



CHAITANYA GODAVARI GRAMEENA BANK

(A Government undertaking sponsored by Union Bank of India)

HEAD OFFICE :: GUNTUR

Guntur

Dept. :Information Technology

Date: 09.06.2022

Addendum - I

RFP for Supply, Implementation and Maintenance of Human Resource Management Systems (HRMS)

Tender Reference : 099/51/RFP/2022-23/05, Date: 21.05.2022
Date of Addendum : 09-06-2022

Purpose of Addendum:

Amendments in RFP document ----- Page Nos- 2, 5, 12, 13, 19, 22, 29, 63 & 64
Clarifications in RFP document ----- Page Nos - 5, 6, 7, 12, 13, 16, 20, 24, 43, 44, 56 & 57

Amendments:

Page No.	Current Clause details	To be amended as
22	<p>20.4 Cost of Bid Documents (RFP Fee)</p> <p>The Bidder is required to submit a Demand Draft amounting to Rs.25,000/- (Rupees Twenty Five Thousand Only) in favor of Chaitanya Godavari Grameena Bank payable at Guntur along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.</p> <p>RFP fee is exempted for the bidders having the NSIC Certificate or MSE Certificate. Bidder has to submit the valid proofs from NSIC at the time of bid submission.</p>	<p>20.4 Cost of Bid Documents (RFP Fee)</p> <p>The Bidder is required to submit a Demand Draft amounting to Rs.25,000/- (Rupees Twenty Five Thousand Only) in favor of Chaitanya Godavari Grameena Bank payable at Guntur along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.</p> <p>RFP fee is exempted for the bidders having the NSIC Certificate or MSME Certificate. Bidder has to submit the valid proofs from NSIC at the time of bid submission.</p>
29	<p>22.13.1 Within 21 days of the issue of purchase order the selected bidder must submit a performance guarantee equivalent to 10 % of the Total Contract value. The bank guarantee shall be kept valid till completion of contract period. The guarantee shall contain a claim period of three months from the last date of validity.</p>	<p>22.13.1 Within 21 days of the issue of purchase order the selected bidder must submit a performance guarantee equivalent to 3 % of the Total Contract value. The bank guarantee shall be kept valid till completion of contract period. The guarantee shall contain a claim period of three months from the last date of validity.</p>



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5	2.2.4 The proposed HRMS application is to be hosted on bank premises infra. The bidder is to propose the required infra, keeping in view of future requirements of at least five years' growth in employee count and data accumulation over the years.	2.2.4 The proposed HRMS application is to be hosted on cloud services provided by Meity empanelled cloud service provider. The bidder is to propose the required infra, keeping in view of future requirements of at least five years' growth in employee count and data accumulation over the years.
12 13	12. Servers, Storage, Backup Software/ solution 13. Hardware Sizing commitment	A new clause is proposed to add to the RFP document as under. <u>41. Hosting Infrastructure for HRMS Application:</u> The details of new clause bearing No.41 are provided in the enclosure (Page No.7, 8 & 9 of this document).
63 & 64	Commercial Bid Form-B	Revised Commercial Bid Form-B is enclosed to this addendum (Page No.10 & 11 of this document).
19	<u>18.3. Payment terms:</u> 18.3.3 The terms of payment will be as follows.	Revised terms of payment are provided in the enclosure (Page No.12 of this document).
2	5. Last date for receipt of Bid Documents: 11/06/2022 at 03.30 PM 6. Date & Time of Opening of Technical Bids: 11/06/2022 at 04.00 PM	5. Last date for receipt of Bid Documents: 22/06/2022 at 03.30 PM 6. Date & Time of Opening of Technical Bids: 22/06/2022 at 04.00 PM

Clarifications:

Page No.	Clause	Clarification sought	Clarification given
5	2.2.2 The bidder should provide the HRMS application with required functionalities in consultation with Bank prior to designing the solution.	Please clarify in details on the point, as we are proposing the COTS software where the modules and functionalities are prebuild and configured as per the RFP requirement.	No change in the RFP terms and conditions. The bidder is supposed to provide the solution as per the comprehensive requirements as per RFP.
5	2.2.3 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.	It is expected to be given in the needed format	The format to be proposed by the bidder should be a simple one i.e., text or excel.



