on a need-to-know Basis.
- xv. Bidder should ensure that the key used by it to encrypt Bank's data should be different i.e., it should not be the same that was/is used for other clients.
- xvi. Bidder to put in place a system of obtaining approval from Bank before carrying out any changes in their environment.
- xvii. Bidder to confirm that it will not take any crucial decisions on behalf of Bank without written approval from Bank.
- xviii. Bidder to confirm that it will not share Bank's data to any other party for any purpose without prior permission of Bank.
- xix. The selected Bidder will be responsible for providing regular backup, disaster recovery (DR) services under the standard hosting agreement.
- xx. DR site to be provided by the same cloud provider, be part of a professionally managed data centre, located in a different seismic zone.
- xxi. HRMS Application Development and Customization.
- xxii. Bank's existing HR process study, Detailed Requirement Gathering.
- xxiii. Design, Development, Customization of web based HRMS application and mobile application (Android and iOS).
- xxiv. Selected bidder has to arrange and manage SMS gateway on their own and make arrangements for integration with Bank specific e-mail solution.
- xxv. Application Testing and roll out on bank's go live sign off.
- xxvi. The bidder should provide the HRMS application with required functionalities in consultation with Bank prior to designing the solution.
- 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.
- xxviii. The proposed HRMS application is to be hosted on cloud model.
- xxix. Post implementation support for the HRMS web and mobile application for a period of five years.
- xxx. Post implementation support for all hosting infrastructure for a period of five years.
- xxxi. Training to minimum 50 employees to act as trainer for the rest of the staff in the branches/offices.
- xxxii. Interactive Online user manual and FAQs for all the functionalities of the HRMS application.
- xxxiii. The bidder shall provide the solution using suitable technology platform to meet the requirements of the bank for HRMS application. The title of the application must be transferred to the bank at the end of development.
- xxxiv. The bidder shall provide the solution with the best practices available for the solution that is suitable exclusively for banks.
- xxxv. All the functionalities as specified under the section Functional requirement specification needs to be provided by the bidder while proposing the solution.
- xxxvi. The bidder has to propose the solution with the requisite user authentication and authorization as well as IT Security controls.
- xxxvii. In addition to the bidder proposed MIS, all the registers and reports as per bank's requirement is to be incorporated in the MIS of the proposed application.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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- xxviii. It shall be the responsibility of the bidder to arrange for necessary development tools (Hardware/Software) during development/customization/integration and testing of HRMS application.
- xxix. The application should be a browser based application and should run on all major browsers (IE, Edge, Chrome, Firefox) or any other latest and secure browser.
- xl. The interface of the HRMS application should be user friendly and easy to operate as the users shall also include Office Attendants.
- xli. The bidder is expected to use data model that can capture more business rules and easy to validate. The bidder should consider mechanism that would maintain performance to manage very high volumes of data.
- xlii. The application should provide robust reporting capabilities. Application should provide reports using standard tools and should be able to generate output in multiple formats including PDF, EXCEL, Docx etc. The output should be enabled with an option through email and can be printed.
- xl.iii. The application should provide administrative office staff with adhoc query and analysis capability. Application should create new analysis capability such that any data can be analyzed from scratch or modify the available analyses.
- xliv. All reports are to be provided in English language.
- xl. The digital signature certificates should be enabled for generation of signed documents/reports by the competent authority.
- xlvi. Mobile App should be developed on Android and iOS platform and should enable the admin to push notifications or any updates from the central server.
- xl. The application (Web and Mobile) should have a single sign on. All the log in attempts both successful and unsuccessful event should be recorded and be available on permanent basis to have any audit trail.
- xl. Bank can request for change requests (after making customisations as per SRS) at mutually agreed rates (Per Man/Per Hour) as finalized in this RFP.
- xl. The hardware to be used should be of enterprise class, latest, tested and stable release of OEM vendor.
- i. The Bidder should get sign off from the bank on testing approach and plan that is inclusive of test cases. It is the responsibility of the bidder to ensure that the end product delivered meets all the requirements of the HRMS implementation as specified by the bank in this RFP.
- ii. The bidder shall obtain the sign off from Bank on the successful testing report to consider the UAT Completed.
- lii. The bidder must ensure thorough testing of the application before the final HRMS application is delivered for User Acceptance Testing (UAT) by the bank. Detailed UAT Test cases/Scenarios along with the test data shall be provided by the bidder to the bank for review. The bidder should also continue to fix any issues identified during the testing before the final acceptance of the application. The UAT should be done using real life scenarios of HRMS.
- liii. The bidder shall carry out security testing of the HRMS application comprising of vulnerability assessment and penetration testing. The vendor shall carry out testing activities through Cert-in empanelled auditors and provide the certificate for successful testing of HRMS application prior to go live. All costs relating to carrying out such security testing and certification shall be borne by the bidder. If any vulnerabilities found on periodic assessment by bank or bank appointed auditor, the same should be immediately attended by the vendor with no cost to the bank.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- iv. 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:
- Finalisation of SRS as per the requirements of the Bank
  - Development/customisation of solution as per the finalised SRS
  - All functionalities and security testing of HRMS application
  - Complete Migration of data from existing application
  - Web and Mobile based application rollout
  - Training to the identified persons (Users and admin)
- iv. The bidder shall provide detailed system documentation for reference of the Bank personnel. Below is indicative documentation list.
- Detailed Project Report comprising of current HR Systems/process and To-Be Recommendations, and proposed solution document consisting of granular details of each functional activity and any changes (if any) after the proposed system implementation.
  - Configuration documents consisting of system setting and parameters for each function.
  - User Manual should be provided with screenshots for all the menus, available reports and any use cases.
  - Any other documentation required for usage and maintenance of implemented solution like Standard Operating Procedures, Functional and Technical Specification Documents, Installation Guide, System Administration Manual.
  - Troubleshooting documents and FAQs for every functionality of the HRMS application. Bidder has to confirm compliance with the Scope of Work mentioned in **Annexure-XVIII**.

## 15. MAKE AND MODEL

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the technical specification. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model of the items offered. Please note that substituting required information by just brand name is not enough. Bidder should not quote hardware/ Software which is already End of Sale. Bidder also should not quote hardware/Software which are impending End of Sale.

## 16. SOFTWARE VERSION

The bidder should ensure usage of latest licensed software with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote Software which is already End of Sale. Bidder also should not quote Software which are impending End of Sale.

## 17. DOCUMENTATION

Technical information in the form of Brochures / Manuals / CD etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the bank. The Bank is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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.

## 18. ASSUMPTIONS / PRESUMPTIONS / MODIFICATIONS

The Bank would like to expressly state that any assumption, presumptions, modifications, terms, conditions, deviation etc., which the bidder includes in any part of the Bidder's response to this RFP, will not be taken into account either for the purpose of evaluation or at a later stage, unless such assumptions, presumptions, modifications, terms, conditions deviations etc., have been accepted by the Bank and communicated to the bidder in writing. The bidder at a later date cannot make any plea of having specified any assumption, terms, conditions, deviation etc. in the bidder's response to this RFP document. No offer can be modified or withdrawn by a bidder after submission of Bid/s.

## 19. PRELIMINARY SCRUTINY

The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.

Prior to detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

## 20. CLARIFICATION OF OFFERS

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the bank and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Bank.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.

## 21. EVALUATION OF BIDS

The Bank will evaluate the bid submitted by the bidders under this RFP. The Commercial Bid of only those bidders who are qualified in Eligibility & Technical criteria will be considered. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## 22. BIDDERS PRESENTATION /SITE VISITS / PRODUCT DEMONSTRATION / POC

- i. The Bank reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in Conformity to Eligibility Criteria.
- ii. As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Bank at its discretion may call the Bidders for conducting Solution demonstration/Site Visit of the Solution proposed by them. This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Technical proposals have been opened.
- iii. Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Bank.
- iv. The Bank at its discretion call for providing of Proof of Concept (PoC)/Solution demonstration of proposed solution at the site mutually agreed.
- v. Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Bank. The decision of Bank in this regard shall be final and in this regard, no correspondence shall be entertained.
- vi. All expenses incurred in connection with the above shall be borne by the bidder. However, Bank will bear the traveling, boarding and lodging expenses related to its own personnel and its Consultants, if any.

## 23. NORMALIZATION OF BIDS

The Bank may go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that, shortlisted bidders are more or less on the same technical ground. After the normalization process, if the Bank feels that, any of the Bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion request all the technically shortlisted bidders to re-submit the technical and Commercial Bids once again for scrutiny. The resubmissions can be requested by the Bank in the following manner;

Incremental bid submission in part of the requested clarification by the Bank

OR

Revised submissions of the entire bid in the whole

The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process.

The shortlisted bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

## 24. PROPOSAL OWNERSHIP

The proposal and all supporting documentation submitted by the bidder shall become the property of the Bank. As the Bidder's proposal is important to the evaluation and selection process, it is necessary that, the bidder carefully prepares the proposal as per the prescribed format only. Under no circumstance, the format can be changed, altered or modified. Bidders must provide categorical and factual replies to specific questions. Bidders may provide additional technical literature relating to their



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

proposal but in a separate Annexure. Correct and current technical details must be completely filled in. The Appendices/Annexures to this RFP shall form integral part of the RFP.

## 25. RIGHTS OF THE BANK

- ❖ The Bank reserves the right to reject any or all bids at any point of time prior to placing the order without assigning any reasons whatsoever.
- ❖ The bank reserves the right to re-tender. The bank shall not incur any liability to the affected bidder (s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection. The bank reserves the right to modify any technical requirements specifications within the overall scope of the RFP.
- ❖ Bank reserves the right to obtain revised indicative commercials from the bidders with regard to changes in RFP clauses or if the Bank is not satisfied with the prices offered.
- ❖ The bank reserves the right to release order, part order or more than one order within the overall contract.
- ❖ The bank reserves the right to modify the bill of material at any point of time before opening of the indicative commercial bid. The Bank reserves the right to alter the locations specified in the tender, and to delete/substitute items from the ones specified in tender.
- ❖ The Bank also reserves the right to spread the total order over different phases. Bank may also place order for various services in addition to the quantities mentioned in this tender at the same terms and conditions including the cost agreed upon.
- ❖ This RFP for all intents and purposes is final. However, Bank reserves the right to bring about any changes in requirements within the overall scope and the same will be communicated to the Bidder(s) well before time so as to allow the Bidder(s) to prepare and submit their response.

## 26. PROJECT OWNERSHIP

If the bidder is offering solutions/products from other bidders/principals, as required in this RFP, they shall detail the responsibilities of the parties involved and also submit a letter of undertaking from the parties mentioning their consent and assurance for satisfactory performance of the project. The bidder must specify any and all relationships with third parties in respect of the ownership and also maintenance & support of project related to the Solution which are relevant to this RFP.

Ownership letter by the bidder to be submitted (Undertaking letter by the bidder taking the ownership of the project execution) in case third party is also involved in project execution either fully or partially. The bidder shall also submit the ownership certificate issued by the third party clearly mentioning the extent of ownership.

The Bidder also has to submit a certificate/Letter from OEM that the proposed solution offered by the bidder to the Bank are correct, viable, technically feasible for implementation and the solution will work without any hassles.

## 27. ACCEPTANCE OF OFFER

- ❖ The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.
- ❖ The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

❖ The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFP with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

❖ The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

## 28. AWARD OF CONTRACT

❖ The Bidder who is T1L1 after evaluation will be referred to as the selected bidder and Bank will notify the name of the selected bidder through proper channel.

❖ The contract shall be awarded and the order shall be placed on selected T1L1 Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.

❖ The selected bidder shall submit the acceptance of the order within 7 days from the date of issue of the purchase order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.

❖ Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

❖ The Shortlisted bidder/s will be required to supply the solution (along with the hardware, if any) to various branches / Offices of the Bank at the rates not higher than the agreed rate finalized under this RFP.

## 29. SUBMISSION AND OPENING OF BID

Bids must be submitted not later than the specified date and time mentioned in the Bid Document in GeM Portal. The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. The bids will be opened in GeM Portal thirty minutes after the submission on same date.

## 30. MODIFICATION AND / OR WITHDRAWAL OF BIDS

Bids once submitted will be treated as final and no further correspondence will be entertained on this unless there is any amendment or addendum from bank's side after submission of the Bid. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid without the consent of the bank.

## 31. BANKS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the Bank's action. The Bank reserves the right to accept or reject any technology proposed by any bidder.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## 32. CLARIFICATIONS OF BID

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be submitted in writing, duly signed & stamped by the authorized signatory and no change in the price or substance of the bid shall be sought, offered or permitted. The clarification and response received from bidder will be subsequently form part of bid submitted by that bidder.

## 33. EFFECTIVE DATE

The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within 7 days from the date of issue of the purchase order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion. Failure to accept the order within 7 days from the date of receipt of the order makes the EMD liable for forfeiture at the discretion of the Bank. Thereafter the Bank shall be at liberty to proceed with procurement from the other Bidders within the purview of the same RFP by calling for fresh commercial quotes from the bidders. In such an event, the initially selected bidder stands disqualified for further participating in the subject Bid.

## 34. PROJECT EXECUTION

The entire project needs to be completed expeditiously. The selected bidder shall nominate a Project Manager immediately on acceptance of the order, who shall be the single point of contact for the project at Head Office, Salem. However, for escalation purpose, details of other persons shall also be given. The Project Manager nominated by the bidder should have prior experience in implementing similar project. Project Kick-Off meeting should happen within 15 days from the date of acceptance of purchase order. The Bidder shall submit a Weekly progress report to the Bank as per format, which will be made available to the selected bidder.

## 35. PERFORMANCE BANK GUARANTEE

The successful bidder has to submit the Performance Bank Guarantee (PBG), detailed as under:

- 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.
- b) If the Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50%(Plus GST) for each completed calendar week of delay or part thereof on the value of the order(Exclusive of Taxes) will be deducted from the delivery payment or from any other payments forthe delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 2% (Plus GST) of the total order value (Exclusive of Taxes).
- c) The Bank Guarantee should be issued by any Public Sector Bank or scheduled Commercial Bank.
- d) The Performance Bank Guarantee should be furnished for due performance of the complete Solution.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- e) In case successful bidder submits any false information or declaration letter during the tender process or period of rate contract, Bank shall invoke the Performance Bank Guarantee submitted by the bidder
- f) To recover penalty/damages, in case successful bidder fails to perform the contract, Bank shall invoke the Performance Bank Guarantee to recover penalty/damages.
- g) No interest on Performance Bank Guarantee (PBG) amount will be paid by Bank.

## 36. EXTENSION OF CONTRACT

Bank has the right for extension of contract with the service provider for initial period of two years and further extension may be in multiples of two years each with the mutually agreed terms and conditions and commercials.

## 37. ACCEPTANCE OF ORDER

- ❖ The bidder shall supply along with each item all the related documents without any additional cost. The documents shall be in English. These will include but not restricted to User Manual and Operation Manual.
- ❖ All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Bank.

## 38. EVALUATION PROCESS

A two bid system is adopted for selection of the bidder :

Stage 1 –Eligibility Bid evaluation

Stage 2 - Evaluation methodology for eligible bidders

- Technical Bid Evaluation
- Commercial Bid Evaluation

During evaluation of the Tenders, the Bank, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the vendors to this document and bank will not entertain any correspondence in this regard.

### A) ELIGIBILITY BID

Eligibility criteria for the Bidder to qualify this stage is clearly mentioned in **Annexure-XIX** EligibilityCriteria Compliance to this document. The vendor would need to provide supporting documents as part of the eligibility proof.

### B) EVALUATION METHODOLOGY FOR ELIGIBLE BIDDER

After qualifying the eligibility criteria, the evaluation will be a two stage process. The stages are:

- Technical Bid Evaluation
- Commercial Bid Evaluation



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- ❖ The Technical Evaluation shall be performed first to identify the list of Bidder/OEM as per the technical evaluation parameter (**Annexure-XV**) of the bid.
- ❖ The Commercial bids of only those Bidder/OEMs, who have qualified the Eligibility Criteria and have been assigned with a Technical Score (T) after technical evaluation, would be opened.
- ❖ The Bidder/OEMs should submit the commercial bill of material covering cost for each Services (for each line item) and total cost for the bank as per Bill of Material (**Annexure-XX**).
- ❖ The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder.
- ❖ The final selection of the Bidder/OEM will be based on the Technical Score (T) and the Total Cost to the Bank (TCB). (T1L1 Basis)

The evaluation methodology vis-à-vis the weight-ages are as under:

## C) TECHNICAL BID EVALUATION

The vendor needs to achieve a cut – off score of 70 marks in this evaluation stage to be qualified for commercial bid opening. Only those vendors who achieve the specified cut –off scores would be short-listed for Commercial Bid Evaluation. The Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

## D) TECHNICAL SCORING SHEET

| S.No         | Criteria   | Parameters   | Score      |
|--------------|--|--|------------|
| 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  | 10         |
| 2            | Functional Specifications compliance   | As per Functional Scoring Sheet  | 40         |
| 3            | Technical Specifications compliance  | As per Technical Scoring Sheet   | 20         |
| 4            | Data Center existence in India   | Data Center existence in India   | 5          |
| 5            | Presentation on Proposed Solution by the Bidder<br><i>(for allotment of Marks by Bank for Technical(Annx 15) &amp; Functional(Annx 16) Score Sheets)</i> | Demonstration of in-depth understanding of the Bank's requirements with Proposed Solution –<br><br>a) Technical(Areas mentioned in Annx-15)(Marks – 5)<br>b) Functional(Areas mentioned in Annx-16)(Marks -10)<br>c) Project Governance (Marks – 5)<br>d) Implementation Road Map (Marks -5) | 25         |
| <b>TOTAL</b> |  |  | <b>100</b> |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## E) FUNCTIONAL SCORING SHEET

| FUNCTIONAL SCORING SHEET OF HRMS |   |            |
|----------------------------------|---|------------|
| S No                             | Description   | Max Marks  |
| 1                                | Human Resources Inventory                                   | 10         |
| 2                                | Leave Management  | 8          |
| 3                                | Payroll   | 15         |
| 4                                | Pension   | 6          |
| 5                                | Loans   | 1          |
| 5                                | Attendance  | 4          |
| 6                                | Appraisal & Performance Management                          | 8          |
| 7                                | Assets & Liabilities  | 4          |
| 8                                | Superannuation Benefits                                     | 5          |
| 9                                | Expenditure/ Reimbursements Details/Welfare                 | 2          |
| 10                               | LFC – Management and Details                                | 2          |
| 11                               | Training Administration                                     | 2          |
| 12                               | Manpower Planning   | 2          |
| 13                               | Recruitment / Talent Acquisition                            | 2          |
| 14                               | Promotions – Career and Succession Planning                 | 3          |
| 15                               | Management of Transfers and Postings                        | 3          |
| 16                               | Clearance   | 1          |
| 17                               | Staff Self- Service Portal / Mobile-Application             | 5          |
| 18                               | Charge Taking Report Package                                | 1          |
| 19                               | Industrial Relations  | 2          |
| 20                               | Investigations/Enquiries                                    | 2          |
| 21                               | Medical Aid/ Hospitalization Claim – Management and Details | 2          |
| 22                               | Others  | 10         |
|                                  | <b>TOTAL</b>  | <b>100</b> |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## F) SCORING METHODOLOGY FOR FUNCTIONAL PARAMETERS

| Feature Status              | Short form | Remarks  |
|-----------------------------|------------|--|
| Readily Available           | RA         | The feature is already supported and included in the out-of-the-box solution <b>(3 Marks shall be allotted)</b>                                  |
| Customization               | CU         | Can be developed / customized and delivered along with the Solution, prior to implementation at no extra cost. <b>(1 Mark shall be allotted)</b> |
| Not supported / Unavailable | UA         | This capability is neither supported nor available with this Solution. <b>(No Mark shall be allotted)</b>  |

**Requirement weightage:** All the features have been divided into “Mandatory” or “Desired”:

**Mandatory** : All Mandatory items carry a weightage of 2 points

**Desired** : All Desired items carry a weightage of 1 point

Total functional score =  $\Sigma$  (Parameter wise Functional score \* Requirement weightage)

**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**

Further the Bank’s officials would visit reference sites provided by the Vendor if deemed necessary.

