

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**UPGRADATION OF HUMAN RESOURCE MANAGEMENT SYSTEM**  
**PROJECT**  
**IN PUNJAB NATIONAL BANK**



**Punjab National Bank**  
**HO: Information Technology Division**  
**5, Parliament Street, New Delhi-110001**

## **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 the Punjab National 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.

The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their Proposal. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the Bank Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources. The Bank Representatives, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

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.

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## GENERAL TENDER DETAILS

<b>Tender Reference</b>	HRMS Upgradation
<b>Purpose</b>	<b>Request for Proposal for version upgradation of HRMS application involving implementing version upgrade, maintain and support the upgradation services as per the terms and conditions mentioned in the RFP.</b>
<b>Date of Posting, of Responses given, on the web site</b>	<b>On date through banks web site</b>
<b>Last date of acceptance of queries/ clarifications</b>	<b>18/08/2010</b>
<b>Cost of RFP</b>	<b>Rs. 5,000 (Rs. Five Thousand Only).</b>
<b>Earnest Money Deposit</b>	Rs. 5,00,000 (5 Lac only) in the form of Demand Draft in favor of Punjab National Bank, IT Division payable at New Delhi. The DD should be submitted in person at the time of bid submission
<b>Last Date for Bid preparation and Hash Submission</b>	<b>30/08/2010</b> <b>16.00 hrs</b>
<b>Last date and time for online bid submission</b>	<b>31/08/2010</b> <b>16.00 hrs</b>
<b>Last Date For submission of Technical Bid and commercial Bid (Hard copy)</b>	<b>On or Before 31/08/2010</b> <b>16.00 Hrs</b>

<b>Address for submission of Tender</b>	Assistant General Manager, Punjab National Bank IT Procurement department, HO ITD, 2 <sup>nd</sup> Floor, 5 Parliament Street, New Delhi 110001
<b>Date of Opening Technical Bids *</b>	<b>On time date</b>
<b>Contact Numbers</b>	011-23320306
<b>e-mail address</b>	<a href="mailto:madanlal@pnb.co.in">madanlal@pnb.co.in</a>

**Note:**

- Bank will be following the e-procurement process. The complete details of the requirements for participation in the e-procurement process of the bank are given in the website [www.pnb.org.in](http://www.pnb.org.in), which may be referred for details & clarification.
- Bidders will be required to submit the online bid as well as the hard copy of their bid. Failure to submit any of these will automatically lead to rejection of bid.
- Technical bids will be opened in the presence of bidders who choose to attend as above.

## TENDER SCHEDULE

S. No.	PNB Stage	Supplier Stage	Start Date & Time	Expiry Date & Time
1.	Release Tender			
2.		Tender Download		
3.		Bid Preparation and Hash Submission		
4.	Close For Technical and Commercial Bid			
5.		Bid Submission		
6.	Technical Bid Opening			
7.	Evaluation of Technical Bid			
8.	Commercial Bid Opening			
9.	Evaluation of Commercial Bid			
10.	Reverse Auction			
11.	Tender Award			

**Letter to be submitted by bidder along with bid document.**

**To**  
**Assistant General Manager,**  
**IT Procurement Department**  
**Information & Technology Division,**  
**Punjab National Bank**  
**HO: 5 Sansad Marg,**  
**New Delhi-110001**  
Sir,

**Reg: Our bid for supply and implementation of upgraded version of HRMS**

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

Yours faithfully,

For \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

(Authorised Signatory)

## **PUNJAB NATIONAL BANK**

With over 40 million satisfied customers and over 5000 branches, PNB has continued to retain its leadership position among the nationalized banks. The bank enjoys strong fundamentals, large franchise value and good brand image. Besides being ranked as one of India's top service brands, PNB has remained fully committed to its guiding principles of sound and prudent banking. Apart from offering banking products, the bank has also entered the credit card & debit card business; bullion business; insurance business; Gold coins & asset management business, etc.

Since its humble beginning in 1895 with the distinction of being the first Indian bank to have been started with Indian capital, PNB has achieved significant growth both in branch network and in business. PNB has the 2nd largest network of branches (of more than 5000 Service Outlets)

Keeping in tune with changing times and to provide its customers more efficient and speedy service, the Bank has taken major initiative in the field of computerization.

