



# CHAITANYA GODAVARI GRAMEENA BANK

(A Government undertaking sponsored by Union Bank of India)

**HEAD OFFICE :: GUNTUR**

**Guntur**

**Dept. :Information Technology**

**Date: 11.11.2022**

## Addendum - I

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

Tender Reference : 099/51/RFP/2022-23/06, Date: 27.10.2022  
Date of Addendum : 11-11-2022

#### **Purpose of Addendum:**

Amendments in RFP document ----- Page Nos- 17, 21, 25 & 43  
Clarifications in RFP document ----- Page Nos - 2, 5, 6, 7, 8, 9, 16, 18, 19, 20, 21 & 22

#### **Amendments:**

Page No.	Current Clause details	To be amended as
21 & 43	19.2.7 The Average Annual Turnover shall not be less than Rs.100 Crores for the last 3 years and the net worth of the Company shall not be less than Rs.25 Crore for the last three years.	19.2.7 The Average Annual Turnover shall be as under  <b>For MSME Bidders:</b> Not less than Rs.5 Crores for the last 3 years and the net worth of the Company shall be positive for the last three years.  <b>For Non MSME Bidders:</b> Not less than Rs.100 Crores for the last 3 years and the net worth of the Company shall not be less than Rs.25 Crore for the last three years.
25	Earnest Money Deposit (EMD)  Addition of one new clause	A new clause to be added as under.  22.2.10 The MSME Bidders should submit the “EMD/Bid Security Declaration” on their organization’s letter head as per the Annexure - 14 duly signed and stamped by their authorized signatory.  (The Annexure - 14 is enclosed to the Addendum).
25	22.2.9 The Performance Bank Guarantee is to be furnished for a sum equivalent to 10% of the Contractual value covering the entire contractual period.	22.2.9 The Performance Bank Guarantee is to be furnished for a sum equivalent to 3% of the Contractual value covering the entire contractual period.
21	19. Eligibility Criteria  19.2.10 The bidder should have	19. Eligibility Criteria  19.2.10 The bidder should have latest ISO 9001



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	latest ISO 9001 Quality Certification.	Quality Certification & ISO 27001 Quality Certification.
17	17.14. Penalties related to Facility Management  a. The FM engineer should be available at DC/DR as per the shift schedule week, irrespective of Holiday of the parent company.	17.14.a is replaced with  “The bidder is to ensure that all the issues are attended immediately and application is available to meet SLAs.”

### Clarifications:

Page No.	Clause	Clarification sought	Clarification given
19	18.1.7 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.	There is no provision to mention TAX amount separately in Commercial format for Part B Commercials. Should we add the amount which will be inclusive of Tax in the given amount column.	In Commercial Bid (Form-B), 'tax amount' column was mentioned separately for Capital expenditure & Optional service (Customization). For Operational expenditure, the cost should inclusive of all taxes which was also mentioned in the Form-B.
2	Bid Details  5. Last date for receipt of Bid Documents.	The date may please be kept at least 2 weeks from date of release of pre-bid queries response.	No change in the RFP terms and conditions.
20	19.2 Eligibility of Bidders  19.2.2 The Company should have successfully completed application development and roll out of similar nature in the past.	May please modify the clause as:  One partner in the consortium should have successfully completed application development and roll out of similar nature in the past.	No change in the RFP terms and conditions.
21	19.2 Eligibility of Bidders  19.2.5 Bidder must be in the business of implementing/supporting proposed "Human Resource	May please modify the clause as:  One partner in the consortium must be in the business of implementing/ supporting proposed "Human Resource	No change in the RFP terms and conditions.



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	Management System” in at least One PSB/AIFI/ Regulatory Body in India, during last 3 years.	Management System” in at least one PSB/AIFI/ Regulatory Body in India, during last 3 years.			
22	21.2 Technical bid evaluation  21.2.2 Bidders are required to score a minimum of 75 in the technical evaluation to be considered for commercial evaluation.	Compliance criteria wise allocation of marks is not given.	No change in the RFP terms and conditions.		
20	19.2 Eligibility of Bidders  19.2.3 The application provided by the vendor should be successfully running currently in at least one public sector bank (Nationalized Banks/RRBs/Private Banks/AIFI/Regulatory Body in India).	Change Requested: The application provided by the vendor should be successfully running currently in at least a public sector bank (Nationalized Banks/RRBs/Private Banks/AIFI/Regulatory Body in India) / MFI / NBFC.	No change in the RFP terms and conditions.		
16	17.11. Penalties due to non-resolution of issues raised to Helpdesk/ Support Team	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 a monthly basis.  Request you to kindly relax the Penalty amount to Rs.5,000/- Every day (After Mean time) for Critical/Medium and Normal issues.	No change in the RFP terms and conditions.		
19	18.3 Payment terms	Sought change in payment terms as under. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;">Delivery of all the required Software and licenses wherever applicable and setting up of UAT environment</td> <td style="width: 50%; padding: 5px;">100% of license cost (OS, Database and HRMS Solution)</td> </tr> </table>	Delivery of all the required Software and licenses wherever applicable and setting up of UAT environment	100% of license cost (OS, Database and HRMS Solution)	No change in the RFP terms and conditions.
Delivery of all the required Software and licenses wherever applicable and setting up of UAT environment	100% of license cost (OS, Database and HRMS Solution)				