In case there is only one vendor having technical score of 70 or more, the Bank may, at its sole discretion, also consider the next highest technical score and qualify such vendor. In case, none of the participating vendors qualify on technical criteria and reach or exceed the cut-off score of 70, then the Bank, at its sole discretion, may qualify two vendors on the basis of the top 2 scores. However, the Bank at its discretion may reject the proposal of the Vendor or will not consider vendor below cutoff marks by relaxing as mentioned above, if in the Bank’s opinion the Vendor could not present or demonstrate the proposed solution as described in the proposal or in case the responses received from the customer contacts / site visited are negative or the proposed solution does not meet the Bank’s functional and technical requirement.

The vendor who achieves the required cut – off technical score as part of technical evaluation shall be qualified for commercial bid opening.

Sample evaluation process is shown below:

The technical bids will be allotted 70% weightage while commercial bids will be allotted weightage of 30%. Combined score will be arrived at after considering commercial quote and marks obtained in technical evaluation with relative weightage of 30% for commercial bid and 70% for technical bid according to the following formula:

**Calculation Formula =  $B = [(C_{low} / C) \cdot X] + [T / T_{high} \cdot (1 - X)]$**

Where C = evaluated Bid price  
C<sub>low</sub> = the lowest of all evaluated Bid price among responsive Bids



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- T = the total Technical score awarded to the Bid
- Thigh = the Technical score achieved by the Bid that was scored best among all responsive Bids.
- X = weightage for the process as specified in Bids

The Bidder/OEM obtaining the Highest Combined Score in evaluation of technical and Commercial evaluation will be ranked TC-1 followed by proposal securing lesser marks as TC-2, TC-3 etc. Bidder/OEM securing Highest Combined Marks and TC-1 shall be recommended for award of contract.

## 39. DATA ENTRY

- ❖ 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.

## 40. DATA MIGRATION

- ❖ 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.

## 41. SUPPORT AND MAINTENANCE OF HRMS APPLICATION (WEB & MOBILE)

- ❖ The Scope of the work includes support and maintenance of HRMS application, for a period of 5 years from the date of go live, including and but not limited to operating systems, application software, Data Base, production monitoring, trouble shooting and addressing the functionality, availability, performance issues, implementing the system changes and other associated systems related to HRMS, performance tuning, and facility management so as to be able to achieve the relevant service levels described herein.
- ❖ The bidder will be responsible for end to end configuration, maintenance and uptime of HRMS application, this also includes providing suitable technical support, fixes/patches and upgrade for the proposed HRMS application for a period of 5 years and for the extended period if any.
- ❖ Any changes required due to issues in the developed application shall not be considered under change control. The Bidder shall have to customize the application at no cost to the bank. Any





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

changes/customizations/bug fixes/enhancements required as per the functional requirements and to meet SLA requirements are to be done by the bidder at no extra cost to the bank.

- ❖ The Bidder is to provide necessary customization/ enhancements/modification with respect to new/ enhanced/ enriched functionality.
- ❖ Any additional changes required would follow the Change Request Procedure.
- ❖ On completion of the support period, the bidder should ensure a smooth transition by handing over complete source code and all system related up-to-date documentation as well as providing training to the bank team on all technical aspects of the system.
- ❖ The Bidder is to ensure that all the updates to the HRMS application (Web/Mobile) shall be done centrally and no user action is needed for any changes/updates. The bidder is to continuously update HRMS application to maintain performance of the application and to fix any issues/bugs in the system.
- ❖ The Bidder is responsible for application maintenance by taking regular data, application backup for recovery, provide patches, and updates to maintain the application performance as per SLA, installation of applications in the servers, provide reports on application uptime and performance as per the defined SLAs on monthly basis.
- ❖ The Bidder should keep At least 1 dedicated support team for application maintenance and helpdesk support to bank users, to be based at bank location that should immediately resolve application related issues. While submitting the bid, the bidder should submit the team strength and structure required along with their skill sets. Application support team shall be on the rolls of bidder.

## 42. DATABASE ADMINISTRATION AND BACKUP

- ❖ 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

## 43. SECURITY AND PATCH MANAGEMENT

- ❖ 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.
- ❖ The Bidder is to ensure the following activities
  - a) Communication between bank end user and HRMS Server is secure.
  - b) All the HRMS hosting components is with antivirus coverage with latest patterns.
  - c) Monitoring of antivirus, anti-malware, phishing and malware related events.
  - 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.
  - g) Periodic review of Security configuration/policy and suggest improvements
  - h) Daily reviewing of logs such as abnormal traffic, unauthorized login attempts, assessing any vulnerable points
  - i) Regular hardening and patch management of components of the HRMS as agreed with Bank.



## 44. NETWORK CONNECTIVITY

- ❖ The existing WAN infrastructure shall be utilized for accessing the HRMS application.
- ❖ The bidder shall have the provision for network connectivity at the Data Center for hosting the application over the bank network.
- ❖ The application should be designed in such a way that the network utilization should be as least as possible if the application is used by all the users at a time.

## 45. FACILITY MANAGEMENT ENGINEERS

### For Application Support

- ❖ 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.
- ❖ In case any of the FM engineer is on leave, suitable substitute to be provided during the period of leave.
- ❖ In future if Bank requires additional Facility Management resources, the bidder should provide additional resources at the rates finalized through this tender process.
- ❖ A background verification report of the engineer deployed should be submitted, before the engineer is allowed to work onsite as a Facility Management engineer.
- ❖ The required desktop and seating space for the FM engineers will be arranged by bank.
- ❖ Bank will be regularly conducting audits, VA & PT and bidder extend necessary support for the conduct of these audits & close all the observations of these audits.
- ❖ The Facility Management should also ensure -
  - a. Maintenance of software including Backup of the Systems.
  - b. Server / database performance Monitoring, application maintenance and Administration.
  - c. Configuring/ re-configuring the end-to-end solution whenever required as per the requirements of the Bank.
  - d. Call logging and follow up with OEM.
  - e. Maintenance and troubleshooting of Operating system / database issues including patch & vulnerability management as per banks requirement, version upgrades of Operating system /database / Application Software etc., Hardening of the operating system/application software & other software components installed for the solution. Implementation of security Policy, configuring storage and backup devices & backup policies etc., as per the requirement of the bank.
  - f. Smooth running of HRMS application.
  - g. Follow Change Management and configuration controls as per Bank's policy. Assessing impact of change on the security & implement after obtaining permission from bank
  - h. Providing support to the users.
  - i. Maintaining reports with respective to SLA/ uptime guaranteed and submission of reports on Monthly basis as per requirement of the bank.
  - j. Scheduling and taking backup of the entire setup.
  - k. Any other work assigned by Bank from time to time.
  - l. Online analysis of issues raised by branches and guiding them for closure
  - m. Monitoring and checking the various logs.
  - n. Data correction activity for migration related problems and follow up with Bank team.
  - o. Fine tuning of queries for improving the performance of servers.
  - p. Deployment of customization items (both new and modified)
  - q. Review with bank team at least once in a month about production issues and resolving the same.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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- r. Patch deployment, testing and moving to production.
- s. Report on incidents and root cause analysis
- t. Checking and fixing of errors reported
- u. Support for generation of all the reports and customization for MIS required by the Bank time to time.
- i. To assist bank users in menus/flows/services by attending to calls or mails
- ii. Support should be provided in Tamil or English only.
- iii. All the calls received from the users are to be logged in and close the call with in time limit
- iv. The Helpdesk should be available as per the availability of IT Team at Head Office (10 AM to 7 PM) on all Bank working days. If required necessary support is to be extended on any non- working days also.

## 46. TRAINING TO BANK STAFF

Bidder has to provide hands on training to few identified Bank officials at HO Salem which should cover in-depth System functionality, System Administration, User and Data Management, System Backup and Restore, System Troubleshooting, MIS training.

The scope of the training shall include the following:

- ❖ User Manual for each and every menu covering all the functionalities in the HRMS application.
- ❖ Training on all modules should be carried out at Head Office, Salem for 50 Officers.
- ❖ The bank shall arrange all the necessary infrastructure such as space, power, network connectivity and projectors, etc. at the training locations for carrying out training.
- ❖ Any kind of expense related to travel, lodging, boarding, etc. of the trainers should have to be borne by the bidder.

## 47. MEAN TIME BETWEEN FAILURES (MTBF)

If during the Contract period [If contracted], any hardware and/or software items fails on three or more occasions in a quarter, such hardware and/or software items shall be replaced by equivalent / superior new hardware and/or software items by the bidder at no additional cost to the Bank.

## 48. DEFECT LIABILITY

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the Contract period (if contracted) of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.

## 49. SUBCONTRACTING

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.



## 50. INTELLECTUAL PROPERTY RIGHTS

- ❖ Bidder warrants that the inputs provided shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. Bidder warrants that the deliverables shall not infringe upon any third party intellectual property rights, including copyrights, patents and other intellectual property rights of any nature whatsoever. The bidder should ensure that the Hardware and Software supplied to the Bank shall not infringe the third party intellectual property rights, if any. The bidder has to ensure that third party rights are not infringed even in case of equipment /software supplied on behalf of consortium as bidder.
- ❖ In the event that the Deliverables become the subject of claim of violation or infringement of a third party's intellectual property rights, bidder shall at its choice and expense: [a] procure for Bank the right to continue to use such deliverables; [b] replace or modify such deliverables to make them non-infringing, provided that the same function is performed by the replacement or modified deliverables as the infringing deliverables; or [c] if the rights to use cannot be procured or the deliverables cannot be replaced or modified, accept the return of the deliverables and reimburse bank for any amounts paid to bidder for such deliverables, along with the replacement costs incurred by Bank for procuring an equivalent equipment in addition to the penalties levied by Bank. However, Bank shall not bear any kind of expense, charge, fees or any kind of costs in this regard. Notwithstanding the remedies contained herein, the bidder shall be responsible for payment of penalties in case service levels are not met because of inability of the bank to use the proposed solution.
- ❖ The indemnification obligation stated in this clause apply only in the event that the indemnified party provides the indemnifying party prompt written notice of such claims, grants the indemnifying party sole authority to defend, manage, negotiate or settle such claims and makes available all reasonable assistance in defending the claims [at the expenses of the indemnifying party]. Notwithstanding the foregoing, neither party is authorized to agree to any settlement or compromise or the like which would require that the indemnified party make any payment or bear any other substantive obligation without the prior written consent of the indemnified party. The indemnification obligation stated in this clause reflects the entire liability of the parties for the matters addressed thereby.
- ❖ The bidder acknowledges that business logics, work flows, delegation and decision making processes of Bank are of business sensitive nature and shall not be disclosed/referred to other clients, agents or distributors of Hardware/Software

## 51. SECURITY

- ❖ The Bidder should adhere security and privacy framework in line with MeitY, ISO 27001 and as per other legal and regulatory requirements.
- ❖ The application should be configured such that the access to the customer information must support user level authentication and access rights
- ❖ The application should be configured to enforce role-based access based on users, groups, roles, etc. The application should be configured to setup users, groups, roles, and their permissions.
- ❖ The application should be configured to manage and provide access control to different applications so that not all users should be able to access all the applications
- ❖ The application should be implemented to delegate some additional functionality at the user level, e.g.: change password functionality should be given to user.
- ❖ 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.
- ❖ Bidder should maintain audit trail that includes the following, at a minimum:



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- Every user activity
- All changes in the server such as creation of user, change of permissions/services, Server configuration etc. and Administrator Activities.
- ❖ Bidder should ensure that any modifications and deletions to the audit log and any such attempts should also be logged.
- ❖ The proposed solution shall be audited by an internal or a third party to audit on network, application and server security mechanisms

## 52. SERVICE LEVELS

- ❖ Bank expects that the Bidder shall be bound by the Service Levels described in this document and shall be applicable for a period of five years from the date of Purchase Order.
- ❖ Bank intends to enter into a "Service Levels Agreement" with the Bidder in order to provide complete utility of the enhanced service that could be provided to the staff of Bank.
- ❖ The Bidder shall have to enter into an agreement with Bank for Implementation and Maintenance of HRMS application.
- ❖ The SLA will be reviewed on a Quarterly basis.
- ❖ The expected time lines for the complete implementation of HRMS application is 6 months from the date of acceptance of PO within which SRS incl. Roll Out Plan shall be finalised within 1 month.
- ❖ The Liquidated Damages for delay in completion and deliverables shall be at 1% per week of TCO. Any such Liquidated damages shall not relieve the bidder from carrying out the works for complete roll out of HRMS or any other obligations under this contract. The Delays not on part of Bidder shall not be considered for arriving at liquidated damages.
- ❖ TCO will be total cost of ownership for 5 years

## 53. UPTIME REQUIREMENT

- ❖ The system is said to be up when user is able to use the system without any performance problem or glitches. The system needs to be up 99% of the total hours.
- ❖ 
$$\text{Uptime (\%)} = \frac{(\text{Sum of total hours during month} - \text{Sum of downtime hours during month}) \times 100}{\text{Sum of total hours during month}}$$
- ❖ Scheduled downtime shall be deducted from the total hours during the month. Scheduled downtime should not be in office hours and only after consultation of bank, the scheduled down time is to be announced.
- ❖ Scheduled downtime means the application is not available on account of failure of application or system or infra provided by the bidder. The Scheduled downtime shall be calculated from the time the user reports unavailability or the tool that captures the metrics.
- ❖ The Bidder up should deploy monitoring tools to measure and report the SLAs, that incorporates actuals and expected performance, to the bank on monthly basis.
- ❖ Deductions will be made from any kind of payment due to the bidder by the bank.

## 54. PENALTIES

### A) PENALTIES DUE TO DOWNTIME APPLICATION

- ❖ The bidder shall guarantee 99% uptime of the application. The Bidder shall be liable for liquidated damages for uptime maintained below 99% in every month for any of the application. Availability shall be measured at each service level and not at application level.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- ❖ The applicable penalties would be the same irrespective of the root cause.
- ❖ The following will be penalty applicable monthly during which uptime is observed on lower side i.e.,
  - Uptime of 99% or above: No Penalty
  - Uptime less than 99% to 98%: 0.1% of TCO
  - Uptime less than 98% to 97%: 0.2% of TCO
  - Uptime less than 97% to 96%: 0.3% of TCO
  - Uptime less than 96% to 95%: 0.4% of TCO and so on and so forth. However, Maximum penalty under this can be of 5 % of TCO
- ❖ The penalty will be deducted from any of the payment due for the bidder.
- ❖ Penalties, if any shall be calculated for every month and recovered from the charges payable or from the PBG amount.

## B) PENALTIES DUE TO SLOW APPLICATION RESPONSE

- ❖ The bidder shall ensure that application is giving normal transaction response time i.e., 10 seconds per page loading/submission etc.,
- ❖ The applicable penalties would be the same irrespective of the root cause. Penalty at the rate of Rs.1,00,000/- will be applied for every half an hour of transaction response slowness. Response time will be measured on monthly basis.
- ❖ The penalty will be deducted from any of the payment due for the Service Provider.

## C) PENALTIES DUE TO MIGRATION DATA ACCURACY

- ❖ The bidder shall guarantee 100 % accuracy for data migration. The Bidder shall be liable for liquidated damages if the data accuracy falls below 100%.
- ❖ The percentage shall be calculated total no of error free records migrated/ total no of records migrated in that batch.
- ❖ 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 %.

## D) PENALTIES DUE TO NON-RESOLUTION OF ISSUES RAISED TO HELPDESK/ SUPPORT TEAM

All the calls are to be logged into and ticket number should be generated. The penalty will be deducted from any of the payment due for the Service Provider

| S No | Area            | Description  | Mean time to Closure | Every Hour ( After Meantime) |
|------|-----------------|--|----------------------|------------------------------|
| 1    | Critical Issues | Issue affecting Majority of the users(>50% active users) which can be considered as outage of HRMS | 6 Hrs.               | 1,00,000                     |
| 2    | Medium Issues   | Issue affecting limited number of users  | 24Hrs.               | 1,00,000                     |
| 3    | Normal Issues   | Issues that are non-critical and not show stoppers.  | 48 Hrs.              | 1,00,000                     |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## E) PENALTIES FOR DELAYED IMPLEMENTATION OF THE HRMS APPLICATION

- ❖ The Bidder is expected to complete the responsibilities that have been assigned on time.
- ❖ The bidder should ensure implementation of HRMS application with all the functional requirements.
- ❖ As a deterrent for delay, Bank would levy penalties for delays attributable to the Bidder.
- ❖ Notwithstanding the Bank's right to cancel the order, liquidated damages at 1 % of TCO of the Project Cost will be charged for every week delay in implementation.

## F) PENALTIES RELATED TO FACILITY MANAGEMENT

- ❖ The engineer should be punctual and sign on the register provided at the office.
- ❖ Facility Management resources should be compensated with similar resources for their non-availability.
- ❖ In the case of unauthorized absence, a penalty equivalent to per day cost of the person will be levied. In case of non-availability of resource for three days continuously will attract a deduction in resource cost for one corresponding week.
- ❖ The penalty will be deducted from any of the payment due for the Service Provider.

## G) PENALTIES DUE TO DOWNTIME APPLICATION

- ❖ All customization entrusted to the bidder should be completed within timelines agreed while finalization of the approach document. If serious bugs are observed during testing, customization will be treated as not delivered.
- ❖ Bank reserves the right to charge penalty for delayed delivery of customization at the rate of 5 % of the customization cost per week. The penalty will be increased to 10% per week for the delay beyond 2 weeks from the stipulated delivery date. This will be applicable even if the customization is developed by a third party OEMs
- ❖ The penalty will be deducted from any of the payment due for the Service Provider.

## 55. PRICING

### A) PRICE COMPOSITION

- ❖ The price quoted when the commercial bid is called for should be in Indian Rupees on a fixed price basis and should include the following:
- ❖ One time implementation cost.
- ❖ Subscription cost for 5 years
- ❖ Facility Management (Support) Charges for 5 years
- ❖ The solution provided should be complete and no other costs will be entertained.

The Present position and Projection of staff and pensioners for the next 5 years are as below:

| Description | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | March 2029 |
|-------------|------------|------------|------------|------------|------------|------------|
| Staff       | 2818       | 2900       | 2975       | 3050       | 3125       | 3200       |
| Pensioners  | 891        | 930        | 969        | 988        | 1001       | 1015       |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

Bidder have to consider the above staffing pattern and provide annual subscription cost module- wise. Module-wise staffing pattern to be considered are as follows.