Backed by strong domestic performance, the bank is planning to realize its global aspirations. The bank has been focusing on expanding its operations outside India and has identified some of the emerging economies which offer large business potential. Bank has set up representative offices at Almaty: Kazakhstan, Shanghai: China and in London. Besides, Bank has opened a full fledged Branch in Kabul, Afghanistan. As a tribute to its consistent business growth, improved assets & attractive returns to shareholders.

## **INSTRCUTIONS TO BIDDERS**

### **BACKGROUND AND PURPOSE OF THE PROJECT**

HRMS system automates the whole HR activity processes. It is a centralized online system with instant updation of information by the users of the different offices of the bank so that updated data is available and maintained.

HRMS is being used for manpower planning, training, appraisal & performance, promotions, payroll process, PF, loans, online submission of leave application etc.

#### **Purpose of the RFP:**

- Purpose of RFP is to solicit proposals from qualified vendors for providing services for implementation of version upgrade of PeopleSoft HRMS application and its components.
- Technical and commercial bids are invited from bidders to implement version upgrade, maintain and support the upgradation services as per the terms and conditions mentioned hereunder.
- This invitation of Bids is open to all eligible service providers/ bidders having presence in India or their Authorized Representative in India, provided bidders fulfill the minimum qualification criteria as mentioned in bid document. In case of authorized representative, a letter of authorization to this effect from the Original bidder must be furnished.

### **1. SYSTEM DESCRIPTION AND SCOPE OF WORK**

#### **a. PRESENT STATUS OF HRMS (PEOPLESOFT APPLICATION)**

##### **i. ABOUT HRMS**

- HRMS system automates the whole HR activity processes. It is a centralized online system with instant updation of information by the users of the different offices of the bank so that updated data is available and maintained.
- HRMS is being used for manpower planning, training, appraisal & performance, promotions, payroll process, PF, loans, online submission of leave application etc.

**b. LIST OF MODULES IN HRMS AND THEIR APPLICATIONS**

S.No.	Modules	Areas of Application
1	Employee Personal Information	<ul style="list-style-type: none"> <li>• Personal details of employee</li> <li>• Education</li> <li>• Bank accounts</li> <li>• Driving license</li> <li>• Languages known</li> <li>• Identification</li> <li>• Disabilities</li> <li>• Dependent details</li> </ul>
2	Employee Job Information	<ul style="list-style-type: none"> <li>• Details of Employee Job History from date of joining including promotions transfer etc.</li> <li>• Recording of request Transfer Applications</li> <li>• Recording of PAF</li> </ul>
3	Other Information	<ul style="list-style-type: none"> <li>• Award details</li> <li>• Debar details</li> <li>• GBPA details</li> <li>• Nomination details</li> <li>• Relative in bank</li> </ul>
4	Employee Relations Module	<ul style="list-style-type: none"> <li>• Recording of all Disciplinary Action Case details</li> </ul>
5	Leave Module	<ul style="list-style-type: none"> <li>• Leave Updation</li> <li>• Leave Balance</li> </ul>
6	Payroll Module	<ul style="list-style-type: none"> <li>• Calculating the salary of all employees of the bank</li> <li>• Assign officiating pay units</li> <li>• Officiating/ PQP Allowance</li> <li>• One-time payment/ recovery</li> <li>• Maintain Loan Accounts</li> <li>• Maintain Tax declaration</li> <li>• HRA/ P. Tax/ Disabled Tax benefits</li> <li>• Recording of all expenditure related</li> </ul>

		to employee
7	Loan History	<ul style="list-style-type: none"> <li>• Loan details</li> </ul>
8	Employee Appraisal	<ul style="list-style-type: none"> <li>• Performance Appraisal Details</li> </ul>
9	Training module	<ul style="list-style-type: none"> <li>• Training calendar</li> <li>• Training Nomination</li> <li>• Attendance</li> <li>• Reports</li> </ul>
10	Recruitment module	<ul style="list-style-type: none"> <li>• Job requirements/ postings</li> <li>• Process Applicants</li> <li>• Interview Applicants</li> <li>• Hire applicants</li> </ul>
11	Terminal benefits	<ul style="list-style-type: none"> <li>• Gratuity</li> <li>• Pension</li> <li>• Provident Fund</li> </ul>
12	Employee Self Service	<ul style="list-style-type: none"> <li>• Employee can view his details</li> <li>• Apply for leave, promotion, transfer, request for mainstream, employee suggestion</li> </ul>
13	Organizational development	<ul style="list-style-type: none"> <li>• Succession planning</li> <li>• Position management</li> </ul>
14	Workforce development	<ul style="list-style-type: none"> <li>• Promotions</li> <li>• Performance Management</li> <li>• Career planning</li> </ul>
15	Reports	<ul style="list-style-type: none"> <li>• All salary-related reports</li> <li>• All reports related to man-power, recruitment and all HR related activities.</li> </ul>