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6	<p>2.2.21 Digital signature certificates should be enabled for generation of signed documents/reports by the competent authority.</p>	<p>Kindly elaborate on this requirement like what is the number of users required to be used and accessed Digital Signature.</p>	<p>Initially the number of users is 15. The bidder is expected to support for the increase in number at future at no additional cost.</p>
7	<p>2.2.26 The Bidder should conduct testing of the proposed HRMS application that includes unit testing, Performance testing and acceptance testing (UAT) etc.</p> <p>2.2.28 The bidder shall obtain the sign off from Bank on the successful testing report to consider the UAT Completed.</p>	<p>Generally, UAT is done by the customer with the assistance of the SI. We will like to propose the same model here.</p>	<p>The bidder is expected to perform all kinds of testing before the bank team does random or complete functional testing or performance testing.</p>
20	<p>19.2.25 The bidder must have prior experience in implementation and maintenance of HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.</p>	<p>The bidder must have prior experience in implementation /maintenance of HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation/maintenance along with the reference letters to be provided with details of the above.</p>	<p>No Change in RFP Terms and Conditions.</p>
24	<p>22.2 Earnest Money Deposit</p>	<p>We are a MSME (Micro, Small & Medium Enterprises) registered under Medium category. We request Bank to waive off the EMD as per GFR 2017 guidelines -Rule no.161, it is been mention that EMD should be exempted to be paid by the MSMEs.</p>	<p>No Change in RFP Terms and Conditions.</p>
16	<p>17.11 Penalties due to non-resolution of issues raised to Helpdesk /support team.</p>	<p>Request you to kindly relax the Penalty amount to Rs. 5,000/- Every Hour (After Mean time) for Critical / Medium and Normal issues.</p>	<p>No Change in RFP Terms and Conditions.</p>



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56	Annexure 8 Non Disclosure Agreement format	NDA should be printed on plain paper or Stamp paper?	The NDA is to be submitted on stamp paper.
57	Annexure 9 Pre Contract Integrity Pact	Integrity Pact should be printed on plain paper or Stamp paper?	Integrity Pact should be printed on Stamp paper.
	DC and DR Locations	Please share the proper address of DC and DR. This is required for hardware delivery	Please refer Addendum I.
	Does bank provide KVM?		Please refer Addendum I.
	Does bank have a EULA ?	If Bank has EULA, then do we have to procure Oracle License. We assume that bank will provide the Oracle Licenses required for deployment of HRMS	Please refer Addendum I.
12	12.3 Provided hardware, software and application should integrate with Micro focus Data Protector for taking backup. Bidder has to coordinate with banks' resident engineer for installing the backup software in all machines and ensuring that backup is happening seamlessly. The 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.	Please confirm bank will provision the backup software and Backup Storage / Tape Library to store the backup data.	Please refer Addendum I.
12	12.10 Bidder has to deliver, install and configure hardware DC locations at Hyderabad, Bank will share location details in PO.	Please confirm as per RFP DR Site is not required and bidder will not provision any Hardware and Software at DR Site.	Please refer Addendum I.
13	13.1 The Bidder is to arrive required hardware / software/ software licenses required for implementation and maintenance of HRMS solution	Please confirm bidder will provision the Server, Storage and required Operating System, Database and middleware Software.	Please refer Addendum I.



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	for a period of five years as per the SLA. During the support period of 5 years, if the proposed hardware could not meet the service levels, additional hardware/licenses/ required components are to be procured at no cost to the bank.		
43	Annexure 6 Eligibility Criteria 5. The bidder should have experience in handling complete bipartite settlement by IBA through the implemented HRMS application in at least one Private sector/ Public sector bank/RRB in India.	The bidder/ OEM should have experience in handling complete bipartite settlement by IBA through the implemented HRMS application in at least one Private sector/ Public sector bank/RRB in India.	No Change in RFP Terms and conditions.
43	Annexure 6 Eligibility Criteria 6. The bidder must have prior experience in implementation and maintenance of HRMS application in at least one Private sector/Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.	The bidder / OEM must have prior experience in implementation and maintenance of HRMS application in at least one Private sector/Public sector bank/RRB in India with more than 1000 branches. Reference sites of implementation along with the reference letters to be provided with details of implementation.	No Change in RFP Terms and conditions.
43	Annexure 6 Eligibility Criteria 7. The bidder should be at present maintaining HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1500 branches. Reference letters from the bank needs to be provided.	The bidder / OEM should be at present maintaining HRMS application in at least one Private sector/ Public sector bank/RRB in India with more than 1500 branches. Reference letters from the bank needs to be provided.	No Change in RFP Terms and conditions.