- ❖ Staff + Pensioners for employee master
- ❖ Pensioners for pension module
- ❖ Staff + Pensioners for self-service portal
- ❖ Staff for all other modules
- ❖ The prices quoted should be valid for a period of 5 years from the date of issue of purchase order. The same will be considered for TCO calculation purpose.
- ❖ Bank have discretion to place order for different quantity as per the requirement.
- ❖ The quantities indicated in the price bid are projections for the next 5 years and the payment will be made on actual user count in a month.
- ❖ Bank reserves the right to increase or decrease the quantum of purchase by 10% in respect to the quantity (Number of Employees per module) specified in this tender at the same rate arrived at, on the Terms and Conditions of this Tender
- ❖ All tools, tackles, testing instruments, consumables, vehicles, transportation, boarding, etc., as required for commissioning / maintenance /updating patch etc., shall be provided by the Bidder at no extra cost to the Bank for completing the scope of work as per this RFP.
- ❖ Prices quoted should include all taxes, duties, GST and levies
- ❖ Prices shall be inclusive of all costs to be charged and segregated into onetime costs and recurring costs, taking care of the end to end solution. Taxes, duty, service taxes, GST/VAT, Govt., charges or any other cost should be mentioned specifically.
- ❖ In case the equipment is to be imported, the SI is required to do all such processes like customs clearance etc., without involving the Bank in any manner at any stage. It will be the responsibility of the SI to abide by all the statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. Bank accepts no responsibility or liability in this regard.

## B) PRICE VALIDITY

The price finalized shall remain valid for a period of five years from the date of such finalization.

## C) PAYMENT TERMS

- ❖ Bank's standard payment terms are only applicable. No advance will be paid against the Purchase order.
- ❖ SRS shall be finalised within 1 month from the date of PO acceptance. The expected time lines for the complete implementation of entire HRMS application as per finalised SRS is 6 months from the date of acceptance of Purchase Order.
- ❖ All payments will be released only after successful implementation of HRMS solution as per the SRS finalised.
- ❖ The terms of payment will be as follows.

| S.No | Payment Stages    | Percentage of Payment | Condition/Remarks   |
|------|-------------------|-----------------------|---|
| 1.   | Subscription cost | Monthly               | Payment shall be made in Arrears after deducting LD if any & taxes against submission of invoice after the date of GoLive |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |                          |               |   |
|----|--------------------------|---------------|---|
| 2. | Implementation cost      | One Time Cost | Payment shall be made in arrears after successful completion of the solution by deducting LD if any & taxes against submission of invoice after GoLive date |
| 3. | Facility Management Cost | Monthly       | Payment shall be made in Arrears after deducting LD if any & taxes against submission of invoice  |

- ❖ Sign off will be given only after complete roll out of HRMS application (Web and Mobile) with all the functional requirements as per finalised SRS.
- ❖ Invoices should be clear, legible, transaction wise and activity wise. Invoices raised otherwise will be summarily rejected.
- ❖ The Bidder has to include all costs like Travel, Lodging & Boarding, Local Travel expenses, etc. incurred during the period and Bank will not bear any additional costs on these.
- ❖ In case of delayed delivery or incorrect delivery, then date of receipt of the correct and final component shall be treated as delivery date for penalty and other calculations. Bidder shall quote all the figures in numbers followed by in words enclosed in brackets in all commercial bid.
- ❖ Further, the above payments will be released only after submission of PBG and signing of SLA, Integrity Pact and Non-Disclosure Agreement by Successful Bidder.
- ❖ Any change in the tax rate will be considered while making payments. Any upward revision in taxes will be paid by the Bank; benefit due to any reduction in taxes is to be passed on to bank.
- ❖ Bank will not consider any other payment terms even if it is mentioned in the offer letter.
- ❖ Invoices should be clear, legible, site/location wise and activity wise. Invoices raised otherwise will be summarily rejected. Amounts pertaining to different sites/locations/activities should not be clubbed together.
- ❖ Please note that Originals of invoices (plus One Copy) reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed.
- ❖ The vendor has to submit commissioning reports duly signed by the Bank officials of the respective Branch/offices while claiming payment. The invoice and installation report should contain the details of the services delivered as per Bill of Material.
- ❖ Payment shall be released within 30 days of submission of relevant documents as per RFP terms.
- ❖ The payments will be released through NEFT/RTGS after deducting the application LD/Penalty, TDS if any, centrally by Head Office at Salem respectively and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

## 56. TAX DEDUCTION AT SOURCE

Wherever the laws and regulations require deduction of such taxes at the source of payment, Bank shall effect such deductions from the payment due to Service Provider. The remittance of amount so deducted and issuance of certificate for such deductions shall be made by Bank as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve Service Provider from his responsibility to pay any tax that may be levied in India on income and profits made by Service Provider in respect of this Contract.

Service Provider's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and Service Provider shall perform such duties in regard to such deductions



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

thereof as may be imposed on him by such laws and regulations.

## 57. NOTICES

Notice or other communications given or required to be given under the Contract shall be in writing and shall be hand-delivered with acknowledgement thereof, or transmitted by registered post, or by registered e-mail. Any notice or other communications shall be deemed to have validly given on date of delivery if hand-delivered; if sent by registered post, then on the expiration of seven days from the date of posting; and if transmitted by e-mail, then on the next business date after the date of transmission

## 58. ORDER CANCELLATION/TERMINATION OF CONTRACT

- ❖ The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
  - ❖ Delay in delivery beyond the specified period for implementation.
  - ❖ Serious discrepancies noted in the items implemented.
  - ❖ Breaches in the terms and conditions of the Order.
- ❖ The Bank reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
  - ❖ Non submission of acceptance of order within 7 days of order.
  - ❖ Excessive delay in execution of order placed by the Bank.
  - ❖ The selected bidder commits a breach of any of the terms and conditions of the bid.
  - ❖ The bidder goes in to liquidation voluntarily or otherwise.
  - ❖ Failure to maintain guaranteed uptime
  - ❖ Mergers or amalgamation of Banks
  - ❖ An attachment is levied or continues to be levied for a period of 7 days upon the effects of the bid.
  - ❖ The progress made by the selected bidder is found to be unsatisfactory.
  - ❖ If the project is not completed as per the agreed time lines as per RFP.
  - ❖ If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.
- ❖ After the award of the contract, if the selected bidder DOES NOT PERFORM SATISFACTORILY OR DELAYS EXECUTION OF THE CONTRACT, the Bank reserves the right to terminate the contract by giving one months' advance notice for the same. However, during all such times, when contract is terminated, the bank shall make alternative arrangements within a period of 6 months and till an alternative arrangement is made or till the expiry of six months, the selected bidder shall render all the services and support as agreed as per the original terms of contract
- ❖ Bank also has the right to cancel the contract and EXIT WITHOUT CAUSE by giving 6 months advance notice. However, the Bidder should continue to render all the services and support as agreed as per the original terms of contract till the expiry of Notice Period.
- ❖ However, the bank shall pay to the bidder amount due to him towards the product and services already provided/rendered as per the contract. Such payment shall be subject to other terms and conditions of RFP like LD etc.
- ❖ The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

❖ In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

## 59. TRANSFER OF DATA POST TERMINATION OF CONTRACT

### A) TRANSFER OF CONFIGURATION MANAGEMENT DATABASE

6 (six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement Service Provider shall deliver to Bank a full, accurate and up to date cut of content from the Configuration Management Database (or equivalent) used to store details of Configurable Items and Configuration Management data for all products used to support delivery of the Services.

### B) TRANSFER OF ASSETS

6 (six) months prior to expiry or within 2 (two) week of notice of termination of the Agreement Service Provider shall deliver to Bank the Asset Register comprising:

- ❖ a list of all Assets eligible for transfer to Bank; and
- ❖ a list identifying all other Assets, (including human resources, skillset requirement and know-how), that are ineligible for transfer but which are essential to the delivery of the Services. The purpose of each component and the reason for ineligibility for transfer shall be included in the list.

Within 1 (one) month of receiving the Asset Register as described above, Bank shall notify Service Provider of the Assets it requires to be transferred, (the "Required Assets"), and Bank and Service Provider shall provide for the approval of Bank a draft plan for the Asset transfer.

In the event that the Required Assets are not located on Bank premises:

Service Provider shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by Bank or its authorised representative by the date agreed for this;

any charges levied by Service Provider for the Required Assets not owned by Bank shall be fair and reasonable in relation to the condition of the Assets and the then fair market value; and for the avoidance of doubt, Bank will not be responsible for the Assets.

Service Provider warrants that the Required Assets and any components thereof transferred to Bank or Replacement SERVICE PROVIDER benefit from any remaining manufacturer's warranty relating to the Required Assets at that time, always provided such warranties are transferable to a third party.

### C) TRANSFER OF DOCUMENTATION

6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver to Bank a full, accurate and up-to date set of Documentation that relates to any element of the Services as defined in Scope of Work.

### D) TRANSFER OF CONFIGURATION MANAGEMENT DATABASE



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement Service Provider shall deliver to Bank:

- ❖ a plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;
- ❖ full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:
  - Incidents;
  - Problems;
  - Service Requests;
  - Changes;
  - Service Level reporting data;
  - a list and topology of all tools and products associated with the provision of the Software and the Services;
  - full content of software builds and server configuration details for software deployment and management; and
  - monitoring software tools and configuration

## **E) TRANSFER OF KNOWLEDGE BASE**

6(six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement Service Provider shall deliver to Bank a full, accurate and up to date cut of content from the knowledge base (or equivalent) used to troubleshoot issues arising with the Services but shall not be required to provide information or material which Service Provider may not disclose as a matter of law.

## **F) TRANSFER OF DATA**

In the event of expiry or termination of this Agreement Service Provider shall cease to use Bank's Data and, at the request of Bank, shall destroy all such copies of Bank's Data then in its possession to the extent specified by Bank.

Except where, pursuant to paragraph above, Bank has instructed Service Provider to destroy such Bank's Data as is held and controlled by Service Provider, 1 (one) months prior to expiry or within 1 (one) month of termination of this Agreement, Service Provider shall deliver to Bank:

An inventory of Bank's Data held and controlled by Service Provider, plus any other data required to support the Services; and/ a draft plan for the transfer of Bank's Data held and controlled by Service Provider and any other available data to be transferred.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## G) TRANSFER OF SUPPORT ACTIVITIES

6 (six) months prior to expiry or within 10 (ten) Working Days of issue of notice of termination, Service Provider shall assist Bank or Replacement SERVICE PROVIDER to develop a viable exit transition plan which shall contain details of the tasks and responsibilities required to enable the transition from the Services provided under this Agreement to the Replacement SERVICE PROVIDER or Bank, as the case may be.

The exit transition plan shall be in a format to be agreed with Bank and shall include, but not be limited to:

- a timetable of events;
- resources;
- assumptions;
- activities;
- responsibilities; and
- risks.

Service Provider shall supply to Bank or a Replacement SERVICE PROVIDER specific materials including but not limited to:

- Change Request log;
- entire back-up history; and
- dump of database contents including the Asset Register, problem management system and operating procedures. For the avoidance of doubt this shall not include proprietary software tools of Service Provider which are used for project management purposes generally within Service Provider's business.

Service Provider shall supply to Bank or a Replacement SERVICE PROVIDER proposals for the retention of Key Personnel for the duration of the transition period.

On the date of expiry Service Provider shall provide to Bank refreshed versions of the materials required under paragraph above which shall reflect the position as at the date of expiry.

Service Provider shall provide to Bank or to any Replacement SERVICE PROVIDER within 14 (fourteen) Working Days of expiry or termination a full and complete copy of the Incident log book and all associated documentation recorded by Service Provider till the date of expiry or termination.

Service Provider shall provide for the approval of Bank a draft plan to transfer or complete work- in-progress at the date of expiry or termination.

## 60. TAXES AND DUTIES

❖ Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the commercial price bid by Service Provider shall include all such taxes in the quoted price.

❖ Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes and custom duty as also cost of incidental services such as transportation,



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (**Annexure-XX**).

❖ Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by Service Provider and Bank shall not be liable for the same. Only specified taxes/ levies and duties in the Appendix-F will be payable by Bank on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in Appendix-F are replaced by the new legislation of Government, same shall be borne by Bank. Bank shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Annexure-XX**

❖ Prices payable to Service Provider as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in custom duty.

❖ Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the commercial price Bid by the Bidder shall include all such taxes in the contract price.

❖ All expenses, stamp duty and other charges/ expenses in connection with the execution of the Contract as a result of this RFP process shall be borne by Service Provider. The Contract would be stamped as per Tamil Nadu Stamp Act.

## 61. CONFIDENTIALITY AND NON-DISCLOSURE

Bidder agrees that all information gathered from the Bank including oral enquires, letters, documents, emails, presentations, interactions, technical documentation, discussions with Bank's service providers and documents gathered from Bank's service providers etc. related to the Bank's business and other information identified as confidential by the Bank are confidential information of Bank.

Unauthorized disclosure of any such confidential information will amount to breach of contractual terms and in such cases Bank may pre-maturely terminate the contract and initiate any legal action as deemed fit.

The bidder shall take all necessary precautions to ensure that all confidential information is treated as confidential and not disclosed or used other than for the purpose of project execution. Bidder shall suitably defend, indemnify Bank for any loss/damage suffered by Bank on account of and to the extent of any disclosure of the confidential information. The bidder shall furnish an undertaking as given in **Annexure-X**.

No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means.

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.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## 62. INDEMINITY

The bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities (including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

The breach, default or non-performance of undertakings, warranties, covenants or obligations by the bidder;

Any contravention or Non-compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of Solution/Service supplied by them.

All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

The limits specified in above clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

All Employees engaged by the bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

## 63. BIDDER'S LIABILITY

The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Total Cost of Ownership (TCO) of the project. The bidder's liability in case of third party claims against the Bank resulting from breach of confidentiality, willful misconduct or Gross Negligence of the bidder, its employees and subcontractors or from third party claims resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.

## 64. ASSIGNMENT

❖ The vendors shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's prior written consent.

❖ If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Vendor under this RFP.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## 65. GUARANTEES

The bidder should guarantee that the hardware items delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank includes all patches, updates etc., and the same are licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

## 66. CONTACTING BANK OR PUTTING OUTSIDE INFLUENCE

Bidders are forbidden to contact Bank or its Consultants on any matter relating to this bid from the time of submission of bid to the time the contract is awarded. Any effort on the part of the bidder to influence bid evaluation process, or contract award decision may result in the rejection of the bid.

## 67. FORCE MAJEURE

Notwithstanding anything contained in this RFP, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract (to be executed with successful bidder) is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the Successful bidder and not involving the successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure event arises, the successful bidder shall notify within 30 days the Bank in writing, the successful bidder shall continue to perform its obligation under the said Contract to the extent possible, mitigate the consequences of the force majeure event and make all necessary alternative arrangements to perform their obligations and accordingly shall seek all alternative means of performance not prevented by the force majeure event.

Provided further that in case of delay of Services, which shall be solely decided by the Bank, the Bank shall not be held liable for non-performance of its obligations under the said Contract and the Bank shall have the right to terminate the said Contract without giving any further notice to the successful bidder. Bank reserves the right to assign the work to other Vendor without any consequences and claims.

## 68. SIGNING OF CONTRACT

The successful bidder(s) shall mandatorily enter into contract for five years, extendable at the option of the Bank and sign the contract form as per **Annexure-XIII** with the Bank, within 30 working days of the acceptance of Purchase Order or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in the Contract document. If the contract is not signed within the given period (30 working days), the Earnest Money Deposit (EMD) may be forfeited after a grace period of 15 working days.

The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

**Note: Working days here refers to Bank's working days in Chennai, Tamil Nadu.**





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## **69. EXECUTION OF AGREEMENT**

Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Salem as per the format to be provided by the Bank. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

## **70. AMENDMENTS TO PURCHASE ORDER**

Once purchase order is accepted by the bidder, no amendments or modifications of order and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing.

## **71. AMENDMENTS TO THE AGREEMENT**

Once contract agreement [If contracted] is executed with the bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions thereof shall be valid or binding unless made in writing and signed by both the parties.

## **72. GENERAL ORDER TERMS**

Normally, the Order will be placed on the successful bidder as per the details given in the bid document. But, if there is any change in name/address/constitution of the bidding Firm/Company at any time from the date of bid document, the same shall be informed by the bidders to the Bank immediately. This shall be supported with necessary documentary proof or Court orders, if any. Further, if the bidding Firm/Company is undergoing any re-organization/ restructuring/ merger/ demerger and on account such a change the Firm/Company is no longer performing the original line of business, the same shall be informed to the Bank. There shall not be any delay in this regard. The decision of the Bank to place orders or otherwise under such situation shall rest with the Bank and the decision of the Bank is final.

## **73. NEGLIGENCE**

In connection with the work or contravenes the provisions of General Terms, if the selected bidder neglects to execute the work with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the selected bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the selected bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the failure at the risk and cost of the selected bidder.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## 74. RESPONSIBILITY OF COMPLETENESS

The bidder shall ensure that the Solution provided [Hardware/Software etc.] meets all the technical and functional requirements as envisaged in the scope of the RFP.

The bidder shall arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard.

The Bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.

## 75. RESPONSIBILITIES OF THE BIDDER

By submitting a signed bid/response to this RFP the Bidder certifies that:

- ❖ The Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- ❖ The prices in the bid have not been disclosed and shall not be disclosed to any other bidder of this RFP.
- ❖ No attempt by the Bidder to induce any other bidder to submit or not to submit a bid for restricting competition has occurred.
- ❖ Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with the Bank. In case such conflicts of interest do arise, the Bidder must indicate the manner in which such conflicts can be resolved.
- ❖ The Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all software and hardware to be supplied in response to this RFP shall meet the requirement of the solution proposed by the Bidder. The Bidder shall be required to independently arrive at a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to the Bank. The Bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the Bidder to fulfil all the terms and conditions of this RFP.

## 76. RESPONSIBILITIES OF THE SELECTED BIDDER

- ❖ The Selected bidder has to inform change in the management of the company, if any, to the Bank within 30 days from the date of such change during contract period.
- ❖ The Bank will call for Audited Balance Sheet of the selected Bidder at any point of time during contract period and the selected Bidder shall provide the same.
- ❖ The selected bidder shall submit updated Escalation Matrix for the product/services on a Half-Yearly basis as at the end of 31st March and 30th September during contract period.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- ❖ The selected bidder shall submit High level & Low level diagrams of Application, Security, Network and Backup Layers both at DC/DR on half-yearly basis.
- ❖ The selected bidder should conduct vulnerability assessment and penetration testing (VAPT) of their infrastructure through CERT-IN empanelled vendors and mitigate the vulnerabilities if any. VA shall be conducted half-yearly. PT shall be conducted annually. DR drills shall be conducted atleast twice in a year. The relevant reports shall to be submitted to the Bank regularly.

## 77. INTEGRITY PACT

The pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract.

Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible to participate in the bidding process.

The Bidders shall submit signed contract integrity pact along with conformity to eligibility criteria. Those bids which do not contain the above are liable for rejection.

Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.

Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.

Bidders to disclose any transgressions with any other company that may impinge on the anti- corruption principle.

Integrity pact in respect to this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

The Integrity pact agreement submitted by the bidder during the bid submission will automatically form the part of the contract agreement till the conclusion of the contract that is the final payment or the duration of the warranty/guarantee/AMC/ATS/ if contracted whichever is later.

Integrity pact shall be signed by the person who is authorized to sign the Bid. The bidder shall submit the bid/tender along with the "Integrity Pact", as per **Annexure-II** on a non-judicial stamp paper of ₹200/- along with the bid/tender document, duly signed on all pages and the details filled in properly. All pages of the Integrity Pact shall be signed by the same signatory who signs the bid document.

The signed Integrity Pact should be enclosed with the technical offer of the bid only. Bids received without the signed Integrity Pact and/or without details filled in shall be rejected.