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		Cost of Deployment/ Implementation/ customization of application.	30% On Start of UAT 20% On UAT Signoff 20% on 1 Month after Go-Live 30% on Submission of PBG	
		FM charges	On Monthly basis in arrears	
7	2.2.24 Detail scope of work  Any number of CR for modification in the existing module should be free of cost.	Please amend the clause as follows: After the SRS Signoff any changes are to be treated as Change Request (CR). Requirements given during the SRS should be done Free of Cost.		No change in the RFP terms and conditions.
6	2.2.13 Detail Scope of Work  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.	In addition to the bidder proposed HRMS MIS, all the registers and reports related to HRMS as per bank's requirement is to be incorporated in the MIS of the proposed application.		No change in the RFP terms and conditions.
18 & 19	18.1. Price composition  b. Cost of new Hardware and new software  c. AMC /ATS charge for Hardware and software	Since HRMS application will be on hosted model, there is no hardware or software supplied to bank, in that case what is the expectation of Bank in case of Cost of new hardware and new software.  Since HRMS application will be on hosted model, there will be no hardware or software supplied to bank. So there should not be any AMC to it. In that case what is the expectation of Bank in case of AMC /ATS charge for Hardware and software."		The bidder may propose any new hardware or software required and AMC/ATS required thereon for supply, implementation and maintenance of HRMS solution for 5 years.
5	2.2.1 Integration with email and SMS gateway	We assume that email serves and SMS gateway charges will be borne by CGGB, request you to clarify.		The email serves and SMS gateway charges will be borne by Bank.
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	Please provide the details regarding the existing system and the amount of data available.		The details will be shared with the selected bidder.



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	100% accuracy.		
9	5.6 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.	For the advantage of CGGB, in terms of cost and better time lines, we propose to build HRMS solution on No Code Low Code Platform. These platforms do not generate source code. Hence, we would like to inform you that the source code will be provided only where ever it is created or generated.	No change in the RFP terms and conditions.
7	2.2.24 The Software should be provided in the proprietary model. Bank can request for change request (within existing module) for unlimited times as per the bank requirement anytime during the contract period. Any number of CR for modification in the existing module should be free of cost. In case of any addition of new module which is completely different from any of the existing modules will be considered on chargeable basis (Per Man/Per Hour) as finalized in this RFP.	Please provide clarification on what type of changes are these? Please share few examples if any.	The charges are applicable for any new modules which are entirely new in functionality.  Changes to the existing functionalities should be done at free of cost.
8	4.2 Data Migration activity shall be a one-time activity and shall include at a minimum the following existing systems: a. Nelito	Does the bank have an active AMC contract with the existing vendor? What is the size and type of the data?	The Bank has active AMC contract with the existing vendor. The size and type of data will be shared with the selected bidder.
20	19.2.3 The application provided by the vendor should be successfully running currently in at least one public sector bank (Nationalized Banks/RRBs/Private Banks/AIFI/Regulatory Body in India).	We request you to amend the clause as below;  The application provided by the vendor should be successfully running currently in at least one public sector bank (Nationalized Banks/RRBs/Private Banks/AIFI/Co-operative/Regulatory Body in India).	No change in the RFP terms and conditions.



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

Place : Guntur  
Date : 11.11.2022

Dr. B V RAMANA RAO  
GENERAL MANAGER

**Annexure - 14**

**Bid Security Declaration Form**

To  
The General Manager,  
Chaitanya Godavari Grameena bank,  
Head office, 3<sup>rd</sup> Floor, Raghu Mansion,  
4/1, Brodipet,  
Guntur - 522 002.

We, the undersigned, declare that:

We understand that bids must be supported by a Bid Securing Declaration.

We accept that we may be disqualified from bidding for any contract with the bank for a period of five years from the date of notification if we are in a breach of any obligation under the bid conditions,

- 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 up to submission of Performance Bank Guarantee.

We understand this Bid Securing Declaration shall cease to be valid if we are not the successful Bidder or after the expiration of the validity of our Bid.

With kind regards

Yours sincerely

Authorised Signatory:

Name:

Title/position:

Date:

Company Seal:

*duly authorised for and on behalf of*