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43	6. Eligibility Criteria Average Annual Sales Turnover not less than Rs.100 Crore for last 3 years (Provide figures in Crores) 2019 - 2020 2020 - 2021 2021- 2022	Kindly consider Turnover for year 2018-19, 2019-20, and 2020-21 as audit for financial year 2021-22 is under process.	No Change in RFP Terms and conditions. provisional figures may be given for the F.Y. 2021-22
43	6. Eligibility Criteria Net worth not less than Rs.25 Crore for last 3 years (Provide figures in Crores) 2019 - 2020 2020 - 2021 2021- 2022	Kindly consider Net Worth for year 2018-19, 2019-20, and 2020-21 as audit for financial year 2021-22 is under process.	No Change in RFP Terms and conditions. provisional figures may be given for the F.Y. 2021-22
44	6. Eligibility Criteria Shall be Earning Profit for the last Three Years (Provide figures in Crores) 2019 - 2020 2020 - 2021 2021- 2022	Kindly consider Profit for year 2018-19, 2019-20, and 2020-21 as audit for financial year 2021-22 is under process.	No Change in RFP Terms and conditions. provisional figures may be given for the F.Y. 2021-22

All the other terms and conditions of the RFP read with Addendum-I remain unchanged.

Place : Guntur
Date : 09.06.2022

E S R V APPA RAO
GENERAL MANAGER-II



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41. Hosting Infrastructure for HRMS Application:

41.1 Hosting over Cloud Data Centre and DR Site:

i. The bidder should host the HRMS application on cloud infrastructure of suitable cloud service provider. Suitable disaster recovery services should also be provided over cloud infrastructure for the HRMS application. All costs related to hosting of HRMS application on cloud infrastructure (both Data Centre and DR site on cloud) shall be borne by bidder.

ii. The proposed Cloud Service Provider (CSP) must be a MeitY (Ministry of Electronics and Information Technology) empanelled and audit complaint CSP and should strictly adhere to the audit guidelines provided by MeitY for Public cloud, Virtual Private Cloud and Community Government Cloud.

iii. The Cloud Data Centre Facility must be within India and must be Tier III or above. The DR site should also be in India and should be in a different building or facility.

iv. The Cloud Data Centre, where cloud hosting is proposed, must have ISO 27001 certification.

v. The CSP must have billing model of pay-per-consume where it shall charge for amount of computing resources being consumed by application rather than for the allocated resources. Bidder shall provide the rate chart of the cloud services to Bank.

vi. Cloud services should be accessible via Internet, Point to Point / MPLS, Leased Lines, OFC WAN etc. Bidder must provide suitable connectivity between Bank's network and Cloud Data Centre Facilities.

viii. 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.

ix. 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, migration back to Local Data Centre, burst to a different cloud service provider for a short duration or availing backup services from an alternate Cloud service provider.

x. 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.

xi. 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.

xii. In no circumstances, the data accumulated and processed by the Cloud Data Centre/DR site should be compromised. Hence, provisions shall be made to keep all the



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data stored in this platform highly secured with required multi layered security access control and authorization framework.

xiii. Bidder, through its proposed CSP, shall be responsible for providing Cloud service for storing HRMS application at DR [minimum 30% production capacity, RTO - 120 mins, RPO - 30 mins] which shall be implemented under this project for the project duration.

xiv. During the time DR site is active, all HRMS services and functions should be available to the end-users.

xv. Additional Parameters

a. 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

b. Encryption of all backup files and data and management of encryption keys as a service that can be enabled for Government Departments that require such a service.

c. Bidder should offer dashboard to provide visibility into service via dashboard.

d. Bidder shall not delete any data at the end of the agreement (for a maximum of 90 days beyond the expiry of the Agreement) without the approval of Bank. In case of data, VMs, clones, templates, etc. pertaining to Bank is not transferred within these 90 days, the Bidder shall submit all such data, VMs, templates, clones, etc. to Bank within 30 days through suitable media and without any changes to such data, VMs, templates, clones, etc.

e. Bidder should carry out frequent DR drills (minimum two in a year) to ensure DR fail over and switchback is possible smoothly.