**c. INDICATIVE WORK**

*As per the existing setup of HRMS following customization has taken place in-house on the PeopleSoft version 8.8:*

*i. No. of customized screens : 60 to 70*

- ii. No. of new pages : 620 to 640*
- iii. No. of default tables- original used : 300 to 310*
- iv. No. of new tables customized : 155 to 165*
- v. No. of customized report : 290 to 310*

*The shortlisted bidder has to ensure that all the customization (new screens, pages, database modification, scripts) that has taken place in version 8.8 till the date of UAT is incorporated in the upgraded version.*

*The shortlisted bidder shall also be required to give a detailed roll back plan to the present version in case any problem is faced with the upgraded version. It shall be the responsibility of the bidder to ensure smooth rollback.*

**d. SCOPE OF WORK**

- i.** Upgrade People Tools from 8.45 to the latest version 8.50
- ii.** Upgrade PeopleSoft application from 8.8 to latest version of PeopleSoft software i.e. Version 9.1
- iii.** Upgrade ORACLE RDBMS from Oracle 9i to Oracle 10G.
- iv.** Update Weblogic to latest version 10gR3 from 10gR1.
- v.** Review and improve the architecture for optimal utilization of the hardware in view of 11000 concurrent users load.
- vi.** Implement payroll streaming process and migrate payroll process from Windows to UNIX server.
- vii.** Upgrade and reapply customizations on new version of PeopleSoft.
- viii.** Standby free onsite support of six months after migration to upgrade version after live implementation of the services.
- ix.** Provide vendor training to technical team for application of patches, system maintenance, PeopleSoft administration and Data base administration.
- x.** Testing of the upgradation. Upgradation will be done by the shortlisted bidder and testing of implementation will be done by PNB team. The points raised during testing have to be complied by the shortlisted bidder without any extra charge.
- xi.** Technical support for maintenance of existing as well as new modules on need base future requirements.

**e. ADDITIONAL INDICATIVE CUSTOMIZATION**

- i.** Development of module for automatic performance appraisal.
- ii.** Download of login data from CBS/ EDW for the purpose of daily officiating arrangements/ attendance status in HRMS and creation of related SQR.
- iii.** Preparation and processing of payroll for Bank employees working in overseas entities.
- iv.** Preparation of need base SQR and e-mail notification templates.
- v.** Creating utility for direct upload of salary in CBS directly from HRMS without manual intervention and related SQR.

**2. COST OF BIDDING**

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

**3. BIDDING DOCUMENT**

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder. The bid submitted should be properly bind and no loose pages should be there.

**4. LANGUAGE OF BIDS**

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

**5. AUTHENTICATION OF ERASURES/OVERWRITING ETC.**

Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing the bid initial(s) them.

**6. AMENDMENTS TO BIDDING DOCUMENTS**

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on the Bank's websites ([www.pnbindia.in](http://www.pnbindia.in) and [www.pnb.org.in](http://www.pnb.org.in)) and will be binding on all who are interested in bidding.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

**7. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The Purchaser 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 purchaser's action. The Purchaser reserves the right to accept or reject any technology proposed by the vendor. The Purchaser reserves the right to select more than one vendor keeping in view its large requirements.

**8. COMMERCIAL BID:**

The bidder shall provide the commercial bid for the said project in the format attached as Annexure-C. The commercial bid should be properly sealed and signed by the authorized signatory.

Prices quoted by the bidder must be all inclusive, firm and final and shall not be subject to any escalation whatsoever during the period of the contract. Prices should include all taxes.