The Name and Contact details of the Independent Extent Monitor (IEM) nominated by the Bank are as under:

1. Shri. Vishnu Agrawal. Email : Agrawal.vishnu@gmail.com



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## **78. IMPLEMENTATION, INTEGRATION, MIGRATION AND COMMISSIONING**

The successful bidder should ensure to finalise SRS within 1 month from the date of PO acceptance and implementation of the entire solution within 6 months from date of acceptance of Purchase Order.

Partial or incomplete implementation will not be considered as completion of project.

## **79. PUBLICITY**

Any publicity/ public announcement relating to the Contract, work to be carried out in Bank towards this project, Services or Deliverables is strictly prohibited. Neither Deliverables nor reference to either Party may be included or made in any prospectus, proxy statement, offering memorandum or similar document or materials prepared for public distribution. No information of any nature related to this project shall be disclosed to any third party unless otherwise necessary prior permission has been taken from other Party.

## **80. USE OF NAME / LOGO OF THE BANK**

Vendor shall not use for publicity, promotion, or otherwise, any logo, name, trade name, service mark, or trademark or any simulation, abbreviation, or adaptation of Bank or any of its affiliate, or the name of any of the bank's employee or agent, without the Bank's prior, written, express consent. The bank may withhold such consent, in case so granted by it, in its absolute discretion. Violation thereof shall constitute a material breach of the terms of this Contract and shall entitle the bank to take appropriate actions as available to it in law and under this Contract.

## **81. PRIVACY AND SECURITY SAFEGUARDS**

Bidder will process Bank's personal data on Bank's behalf as part of the Services, bidder will comply with the Information Technology Act, 2000 and its subsequent amendments, and will comply with all applicable privacy and data protection provisions and applicable laws. The Bidder shall not publish or disclose to third parties in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank Data and sensitive application software. The Bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Banks' prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

## **82. EXCHANGE RATE VARIATION**

During the contract period, the prices shall remain fixed as per the contract signed between the Bank and the Bidder, regardless of variation of exchange rate.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## 83. TERMINATION OF CONTRACT FOR CONVENIENCE

- ❖ Bank by giving 30 days written notice, may terminate the Contract, in whole or in part, at any time for its convenience.
- ❖ The notice of termination shall specify that termination is for the Successful bidder's convenience, the extent to which performance of the Successful bidder under the Contract is terminated, and the date upon which such termination becomes effective. Bank will pay for the services availed till the date of termination on submission of invoices and documents.

## 84. TERMINATION OF CONTRACT FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this Contract in whole or in part :

- if the Successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
- if the Successful bidder fails to perform any other obligation(s) under the Contract.
- If the Successful bidder, in the judgement of the Bank has engaged in corrupt or fraudulent practices or unethical practices in competing for or in executing the Contract.

'For the purpose of this clause:

**"Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

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

**"Unethical practice"** means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid.

## 85. DISPUTE RESOLUTION / ARBITRATION

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the said Contract or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996, the matter may be referred to a sole arbitrator nominated by the Bank and the award made in pursuance thereof shall be binding on the parties. The venue of the arbitration shall be Chennai. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Chennai. Successful Bidder/ Service Providers Shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the approval of bank in writing that the events are such where work cannot possibly be continued or until the decision to the contrary of the arbitrator or the umpire, as the case may be, has been obtained by Successful bidder. However, during such a contingency, the Bank shall be entitled to make alternative arrangements in any manner it deems fit, at



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

the cost of the Successful bidder which may also be adjusted by the Bank from the Performance Bank Guarantee, being treated as default so that the business of the Bank is not disrupted. Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/ other legal recourse.

## 86. BUSINESS CONTINUITY PLAN

The Bidder shall ensure to have effective business continuity and disaster recovery plan in line with Bank's BCP and DR policies. The bidder shall develop and establish a robust framework for documenting, maintaining and periodic testing of business continuity and recovery procedures and shall maintain a record of the same as per applicable law.

## 87. CONFLICT OF INTEREST

The Bidder shall disclose to the Bank in writing, all actual conflicts of interest that exist, arise or may arise (either for the bidder or the bidder's team) in the course of performing the services as per contract as soon as practical after it becomes aware of that conflict. It is clarified that providing similar services to other clients shall not be construed as a conflict of interest.

## 88. JURISDICTION

Any dispute arising out of this contract will be under the jurisdiction of courts of law in Chennai.

## 89. SOCIAL MEDIA POLICY

- ❖ No person of the bank or the contractors and third parties shall violate the social media policy of the bank.
- ❖ The following acts on the part of personnel of the bank or the contractors and third parties shall be construed as violation of social media policy:
  - Non-adherence to the standards/guidelines in relation to social media policy issued by the Bank from time to time.
  - Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of social media related systems and procedures.
  - Any unauthorized use or disclosure of Bank's confidential information or data.
  - Any usage of information or data for purposes other than for Bank's normal business purposes and / or for any other illegal activities which may amount to violation of any law, regulation or reporting requirements of any law enforcement agency or government body.

## 90. HUMAN RESOURCE REQUIREMENT

The Bidder by executing the agreement shall be deemed to have unconditionally agreed as under:

- ❖ The Bidder shall provide a contingent of well trained personnel and extend necessary mentoring and operational support to the intermediary network of agents, etc. as part of the solution/service.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

- ❖ The Bidder shall confirm that every person deployed by them on the project has been vetted through a third-party background check prior to their engagement. The Bidder shall manage the activities of its personnel or others engaged in the project, etc. and shall be accountable for all the personnel deployed/engaged in the project.
- ❖ In case the performance of the Bidder/agent/employees engaged in the project is not satisfactory or is detrimental to the interests of the Bank, The Bidder shall have to replace the said person within the time limits stipulated by the Bank. Where the Bidder fails to comply with the Bank's request, the Bank may replace the said person or their agents/employees on its own.
- ❖ No right to employment in the Bank shall accrue or arise to the employees or agents of the Bidder, by virtue of engagement of employees, agents, etc. of The Bidder for any assignment under this project. It is further clarified that the arrangement herein with the Bidder is a contract for service.
- ❖ The Bidder shall exercise due diligence and only engage persons having established identity, integrity, requisite qualifications and skills and deployment experience for all critical activities.
- ❖ The Bidder shall extend all of the outsourced banking and financial services by deploying such personal that have high integrity and meet the qualifications and other criteria stipulated by the Reserve Bank of India , Government or the Bank from time to time and agrees and undertake that during the subsistence of this agreement they will not employ any personnel/individual below the Minimum Wages fixed by appropriate Government on this behalf from time to time as per the provisions of Minimum Wages Act 1945.

## 91. SEVERABILITY

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this RFP shall not be affected or impaired.

## 92. RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA:

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs (MEA).

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority"



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

- i. In case of a company or Limited Liability Partnership (LLP), the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation

- a) "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b) "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or share-holders' agreements or voting agreements;

- i. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- ii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- iii. Where no natural person is identified under (i) or (ii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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- iv. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## 93. FORMS TO BE SUBMITTED

|   |       |
|---|-------|
| 1. BID FORM.....  | 55    |
| 2. INTEGRITY PACT.....  | 56    |
| 3. BIDDER'S INFORMATION .....   | 611   |
| 4. PERFORMANCE CERTIFICATE.....                                       | 633   |
| 5. UNDERTAKING FOR NON- BLACKLISTED .....                             | 644   |
| 6. TURNOVER AND NETWORTH CERTIFICATE .....                            | 655   |
| 7. MANUFACTURER'S (OEM) AUTHORISATION FORM .....                      | 666   |
| 8. FORMAT FOR BID SECURITY BANK GUARANTEE.....                        | 668   |
| 9. FORMAT FOR PERFORMANCE BANK GUARANTEE .....                        | 700   |
| 10. NON DISCLOSURE AGREEMENT .....                                    | 722   |
| 11. UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER.....          | 766   |
| 12. ESCALATION MATRIX (BIDDER) .....                                  | 777   |
| 13. CONTRACT FORM .....   | 778   |
| 14. TRACK RECORD FOR PAST IMPLEMENTATION .....                        | 800   |
| 15. TECHNICAL REQUIREMENTS .....                                      | 822   |
| 16. FUNCTIONAL REQUIREMENTS .....                                     | 88    |
| 17. GENERAL SEPCIFICATIONS .....                                      | 10909 |
| 18. COMPLIANCE STATEMENT .....  | 11111 |
| 19. DECLARATION FOR ELIGIBILITY CRITERIA .....                        | 1122  |
| 20. BILL OF MATERIAL .....  | 1144  |
| 21. CHECK LIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID ..... | 1166  |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-I

### 1. BID FORM

[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]

REF: HRM/01/2023-24 dated 10/06/2024

| Compliance   | Description  | Compliance (Yes/No) |
|--|--|---------------------|
| <b>Terms and Conditions</b>  | We hereby undertake and agree to abide by all the terms and conditions including all Annexure, Corrigendum(s) etc. stipulated by the Bank in this RFP. Any deviation may result in disqualification of our bid. We understand & agree that in event of being successful in the bid, we shall comply to the terms & conditions of RFP in future and shall not attempt to get the same changed from Bank later on in process of implementation, contract signing, and extension of contract and / or subsequent purchase order/s from Bank. We understand and agree that such attempts and non-compliance to RFP terms may lead to cancellation of our Contract and suitable penal action may be taken by Bank against us including invoking the EMD and/ or PBG and/ or blacklisting. |                     |
| <b>Scope of work and/ Technical Specification</b>                  | We certify that the systems/services offered by us for tender confirm to the Scope of Work and Technical specifications stipulated by Bank. (Any deviation may result in disqualification of our bid)  |                     |
| <b>RFP, Clarifications &amp; subsequent Corrigendum/s, if Any.</b> | We hereby undertake that we have gone through RFP, Clarifications & Corrigendum/s issued by Bank and agree to abide by all the terms and conditions including all Annexures, Corrigendum(s) etc. stipulated by the Bank in this RFP. (Any deviation may result in disqualification of our bid).  |                     |

Date: \_\_\_\_\_

Place: \_\_\_\_\_

### [Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-II

### **2. INTEGRITY PACT**

(On Stamp Paper)

Tamil Nadu Grama Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 and having its Head office at No 6, Yercaud road, Hasthampatti, Salem-636007, hereinafter referred to as "The Principal", which expression shall mean and include unless the context otherwise requires, its successors in office and assigns of the First Part.

M/s. \_\_\_\_\_ having its registered office at \_\_\_\_\_ hereinafter referred to as "The Bidder/Contractor", expression shall mean and include unless the context otherwise requires, successors and permitted assigns of the Second part.

#### **PREAMBLE**

The Principal intends to award, under laid down organizational procedures, contract/s for..... The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

#### **1) Commitments of the Principal**

A) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c) The Principal will exclude from the process all known prejudiced person.

B) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.



## 2) Commitments of the Bidder(s) / Contractor(s)

A) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption during any stage of bid process/contract. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or the other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposal and business details, including information contained or transmitted electronically.

d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e) The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

B) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

## 3) Disqualification from tender process and exclusion from future contracts.

If the Bidder(s)/Contractor(s) before award or during execution has committed a transgression through a violation of Clause 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## 4) Compensation for Damages

A) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Clause 3, the Principal is entitled to demand and recover the damages equivalent to earnest Money Deposit/Bid Security.

B) If the Principal has terminated the contract according to Section 3, or the Principal is entitled to terminate the contract according to Clause 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

## 5) Previous transgression

A) The Bidder declares that no previous transgression occurred in the last three years immediate before signing of this integrity pact with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprises or central/state government department in India that could justify his exclusion from the tender process.

B) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealing".

## 6) Equal treatment of all Bidders/Contractors/Subcontractors

A) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of integrity Pact by the Sub-contractor.

B) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

C) The Principal will disqualify from the tender process all the Bidders who do not sign this Pact or violate its provisions.

## 7) Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Sub contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

## 8) Independent External Monitor (IEM)

a. The Principal appoints competent and credible Independent External Monitor (IEM) for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under the Contract.

b. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/her to treat the



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairman, Tamil Nadu Grama Bank.

c. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractor.

d. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non-Disclosure of Confidential Information" and of "Absence of Conflict of Interest". In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, TNGB and recuse himself/herself from that case.

e. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and Contractor.

f. As soon as the Monitor notices, or believes to notice, a violation of this Contract, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. The Monitor will submit a written report to the CHAIRMAN, TNGB within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

g. If the Monitor has reported to the CHAIRMAN, TNGB, a substantiated suspicion of an offence under relevant IPC/PC Act, and the CHAIRMAN, TNGB has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

h. The word 'Monitor' would include both singular and plural.

i. The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

| S No | Name                | E-Mail address   |
|------|---------------------|--|
| 1    | Shri.Vishnu Agrawal | <a href="mailto:agrawal.vishnu@gmail.com">agrawal.vishnu@gmail.com</a> |

## 9) Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion future business dealings. If any claim is made/lodged during this time, the same shall be binding



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

continue to be valid despite the lapse of this pact as specified above, unless it is discharged and determined by CHAIRMAN, Tamil Nadu Grama Bank.

## 10) Other provisions

- a. This Contract is subject to Indian Law. Place of performance and jurisdiction is the "Place of award of work".
- b. The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of to the extant law in force relating to any civil or criminal proceedings.
- c. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- d. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- e. Should one or several provisions of this Contract turn out to be valid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- f. Issues like Warranty/Guarantee/ AMC/ ATS etc. shall be outside the purview of IEMs.
- g. In the event of any contradiction between the Integrity Pact and its Annexures, the Clause in the Integrity Pact will prevail.

**(For and on Behalf of Principal)**

**(For and on Behalf of Bidder/ Contractor)**

**Official Seal**

**Official Seal**

Date :

Date :

Place :

Place :

**Witness 1**

**Witness 2**

Name:

Name :

Address

Address



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-III

### 3. BIDDER'S INFORMATION

[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]

REF: HRM/01/2024-25 dated 10/06/2024

| S.No. | Information  | Particulars/ Response |
|-------|--|-----------------------|
| 1     | Company Name   |                       |
| 2     | Constitution   |                       |
| 3     | Date of Incorporation  |                       |
| 4     | Company Head Office Address  |                       |
| 5     | Registered office address  |                       |
| 6     | GSTIN  |                       |
| 7     | Whether MSE (quote registration no. and date of registration, copy to be attached)   |                       |
| 8     | Bank Account Detail: Account Number, Account Name, IFSC, Bank Name   |                       |
| 9     | Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (*Please enclose the copy of board resolution) |                       |
| 10    | Specimen Full signature  |                       |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

| 11   | Contact person's name address, telephone number, mobile number, Fax Number, EMail ID.<br>(*give at least 2 contact person's details) |   |  |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |
|--|--|---|--|---|---|--------------------------------|---------|--|--|--|---------|--|--|--|---------|--|--|--|
| 12   | Details of Service Support Centre/ Offices in Chennai  |   |  |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |
| 13   | Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.                                |   |  |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |
| 14   | Any pending or past litigation (within three years)?<br>If yes please give details   |   |  |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |
| 15   | Please mention turnover* for last three financial years and include the copies of Audited Balance Sheet in support of it.            | <table border="1"><thead><tr><th>Financial Year<br/>[For three consecutive FY]</th><th>Turnover<br/>Rs. (in Lakhs) from<br/>Indian<br/>Operations</th><th>Net<br/>Profit/<br/>Loss<br/>Rs. (in<br/>Lakhs)</th><th>Net Worth<br/>Rs. (in<br/>Lakhs)</th></tr></thead><tbody><tr><td>2020-21</td><td></td><td></td><td></td></tr><tr><td>2021-22</td><td></td><td></td><td></td></tr><tr><td>2022-23</td><td></td><td></td><td></td></tr></tbody></table> | Financial Year<br>[For three consecutive FY] | Turnover<br>Rs. (in Lakhs) from<br>Indian<br>Operations | Net<br>Profit/<br>Loss<br>Rs. (in<br>Lakhs) | Net Worth<br>Rs. (in<br>Lakhs) | 2020-21 |  |  |  | 2021-22 |  |  |  | 2022-23 |  |  |  |
| Financial Year<br>[For three consecutive FY] | Turnover<br>Rs. (in Lakhs) from<br>Indian<br>Operations  | Net<br>Profit/<br>Loss<br>Rs. (in<br>Lakhs)   | Net Worth<br>Rs. (in<br>Lakhs)               |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |
| 2020-21                                      |  |   |  |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |
| 2021-22                                      |  |   |  |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |
| 2022-23                                      |  |   |  |   |   |                                |         |  |  |  |         |  |  |  |         |  |  |  |

\*Only Bidder company / Firm figures need to be mentioned. (Not to include subsidiary, affiliate or group entities figures)

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

## [Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Compan





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-IV

### 4. PERFORMANCE CERTIFICATE

(To be provided on letter head of the issuing company)

[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]

REF: HRM/01/2024-25 dated 10/06/2024

To  
The Assistant General Manager  
HRM Department  
Head Office  
Tamil Nadu Grama Bank  
Salem – 636007

This is to certify that M/s \_\_\_\_\_ has supplied/implemented the below services.

| Name and Full Address of the Bank | Purchase Order Number and Date | Name of OEM of the Product and Model of Service Offered | Specifications (in brief) | Date of GO LIVE/ Sign Off |
|-----------------------------------|--------------------------------|---|---------------------------|---------------------------|
|                                   |                                |   |                           |                           |
|                                   |                                |   |                           |                           |

The services provided by the M/s \_\_\_\_\_ for the specified solutions are:

- a) Satisfactory
  - b) Good
  - c) Very Good
  - d) Excellent
- } [Select and tick only one]

and working fine since the date of go-live/ sign-off till date.

The certificate has been issued on the specific request of the company.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

### [Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

**Note: Bidder to attach copy of Purchase Orders, installation and Go Live certificate of the above-mentioned items**



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## Annexure-V

### 5. UNDERTAKING FOR NON- BLACKLISTED

[To be provided on letter head of the Bidder's Company]

To  
The Assistant General Manager  
HRM Department  
Head Office  
Tamil Nadu Grama Bank  
Salem – 636007

**[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]**

**REF: HRM/01/2024-25 dated 10/06/2024**

We M/s \_\_\_\_\_, a company incorporated under the Companies Act, 1956 with its headquarters at, \_\_\_\_\_ do hereby confirm that our company have not been blacklisted/ debarred by the Government / Government agency / Banks / Financial Institutions in India during last 3 years.

