

BIHAR RURAL DEVELOPMENT
SOCIETY (BRDS)

RED Cross Society Building

PATNA-800001

BIHAR (INDIA)

NOTICE INVITING TENDER (NIT)

Invitation of proposals are invited in two bid system from reputed Software Service providers for Maintenance & Technical Support of state of the art **PeopleSoft** based **HRM and Payroll software** of Bihar Rural Development Society (BRDS), Rural Development Department, Government of Bihar.

RFP including terms and conditions, specifications etc. may be downloaded from the website <http://brds.bih.nic.in/Tender.aspx>. D.D of Rs 5000/- to be attached with the Proposal as Tender Fee. The last date for submission of the bid will be on or before 15.00 hrs of 14-02-2022 and there will be a pre-bid meeting on 17-01-2022 at 11:30 AM. Technical bids shall be opened on 14-02-2022 at 15.30 hrs in presence of the bidders or their authorized representatives.

The undersigned reserves the right to cancel the bid without assigning any reasons.



JS, RDD cum Fund Manger
Bihar Rural Development Society
Government of Bihar

REQUEST FOR PROPOSAL

FOR

MAINTENANCE & TECHNICAL Support

OF

HRM SOFTWARE

FOR

BIHAR RURAL DEVELOPMENT SOCIETY (BRDS)
RURAL DEVELOPMENT DEPARTMENT
GOVERNMENT OF BIHAR

Address for communication:

CEO,

Bihar Rural Development Society

2nd Floor, RED Cross Society Building

Patna-800001

Bihar (India)

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CEO

Bihar Rural Development Society

Government of Bihar

1. SECTION –I RFP DATASHEET

Following table brings out the dates for main events of the bidding process for this RFP. The Bidder should note that the Purchaser reserves the right to change these dates without assigning any reason at any stage of the bidding process.

Sr.	Information	Details
1.	Name of the Assignment	Selection of Software Service Provider / Agency for Maintenance & Technical support of HRMS for Bihar Rural Development Society
2.	Cost of Bid Document	Rs. 5,000/- Paid through DD, in favor of "CEO, BRDS, Bihar" payable at Patna
3.	Date of Publishing of RFP	January 4 th , 2022
4.	Pre Bid Meeting	January 17 th , 2022 at 11:30 AM
5.	Date and Time for Submission of Bids	February 14 th , 2022 at 3:00 PM
6.	Bid Security / Earnest Money Deposit (EMD)	Rs. 2,00,000/-(Rs. Two Lakhs Only) paid through DD or Bank Guarantee in favor of CEO, BRDS, Bihar
7.	Validity period of Bid Security / Earnest Money Deposit (EMD)	180 Days
8.	Proposal Validity period	180 Days
9.	Place, Date and Time of opening of Pre-Qualification Proposals	February 14 th , 2022 at 3:30 PM CEO BIHAR RURAL DEVELOPMENT SOCIETY (BRDS) 2 nd Floor, RED Cross Society Building PATNA-800001 BIHAR (INDIA)
10.	Addressee and Address at which Bid is to be submitted	CEO BIHAR RURAL DEVELOPMENT SOCIETY (BRDS) 2 nd Floor, RED Cross Society Building PATNA-800001 BIHAR (INDIA)

1.1. Clarification of RFP Documents

Bidder's requiring clarifications on RFP document may notify either by writing to BRDS address or by sending in their queries by electronic mail to brds.director@outlook.com and CC to: ceo.brds-bih@gov.in. Queries/clarifications should reach the Purchaser three days prior to the Pre-Bid date provided in RFP datasheet above. BRDS will respond to queries/clarifications of the Bidders in writing by publishing the responses on its website. BRDS will have the right not to respond to some or any of the queries at its sole discretion. BRDS will not entertain any correspondence regarding delay or non-receipt of clarifications/queries.