**9. MODIFICATION AND WITHDRAWAL:**

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

**10. REVELATION OF PRICES**

The prices in any form or by any means should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

**11. TERMS AND CONDITIONS OF THE BIDDING FIRMS:**

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.

The bidders are advised to clearly specify the deviations, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them.

**12. LOCAL CONDITIONS:**

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

**13. OPENING OF BIDS:**

All the bids will be opened at the date, time and locations mentioned in RFP (as per tender schedule). The technical bids will be opened in the presence of representatives of the bidders who choose to attend.

The bidders names, modifications, bid withdrawal and the presence or absence of requisite Bid Security and such other details, as PNB at their discretion, may consider appropriate will be announced at the bid opening.

**14. CLARIFICATIONS:**

If deemed necessary PNB may seek clarifications on any aspect from the bidder. However that would not entitle the bidder to change or cause any change in the substance of the tender submitted or the price quoted.

**15. SUBMISSION OF BIDS**

The bidders shall duly complete the formats of Technical Bid and Commercial Bid and the same will be submitted to the Assistant General Manager, IT Procurement Department, PNB, 2nd Floor, 5 Sansad Marg, New Delhi.

**16. A. BID EARNEST MONEY**

Bidder has to submit the Bid Earnest Money of Rs.5, 00,000/- (Rs. Five lac only) either online or in the form of Pay Order/ Demand Draft favoring PUNJAB NATIONAL BANK IT DIVISION payable at Delhi and filling all the details in the format available for the same. In case of unsuccessful bidder, EMD will be returned after completion of the bid process. In case of the successful bidder the EMD shall be retained as security deposit and will be returned after 6 month of go-live.

**17. PERIOD OF VALIDITY**

Bid shall remain valid for 180 days from last date of submission of bid prescribed by PNB. A bid valid for shorter period is liable to be rejected by PNB. The bidders may be required to give consent for the extension of the period of validity of the bid, if so desired by PNB in writing or by fax. Refusal of such consent would not forfeit the Bid Security and granting of request will not allow the bidder to revise/ modify his bid.

**18. BID CURRENCY**

Prices shall be expressed in Indian National Rupees only.

## **19. DEADLINE FOR SUBMISSION OF BIDS**

Bid must be received by the Purchaser at the address specified in Bid Document not later than the specified date and time as specified in Bid Document. In event of the specified date for submission of bids being declared a holiday for the Purchaser, the bids will be received up to appointed time on next working day.

## **20. LATE BIDS**

Any bid received by the Purchaser after the deadline for submission of bid will be rejected and/or returned unopened to the Bidder, if bidder so desires.

## **21. BIDDING PROCESS (TWO STAGES)**

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

- Technical bid                      Part I
- Commercial bid                    Part II

### **NOTE: AS PER TENDER SCHEDULE.**

For the purpose of the scope of work, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts, Technical Bid and Commercial Bid. The bidder will have to submit the Technical Bid and Commercial Bid Portion of the Bids separately in red lac sealed envelopes

(wax seal), duly superscribing "TENDER FOR UPGRADATION OF HRMS" and "TECHNICAL BID" or "COMMERCIAL BID" as the case may be.

TECHNICAL BID will also contain the Bidders information in the format given in bid document as per Annexure –A.

TECHNICAL BID will NOT contain any pricing or commercial information at all. Technical bid with commercial information will be rejected.

In the first stage, only TECHNICAL BIDS will be opened and evaluated. Only those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed.

In the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are short listed, will be opened.

The bid should be typed/written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. The authorization shall be indicated by copy of written power of attorney accompanying the Bid. All pages of the bid except amendable printed literature shall be initialed by the person(s) signing the Bid.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be duly confirmed under signature/initials of the person(s) signing the bid.

## **22. SUBMISSION OF BIDS**

The bidders shall duly seal each envelope with RED LAC SEAL (Wax Seal). The bid should be addressed to Purchaser at the following address and reach on or before the date and time mentioned on page 3 (Bid Details). Bank will not be responsible for any postal delay.

Assistant General Manager

Punjab National Bank,

IT Procurement Department,

2nd Floor, Head Office, 5 Sansad Marg

New Delhi – 110001

## **23. EVALUATION AND AWARD CRITERIA:**

After opening of the technical bids and preliminary examination, some or all of the bidders may be asked to make a presentation on the implementation strategy as per the schedule decided by PNB. PNB may also visit and inspect the onsite /development centers and other installation of the bidders.