This declaration is being submitted and limited to, in response to the tender reference mentioned in this document.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

### **[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-VI

### 6. TURNOVER AND NETWORTH CERTIFICATE

[To be provided by Statutory Auditor/Chartered Accountant on their Letterhead]

#### **[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]**

**REF: HRM/01/2024-25 dated 10/06/2024**

This is to certify that M/s \_\_\_\_\_, a company incorporated under the Companies Act, 1956 with its headquarters at, \_\_\_\_\_ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2020-21, FY2021-22 and FY2022-23.

| <b>Financial Year (for Three Consecutive FY)</b> | <b>Annual Turnover (in Rs.)</b> | <b>Net Profit/Loss (in Rs.)</b> | <b>Net Worth (in Rs.)</b> |
|--|---------------------------------|---------------------------------|---------------------------|
| 2020-21  |                                 |                                 |                           |
| 2021-22  |                                 |                                 |                           |
| 2022-23  |                                 |                                 |                           |

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

#### **[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-VII

### 7. MANUFACTURER'S (OEM) AUTHORISATION FORM

(To be provided on the Letter head of the OEM duly signed & stamped by their Authorized Signatory)

To  
The Assistant General Manager  
HRM Department  
Head Office  
Tamil Nadu Grama Bank  
Salem – 636007

**[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]**

**REF: HRM/01/2024-25 dated 10/06/2024**

We hereby submit the following: -

1) We, M/s \_\_\_\_\_ are the OEM of the following components/devices/solution being offered to Bank through M/s \_\_\_\_\_ (Bidder's Name), who is our authorized Partner/representative in India for supply of this Product/Solution.

| S.No. | Component/ Device/ Solution Name | Model No. | Components/ devices/ solution conforms to all the technical specifications and requirements mentioned in this RFP |
|-------|----------------------------------|-----------|---|
|       |                                  |           |   |

2) We agree to provide the device/solution/component being supplied as per the scope of work and technical specifications of this RFP through our partner M/s \_\_\_\_\_

3) In case the bidder i.e. M/s \_\_\_\_\_ is not able to perform obligations as per RFP during the contract period due to any reason), we will perform the said obligations, as per given scope of work of RFP, either directly or through mutually agreed third party/any other authorized Partner of ours.

4) With reference to all the components/parts/assemble/software used inside the company products being quoted by us vide your tender cited above, we hereby undertake that all the components / parts / assembly used inside the company products/software shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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5) In case of default/unable to comply with above at the time of delivery or during implementation, for the IT asset including software already billed, we agree to take back the supplied items without demur, if already supplied and replace the same with new one.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-VIII

### 8. FORMAT FOR BID SECURITY BANK GUARANTEE

(To be stamped in accordance with stamp act)

Ref. Bank Guarantee No.

Date:

**TAMIL NADU GRAMA BANK**  
**HRM Department**  
**Head Office**  
**Salem – 636007**

Dear Sir,

In accordance with your Bid Reference No. \_\_\_\_\_ Dated \_\_\_\_\_ M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ herein after Called 'bidder') wish to participate in the said bid for **implementation of Human Resource Management Solution (HRMS) in hosted SaaS model**. An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Earnest Money Deposit amounting to Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) valid up to ' \_\_\_\_\_ ' is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the bid document.

M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ has undertaken in pursuance of their offer to Bank (hereinafter called as the beneficiary) dated \_\_\_\_\_ has expressed its intention to participate in the said bid and in terms thereof has approached us and requested us \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit (EMD) amounting to Rs /- Rupees (in words \_\_\_\_\_) valid up to \_\_\_\_\_

We, \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the bid or any violation against the terms of the bid, Without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank, on whose behalf guarantee is issued.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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**“Not withstanding anything contained herein above:**

Our liability under this Bank guarantee shall not exceed Rs \_\_\_\_\_ Rupees (in words \_\_\_\_\_). This Bank guarantee shall be valid up to \_\_\_\_\_. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than \_\_\_\_ months from the said expiry date i.e. \_\_\_\_\_, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

\_\_\_\_\_

Contact No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

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**



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-IX

### 9. **FORMAT FOR PERFORMANCE BANK GUARANTEE**

(To be stamped in accordance with stamp act)

Ref. Bank Guarantee No. -----Date:

**TAMIL NADU GRAMA BANK**  
**HRM Department**  
**Head Office**  
**Salem – 636007**

Dear Sir,

In accordance with your Purchase order No. \_\_\_\_\_ Dated \_\_\_\_\_ issued in favour of M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ herein after Called 'Successful bidder/ Supplier') who has been awarded with the work **for implementation of Human Resource Management Solution (HRMS) in hosted SaaS model**. An irrevocable Financial Bank Guarantee (issued by a Nationalized / Scheduled Commercial Bank) against Performance Bank Guarantee amounting to Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) valid up to '.....' is required to be submitted by the successful bidder, as a condition for award of said contract, which amount is liable to invoked against various penalties/ damages mentioned in the RFP dated...../ Purchase Order dated.....

We, \_\_\_\_\_ (Name of Bank) \_\_\_\_\_ (Address of Bank) having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by Bank, the amount Rs. \_\_\_\_\_ Rupees (in words \_\_\_\_\_) without any reservation, protest, demur and without the beneficiary needing to prove or demonstrate reasons for its such demand. Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the successful bidder.

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period on receiving instructions in writing, from Bank.

**“Not withstanding anything contained herein above:**

Our liability under this Bank guarantee shall not exceed Rs \_\_\_\_\_ Rupees (in Words \_\_\_\_\_).

This Bank guarantee shall be valid up to \_\_\_\_\_.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if you serve upon us a written claim or demand not later than \_\_\_\_months from the said expiry date i.e.\_\_\_\_\_, on or before hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us at following address:

\_\_\_\_\_

Contact No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

In witness whereof the Bank, through its authorized officer has set its hand stamped on this \_\_\_\_\_  
\_\_\_\_ Day of \_\_\_\_\_ 202\_\_ at \_\_\_\_\_

Name of Authorised Signatory:

Designation:

Email ID:

Contact No.:

Bank Common Seal



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-X

### **10. NON DISCLOSURE AGREEMENT** (on stamp paper of appropriate value)

This Nondisclosure Agreement (hereinafter referred to as "Agreement") is entered into at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

Between

M/s \_\_\_\_\_ (Insert Name of the Successful Bidder) a company within the meaning of Companies Act, 1956, having its Registered Office at \_\_\_\_\_ (herein after called 'Successful Bidder')

And

Tamil Nadu Grama Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 and having its Head Office at No 6, Yercaud road, Hasthampatti, Salem-636007.

Successful Bidder and the Bank shall hereinafter jointly be referred to as "Parties" and individually as a "Party"

The Successful Bidder and Bank would be having discussions concerning the establishment of and during continuance of a business relationship between them as per Contract dated \_\_\_\_\_. In the course of such discussions and negotiations, it is anticipated that either party may disclose or deliver to the other party certain of its trade secrets or confidential or proprietary information for the purpose of enabling the other party to evaluate the feasibility of such a business relationship. The parties have entered into this Agreement, in order to assure the confidentiality of such trade secrets and confidential and proprietary information in accordance with the terms of this Agreement. As used in this Agreement, the party disclosing Proprietary Information (as defined below) is referred to as the 'Disclosing Party' and will include its affiliates and subsidiaries, the party receiving such Proprietary Information is referred to as the 'Recipient', and will include its affiliates and subsidiaries.

Now this Agreement witnesses: -

#### **1) Proprietary Information:**

As used in this Agreement, the term 'Proprietary Information' shall mean all trade secrets or confidential or Proprietary Information (except personal information) designated as such in writing by the Disclosing Party, whether by letter or by the use of an appropriate prominently placed Proprietary stamp or legend, prior to or at the time such trade secret or confidential or Proprietary Information is disclosed by the Disclosing Party to the Recipient. Notwithstanding the forgoing, information which is orally or visually disclosed to the recipient by the Disclosing Party or is disclosed in writing unaccompanied by a covering letter, proprietary stamp or legend, shall constitute proprietary information if the disclosing party, within 10 (ten) days after such disclosure, delivers to the Recipient a written document or documents describing such Proprietary Information and referencing the place and date of such oral, visual or written disclosure and the names of the employees or officers of the Recipient to whom such disclosure was made.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## 2) Confidentiality:

a) Each party shall keep secret and treat in strictest confidence all confidential information it has received about the other party or its customers and will not use the confidential information otherwise than for the purpose of performing its obligations under this Agreement in accordance with its terms and so far as may be required for the proper exercise of the Parties' respective rights under this Agreement.

b) The term 'confidential information' shall include all written or oral information (except personal information) (including information received from third parties that the 'Disclosing Party' is obligated to treat as confidential) that is (i) clearly identified in writing at the time of disclosure as confidential and in case of oral or visual disclosure, or (ii) that a reasonable person at the time of disclosure reasonably would assume, under the circumstances, to be confidential. Confidential information shall also include, without limitation, software programs, technical data, methodologies, know-how, processes, designs, new products, developmental work, marketing requirements, marketing plans, customer names, prospective customer names, customer information and business information of the 'Disclosing Party'.

## 3) Non-Disclosure of Proprietary Information:

For the period during the Contract or its renewal, the Recipient will:

a) Use such Proprietary Information only for the purpose for which it was disclosed and without prior written consent of the Disclosing Party shall not use or exploit such Proprietary Information for its own benefit or the benefit of others.

b) Protect the Proprietary Information against disclosure to third parties in the same manner and with the reasonable degree of care, with which it protects its confidential information of similar importance: and

c) Limit disclosure of Proprietary Information received under this Contract to persons within its organization and to those 3rd party contractors performing tasks that would otherwise customarily or routinely be performed by its employees, who have a need to know such Proprietary Information in the course of performance of their duties and who are bound to protect the confidentiality of such Proprietary Information.

## 4) Limit on Obligations:

The obligations of the Recipient specified in Clause 3 above shall not apply and the Recipient shall have no further obligations, with respect to any Proprietary Information to the extent that such Proprietary Information:

a) is generally known to the public at the time of disclosure or becomes generally known without any wrongful act on the part of the Recipient,

b) is in the Recipient's possession at the time of disclosure otherwise than as a result of the Recipient's breach of a legal obligation;

c) becomes known to the Recipient through disclosure by any other source, other than the Disclosing Party, having the legal right to disclose such Proprietary Information.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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- d) Is independently developed by the Recipient without reference to or reliance upon the Proprietary Information; or
- e) Is required to be disclosed by the Recipient to comply with applicable laws or governmental regulation, provided that the recipient provides prior written notice of such disclosure to the Disclosing Party and takes reasonable and lawful actions to avoid and/or minimize the extent of such disclosure.

## 5) Return of Documents:

The Recipient shall, upon the request of the Disclosing Party, in writing, return to the Disclosing Party all drawings, documents and other tangible manifestations of Proprietary Information received by the Recipient pursuant to this Contract (and all copies and reproductions thereof) within a reasonable period. Each party agrees that in the event it is not inclined to proceed further with the engagement, business discussions and negotiations, or in the event of termination of this Contract, the Recipient party will promptly return to the other party or with the consent of the other party, destroy the Proprietary Information of the other party.

## 6) Term:

The obligation pursuant to Clause 2 and 3 (Confidentiality and Non- Disclosure of Proprietary Information) will survive even after termination of the term of the Contract dated \_\_\_\_\_.

## 7) Damages:

The provisions of this Contract are necessary for the protection of the business goodwill of the parties and are considered by the parties to be reasonable for such purposes. Both the parties agree that any breach of this Contract will cause substantial and irreparable damages to the other party and, therefore, in the event of such breach, in addition to other remedies, which may be available, the party violating the terms of Contract shall be liable for the entire loss and damages on account of such disclosure. Each party agrees to indemnify the other against loss suffered due to breach of contract / RFP / SLA and undertakes to make good the financial loss, Litigation charges, Arbitration Charges, other charges etc caused directly or indirectly by claims brought about by its customers or by third parties.

## 8) Jurisdiction and other conditions:

- a) This Contract may not be modified, changed or discharged, in whole or in part, except by a further Agreement in writing signed by both the parties.
- b) This Contract will be binding upon and ensure to the benefit of the parties hereto and it also includes their respective successors and assigns.
- c) The Contract shall be construed and interpreted in accordance with the laws prevailing in India and parties submit to exclusive jurisdiction in the courts of Chennai.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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**9) Notice of Breach:**

Recipient shall notify the Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information by Recipient or its Representatives, or any other breach of this Contract by recipient or its Representatives and will cooperate with efforts by the Disclosing Party to help the Disclosing Party regain possession of Confidential Information and prevent its further unauthorized use.

**10) Remedies:**

Recipient acknowledges that money damages would be both incalculable and an insufficient remedy for any breach of this Contract by Recipient and that any such breach would cause Disclosing Party irreparable harm. Accordingly, Recipient also agrees that, in the event of any breach or threatened breach of this Contract, Disclosing Party, in addition to any other remedies at law or in equity it may have, shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including injunctive relief and specific performance. In witness whereof, the parties hereto have agreed, accepted and acknowledged and signed these presents, on the day, month and year mentioned herein above.

For M/s\_\_\_\_\_

**[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## Annexure-XI

### 11. UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER (to be provided on letter head of bidder)

To  
The Assistant General Manager  
HRM Department  
Head Office  
Tamil Nadu Grama Bank  
Salem – 636007

**[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]**  
**REF: HRM/01/2024-25 dated 10/06/2024**

We hereby undertake that the proposed hardware/ software/firmware to be supplied will be free of malware, free of any bugs/vulnerabilities and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

We also undertake that: -

- a) The Solution and Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:
- i. Inhibit the desires and designed function of the equipment.
  - ii. Cause physical damage to the user or equipment during the exploitation.
  - iii. Tap information resident or transient in the equipment/network.
- b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.

**Date:** \_\_\_\_\_

**Place:** \_\_\_\_\_

### **[Signature of Authorized Signatory]**

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XII

### 12. ESCALATION MATRIX (BIDDER)

(To be provided separately for technical and sales teams of the bidder in company letterhead)

To  
The Assistant General Manager  
HRM Department  
Head Office  
Tamil Nadu Grama Bank  
Salem – 636007

[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]

REF: HRM/01/2024-25 dated 10/06/2024

We hereby submit the Escalation Matrix of our Organisation (M/s\_\_\_\_\_)

| S.No. | Escalation Level   | Name | Company's Name | Designation | Contact No. | Email ID |
|-------|--------------------|------|----------------|-------------|-------------|----------|
| 1     | Escalation Level 1 |      |                |             |             |          |
| 2     | Escalation Level 2 |      |                |             |             |          |
| 3     | Escalation Level 3 |      |                |             |             |          |
| 4     | Escalation Level 4 |      |                |             |             |          |

Date: \_\_\_\_\_

Place: \_\_\_\_\_

### [Signature of Authorized Signatory]

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## Annexure-XIII

### 13. CONTRACT FORM

(To be submitted on Non - Judicial Stamp Paper)

THIS AGREEMENT made the .....day of.....20\_\_ Between Tamil Nadu Grama Bank, having its Head office at No 6, Yercaud Road, Hasthampatti, Salem-636007 (hereinafter "the Bank") of the one part and (Name of Supplier) having its Registered Office at (City

and Country of Supplier) (hereinafter called "the Supplier") of the other part:

WHEREAS the Bank invited bids vide RFP No \_\_\_\_\_ for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for ..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - (a) the Bid Form and the Commercial submitted by the Bidder;
  - (b) the Schedule of Requirements;
  - (c) the Technical Specifications;
  - (d) the Conditions of Contract;
  - (e) the Bank's Notification of Award.
3. In consideration of the payments to be made by the Bank to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Bank to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Bank hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

5. Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

| Sl. No | Brief description of goods and services | Qty to be supplied / Service to be offered | Unit price / Service Cost | Total price |
|--------|---|--|---------------------------|-------------|
| 1      |   |  |                           |             |
| 2      |   |  |                           |             |

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the said  
in the presence of:.....

(For Tamil Nadu Grama Bank)

Signed, Sealed and Delivered by the said  
in the presence of:.....

(For the supplier)



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XIV

### 14. TRACK RECORD FOR PAST IMPLEMENTATION

REF: HRM/01/2024-25 dated 10/06/2024

Name of the Bidder \_\_\_\_\_

#### List of Bidder's Major Customers in Last 5 Years and References

Please provide details of prior experience in design, deployment and implementation of HRMS Solution at other Banks/Financial institutions.

For each prior experience reference that the bidder wants to highlight, one sheet in the below template must be submitted as part of the technical bid in the proposal.

|   |  |
|---|--|
| Name of the bidder for which client reference is being provided   |  |
| Name of the client  |  |
| Country   |  |
| Client address  |  |
| Description of the assignment and the scope of services delivered by the bidder to the clients; please specify modules deployed as part of the HRMS |  |
| Description of the solution implemented. Also indicate whether it is the same as the solution proposed to the Bank.                                 |  |
| Assignment duration (in months)   |  |
| Assignment start date (Month & Year)  |  |
| Assignment end date (Month & Year)  |  |
| Total no. of staff months in the assignment   |  |
| Approximate value of contract (in INR)  |  |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XV

### 15. TECHNICAL REQUIREMENTS

[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]