1.2. Pre-Bid Meetings

- a. Bidders (or Consortium) attending the Pre-Bid meeting must do so at their own cost.
- b. The Purchaser (BRDS) reserves the right to change the time and venue of the Pre-Bids.
- c. The Venue for the Pre-Bid meeting is as follows:
 CEO office
 BIHAR RURAL DEVELOPMENT SOCIETY (BRDS)
 2nd Floor, RED Cross Society Building
 PATNA-800001
 BIHAR (INDIA)

1.3. Response to Bidder’s Enquiries

All enquiries from the bidders relating to this RFP must be submitted in writing exclusively to the contact person three days prior to the date specified for pre-bid meeting in the RFP Data Sheet. Any query received after the due date shall not be entertained. The queries should necessarily be submitted in the following format:

BIDDER’S REQUEST FOR CLARIFICATION				
Name of Organization submitting request		Name & position of person submitting request		Complete address of the organization including phone, fax and email points of contact
				Tel:
				e-Mail:
				FAX:
Sr.	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring clarification	Points of clarification	
1.				
2.				

All enquiries should be sent either through email or Fax. Purchaser shall not be responsible for ensuring that bidders’ enquiries have been received by them. Purchaser shall provide a complete, accurate, and timely response to all questions to all the bidders. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response, nor does Purchaser undertake to answer all the queries that have been posed by the bidders. All responses given by Purchaser will be distributed to all the bidders through publication at web site.

1.4. Purchaser’s Right to Terminate RFP Process

- a. The Purchaser reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the

grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.

- b. This RFP does not constitute an offer by the Purchaser. The bidder's participation in this process may result in Purchaser selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the Purchaser to execute a contract or to continue negotiations. The Purchaser may terminate negotiations at any time without assigning any reason.
- c. Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

1.5. Supplementary Information / Corrigendum / Amendment to the RFP

- a. If Purchaser deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be made available on websites www.brds.bih.nic.in. **Any such supplement shall be deemed to be incorporated by this reference into this RFP.**
- b. At any time prior to the deadline (or as extended by the Purchaser) for submission of bids, Purchaser, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- c. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Purchaser, at its discretion, may extend the deadline for the submission of bids.

1.6. Language of Proposal

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the Purchaser and will not be returned. The hardcopy version will be considered as the official proposal.

1.7. Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c. The bidder qualifies the proposal with his own conditions
- d. Proposal is received in incomplete form
- e. Proposal is received after due date and time at the designated venue
- f. Proposal is not accompanied by all the requisite documents

- g. If bidder provides quotation only for a part of the project
- h. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any
- i. Commercial proposal is enclosed with the same envelope as technical proposal
- j. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- k. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
- l. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within stipulated date of notice of award of contract or within such extended period, as may be specified in the RFP.
- m. If the bid security envelope, response to the pre-qualification criteria, technical proposal and the entire documentation (including the hard and soft/electronic copies of the same) submitted along with that contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.

1.8. Performance Bank Guarantee (PBG): shall mean an unconditional and irrevocable bank guarantee provided by a Nationalized/ Scheduled Bank to Project Director on behalf of the Implementing Agency amounting to 2% of the Project Value calculated on annual basis. The Performance Guarantee shall be valid for two months more than the contract completion date from the date of work order/Agreement, unless extended pursuant to the Agreement.

2. INVITATION TO BIDDERS

INVITATION OF PROPOSALS FROM REPUTED SOFTWARE SERVICE PROVIDES FOR MAINTENANCE AND TECHNICAL SUPPORT OF **PEOPLESOFT BASED HRM SOFTWARE** OF BIHAR RURAL DEVELOPMENT SOCIETY (BRDS), RURAL DEVELOPMENT DEPARTMENT, GOVERNMENT OF BIHAR.

2.1. Bid Procedure

The Bidder should submit the proposals in two parts:

1. Technical Bid
2. Financial Bid

- (i) Technical part should contain all such details as mentioned in the Bid Document and it should be kept one envelop marked as “TECHNICAL BID”.
- (ii) Financial part should contain the financial bid inclusive of all admissible taxes, duties and levies etc. it should be kept one envelop marked as “FINANCIAL BID”.
- (iii) Both these separate sealed and superscripted envelops should then be sealed in a third envelop marked as “MAINTENANCE & TECHNICAL SUPPORT OF HRM SOFTWARE OF BRDS”.
- (iv) If both bids are found in one envelope, those offers will be rejected.