PNB will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of PNB will be final in this regard.

The determination will take into account bidder's financial, technical and support capabilities, based on an examination of documentary evidence submitted by bidders.

The commercial bids for only those bidders will be opened who have qualified on the basis of technical evaluation and reviewed to determine whether the commercial bids are substantially responsive. Commercial bids that are not substantially responsive are liable to be disqualified at PNB's discretion.

The award of contract will be based on evaluation of technical and commercial bids.

**The L1 price for the awarded contract will be decided as per reverse auction**

**Contacting PNB or putting outside influence:**

Bidders are forbidden to contact PNB or its Consultants on any matter relating to this bid from the time of submission of commercial 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.

**24. CANCELLATION OF BID/ BIDDING PROCESS:**

PNB reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for its action.

**25. SIGNING OF CONTRACT**

The successful bidder(s) shall be required to enter into a contract with PNB, within 7 days of the award of the tender or within such extended period as may be specified by Bank on the basis of the Tender Document, the Tender of the successful bidder, 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.

**26. TRAINING**

The selected bidder shall arrange one batch of vendor training (comprising 15 persons) on PeopleSoft HRMS version 9.1 including people tools version 8.50.

Softcopy of the training content shall be provided to the bank for its use in bank's Learning Management System.

**SCOPE & TERMS AND CONDITIONS FOR TRAINING**

Scope of Training for Core Team, Functional team:

### **Points to be mentioned in the tender for training: (Input for RFP)**

- Certified Functional, Technical, System administration and Database management training for core team of Punjab National Bank should be arranged by system integrator directly from OEM.
- The training has to be conducted using official OEM course curriculum mapped with the Software Product's to be implemented in the Punjab National Bank.
- The training has to be conducted at the training facilities of Punjab National Bank or at training facility of OEM as per the Software product's proposed in the solution by System Integrator.
- The System Integrator in consultation and convenience of the Punjab National Bank shall workout the training program and all the other modalities of the training, which should be delivered by OEM certified consultants.
- The training has to be conducted by Instructors of OEM.
- The participants of Punjab National Bank will be issued a certificate from OEM Directly for attending these courses.

### **27. ACCEPTANCE OF ORDER**

The vendor shall give acceptance within 3 days from the date of order. However, Bank has a right to cancel the order, if the same is not accepted within the stipulated period from the date of the order.

### **28. PAYMENT SCHEDULE:**

#### **A. Implementation and migration cost**

- a. 30% of the migration and implementation cost shall be paid on completion of UAT for all modules.
- b. 30% of the migration and implementation cost shall be paid on Go Live of the new version and its component alongwith the inbuilt customization.
- c. 20% of the migration and implementation cost shall be paid after 3 months of the Go Live of new version and its component alongwith the inbuilt customization.
- d. 20% of the migration and implementation cost shall be paid after 1 year of the Go Live of new version and its component alongwith the inbuilt customization.

#### **B. Customization of additional module**

This cost has been divided on the basis of modules. There are 5 modules as stated in Clause 1 (e) of System description and scope of Work. Module 1 (e. i) has been given 40% weightage out of this cost and the remaining modules have been given weightage

of 15% each. Payment for each module shall be made separately on the achievement of following milestones:

- a. 30% of the customization cost shall be paid on completion of UAT.
  - b. 30% of the customization cost shall be paid on Go Live of the module.
  - c. 20% of the customization cost shall be paid after 1 month of the Go Live of the module.
  - d. 20% of the customization cost shall be paid after 3 month of the Go Live of the module.
- **Live implementation means that after user acceptance and the complete system is ported on the production environment and the successful run of the complete system in live environment.**

Bidder shall quote all the figures in numbers followed by in words enclosed in brackets in all commercial bid.

## **29. GOVERNING LAWS AND DISPUTES**

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents 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 applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Delhi.

The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained.

The venue of the arbitration shall be Delhi. This is applicable to successful bidder only.

## **30. PENALTY**

The timelines for each phase shall be decided and any delay in the same shall attract a penalty of 1% of the implementation and customization cost per week with a maximum of 10%. If the delay exceeds 3 months then Bank shall be entitled to cancel the order and recover any payment made. Also Bank shall have option of encashing the EMD /

invoking Bank Guarantee in such a scenario. Bank shall have option of blacklisting the company.