REF: HRM/01/2024-25 dated 10/06/2024

| S.No | Attribute              | Description  | M / D | Bidder's Remarks |
|------|------------------------|--|-------|------------------|
| 1    | App.Architecture       | The solution should have three-tier architecture with separate WEB, APP & DB   | M     |                  |
| 2    | App.Architecture       | The solution should be accessible through webbrowsers such as Microsoft edge, Google Chrome, Safari etc  | M     |                  |
| 3    | App.Architecture       | Self-Service Module should be Mobile enabled in iOS and Android environments   | M     |                  |
| 4    | App.Architecture       | Bank shall retain ownership of all virtual machines, templates, clones, and scripts/applications created for Bank's applications.<br>Bank shall retain the right to request (or should be able to retrieve) full copies of these virtual machines at any time  | M     |                  |
| 5    | App.Architecture       | 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. | M     |                  |
| 6    | Backup and Restoration | Bidder, through its proposed CSP, shall be responsible for providing Cloud service for HRMS with RPO (Zero Data Loss) and RTO of 120 mins  | M     |                  |
| 7    | Backup and Restoration | Bidder should configure, schedule and manage backups of all the data including but not limited to files, folders, images, system state, databases and enterprise applications  | M     |                  |
| 8    | Bidder Responsibility  | Bidder shall be fully responsible for upgrades, technological refreshes, security patches, bug fixes and other operational aspects of the infrastructure that is within its scope or purview   | M     |                  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |                       |  |   |  |
|----|-----------------------|--|---|--|
| 9  | Bidder Responsibility | The bidder should provide a separate environment for UAT other than the Production environment free of cost  | M |  |
| 10 | Bidder Responsibility | Bidder shall provide interoperability support with regards to available APIs, data portability etc. for Bank to utilize in case of Change of cloud service provider.   | M |  |
| 11 | Bidder Responsibility | 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   | M |  |
| 12 | Bidder Responsibility | Bidder shall not delete any data at the end of the agreement without the approval of Bank. Bidder should retain the environment, till all the data is submitted to the Bank through a suitable media and without any changes to such data  | M |  |
| 13 | Bidder Responsibility | The bidder must provide pre and post-implementation support for the contract period.   | M |  |
| 14 | Bidder Responsibility | The bidder should comply with the Bank's IS Security policy in key concern areas relevant to the RFP -Some of the key areas include (but not limited to):<br><ul style="list-style-type: none"> <li>- Responsibilities for data and application privacy and confidentiality</li> <li>- Responsibilities on system and software access control and administration</li> <li>- Custodial responsibilities for data, software, hardware and other assets of the Bank being managed by or assigned to the bidder</li> <li>- Physical Security of the facilities, wherever required to be provided by the bidder</li> <li>- Physical and logical separation from other customers of the bidder, wherever required to be provided by the bidder</li> <li>- Incident response and reporting procedures</li> <li>- Password Policy of the Bank</li> <li>- Data Encryption/ Protection/ requirement of the Bank</li> </ul> | M |  |
| 15 | Bidder Responsibility | The bidder has to ensure seamless migration of the bank's data in the application and solution after expiry of contract period, if Bank selects another bidder after the contract period or during the contract period due to any reason   | M |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |                       |  |   |  |
|----|-----------------------|--|---|--|
| 16 | Bidder Responsibility | The Bidder must be capable of migrating data from existing HRMS/Payroll system to the Proposed HRMS/Payroll System   | M |  |
| 17 | Bidder Responsibility | Customization / Personalization of various screens and transactions – Design, Content, Color, Language, Logos, etc. should be allowed by the Bidder  | M |  |
| 18 | Bidder Responsibility | Bidder has to submit to the Bank a detailed implementation Plan. Production rollout should be done after satisfactory UAT by the Bank. The UAT includes Functional tests, Resilience tests, Benchmark Comparisons, Operational tests, Load tests etc                       | M |  |
| 19 | Bidder Responsibility | The ATS support for the proposed solution should include the following:<br>- All minor and major version upgrades during the period of contract at no extra cost<br>- Program updates, patches, fixes and critical security alerts as required<br>- Documentation updates. | M |  |
| 20 | Bidder Responsibility | Bidder should allow and arrange for IS Audit of the CSP Environment and the entire Application System whenever demanded by the Bank.   | M |  |
| 21 | Cloud Hosting         | Solution should be hosted in MeitY Compliant Cloud Data Centers  | M |  |
| 22 | Cloud Hosting         | Cloud Data Center must be ISO27001 Certified   | M |  |
| 23 | Cloud Hosting         | Solution should be hosted in minimum Tier 3 Data Center within India and in different seismic zones  | M |  |
| 24 | Cloud Hosting         | Solution should be hosted in both (DC and DR) Cloud Data Centers   | M |  |
| 25 | Cloud Hosting         | Data of the Solution must reside in India as per RBI's Data Localization Policy  | M |  |
| 26 | Cloud Hosting         | Solution should be accessible via Internet, Point to Point / MPLS, Leased Lines, OFC etc. from Bank's network and Cloud Data Centre Facilities with High Bandwidth to address latency and poor response Times.   | M |  |
| 27 | Cloud Hosting         | In case of CSP Change, the new Cloud Service Provider should adhere to the guidelines listed in this RFP and the migration should be seamless with Zero Downtime   | M |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |               |   |   |  |
|----|---------------|---|---|--|
| 28 | Cloud Hosting | Data Center operations to be in compliance with industry leading ITSM frameworks like ITIL, ISO27001<br>i. Ensure compliance to relevant SLAs<br>ii. 24x7 monitoring & management of availability & security of the infrastructure and assets<br>iii. Perform regular hardening, patch management, testing and installation of software updates issued by OEM/vendors from time to time after following agreed process<br>iv. Ensure overall security – ensure installation and management of every security component at every layer including physical security<br>v. Prepare documentation/policies required for certifications included in the scope of work<br>vi. Preventive maintenance plan for every quarter | M |  |
| 29 | Integration   | The Solution should support AD integration for enabling Single Sign-on using SAML/OAuth etc.for user login  | M |  |
| 30 | Integration   | Integration with Aadhaar database to validate demographic data  | D |  |
| 31 | Integration   | The proposed solution should be able to access services through multiple channels including but not limited to SFTP, REST and XML APIs, SQL and web-services for seamlessly integrating with bank's source systems  | M |  |
| 32 | Integration   | The Proposed Solution must support open APIs so that the Bank's different applications can be integrated with the Proposed HRMS System  | M |  |
| 33 | Security      | Cloud Service Provider should ensure adequate cyber security for the hosted infrastructure such as Anti malware, Intrusion prevention system, Firewall, Anti APT, Anti DDoS, sandboxing, Web application firewall etc.  | M |  |
| 34 | Security      | In no circumstances, the data accumulated and processed by the Cloud Data Centre/DR sites should be compromised. As such, it should be stored in a Multi-Layered Security Access Control and Authorisation Framework  | M |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |                 |  |   |  |
|----|-----------------|--|---|--|
| 35 | Security        | The Bidder should adhere security and privacy framework in line with ISO 27001 and as per other legal and regulatory requirements  | M |  |
| 36 | Security        | The Solution should check/ record/ verify authentication of source of each transaction such as user IDs, IP address, machine address etc., which is required for audit purpose   | M |  |
| 37 | Security        | Data in rest and in motion should be encrypted with atleast AES 256 in CBC mode or equivalent and using TLS 1.2 or higher  | M |  |
| 38 | Security        | The selected bidder should conduct vulnerability assessment and penetration testing (VAPT) of their infrastructure through CERT-IN empaneled vendors and mitigate the vulnerabilities if any. VA shall be conducted half-yearly. PT shall be conducted annually. The relevant reports shall to be submitted to the Bank regularly. The frequency of the VA and PT can change as per Bank | M |  |
| 39 | Security        | The software should be bug free without any back door to the hacker and the selected bidder should submit the source code audit report to the Bank as and when changes are carried out in the software.  | M |  |
| 40 | Security        | Bidder should submit Security logs on demand   | M |  |
| 41 | Security        | All the components (Web, App and DB) of the Proposed solution should be hosted in a separate Network Segment/VLAN within the Cloud DataCenter  | M |  |
| 42 | Security        | 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.  | M |  |
| 43 | Sys.Performance | Solution should offer an average Uptime of 99%. Any planned downtime for maintenance/ upgrade should be communicated 3 days in advance.  | M |  |
| 44 | Sys.Performance | Solution should be scalable and ability to support concurrent Usage of 4000 users  | M |  |
| 45 | Sys.Performance | Solution should support an average Transaction Throughput of 1000 per sec  | M |  |
| 46 | Sys.Performance | All planned outages should be in night IST and after pre-intimation to Bank  | M |  |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |                 |  |   |  |
|----|-----------------|--|---|--|
| 47 | Sys.Performance | During the time DR site is active, all HRMS services and functions should be available to the end-users  | M |  |
| 48 | Sys.Performance | Bidder should carry out frequent DR drills (minimum two in a year which can be changed by the Bank in future) to ensure DR fail over and switchback is possible smoothly   | M |  |
| 49 | Sys.Performance | Bidder should offer dashboard to provide visibility of System Performance  | D |  |
| 50 | Sys.Performance | The bidder should provide storage space of at least 5 GB per user for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc  | D |  |
| 51 | Sys.Performance | Provision to integrate with biometric devices for attendance data  | D |  |
| 52 | Sys.Performance | The solution should have ability to generate various MIS reports as per regulators/ statutory requirements. The bidder must arrange for necessary customizations wherever required during the contract period at no additional cost. (e.g. date range, user activity, status for which data has to be extracted) | M |  |
| 53 | Sys.Performance | The Proposed solution should have the capability to view / export / print files and reports in standard formats such as csv, xls, XML, pdf etc. with requisite security measures   | M |  |
| 54 | Sys.Performance | The Application architecture should have the ability to increase the number of concurrent instances to keep the application server parameters below 70% utilization (CPU, Memory, Hard disk, etc.)   | M |  |
| 55 | Sys.Performance | The Database architecture should have the ability to increase the number of concurrent instances to keep the application server parameters below 70% utilization (CPU, Memory, Hard disk, etc.)  | M |  |
| 56 | Sys.Performance | Redundancy in A/A mode should be maintained at all the Layers (Web, App and DB), Network and other devices defined in the system   | M |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XVI

### 16. FUNCTIONAL REQUIREMENTS

[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]

REF: HRM/01/2024-25 dated 10/06/2024

| SNo                                     | Requirement  | M / D | RA/CU/<br>UA | Response<br>/Remarks of<br>Bidder | Bank's<br>Evaluation |
|---|--|-------|--------------|-----------------------------------|----------------------|
| <b>MANPOWER PLANNING</b>                |  |       |              |                                   |                      |
| 1                                       | Provision to define requirement plans (periodic) in terms of specific skills, Qualifications, Experience, Designation etc. and provision for mainstream/specialist recruitment                         | M     |              |                                   |                      |
| 2                                       | Support to analyze the cadre-wise/ branch or office-wise/ department- wise staff strength – sanctioned/ working strength and the gap for which recruitment is required                                 | M     |              |                                   |                      |
| 3                                       | Facility to capture the data relating resignations/retirements/VRS/Dismissals etc.   | M     |              |                                   |                      |
| 4                                       | Facility to allow receipt of projected manpower from Regions/ Zonal offices and create a finally approved manpower plan.   | D     |              |                                   |                      |
| <b>RECRUITMENT / TALENT ACQUISITION</b> |  |       |              |                                   |                      |
| 1                                       | Facility to carry out recruitment for different types of employees separately viz.Officers, Specialist Officers, Clerks, Subordinates etc.   | M     |              |                                   |                      |
| 2                                       | Provision for special recruitment for ST/SC/OBC/ Physically Challenged / physically handicapped/ sportsperson / ex-servicemen/ specialist etc. including relaxations to the conditions for eligibility | M     |              |                                   |                      |
| 3                                       | Facility for appointment of people under compassionate grounds   | M     |              |                                   |                      |
| 4                                       | Facility to release advertisements for various posts   | D     |              |                                   |                      |
| 5                                       | Facility to automatically intimate vacancies to internal employees through mail, notices   | D     |              |                                   |                      |
| 6                                       | Facility to attach documents/ credentials in soft form as a part of the application  | D     |              |                                   |                      |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |  |   |  |  |  |
|----|--|---|--|--|--|
| 7  | Provision to capture detailed information of applicant/ candidate  | D |  |  |  |
| 8  | Facility to define the specification of the vacancy in terms of qualifications, work experience, location considerations, skills/ competencies required, additional certifications/ professional qualifications etc.   | D |  |  |  |
| 9  | Facility to maintain references and carryout References check on antecedents, character etc.   | D |  |  |  |
| 10 | Capability of the system to automatically short list candidates based on the specifications at every stage of the selection process viz. preliminary short listing, test, interview etc.                               | D |  |  |  |
| 11 | The Capability of the System to use AI / ML for Candidate Shortlisting at various stages   | D |  |  |  |
| 12 | Generation of system driven call letters (interview /test), regret letters and offer/ appointment letters through both manual as well as electronic modes  | M |  |  |  |
| 13 | Facility to record interview/ test evaluation results online in the system   | M |  |  |  |
| 14 | 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. | D |  |  |  |
| 15 | Facility to automatically transfer applicant information into employee information for candidates joining  | D |  |  |  |
| 16 | Capability to Onboard a Candidate Digitally and Seamlessly   | D |  |  |  |
|    | a) Provision for eKYC Verification of Candidate  | D |  |  |  |
|    | b) Provision to Scan the Officially Valid Documents (Aadhaar, Passport etc) using OCR  | D |  |  |  |

## HUMAN RESOURCES INVENTORY

|   |   |   |  |  |  |
|---|---|---|--|--|--|
| 1 | Capability to maintain personal information like              |   |  |  |  |
| a | Name (with capability to change of name with effective dates) | M |  |  |  |
|   | Title   | M |  |  |  |
|   | Primary Name  | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|   |   |   |  |  |
|---|---|---|--|--|
|   | Maiden Name   | M |  |  |
|   | Father's Name   | M |  |  |
|   | Mother's Name   | M |  |  |
|   | Spouse Name   | M |  |  |
|   | Any name Changed in Past  | D |  |  |
| b | Address (with capability to capture change of with effective dates)                   | M |  |  |
|   | Permanent Address   | M |  |  |
|   | Mailing Address   | M |  |  |
|   | Home State  | M |  |  |
|   | Domicile State  | M |  |  |
|   | Any other Address   | D |  |  |
| c | Others  | M |  |  |
|   | Phone nos.  | M |  |  |
|   | e-mail ids  | M |  |  |
|   | Blood group   | M |  |  |
|   | Gender  | M |  |  |
|   | Religion  | M |  |  |
|   | Caste   | M |  |  |
|   | Sub-Caste   | M |  |  |
|   | Date of Birth   | M |  |  |
|   | Marital Status/ Date of Marriage/Re-marriage  | M |  |  |
|   | Educational Qualification   | M |  |  |
|   | Professional Qualification  | M |  |  |
|   | Technical Qualification   | M |  |  |
|   | Professional Qualification after joining the service                                  | M |  |  |
|   | Identification Marks  | M |  |  |
|   | Prior Work Experience   | M |  |  |
|   | Language Known  | M |  |  |
|   | Dependent Data  | M |  |  |
|   | Details of relatives in the organization including dependents and their relationships | M |  |  |
|   | Bank Data   | D |  |  |
|   | Driving License Data  | D |  |  |
|   | Health Data   | M |  |  |
|   | National Identification (Aadhaar Number)  | M |  |  |
|   | P.F. Account Number   | M |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|   |   |   |  |  |
|---|---|---|--|--|
|   | UAN   | M |  |  |
|   | PRAN  | M |  |  |
|   | PAN   | M |  |  |
|   | Employee Photo, Signature, Finger Prints  | M |  |  |
|   | Passport Details  | M |  |  |
|   | Visa Details  | M |  |  |
|   | Bank Account Information  | M |  |  |
|   | Emergency contact details   | D |  |  |
|   | Volunteer Activities etc.   | D |  |  |
|   | Spouse employment details with details  | M |  |  |
|   | Disability details (PH/VH etc)  | M |  |  |
|   | If ex-servicemen, provision to capture details  | M |  |  |
| 2 | Capability to maintain Job Information  |   |  |  |
|   | Employees Class (Permanent Employees, Temporary Employees, Contract Workers, Project Teams) | M |  |  |
|   | Employee Category (ST/SC/OBC/EWS/Others)  | M |  |  |
|   | Location (Corporate/ Zone/ Region/Branch)   | M |  |  |
|   | Present Working Branch Code & Name  | M |  |  |
|   | Department  | M |  |  |
|   | Job Code/ Designation   | M |  |  |
|   | Grade/ Cadre  | M |  |  |
|   | Cadre wise Seniority Number(auto movement)  | M |  |  |
|   | Identity Card issued (Y/N), if Y then capture number/ issue date                            | M |  |  |
|   | Power of Attorney issued (Y/N), if Y then capture issue date                                | M |  |  |
|   | Job History Covering details of   | M |  |  |
|   | Appointments  | M |  |  |
|   | Promotions  | M |  |  |
|   | Date of promotion to present cadre  | M |  |  |
|   | Transfers- Branch to Branch, City to City, Rural to Urban, Semi urban etc.                  | M |  |  |
|   | Deputation  | M |  |  |
|   | Increments  | M |  |  |
|   | Date of Increment   | M |  |  |
|   | Disciplinary Actions  | M |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|   |   |   |  |  |  |
|---|---|---|--|--|--|
|   | Awards/Appreciations  | M |  |  |  |
|   | Date of Appointment   | M |  |  |  |
|   | Date of Joining   | M |  |  |  |
|   | Period of Probation (6/12/24)   | M |  |  |  |
|   | Facility to record No. of times probation is extended   | M |  |  |  |
|   | Date of Probation/ Confirmation   | M |  |  |  |
|   | Date of Termination/ Retirement   | M |  |  |  |
|   | Previous Employment Details   | M |  |  |  |
|   | Whether worked for erstwhile RRBs (Y/N), if Yes, then name of RRB   | D |  |  |  |
|   | Union Information (If applicable Multiple unions)   | M |  |  |  |
|   | Compensation Data including components of pay   | M |  |  |  |
|   | Training undergone details  | M |  |  |  |
| 4 | Capability to link the account no. with the payroll/pension and expenditure disbursement related activity.                                  | M |  |  |  |
| 5 | Capability to maintain all the above job and personal information with effective dates  | M |  |  |  |
| 6 | Facility to maintain concurrent jobs for employees with additional responsibilities /special duties in addition to regular responsibilities | M |  |  |  |
| 7 | Mobility – Transfers  | M |  |  |  |
|   | Inter Branch transfer   | M |  |  |  |
|   | Transfer at employee request  | M |  |  |  |
|   | Transfer on promotion   | M |  |  |  |
|   | Transfer on disciplinary grounds  | M |  |  |  |
|   | Obstacle to mobility like health, family, education etc.  | M |  |  |  |
|   | Transfer History  | M |  |  |  |
|   | Transfer based on tenure  | M |  |  |  |
| 8 | Promotions  | M |  |  |  |
|   | Time Bound  | M |  |  |  |
|   | Performance Based   | M |  |  |  |
| 9 | Employee Relations  | M |  |  |  |
|   | History of disciplinary action like date reported, nature of charge, action taken, actiondate, resolution process                           | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|                                |  |   |  |  |  |
|--------------------------------|--|---|--|--|--|
|                                | History of grievances reporting, action taken, resolution process, action taken redressal date   | M |  |  |  |
|                                | Punishment details (increment cut / Demotion etc.)   | M |  |  |  |
|                                | Court attachments  | M |  |  |  |
|                                | Other Legal issues   | D |  |  |  |
|                                | Ability to upload employee details in bulk   | M |  |  |  |
| <b>TRAINING ADMINISTRATION</b> |  |   |  |  |  |
| 1                              | Support preparation of yearly (or user defined) training calendar  | M |  |  |  |
| 2                              | Track and schedule courses for both in-house and external courses  | M |  |  |  |
| 3                              | Facility to receive "Training Needs Analysis" forms from various zones/ regions/Staff/ branches for the purpose of creating a training plan                      | M |  |  |  |
| 4                              | Support to identify training needs from the Performance Appraisal system on the basis of the development areas identified  | M |  |  |  |
| 5                              | Provision for various types of course Enrollments viz. employee enrollment, manager enrollments, training needs identification from Performance appraisal system | D |  |  |  |
| 6                              | Provision to enroll at individual level as well as at group level based on courses defined   | D |  |  |  |
| 7                              | Provision for automatic updation of employee competency based on courses completed so far  | D |  |  |  |
| 8                              | Provision to Track training budgets for Courses planned  | D |  |  |  |
| 9                              | Generate and email training letters to staff including course confirmation, cancellation and rescheduling  | M |  |  |  |
| 10                             | Compare planned and real costs   | D |  |  |  |
| 11                             | Record and review participants' feedback for various parameters viz. training facility, instructor and course materials  | M |  |  |  |
| 12                             | Maintain training history of all employees with effective dates  | M |  |  |  |
| 13                             | Facility to record test results conducted as a part of the training certification  | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|   |  |   |  |  |  |
|---|--|---|--|--|--|
| 14  | Facility to Record Absence to training   | M |  |  |  |
| <b>APPRAISAL &amp; PERFORMANCE MANAGEMENT</b> |  |   |  |  |  |
| 1   | Capability to create Performance documents with parameters for employees depending on the cadre/ grade in the organization   | M |  |  |  |
| 2   | Facility for self-appraisal as well as Superior's appraisal  | M |  |  |  |
| 3   | Facility to record superior's appraisal and approval for the appraisal   | M |  |  |  |
| 4   | Capture appraisal details as given by the appraising authority and Reviewing authority   | M |  |  |  |
| 5   | Support parameter wise ratings, weightage to each parameter final ratings, strength/ weakness and suggestions/ recommendations for improvements by the appraising/ reviewing authority | M |  |  |  |
| 6   | Facility to consolidate the overall points and calculate an overall grade for the appraisee  | M |  |  |  |
| 7   | Support maintenance of history of performance appraisals and promotions  | M |  |  |  |
| 8   | Support to generate reminder letters/ mails/ workflows to the employees/ appraising authorities in case of non- submission of self-appraisals etc.                                     | M |  |  |  |
| 10  | Support mapping Reporting and Reviewing Authority based on the role of employee  | M |  |  |  |
| 11  | Provision to Generation of acknowledgement for submission and sending final rating awarded to employee.  | M |  |  |  |
| 12  | Capability of generating Employee Performance using Frameworks like Bell Curve/ OKR/ MBO   | D |  |  |  |
| <b>LFC – MANAGEMENT AND DETAILS</b>           |  |   |  |  |  |
| 1   | Definition and maintenance of LFC details for different types of LFC depending upon the scales of the employee   | M |  |  |  |
| a   | Definition of LFC types and its maintenance  | M |  |  |  |
| b   | LFC Span   | M |  |  |  |
| c   | LFC eligibility  | M |  |  |  |
| d   | Maintain rules for LFC availment/ encashment/ carry over/ encashing PL/ lapse of LFC   | M |  |  |  |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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|--|--|---|--|--|--|
| e  | Online application and approval of LFC   | M |  |  |  |
| f  | Maintenance details of LFC employee-wise   | M |  |  |  |
| 2  | Link LFC management to employee history  | M |  |  |  |
| 3  | Provision to accounting of LFC including automatic credit of LFC and also provision with manual credit/ modification/ cancellation etc.  | D |  |  |  |
| <b>PROMOTIONS – CAREER AND SUCCESSION PLANNING</b> |  |   |  |  |  |
| 1  | Ability to create standard career paths in the organization in terms of various possible moves from the current level/ grade in the organization   | D |  |  |  |
| 2  | Ability to define the rules for promotion eligibility in terms of tenure, consistent achievement of high performance grades etc. and define additional rules in case of suspensions/disciplinary actions | M |  |  |  |
| 3  | Based on the above criteria, ability of the system in identifying employees who are eligible for promotion (general cadre, SC/ST/OBC etc.)   | M |  |  |  |
| 4  | Generation of inter-se seniority and seniority list  | M |  |  |  |
| 5  | Conducting written tests, interviews etc. for the employees identified as a part of the eligibility list   | M |  |  |  |
| 6  | Capability to capture results of written test, interview evaluation and preparation of merit list of employees for promotion   | M |  |  |  |
| 7  | Facility to intimate employees of promotion/ rejection through mail/workflow/ letters  | M |  |  |  |
| 8  | Facility to create a waiting list of employees for promotions  | M |  |  |  |
| 9  | Facility to create offer letter on Promotion   | M |  |  |  |
| 10   | Ability to identify employees based on competency/skill possessed for key positions for succession planning in advance   | M |  |  |  |
| 11   | Provision for online application for promotion   | M |  |  |  |
| 12   | Generation of hall ticket for promotion  | M |  |  |  |
| 13   | Capturing promotion exam details like total called, attendees etc  | M |  |  |  |
|  |  |   |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