Bid Document may be downloaded from website (www.brds.bih.nic.in) in which case the fee of Rs. 5,000 in the form of demand draft in favour of “CEO, BRDS” as should be enclosed with the bid document at the time of submission. Offers received without tender fees shall be summarily rejected. The last date for submission of bid is February 14th, 2022 up to 15:00 hrs at the following address:

CEO
BIHAR RURAL DEVELOPMENT SOCIETY (BRDS)
2nd Floor, RED Cross Society Building
PATNA-800001
BIHAR (INDIA)

The technical bids will be opened on the same day at 15:30 hours before the authorized representatives of the participating bidders. Late / delayed proposals will not be opened at all. The Right of acceptance / rejection of any offer shall remain reserved with the Society.

3. SECTION II: SCOPE OF WORK

3.1. Project Introduction

The Human Resource Management Software (HRMS) system of BRDS is PeopleSoft based Software system used to acquire, store, manipulate, analyze, retrieve, and distribute information regarding our organization's human resources. This system is built to handle personnel of varying conditions. It also replicates personal information held across the business units as per BRDS requirement. The HRMS Software has to be maintained by the proposed bidder up to the contract period. The Service provider also have to run the Payroll of all BRDS Employees (currently around 16,000), enroll/delete new employees from time to time. The service provider has to understand the requirements of BRDS and provide Maintenance & Technical Support to the existing HRMS including its Payroll system.

3.2. Objectives of Project

- I. Provide maintenance of the HRMS Software and its Database which is hosted at Bihar State Data Center (SDC).
- II. Provide on-time technical support of the HRMS Software.
- III. To facilitate the Payroll processing of all BRDS employees through the HRMS Software.
- IV. Make necessary changes in customization of PeopleSoft software based on requirement and implement new functionalities of BRDS business process.
- V. Upgrade the implementation from PeopleSoft version 8.54 to 8.58 or latest.

3.2.1. Maintenance & Technical Support of HRM software

- i. Technical support, code development for changes in software based on BRDS requirement.
- ii. Developers will have to make necessary changes to upgrade the implementation from PeopleSoft version 8.54 to 8.58 or latest.
- iii. Developers may need to make necessary changes in implementation for profile based management as per BRDS requirement.
- iv. Database management and Application Performance Management.
- v. Intending Vendor will have to setup and maintain Test & Development Environment preferably in cloud.
- vi. Keep Data and Application Backup on daily basis in cloud for and emergency.
- vii. Ownership of the entire software Data will lie solely with the society.

3.2.1. General description of the HRMS solution under use:

Sl. No.	Description
1	The HRMS solution is a Commercially of the shelf (COTS) based Oracle's PeopleSoft software solution. This software has been customized/configured as per structure and functioning of BRDS.
2	BRDS have Enterprise wide Application license with provision to create, modify, delete, enquire records and create transactions by each user.
3	All the Major and Minor Upgrades and releases are provided by Oracle as a part of the Annual technical Support for the application.
4	This software is hosted in Bihar State Data Center.

3.2.2. Ownership and Other criteria

The intending vendor has to be in close contact with the BRDS HRMS Nodal office for to maintenance and changes of HRM software for 2 years from date of contract. Ownership of the entire software Data will lie solely with the Society.

3.2.3. Functional Modules of the BRDS HRM software

The HRM software have the following features/Modules:

- a. **Organizational Setup**
- b. **Employee Data & Information Management**
- c. **Employee Self Service**
- d. **Manager Self Service**
- e. **Leave Management**
- f. **Tour & Travel Management**
- g. **Employee training & service Management**
- h. **Documents Management**
- i. **BRDS information Management**
- j. **Appraisal/Performance Management**
- k. **Transfer Management**
- l. **Payroll processing**

3.2.4. Manpower support at BRDS Head office and at Vendor's place

Manpower support at Head office

Considering the low IT capabilities at BRDS and Rural Development Department GOB, Bidder is required to deploy experienced and trained manpower for smooth functioning of the project. Suitable manpower need to be deployed at centralized infrastructure and Back-office infrastructure, during the project period to meet the

project objectives and outcomes. IA would also be responsible to provide services of Database Administrator during contract period.