### **31. USE OF CONTRACT DOCUMENTS AND INFORMATION**

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contract.

#### **GUIDELINES FOR REVERSE AUCTION:-**

##### **Initiation on the Bid Process**

Opening bid price and bid decrements will be intimated at the start of the bidding process by the means of on-line messages. In case of not receiving the details, the supplier has to inform PNB system administrator one hour before the scheduled event time through email and request for the details.

##### **Opening Price**

Opening price is the upper/ceiling price of the contract value fixed by PNB for the lot / item. Suppliers can bid only lower than the opening price in case of Reverse Auctions (Bid price would be based on the total price arrived at multiplying specified quantities with unit rates and summing up for the entire requirement).

##### **Weightage / Loading Factor**

This factor shall be incorporated by the System Automatically during the event. This factor is the effect of financial implication arising out of the deviation taken by the Bidder in his Bid.

##### **Auction Types**

Bank may either go for Price Base Auction when the price quoted by each bidder is shown to all the participants or Rank Base Auction when only rank of the particular bidder is visible instead of price.

##### **Alias Name**

Each bidder will be given a unique alias name, generated by the system and informed by system generated email. Bidders can see the bids of other suppliers but the real name will not be visible on the screen. Complete, schedule of the auction will be intimated through a system generated emails to the participating suppliers. Flash messages between the event and at the

end of the events. The normal duration of Reverse auction will be 1 hour (60 minutes) with provision of auto extension as per auction rules to be decided by Negotiation Committee before start of auction. The Bid Extension rules shall be governed after the expiry of the Auction Time earlier set & decided before start of Event. In the event a bidder is placing his bid in last 5 minutes of the scheduled end time of the event, the event will get automatically extended for next 5 minutes infinitely. The auction time will get automatically extended so as to allow other the bidder an opportunity to supplier to participate and give better offer to win the bid. In the event of any typographic error while posting the bid, the auction would still get extended so as to allow the bidder an opportunity to correct the mistake. Screen will refresh automatically in every seven (7) second. It is recommended to manually refresh screen by pressing F- 5 from keyboard, if no changes are seen on screen for unusual period.

### **Bid Decrement**

Bid Decrement is the minimum fixed amount by which, or by multiples of which, the next bid value can be decreased. Bid decrement is usually calculated 0.25% of the opening price. However PNB reserves the right to decide appropriate bid decrement factor. Bidders should enter the next bid price considering the Bid Decrement, with reference to self bid for Rank Auction and L1 bid with reference to Price Auction. However in no case would the system accept modification to a higher value.

### **Auto Bid**

Auto Bid is enabled from the start time of bidding. Once the vendor activates this feature in the system, the system places bid on behalf of the vendor as per the next bid decrement until the time the auto bid amount gets out-bided by another participating vendor. In case more than one vendor is using the auto bid facility, then the vendor who first initiated the auto bid functionality would be considered the active bidder. In the event of auto bid feature when prices are equal, under such possibilities the bidder, who has first initiated / invoked the option of auto bid, shall be considered the active bidder and given preference.

### **Surrogate Bidding**

Surrogate bidding is not allowed.

### **Price Break Up**

Bidders are required to submit the price break up of the final bid price just after the event on to the formats/ price breakup sheet.

“If a bidder quoting higher prices, higher by more than a stipulated variation factor as compared to the average quoted prices (of all technically qualified bidders), the same bidder shall not be called for reverse auction process”.

The stipulated variation factor should be approximately 40%.

### **Mistake Proofing**

If a bid placed X times below or higher of the bid decrement / increment as decided by PNB, a warning message will be flashed on screen to confirm the placed bid, Bid once placed will not be deleted in any circumstances and the supplier will be bond to deliver the item on the quoted bid.

The following term and conditions are deemed as accepted by vendor on participation in the bid event

Bidders/ participants are deemed to have accepted the auction rules on participation at the bid event. Participation in a bid event is by invitation from PNB. Any other supplier does not automatically qualify for participation. PNB will make every effort to make the bid process transparent. However, the award decision by PNB would be final and binding on supplier.