| <b>LEAVE MANAGEMENT</b> |   |   |  |  |  |
|-------------------------|---|---|--|--|--|
| 1                       | Definition and maintenance of leave calendars for different types of leave depending upon the scales of the employee  |   |  |  |  |
| a                       | Definition of leave types, leave eligibility, capping of leaves   | M |  |  |  |
| b                       | Holiday schedule  | M |  |  |  |
| c                       | Leave eligibility   | M |  |  |  |
| d                       | Leave rules for encashment/availment/ carry over  | M |  |  |  |
| e                       | Online application and approval of Leaves   | M |  |  |  |
| f                       | Maintenance of Leaves Balances  | M |  |  |  |
| g                       | Linkage of Leave management to payroll process  | M |  |  |  |
| h                       | Ability to define sanctioning authority based on the type of leave and length of leave  | M |  |  |  |
| 2                       | Leave register-containing records of all types of leave, employee-wise  | M |  |  |  |
| 3                       | Provision to maintain all types of leave like CL, PL, ML and sports related, SL- extra ordinary leave, Paternity Leave, special leave, sabbatical leave, Unauthorised Leave, Unauthorised absence (strike / dharna), Extra-ordinary leave on loss of pay etc. | M |  |  |  |
| 4                       | Ability to record actual leaves taken, calculate actual leave balance at any point of time  | M |  |  |  |
| 5                       | Provision to accounting of leave including automatic credit of leave and also provision with manual credit/ debit/ modification/ cancellation etc.  | M |  |  |  |
| 6                       | Support for Leave cancellation and leave extension, amendments, advancements postponement of leave  | M |  |  |  |
| 7                       | Support Holiday calendar as per NI ACT  | M |  |  |  |
| 8                       | Support uploading of documents for SL/Maternity leave/Paternity leave/UCL/Sabbatical etc  | M |  |  |  |
| 9                       | Support for generation of leave sanction letter/rejection letter  | M |  |  |  |
| 10                      | Generate MIS on leaves availed employee-wise/branch-wise/department-wise/RO-wise etc  | M |  |  |  |
| 11                      | Ability to bulk leave debit/credit in case of strike/dharna etc   | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

| <b>MANAGEMENT OF TRANSFERS AND POSTINGS</b> |   |   |  |  |  |
|---|---|---|--|--|--|
| 1   | Facility to create workflows like tenure based, location based etc., for automation of transfer process and provision to manually amend the same.   | M |  |  |  |
| 2   | Maintenance of complete history of employee transfers since his/her recruitment   | M |  |  |  |
| 3   | Facility to request additional staff strength from regional/zonal offices and their submission  | M |  |  |  |
| 4   | Online submission of Transfer request & Generation of acknowledgement   | M |  |  |  |
| 5   | Maintenance of request transfer register for officers, clerical and subordinate staff separately and facility to generate list of eligible candidates for transfers based on criteria fixed   | M |  |  |  |
| 6   | Posting/ transfer of officers upon their Promotions, issue of transfer orders based on the identified criteria  | M |  |  |  |
| 7   | Maintenance of records for officers transferred out of parent district/state and also officers to be transferred back to home state/region/district on completion of required tenure  | D |  |  |  |
| 8   | Maintenance of transfer records of specialist transfers, identification of vacancies and issue of transfer orders based on the recommendations received from the respective specialist departments  | M |  |  |  |
| 9   | Provision to maintain temporary transfer details on compassionate/health grounds and generation of overdue cases  | D |  |  |  |
| 10  | Provision to conduct and maintain Regular transfers and transfers on promotion  | M |  |  |  |
| 11  | Generation of list of eligible staff members for transfer based on the user defined criteria (like those who completed 3 years of service at one place/region/district, those who working more than 10 year in one region, those who have not worked outside the state/region/district in a particular scale or overall position) | M |  |  |  |
| 12  | Maintenance of exemptions given in transfers with a facility to record the reasons for the same   | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|  |   |   |  |  |  |
|--|---|---|--|--|--|
| 13   | Provision to record the transfer orders cancelled/ deferred/ modified   | M |  |  |  |
| 14   | Capture of details of officers on deputation to outside agencies  | D |  |  |  |
| 15   | Capture date of relieving and Joining report submission   | M |  |  |  |
| 16   | Able to configure inter-department transfers  | M |  |  |  |
| 17   | Facility to apply for transfer grievance & processing   | M |  |  |  |
| <b>EXPENDITURE/ REIMBURSEMENTS DETAILS/WELFARE</b> |   |   |  |  |  |
| 1  | Ability to maintain Expenditure/ Reimbursement eligibilities and record for each type of Expenditure/ Reimbursement like Newspaper, briefcase, conveyance, phone bill, medical-aid etc depending on rules specified by the bank | M |  |  |  |
| 2  | Expenditure/ Reimbursement register-containing records of all types of Expenditure / Reimbursement, employee-wise, branch-wise, region-wise, department-wise  | M |  |  |  |
| 3  | Link Expenditure/ Reimbursement management to employee history  | M |  |  |  |
| 4  | Provision to accounting of Expenditure/ Reimbursement including automatic credit of Expenditure/ Reimbursement and also provision with manual credit/ modification/ cancellation etc.   | D |  |  |  |
| 5  | Support online application and approval of Expenditure/ Reimbursement viz. Newspaper, Phone Bill, sumptuary etc.  | M |  |  |  |
| 6  | Link Expenditure/ Reimbursement management like petrol, newspaper to payroll if needed.   | M |  |  |  |
| 7  | Submission of TA Bills online, sanction and generation of letter  | M |  |  |  |
| 8  | Payment of TA Bills to be recorded online and credit to respective staff account  | D |  |  |  |
| 9  | Recovery of TA Bills  | M |  |  |  |
| 10   | Request for ID Card by Staff/Ex-staff   | D |  |  |  |
| 11   | Ability to create any new reimbursements without customisations by defining payment frequency.  | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

| <b>MEDICAL AID/ HOSPITALIZATION CLAIM – MANAGEMENT AND DETAILS</b> |   |   |  |  |  |
|--|---|---|--|--|--|
| 1  | 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. | M |  |  |  |
| 2  | Online submission of claim with facility of uploading required medical reports (incase required)  | M |  |  |  |
| 3  | Approval of Claim with predefined work flow and generation of sanction letter   | M |  |  |  |
| 4  | Issue of Claim Number/Reference Number and maintenance of Claim entered/received/rejected   | M |  |  |  |
| 5  | View Claim Status/ Claim Date/ Claim Amount   | M |  |  |  |
| 6  | Bulk upload facility of claims using Excel file   | D |  |  |  |
| 7  | Hospitalization Claim register-containing records of all types of Medical Aid/ Hospitalization Claim, employee-wise   | M |  |  |  |
| 8  | Link Medical Aid/ Hospitalization Claim management to employee history  | M |  |  |  |
| <b>SUPERANNUATION BENEFITS</b>                                     |   |   |  |  |  |
| 1  | The system should support/maintain all processes & rules related to superannuation and retirement. The broad provisions required are:   |   |  |  |  |
| a  | Gratuity  | M |  |  |  |
| b  | Leave Encashment  | M |  |  |  |
| c  | Provident Fund Accumulation   | M |  |  |  |
| d  | GSLI Accumulation   | D |  |  |  |
| e  | Provision to calculate Service by considering different types of Leaves.  | M |  |  |  |
| 2  | Facility to apply for VRS   | M |  |  |  |
| 3  | Functionality for seeking liabilities from branches/offices on retirement/resignation etc   | M |  |  |  |
| 4  | Should be able to capture the reason such as resignation/VRA/compulsory retirement/accident/ death/ fraud/other issues involving disciplinary action etc.   | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|                |   |   |  |  |  |
|----------------|---|---|--|--|--|
| 5              | Facility to check pending disciplinary actions, liabilities   | M |  |  |  |
| 6              | The system should generate relieving letter to be issued to the employee as per the defined workflows   | M |  |  |  |
| 7              | Application, Calculation, sanction and disbursement of ex-gratia amount in eligible cases   | D |  |  |  |
| 8              | The system should Generate Form 15 AA for the terminal benefits like PF/Gratuity/Pension.   | M |  |  |  |
| 9              | Generation of various forms like M, L etc to be submitted to regulatory authorities like labour department in respect of Gratuity payable/paid ; Calculation ,Sanction & Disbursal of Gratuity.   | D |  |  |  |
| 10             | Application for grievances Online   | D |  |  |  |
| 11             | Application for compassionate appointments, review and generation of appointment / rejection letters based on the committee recommendations   | M |  |  |  |
| 12             | The system should facilitate online approval/ rejection of VRS requested by the employee with predefined workflows  | M |  |  |  |
| 13             | Calculation/Remittance of Income Tax on applicable benefits   | M |  |  |  |
| <b>PAYROLL</b> |   |   |  |  |  |
| 1              | 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 | M |  |  |  |
| 2              | Maintenance of cadre-wise or slab-wise details for BASIC, DA, HRA, PQP, Special Allowance, Learning & Location Allowance, INCOME-TAX, PROFESSIONAL TAX, Other Allowances as per IBA Bipartite Settlement  | M |  |  |  |
| 3              | 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.)   | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |   |   |  |  |  |
|----|---|---|--|--|--|
| 4  | Support calculation of loss of pay, half-pay, strike cut etc. and consequent adjustment in income tax payment etc.  | M |  |  |  |
| 5  | Support leave encashment on LFC and also on retirement with consequent tax adjustments  | M |  |  |  |
| 6  | Application should Support Pay fixation for all cadres on Promotion   | M |  |  |  |
| 7  | Maintain income tax rates and its rules for calculation of income tax as per rate slabs, allowing exemptions, deductions and provision for income tax calculation.  | M |  |  |  |
| 8  | Calculation of income tax forecast for each employee based on the employee declaration of savings etc.  | M |  |  |  |
| 9  | 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.  | M |  |  |  |
| 10 | Provision to declare employee investments and submit proofs online.   | M |  |  |  |
| 11 | Generation of all types of statutory reports of taxes like form 16, form 24 etc in the user-defined format  | M |  |  |  |
| 12 | Support to create and calculate (from back date, if required) any allowance in the payroll without any customisations   | M |  |  |  |
| 13 | Provision to define components of the Salary which attract DA and EPF   | M |  |  |  |
| 14 | Application for festival advance, approval and 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 | M |  |  |  |
| 15 | Calculation of overtime and linking such payments with income tax calculation   | D |  |  |  |
| 16 | List of increments falling due shall be generated in one month advance and facility shall be provided to admin to allow addition of increments or postpone increments for a specific period   | M |  |  |  |
| 17 | Support calculation and payment of bonus and consequent tax adjustments and generation of reports   | M |  |  |  |
| 18 | Recovery/Deduction of union contributions. Generation of reports of check off with a  | M |  |  |  |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |  |   |  |  |  |
|----|--|---|--|--|--|
|    | facility to locate dual membership   |   |  |  |  |
| 19 | Support recovery of all types of deductions with reports like recoveries made, overdue list etc.   | M |  |  |  |
| 20 | Support calculation and payment of arrears with consequent tax adjustments as and when pay revision happens  | M |  |  |  |
| 21 | Ability to calculate and generate supplementary/ recovery bill   | M |  |  |  |
| 22 | Support payment of subsistence allowance in case of suspended employees and facility for rephrasing various staff loans when on loss of pay and suspension   | M |  |  |  |
| 23 | Should support for generation of staff overdue loan alerts and collection of overdue in salary   | D |  |  |  |
| 24 | Support creation of PF enrollments, nominations and deduction of employee contribution to PF, Support pooling of monthly contributions to PF, VPF management system  | M |  |  |  |
| 25 | Support calculation of employer contributions to PF including both EPF and FPF part (if applicable)  | M |  |  |  |
| 26 | Supporting NPS scheme for employees joined on or after 01.04.2010 for deduction of monthly contribution, uploading to NSDL along with Bank contribution, generation of MIS etc   | M |  |  |  |
| 27 | should support NPS contributions by both employee and employer   | M |  |  |  |
| 28 | The system should have the facility to record voluntary PF contribution and link to payroll for deductions. The input for VPF to come from user with sanction note of competent authority  | M |  |  |  |
| 29 | The system should support calculation of periodic interest and crediting the amount to the accounts  | M |  |  |  |
| 30 | Mapping of PF accounts with Salary of respective staff members for credit of prescribed monthly contribution from salary   | M |  |  |  |
| 31 | Provision for online application by an employee for withdrawal or advance for eligible purposes and refund on retirement or exit from PF – rules for eligible purposes and maximum allowable limits to be captured in the system. Generate Sanction letter | M |  |  |  |
| 32 | In case of a new joinee, the system should generate the new PF code to be allocated with due communication to PF department/   | M |  |  |  |