Qualifications for manpower:

The Bidder would need to ensure that adequate & sufficiently trained resources are deployed to manage the Centralised HRMS components to meet the SLA and functional requirements of the project. The minimum qualifications and skills requirements are given in the table below:

Manpower requirement at BRDS office:

Sr. No.	Manpower	Minimum Qualification & Skills
1	<p>Payroll Manager at Head office</p> <p>Count - 01</p>	<ul style="list-style-type: none"> • Qualification: B. E. / B Tech. (Computer Science/IT) / MCA / MS (IT)/MBA from recognized institute • Experience: Having Minimum 5 Year Experience of Payroll processing through MIS of Minimum 5000 Employee using PeopleSoft based HRMS Software Applications • Certifications: Relevant Database Administration Certifications Maintain data standards • Communicate regularly with technical, applications and operational staff to ensure database integrity and security; Support for commissioning and installing new applications. Supervise, coach, and mentor support resources. • Should have experience of implementing appropriate security standards • Good communication skills
2	<p>HRMS Manager at Head office</p> <p>Count - 01</p>	<ul style="list-style-type: none"> • Qualifications: (B. E. / B Tech./ MCA) • Experience: minimum 5 years of experience in IT/ software development/ IT System projects. • Area of Expertise: <i>Having at least 3 Year Experience of HRMS of Minimum 3000 Employee in COTS Applications preferably PeopleSoft</i> • Should have skills to test the new Implementations/ modifications and at System testing and UAT level. • Good people management, coaching and mentoring skills and Team building skills.
3	<p>HRMS and Payroll Supervisor for Payroll and HRMS Management</p>	<ul style="list-style-type: none"> • Qualifications: MCA/Graduate in Management / Computer Science • Experience: Minimum 3+ years of experience in Payroll/MIS Management (minimum 300 employees). He/She should have an understanding of government orders, notifications, letters and other communication medium in government. Deep understanding of Business Processes as well as Technical

	Count - 06	<p>concepts related to the HRMS software.</p> <ul style="list-style-type: none"> • 3-4 years' experience in troubleshooting with good communication skills in English and Hindi and with extensive experience on computer
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Manpower requirement at Vender's office for Technical support:

Sr. No.	Manpower	Minimum Qualification & Skills
1	<p>PeopleSoft Developer</p> <p>Count – 02 (1 for full project life, 1 for only 1 year)</p>	<ul style="list-style-type: none"> • Qualification: B. E. / B Tech. (Computer Science/IT) / MCA / from recognized institute • Experience: Having Minimum 3 Year Experience of PeopleSoft Application Implementation and maintenance. • Should be technically sound, able to understand business requirements. • Should have experience of HRMS application and Payroll processing. • Good communication skills.
2	<p>HRMS Manager at Head office</p> <p>Count - 01</p>	<ul style="list-style-type: none"> • Qualifications: (B. E. / B Tech./ MCA) • Experience: minimum 8 years of experience in software development and project management. • Area of Expertise: <i>Having at least 3 Year Experience of COTS based HRMS software development/implementation preferably PeopleSoft.</i> • Good people management, coaching and mentoring skills and Team building skills.
3	<p>Database Administrator</p> <p>Count - 01</p>	<ul style="list-style-type: none"> • Qualifications: (B. E. / B Tech./ MCA) • Certifications: Relevant Database Administration Certifications to Maintain data standards • Experience: Minimum 3 years of experience in DBA role of large scale database. • Minimum 3 years of experience Application performance Management.
4	<p>System Tester</p> <p>Count – 01 (for 1 year)</p>	<ul style="list-style-type: none"> • Qualifications: (B. E. / B Tech./ MCA) • Certifications: Relevant Automation Testing Certifications • Experience: Minimum 3 years of experience in Manual and Automation Testing role of large-scale application.