1. You agree to non-disclosure of trade information regarding the purchase, identity of PNB, bid process, bid technology, bid documentation and bid details.
2. You cannot change price or quantity or delivery terms (or any other terms that impact the price) post the bid event.
3. Deed to furnish the item rate form within the stipulated time after the bid event.
4. You cannot divulge either your bids or those of other suppliers to any other external party.
5. Technical and other non-commercial queries (not impacting price) can be routed to the respective PNB contact personnel indicated in the RFP.
6. You are advised that you will understand auto bid process to safeguard yourself in case of technical failure. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of PNB.
7. You should be prepared with competitive price quotes on the day of the bidding event. Participate in the online bidding event as per the schedule. Submit the item wise price break up for all the items as per your last bid price in the stipulated time as per the schedule immediately after the online sourcing event. The bidder has to necessarily quote for all the items listed in the BOQ. In case of incompleteness of the bid, same may be rejected.
8. NOTE –
  - 1) If the response is received from 2 or more bidders, we may also initiate the process of reverse auction
  - 2) Bank reserves the right to hold RA/or call L-1 bidder for negotiation

## **GENERAL TERMS AND CONDITIONS**

- It shall be the responsibility of the shortlisted bidder to ensure that all the MIS that are currently been generated are generated even after the migration on to the new version.
- Bidder has to provide implementation schedule for entire solution.
- To make a system study and submit the detail system requirement specification document within a period of 1 month from the placing of order.
- The shortlisted bidder shall be required to provide the test cases, test plan and assist the PNB UAT team for in testing of the upgraded version.
- Upon successful UAT system shall be deployed in production environment by the vendor. The shortlisted bidder shall also be required to provide the Go Live strategy and Roll back plan.

**\* Live implementation means that after user acceptance the complete system is ported on the production environment and the successful run of the complete system in live environment.**

- To install, customize and implement the system as per the requirement of the Bank.
- To provide free on-site support for a period of 6 months after live implementation by deputing on-site engineer without any extra cost for application as well as for database. The support during the warranty period subsequent to the initial period of 6 months will include Help Desk Support through telephonic contacts and emails/online mode on all 7 days of the week, besides visit to the site for troubleshooting in case of need for which no additional cost will be paid by the Bank.
- The technically eligible bidders shall be required to give a presentation on the implementation strategy as part of technical evaluation.

The shortlisted bidder shall be required to deploy and configure the application on test as well as production server.

**Eligible Bidders: Annexure A**

**Part - I**

Entities meeting the following criteria would be eligible to participate in the bid process:

**Bidder Information**

Please provide following information about the Company (Attach separate sheet if required):-

S. No.	Information	Particulars / Response
1.	Company Name	
2.	Date of Incorporation	
3.	Company Head Office / Registered Office and Addresses  Contact Person(s)  Phone  Fax  E-mail  Website	
4.	Provide the range of services /options offered by you covering service description and different schemes	Yes / No / Comments (if option is 'No')

	<p>available for:</p> <ul style="list-style-type: none"> <li>▪ Customization</li> <li>▪ Implementation Support</li> <li>▪ Warranty</li> <li>▪ Post-implementation</li> <li>▪ Ongoing Support for: - <ul style="list-style-type: none"> <li>○ AMC</li> <li>○ Helpdesk</li> <li>○ Training</li> <li>○ Documentation</li> <li>○ Others (specify)</li> </ul> </li> </ul>															
5.	<p>Any pending or past litigation (within three years)? If yes please give details</p> <p>Also mention the details of claims and complaints received in the last three years (About the Company / Software that are sold / licensed by the company).</p>	Yes/No/Comments (if option is 'Yes')														
6.	<p>Please mention turnover for last three years and include the copies of Balance Sheet in support of it.</p>	<table border="1"> <thead> <tr> <th data-bbox="808 1142 954 1220">Year</th> <th data-bbox="954 1142 1118 1220">Turnover</th> <th data-bbox="1118 1142 1339 1220">Profit/Loss(-)</th> </tr> </thead> <tbody> <tr> <td data-bbox="808 1220 954 1346">2007-08</td> <td data-bbox="954 1220 1118 1346"></td> <td data-bbox="1118 1220 1339 1346"></td> </tr> <tr> <td data-bbox="808 1346 954 1472">2008-09</td> <td data-bbox="954 1346 1118 1472"></td> <td data-bbox="1118 1346 1339 1472"></td> </tr> <tr> <td data-bbox="808 1472 954 1591">2009-10</td> <td data-bbox="954 1472 1118 1591"></td> <td data-bbox="1118 1472 1339 1591"></td> </tr> </tbody> </table>	Year	Turnover	Profit/Loss(-)	2007-08			2008-09			2009-10				
Year	Turnover	Profit/Loss(-)														
2007-08																
2008-09																
2009-10																