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|                       |  |   |  |  |  |
|-----------------------|--|---|--|--|--|
|                       | pension cell   |   |  |  |  |
| 33                    | Keeping track of PRAN numbers, reminder for non-PRAN holders for submission of registration form   | D |  |  |  |
| 34                    | The system should Support PF settlement process including generation of settlement sheets and relevant vouchers for accounting   | M |  |  |  |
| 35                    | Provision for application of PF Loan / PF Advance  |   |  |  |  |
| <b>PENSION MODULE</b> |  |   |  |  |  |
| 1                     | The system should maintain rules regarding pension scheme and disbursement options that employees can avail and process the same based on the pension claim forms received (example, commuting option) | M |  |  |  |
| 2                     | Application for pension, commutation of pension etc with required documents  | M |  |  |  |
| 3                     | Calculation of pension, commutation and preparation of sanction notes  | M |  |  |  |
| 4                     | Facility to generate Pension certificate/ PPO.   | M |  |  |  |
| 5                     | provision for online approval of pension with maker checker functionality  | M |  |  |  |
| 6                     | Preparation of Pension and Family Pension sanction letters   | M |  |  |  |
| 7                     | Preparing revised sanction notes, sanction letters, updation of Pension Pass Books on account of grant of fresh Additional Qualifying Service  | M |  |  |  |
| 8                     | The system should maintain nominee details to facilitate pension processing  | M |  |  |  |
| 9                     | Calculation of family pension and disbursement   | M |  |  |  |
| 10                    | Calculation of IT on pension, deduction and generation of form 16  | M |  |  |  |
| 11                    | The system should support pension processing for pensioners - to obtain pensionslip/change of nominees/details of pension during financial year/ Tax calculations/ updation of personal details etc.   | M |  |  |  |
| 12                    | Calculation of pension/revised pension as and when pay scales are revised  | M |  |  |  |
| 13                    | Generation of monthly pension slip   | M |  |  |  |
| 14                    | Obtain declaration of savings from the pensioners regarding savings to be made by  | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|                                 |   |   |  |  |  |
|---------------------------------|---|---|--|--|--|
|                                 | them during the current financial year for the purpose of IT deduction through Self Service Module.   |   |  |  |  |
| 15                              | Submission of life certificate etc online for pensioners and generation of pending list and further course of action  | M |  |  |  |
| 16                              | Should be integrated with payroll system  | M |  |  |  |
| 17                              | Provision for recovery of loans/stoppage of recovery after closure of loan  | M |  |  |  |
| 18                              | Provision for DA rates generation   | M |  |  |  |
| 19                              | Provision for modification/issuance of duplicate PPO  | M |  |  |  |
| 20                              | Provision for automatic migration from higher to lower pension for family pensioners  | M |  |  |  |
| 21                              | Provision for automatic stoppage due to non-submission of Jeevan Pramaan  | M |  |  |  |
| 22                              | Automatic restoration of commutation portion after specific years   | M |  |  |  |
| 23                              | Provision for stoppage/hold pension for specific reason   | M |  |  |  |
| <b>LOANS</b>                    |   |   |  |  |  |
| 1                               | Provision for application and sanction of Festival Advance, Other staff loans along with document upload feature  | M |  |  |  |
| 2                               | Provision to add loan deductions on sanction and deduction to be effected on future recovery date   |   |  |  |  |
| <b>ASSETS &amp; LIABILITIES</b> |   |   |  |  |  |
| 1                               | Capability to create Assets & Liabilities documents and define parameters for each item of A&L for employees as per the format provided by bank mainly contains Assets, Liabilities and any other form. | M |  |  |  |
| 2                               | Facility to online submission, save, confirm the detail as well as submit and print the submitted data  | M |  |  |  |
| 3                               | Support maintenance of history of Assets & Liabilities details and support view of previously submitted Assets & Liabilities  | M |  |  |  |
| 4                               | Support to generate reminder letters/ mails/ workflows to the employees in case of non-submission of Assets & Liabilities etc.  | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|                                     |   |   |  |  |  |
|-------------------------------------|---|---|--|--|--|
| 5                                   | Support memo letters/ mails/ workflows to be issued to the employee in case of non-submission of Assets & Liabilities                           | M |  |  |  |
| 6                                   | Ability to apply for permission to purchase of asset and generation of NOC  | M |  |  |  |
| 7                                   | Ability to list the newly added assets during the current year  | M |  |  |  |
| <b>CHARGE TAKING REPORT PACKAGE</b> |   |   |  |  |  |
| 1                                   | Capability to maintain Charge Taking Information like Charge taking date, deviations observed, responsible persons etc                          | D |  |  |  |
| <b>ATTENDANCE</b>                   |   |   |  |  |  |
| 1                                   | Mark attendance through online with/without two factor authentication (biometric etc) at the place of posting only                              | M |  |  |  |
| 2                                   | Facility to disable two factor authentication if required   | M |  |  |  |
| 3                                   | Mapping respective forwarding/ sanctioning authority at all units   | M |  |  |  |
| 4                                   | Capturing time of attendance  | M |  |  |  |
| 5                                   | Allow exit marking in attendance  | M |  |  |  |
| 6                                   | Integration with payroll for recovery of loss of pay etc and integration with leave management, holiday master.                                 | M |  |  |  |
| 7                                   | Provide consolidated status of present/absent   | M |  |  |  |
| 8                                   | Generation of MIS on un-authorized absence  | M |  |  |  |
| 9                                   | Cancellation of attendance and approval by supervisor   | M |  |  |  |
| 10                                  | Facility to mark On Duty, on strike, absent, on deputation by supervisor  | M |  |  |  |
| 11                                  | Generation of reports like attendance summary with leave days, present days etc, staff participated in strike, monthly attendance report etc    | M |  |  |  |
| 12                                  | Facility to mark attendance on holidays where some special teams like reconciliation team works on holidays with the approval of the supervisor | M |  |  |  |
| 13                                  | Ability to request attendance from field duty   | M |  |  |  |
| 14                                  | Facility to branch head/ dept head to mark for employee when the employee is on strike/ absent/ on duty   | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|   |  |   |  |  |  |
|---|--|---|--|--|--|
| 15  | Should not permit marking attendance for future dates/ staff under suspension  | M |  |  |  |
| 16  | Capability to create Shift Roaster/ Mark shift wise duties for reconciliation and clearing related activities etc.           | M |  |  |  |
| 17  | Facility to mark Comp-Off for a Working Day against attendance on a Holiday  | M |  |  |  |
| 18  | Ability to generate report on staff working beyond time limits fixed by the Bank for better work life balance                | D |  |  |  |
| 19  | Ability to configure comp-off to be accrued based on the days worked on Holidays   | D |  |  |  |
| <b>NOC and CLEARANCE</b>                              |  |   |  |  |  |
| 1   | Able to apply for NOC for VISA/Passport, obtaining loans from within organization/other organizations                        | M |  |  |  |
| 2   | Able to obtain clearance from departments/ branches at the time of retirement/ VRS/ dismissal etc                            | M |  |  |  |
| <b>STAFF SELF-SERVICE PORTAL / MOBILE-APPLICATION</b> |  |   |  |  |  |
| 1   | Application in Android and iOS shall be provided to staff for -  |   |  |  |  |
| a   | Application of leave   | M |  |  |  |
| b   | Submission of tour diary and advance tour diary  | D |  |  |  |
| c   | Submission of bills  | D |  |  |  |
| d   | submission of tour advance   | D |  |  |  |
| e   | submission of medical aid and hospitalisation expenses   | D |  |  |  |
| f   | Generation of leave balances   | M |  |  |  |
| g   | Application for LFC/LTC  | D |  |  |  |
| h   | Submission of proof of savings for IT exemption  | D |  |  |  |
| i   | Submission of local conveyance bill using upload   | D |  |  |  |
| j   | Staff Suggestions and allocation of unique number, keeping track of status, resolution, pending suggestions                  | D |  |  |  |
| k   | Generation of pension slip, submission of life certificate, proof of savings online for pensioners (Pensioners self service) | M |  |  |  |
| l   | submission of grievances, its resolution and   | D |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|                                 |  |   |  |  |  |
|---------------------------------|--|---|--|--|--|
|                                 | updatation   |   |  |  |  |
| n                               | Ability to generate salary slip, view circulars, previous placements, promotions, dependents etc   | M |  |  |  |
| o                               | Should support Geo-fencing and Geo-Tagging   | M |  |  |  |
| p                               | Should support SIM and device binding  | D |  |  |  |
| q                               | Raise Tickets on Help Desk Management Module and Track the same  | D |  |  |  |
| r                               | Capability to Digitally Onboard  | D |  |  |  |
| s                               | Option to view e Notice Boards   | D |  |  |  |
| t                               | Option to view Rewards and Recognitions announced  | D |  |  |  |
| u                               | Capability to Integrate with Cloud based Active Directory for Credential Verification  | D |  |  |  |
| v                               | Application of Festival / Other Advance with document upload   | M |  |  |  |
| w                               | Application of PF Loan / Advances  |   |  |  |  |
| <b>INDUSTRIAL RELATIONS</b>     |  |   |  |  |  |
| 1                               | Provision to add registered trade unions   | D |  |  |  |
| 2                               | Maintenance of service regulations, pension regulations, bipartite settlements, contract copies etc  | D |  |  |  |
| 3                               | Capturing details of strike like duration, places, branches etc  | D |  |  |  |
| 4                               | Details of Court cases, their status, outcome, linkages with other cases, tracking mechanism with facility to generate automatic system alerts for dealing staff, email alerts | D |  |  |  |
| <b>INVESTIGATIONS/ENQUIRIES</b> |  |   |  |  |  |
| 1                               | Capturing the serious irregularities/frauds noticed by vigilance department, PHRD and its status   | M |  |  |  |
| 2                               | Issuance of notices/memo, seeking explanation  | M |  |  |  |
| 3                               | Formation of enquiry committees, conducting enquiries, recording minutes and submission to concerned authorities   | M |  |  |  |
| 4                               | Capturing punishments awarded, linking with payroll, attendance  | M |  |  |  |
| 5                               | Provision to Appeal by staff members   | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|               |   |   |  |  |  |
|---------------|---|---|--|--|--|
| 6             | Generation of MIS regarding investigations, enquiries   | M |  |  |  |
| 7             | Maintain the data of cases referred to Courts, CBI, CID etc   | D |  |  |  |
| 8             | Maintain the list of empanelled lawyers and allocated cases and their status  | D |  |  |  |
| 9             | Capability To issue Show cause/ Memo to employees   | D |  |  |  |
| <b>OTHERS</b> |   |   |  |  |  |
| 1             | Capability to have facility like chatbot (or) voicebot for employee Frequent Q & A configured by admin  | D |  |  |  |
| 2             | Ability to maintain Helpdesk Management to assign issues reported by employees to HR team for resolution  | D |  |  |  |
| 3             | Ability to have survey/feedback as per questionnaire set by admin   | D |  |  |  |
| 4             | Ability to configure rules/parameters to identify best performers and include the same in rewards/recognition page in employee profile  | D |  |  |  |
| 5             | Capable to maintain learning module such as configuring some topics by admin to readout mandatorily by employees  | D |  |  |  |
| 6             | Provision to set Goals for Employees  | M |  |  |  |
| 7             | Ability to configure dynamic work flows for users/functionaries/groups without code changes   | D |  |  |  |
| 8             | Ability to configure the hierarchical structure of the organization and configure staff across various verticals. Ability to define various policies without any code changes | D |  |  |  |
| 9             | Capability to give restricted/ selected access cadre-wise/ dept-wise  | M |  |  |  |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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## Annexure-XVII

### 17. GENERAL SEPCIFICATIONS

#### **[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]**

REF: HRM/01/2024-25 dated 10/06/2024

1. The solution should be under OPEX/hosted model, the selected Bidder is responsible for providing required hardware, software, license, security, Bandwidth, hosting space, power cooling, cabling, manpower etc. The bidder should not use End of life equipment, license and software as a part of solution.
2. The solution should be hosted in MEITY approved cloud.
3. The Infrastructure should have high availability architecture and also the data centers should bein different seismic zones within India.
4. The data should reside within India.
5. All the data in transit and data at rest should be encrypted.
6. The selected bidder should ensure all the cyber security for the hosted infrastructure such as Anti malware, Intrusion prevention system, Firewall, Anti APT, Anti DDoS, sandboxing, Web application firewall etc.
7. The solution should have dual factor authentication for all the users. The solution should have facility to self-service password reset.
8. The solution should have support concurrency of at least 1:10 at any point of time without any performance degradation.
9. The bidder should provide storage space of at least 5 GB per user for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc. and its availability 24x7
10. The selected bidder should ensure that backup of data is taken regularly.
11. The solution should be accessible through web browser such as Microsoft edge, Google chrome,Firefox etc.
12. The bidder should provide mobile application for IOS and Android for all the staff members/pensioners.
13. The solution should have three-tier architecture with separate WEB, APP & DB.
14. The solution should have separate setup for UAT & production.
15. The solution should ensure strong password protection ( Atleast 8 alpha numeric characters)
16. The solution should be Bandwidth efficient, user friendly, interactive with minimum response time. The selected bidder should have sufficient LAN & WAN Bandwidth, compute, memory and storage capacity to provide minimum response time.
17. The selected bidder should handover the complete data pertaining to Bank after completion ofcontract period or upon termination.
18. The selected bidder should conduct vulnerability assessment and penetration testing (VAPT) oftheir infrastructure through CERT-IN empanelled vendors and mitigate the vulnerabilities if any.VA



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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shall be conducted half-yearly. PT shall be conducted annually. The relevant reports shall to be submitted to the Bank regularly.

19. The software should be bug free without any back door to the hacker and the selected bidder should submit the source code audit report as and when changes are carried out in the software.

20. The application should be accessible from anywhere within Country.

21. MIS reports should be available on demand for all HRMS modules Branch wise, RO wise and Bankas a whole.

22. The Software should have self-service facility for password reset, uploading documents such as investment proof, transfer request, training request, Medical bills, Travel, Boarding and Lodging bills for each employee.

23. The Solution should support AD integration for enabling Single Sign-on for user login.





# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XVIII

### 18. COMPLIANCE STATEMENT

[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]

REF: HRM/01/2024-25 dated 10/06/2024

### DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

| <b>Compliance</b>  | <b>Compliance (Yes / No)</b> | <b>Remarks / Deviations</b> |
|--|------------------------------|-----------------------------|
| Terms and Conditions   |                              |                             |
| Technical & Functional Requirements for the Solution as per Annexure-XV & XVI. |                              |                             |
| General Specifications as per Annexure-XVII                                    |                              |                             |

(If left blank it will be construed that there is no deviation from the specifications given above).

Date : Signature with seal :  
Name :  
Designation :



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XIX

### 19. DECLARATION FOR ELIGIBILITY CRITERIA

(to be provided on letter head of bidder)

To  
The Assistant General Manager  
HRM Department  
Head Office  
Tamil Nadu Grama Bank  
Salem – 636007

**[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]**

**REF: HRM/01/2024-25 dated 10/06/2024**

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

| S.No | Eligibility Criteria   | Documents to be submitted with Part A-Conformity to Eligibility Criteria.  | Bidder's Response & Documents Submitted |
|------|--|--|---|
| 1    | Bidder must be a Government Organization / PSU / PSE / LLP or private / public limited company in India at least for the last 3 years as on the date of RFP. | Copy of Certificate of Incorporation and Certificate of Commencement of business   |   |
| 2    | Bidder shall be OSM or Authorized reseller/ distributor of the Application Software.   | Copy of agreement with OSM by bidder should be submitted and it should be valid for a period of 5 years from the date of submission of the bid (or) Letter of confirmation from OSM need to be submitted |   |
| 3    | The Turnover of the Bidder should be minimum Rs.20 Crore each year during last Three financial years (i.e. 2020-21, 2021-22 and 2022-23).                    | Audited Financial Statements for last Three (3) Years (i.e. 2020-21, 2021-22 and 2022-23).   |   |
| 4    | The Bidder should have positive Net Worth as on 31/03/2023.  | The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.  |   |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

|    |  |   |  |
|----|--|---|--|
| 5  | The Bidder must be net profit (after tax) making entity continuously for the last three years, that is financial years - 2020-21, 2021-22 and 2022-23  | Audited Financial Statements for last Three (3) Years (i.e.2020-21, 2021-22 and 2022-23).   |  |
| 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.   | The Bidders has to provide order copy/reference Letter from their customers.<br>Details needs to be submitted in the format specified in Annexure |  |
| 7  | Bidder and OSM preferably should have ISO 27001 Certification.   | Bidder and OSM should provide valid Certificate.  |  |
| 8  | The Bidder should not be a blacklisted/ debarred company as on date of submission of RFP by any Government entity, Bank or Financial Institutions.   | Bidder should submit an undertaking letter to this effect in Letter Head.   |  |
| 9  | Bidder must have been in business for a minimum period of 3 years(as on date of RFP release)   | Articles of association (AoA) & Audited Financial Statements for last Three (3) Years (i.e.2020-21, 2021-22 and 2022-23).                         |  |
| 10 | The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners has not participated in the bid process | Letter of confirmation from Bidder.   |  |
| 11 | Bidder should have minimum Tier 3 MeITy Complaint Data Center/s within India and in different seismic zones  | Relevant Certificates   |  |

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Date : \_\_\_\_\_ Signature with seal : \_\_\_\_\_  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XX

### 20. BILL OF MATERIAL

**[Implementation of Human Resource Management Solution (HRMS) in hosted SaaS model]**  
**REF: HRM/01/2024-25 dated 10/06/2024**

#### TABLE 1:

Rates to be provided based on the volumetrics (Number of users) provided for Year 1 and subsequent years as mentioned in scope of work.

| Details             | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | March 2029 |
|---------------------|------------|------------|------------|------------|------------|------------|
| Staff Strength      | 2818       | 2900       | 2975       | 3050       | 3125       | 3200       |
| Pensioners Strength | 891        | 930        | 969        | 988        | 1001       | 1015       |

| Module              | Users              | Annual Subscription Cost |        |        |        |        | Cost for 5 years(₹) |
|---------------------|--------------------|--------------------------|--------|--------|--------|--------|---------------------|
|                     |                    | Year 1                   | Year 2 | Year 3 | Year 4 | Year 5 |                     |
| Employee Master     | Staff + Pensioners |                          |        |        |        |        |                     |
| Pension Module      | Pensioners         |                          |        |        |        |        |                     |
| Self Service Portal | Staff + Pensioners |                          |        |        |        |        |                     |
| All other Modules   | Staff              |                          |        |        |        |        |                     |
| Total               |                    |                          |        |        |        |        |                     |

The prices quoted should be valid for a period of 5 years from the date of issue of purchase order. The same will be considered for TCO calculation purpose. Bank have discretion to place order for different quantity as per the requirement. The quantities indicated in the price bid are projections for the next 5 years and the payment will be made on actual user count in a month.

❖ Bank reserves the right to increase or decrease the quantum of purchase by 10% in respect to the quantity (Number of Employees per module) specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

**TABLE 2:**

## ONE TIME IMPLEMENTATION COST:

Bidder to provide a detailed breakup of their envisioned efforts and associated pricing that will be incurred and borne by the Bank for the implementation of the in-scope systems.

| Item Description | Total Cost (₹) |
|------------------|----------------|
|                  |                |

**TABLE 3:**

## FACILITY MANAGEMENT (SUPPORT) COST:

| No. of resources | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Cost for 5 years(₹) |
|------------------|--------|--------|--------|--------|--------|---------------------|
| 1                |        |        |        |        |        |                     |

**TABLE 4:**

## TCO for the contract period: (TABLE 1+ TABLE 2+ TABLE 3)

| Item Description                   | Total Cost without GST (TCO) (₹) as per TABLE 1,2,3 | GST % | GST Amount(₹) | Total Cost with GST(₹) |
|------------------------------------|---|-------|---------------|------------------------|
| Subscription cost for 5 years      |   |       |               |                        |
| One Time Implementation Cost       |   |       |               |                        |
| Facility Management (Support) Cost |   |       |               |                        |
| <b>TOTAL</b>                       |   |       |               |                        |

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid. Further, we declare that all the terms & conditions as per the RFP are agreeable to us.

Date : Signature with seal :  
Name :  
Designation :



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

## Annexure-XXI

### 21. CHECK LIST FOR DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

REF: HRM/01/2024-25 dated 10/06/2024

The technical bid document should mandatorily comprise of the following:

| S.No. | Description of Documents required   | Remarks                     |
|-------|---|-----------------------------|
| 1     | EARNEST MONEY DEPOSIT (EMD)   | TO BE SUBMITTED IN ORIGINAL |
| 2     | COPY OF CERTIFICATE OF INCORPORATION OR ANY OTHER CERTIFICATE OF REGISTRATION ISSUED BY COMPETENT AUTHORITY FROM GOVERNMENT OF INDIA.                             | DOCUMENTS TO BE SUBMITTED   |
| 3     | CERTIFIED COPY OF ISO 27001:2013 (OR LATER) CERTIFICATES  | DOCUMENTS TO BE SUBMITTED   |
| 4     | PERFORMANCE CERTIFICATE & PO SUPPORTING THE CLAIM FROM THE RESPECTIVE ORGANIZATION SHOULD BE SUBMITTED ALONG WITH CONTACT DETAILS OF THE COMPANY.                 | DOCUMENTS TO BE SUBMITTED   |
| 5     | AUDITED FINANCIAL STATEMENTS FOR THE LAST THREE (3) FINANCIAL YEARS I.E., FY2020-21, FY2021-22 & FY2022-23  | DOCUMENTS TO BE SUBMITTED   |
| 6     | BOARD RESOLUTION IN FAVOUR OF AUTHORIZED PERSON AND POWER OF ATTORNEY/ AUTHORIZATION LETTER (FROM AUTHORIZED PERSON EXECUTED ON STAMP PAPER OF APPROPRIATE VALUE) | DOCUMENTS TO BE SUBMITTED   |
| 7     | BID FORM  | Annexure I of RFP           |
| 8     | INTEGRITY PACT  | Annexure II of RFP          |
| 9     | BIDDER'S INFORMATION  | Annexure III of RFP         |
| 10    | PERFORMANCE CERTIFICATE   | Annexure IV of RFP          |
| 11    | UNDERTAKING FOR NON- BLACKLISTED  | Annexure V of RFP           |
| 12    | TURNOVER CERTIFICATE NETWORTH CERTIFICATE   | Annexure VI of RFP          |
| 13    | MANUFACTURER'S (OEM) AUTHORISATION FORM   | Annexure VII of RFP         |
| 14    | FORMAT FOR BID SECURITY BANK GUARANTEE  | Annexure VIII of RFP        |
| 15    | FORMAT FOR PERFORMANCE BANK GUARANTEE   | Annexure IX of RFP          |
| 16    | NON-DISCLOSURE AGREEMENT  | Annexure X of RFP           |



# TAMIL NADU GRAMA BANK

REF: HRM/01/2024-25 dated 10/06/2024

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|    |   |                       |
|----|---|-----------------------|
| 17 | UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER | Annexure XI of RFP    |
| 18 | ESCALATION MATRIX                                   | Annexure XII of RFP   |
| 19 | CONTRACT FORM                                       | Annexure XIII of RFP  |
| 20 | TRACK RECORD FOR PAST IMPLEMENTATION                | Annexure XIV of RFP   |
| 21 | TECHNICAL SPECIFICATIONS                            | Annexure XV of RFP    |
| 22 | FUNCTIONAL SPECIFICATIONS                           | Annexure XVI of RFP   |
| 23 | GENERAL SPECIFICATIONS                              | Annexure XVII of RFP  |
| 24 | COMPLIANCE STATEMENT                                | Annexure XVIII of RFP |
| 25 | DECLARATION FOR ELIGIBILITY CRITERIA                | Annexure XIX of RFP   |
| 26 | BILL OF MATERIAL                                    | Annexure XX of RFP    |