BRDS Nodal Officer will interview and evaluate all resources to be placed in the project, if any changes to be done during the project, then also approval of BRDS will be mandatory for replacement resource.

If needed BRDS may call Software Developers/Project Manager for few days or months at BRDS head quarter. In that case accommodation will be provided by BRDS but vendor will have to bear all other incurred costs.

3.3. Time Schedule

The project period will be Two (2) years and it may be extended for another two (2) years if needed by BRDS. In case of extension maximum 5% annual increment may be given on the monthly billing rates.

3.4. Responsibilities of the BRDS:

- A. Nominating a nodal officer for the project to coordinate with the Service Provider and to provide required information.
- B. Checking the Quality of Service (QOS) provided by the Solution Provider.
- C. Facilitating the Solution Provider during the course of the project for necessary information and support.
- D. Providing current system with Master data of All employees and Application and Data Migration details.
- E. Providing Computer System and Printers at BRDS Head Office.
- F. Providing required Internet Bandwidth and Power Backups at District offices.
- G. Providing All Printer, Consumable, Paper etc. to resources posted at BRDS office.
- H. Providing Space and IT Infrastructure at State Data Centre or Head office for Hosting of application and its access.
- I. Maintain ATS from OEM of PeopleSoft.

4. SECTION III: PRE-QUALIFICATION CRITERIA OF BIDDERS

Keeping in view the complexity & volume of the work involved, the following criteria are prescribed:

- A. The Bidder should have adequate experience of execution/implementation of at least five (5) end-to-end software solution (including software implementation, Integration, Post Implementation Support etc.), with a project value each of Rs. 5.00 Cr or above.
- B. The bidder (Lead Bidder in case of consortium) must have prior experience of working on at least two (2) **COTS based HRMS implementation** project for any Indian Government/PSU/Society or a Large enterprise having at least 5000 or more employees.
- C. The bidder must have prior experience of working on at least one (1) **Peoplesoft HRMS implementation** project (including software implementation, Integration, Post Implementation Support etc.) for any organization having employee strength of 1000 or more.
- D. The bidder must have prior experience of working on at least two (2) projects for any Indian Central/State Govt. or PSU/Society.
- E. Bidding firm / company must provide all documentary evidence indicating fulfillment of all eligible criteria's.
- F. Projects executed for bidder's own or bidder's group of companies shall not be considered.
- G. The Bidder must submit self-attested copies of GST, Company PAN Card, Incorporation under Company Act certificates.
- H. The Bidder must have comprehensive experience in development and deployment of software and must be in the business of IT Services for at **least 5 Years** as per Company act. Must have adequate experience of execution of similar projects (HRM Software) either in Government Sector or Govt. PSUs.
- I. The Bidder must have been assessed and must possess a valid certification for CMMi Level 5 as on the date of submission of bid and the certificate should be valid.
- J. The Bidder Company must be minimum Average Annual Turnover of Rs. 5 Crores (As on 31st March 2021) in the last 3 financial years from IT business, as evidenced by the audited accounts of the company.

- K. The Bidder, should be profitable during the last three financial years and Net worth of Company should be positive.
- L. The bidder must have prior 50 Technical staff in India.
- M. The bidder should not have been blacklisted by any State / Central Government in India for corrupt, fraudulent or any other unethical business practices or for any other reason. **Bidder must submit the affidavit along with technical documents.**

CEO, BRDS holds the right to alter or cancel any of the above mentioned points without assigning any reasons thereof and also to cancel or reject any or all the Proposals.

5. SECTION IV: SELECTION PROCEDURE - OPENING AND EVALUATION OF BIDS

5.1. Bid Evaluation

- Authority will formulate a Selection Committee for making technical and financial evaluation and ranking of Bids received. This committee(s) will undertake evaluation of technical bids, opening of financial bids, final selection of the company, negotiations (if any) on various terms and conditions, etc.
- The envelope 1 (Technical Bid) shall be opened first. If the bid security is not found to be in order, then the Bid shall be treated as non-responsive and shall not be evaluated further.
- All the proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected at any stage of detection.