**Signature of Bidder**

## Part - II

### General Information

The following information should be provided. (Attach separate sheet if required)

S. No.	Information Required	Particulars / Response
1.	General Information <ul style="list-style-type: none"><li>▪ Annual installations (live) in the last three years similar to the module/version proposed.</li><li>▪ Year and place of the first live installation similar to the module/version set proposed.</li></ul>	
2.	Operating systems on which the installation has been done.	
3.	Database	
4.	Front end tool and associated software.	
5.	Language and development environment in which the proposed version is coded	
6.	System Module components – Specifically indicate modules / components and their dependencies (whether the modules /components can be implemented independent of other modules/components) and level of integration for each proposed module / component.	
7.	Description of the solution development environment and	

	application tools used. Also furnish either Third Party Tools or Tools required for the upgradation with the System Software/RDBMS that are used in designing the solution	
8.	Broad solution enhancement /integration strategy for the next 3-5 years	
9.	List of major implementation in India and abroad with storage, number of concurrent users, modules implemented etc.	

We confirm that, all the details mentioned above are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the Bank has the right to reject the proposal and disqualify us from the process.

We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of vendors for providing software solution.

We also acknowledge the information that this bid is valid for a period of six months, for the short-listing purpose, from the date of expiry of the last date for submission of bid.

**SIGNATURE OF VENDOR WITH SEAL**

**NAME OF THE AUTHORISED SIGNATORY**

## Annexure - B

### Pre Qualification Criteria:

The bidder(s) has to meet the following pre-qualification criteria to be eligible for participation in tendering process:-

	<b>Criteria</b>	<b>Compliance (Yes/No)</b>	<b>Name of supporting Document attached</b>
1.	<b>The turnover of bidding company for the last 3 financial years must exceed Rs. 5 Crore and it should be a profit making company. (Documentary proof to be provided)</b>		
2.	<b>The bidder Company should have 50 engineers or more on its roll and should have Technical support office at National Capital Region (NCR). The bidder should have a team of atleast 5 people having experience in working/customization/upgradation of PeopleSoft HRMS application</b>		
3.	<b>The bidder should have experience in implementing the PeopleSoft HRMS solution in atleast 2 sites out of which 1 implementation should be of PeopleSoft HRMS version 9.0 or 9.1</b>		

**Note:** Bidders are to submit documentary proof to establish the qualification of the above mentioned criteria, failing which it will lead to the rejection of bid.

**Annexure 'C'**

**Format for Commercial Bid:**

<b>S. No.</b>	<b>Particulars</b>	<b>Cost</b>
<b>1</b>	<b>Migration and Implementation Cost</b>	
<b>2</b>	<b>Cost of customization of additional modules</b>	
<b>3</b>	<b>Additional Onsite support (per man month) after expiry of 6 month warranty period</b>	
<b>4</b>	<b>Additional customisation charges per man day</b>	
<b>Total amount as per L1 criteria mentioned below</b>		

**Note:**

**(A). L1 Criteria: S.No 1 + S.No 2 + (12 \* S.No 3) + (30 \* S.No 4)**

**(B). The bidder has to submit the commercial bid only in the above format.**

**Note: Any criteria if left blank may lead to the rejection of the bid.**

**ANNEXURE - D**

List of Additional Functionalities being offered without any additional cost, module wise.

<b>S. No.</b>	<b>Module</b>	<b>Functionality</b>

**ANNEXURE-E**

**COMPLIANCE STATEMENT**

**DECLARATION**

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP including all annexure(s), addendum(s) and corrigendum(s)

**Signature and Seal of Bidder**

We certify that the systems/services offered by us for tender conforms to the Technical specifications stipulated by you with the following deviations

List of deviations

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_

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

**Signature and Seal of Bidder**