The Bidder shall need to provision for network connectivity at the Cloud Data Center and DR site of their proposed CSP for hosting the application over the Bank network.

41.2 Cloud Support Services:

a) Bidder should ensure of all virtual machines, templates, clones, and scripts/applications created for Bank's application are maintained properly.

b) Bidder should ensure that CSP (Cloud Service Provider) providing hosting and DR services for HRMS application should carry out at a minimum the following:

i. Data Center operations to be in compliance with industry leading ITSM frameworks like ITIL, ISO 20000 & ISO27001

ii. Ensure compliance to relevant SLAs

iii. 24x7 monitoring & management of availability & security of the infrastructure and assets

iv. Perform regular hardening, patch management, testing and installation of software updates issued by OEM/vendors from time to time after following agreed process



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- v. Ensure overall security - ensure installation and management of every security component at every layer including physical security
- vi. Prepare documentation/policies required for certifications included in the scope of work
- vii. Preventive maintenance plan for every quarter
- viii. Performance tuning of system as required

REVISED COMMERCIAL BID FORM-B

(RFP for supply, Implementation and Maintenance of Human Resources Management System)

I) Capital expenditure:

(Amount in Rs.)

SI No	Item	Base Amount	Tax Amount	Total Amount (Base Amount plus Tax Amount)
1	SRS, Design, Development, Roll Out of HRMS application			
2	Data Migration Cost of all the existing HRMS Data			
3	Training and capacity building Cost			
4	Customization cost (Please quote per man per hour basis)			
5	Cloud infrastructure implementation cost			
6	Any other cost related to cloud infrastructure			
7	Any other costs (Please specify the nature of the costs)			
	Total			

II) Operating expenditure:

(Amount in Rs.)

SI No	Item	Cost for 1 st year*	Cost for 2 nd year*	Cost for 3 rd year*	Cost for 4 th year*	Cost for 5 th year*	Total Cost for 5 years*
1	Software (Warranty/ATS/Licenses) cost for five years (Please provide separate table with individual line item cost of each software)						
2	Manpower cost at Head Office (Please provide separate table with per resource cost per month basis)						
3	Manpower Cost at CSP/Data center for maintenance of HRMS application (Please provide separate table with per resource cost per month basis for five years)						
4	Cloud infrastructure maintenance cost						
5	Any other costs (Please specify the nature of the costs)						
	Total						

*Cost including all Taxes

(Amount in Rs.)

Total Capital Expenditure (I)	
Total Operating Expenditure (II)	
Grand Total (Total Capital Expenditure + Total Operating Expenditure) (I+II)	

OTHER TERMS & CONDITIONS:

The quoted price should be **all-inclusive price** (i.e., including GST, if any Excise Duty, Sales Tax, VAT, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation, testing and warranty period charges. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk) and **shall be applicable uniformly to any part of the country in case Bank prefers to place repeat orders for different locations**. No additional charges/ management fee of any kind will be reimbursed. However, Octroi/ Entry Tax will be reimbursed as per actual, subject to production of original receipts and other relevant documents.

Further, we declare that all the terms & conditions as per the RFP are agreeable to us.

Date:

Signature with Official seal

- Revised terms of payment will be as follows:

Deliverables	Eligible Amount for Payment
Cloud infrastructure implementation and maintenance cost.	On quarterly basis in arrears
Delivery of all the required Software and licenses wherever applicable	50% of software + license cost
Installation of all the required software and licenses wherever applicable and setting up of UAT environment.	20 % of software + license cost
Cost of Deployment/ Implementation/customization of application.	After UAT Signoff - 35% of Cost of Deployment/Implementation/customization of application.
Cost of Deployment/ Implementation/customization of application.	After 1 month of successful live operations - 35% of Cost of Deployment/ Implementation/customization of application.
Data Migration cost	100 % on successful migration.
Training and capacity building Cost	100 % on successful completion.
Sign Off of complete solution *	20% of Remaining Software/license cost and deployment/implementation/customization cost
Six Months from Date of Sign-Off and successful live operations	10% of Overall Remaining Cost or immediately on submission of equivalent amount of PBG
ATS/AMC	On yearly basis in advance
Customization charges	Customization charges will be paid on successful rollout of live operations.
FM charges (At Head office and DC/CSP)	On quarterly basis in arrears