5.2. Evaluation of Technical bids

The eligibility criteria will be first evaluated as defined in 'Pre-qualification criteria of bidders'. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed eligibility criteria. Scrutiny of the tender document will be done by the Selection Committee to determine whether the documents have been properly signed, Earnest Money Deposit (EMD) paid and all relevant papers submitted. Tenders not conforming to such requirements will be prima facie rejected.

Technical Bid may not be considered for evaluation in any of the following cases:

- A. Bidder has not submitted bid security.
- B. The Technical Bid was submitted in the wrong format; or
- C. The Technical Bid included details of financial bid; or
- D. The Technical Bid reached the Authority after the submission closing time and date specified in the Data Sheet.
- E. After the technical evaluation is completed, the Authority shall notify Bidders whose Bids meet the minimum qualifying technical criteria.

5.3. Technical Evaluation Process

- A. All the bids (applications) will be evaluated based on the Eligibility Criteria. The Selection Committee will shortlist those companies which are satisfying the eligibility criteria in all respects and declare the companies which are technically qualified for further evaluation.

- B. For evaluation, a weighted composite success score will be calculated based on separate evaluations of the Technical Bid (70% weightage) and the Financial Bid (30% weightage). The Selection Committee will oversee the evaluation process.
- C. The Selection Committee would first thoroughly check the technical bid form, its supporting documents and shortlist the eligible agencies/companies based on the technical eligibility criteria.
- D. The above short-listed companies will be **advised to make a presentation (in power point)** duration of approximately 30 minutes including Q&A **to the Selection Committee** on their capabilities, experiences, etc. and showcase their work done for other clients. These companies will be given sufficient notice for this presentation. This presentation will include a strategy suggestion outlining the features of the HRM software.
- E. The Selection Committee would evaluate the quality of Bidders on the criteria formulated by it. Points will be given on the basis of proposals submitted and the presentation given by the bidders. The Committee may even wish to personally visit the firms headquarter any time 15 days of after the selection process. **Preference will be given to the firms having the more number of PeopleSoft HRM software Implementation.**

5.4. Marking Criteria: The criteria for evaluation and marks will be as follows:

S. No.	Evaluation Criteria	Max Score	Score Evaluation
1	Company Experience in the Field of IT Services / Software development.	10	≥10 years = 10 ≥05 years = 05
2	Average Annual turnover in the last 3 financial years i.e. 2018-19,2019-20 & 2020-21	10	≥25 Crore = 10 ≥15Crore = 05 ≥5 Crore = 02
3	The bidding firm / company should have Developed, Implemented and maintained COTS Based HRM working software portals which have been supported, maintained for minimum three (3) years. Project Value not less than 2.00 Cr.	10	>10 projects = 10 >=5 projects = 07 >=2 projects = 04
4	At least one of the implemented HRM site should have minimum order value of 200 Lakhs, which should have been supported, maintained for minimum three (3) years and used by minimum 1000 users. Max 5 Project	20	Project with >7000 Employee = 20 Marks Project with >5000

			Employee = 10 Marks Project with >1000 Employee = 5 Marks
5	Implemented at least One PeopleSoft HRMS	20	>5 projects = 20 >=3 projects = 10 >=1 projects = 05
6	Undertaken development and maintenance of software projects for Indian Government Ministries / Departments / undertaking and the project value not less than 200 lakhs.	20	≥ 6 projects = 20 3-5 projects = 15 02 projects = 10
7	Understanding of the Objectives of the Assignment: The extent to which the Bidders' approach responds to the objectives of the Projects, Key Challenges identified for successful completion of the project, best practices and manner in which proposed project to be approached to respond to the objectives. Change Management handling etc.	10	Evaluation on the basis of blue print and presentation. Submit the relevant documentation in Technical bid.
	Max Marks	100	

Note: All the relevant documents required for the technical scoring should be placed in the technical bid.

The participating agencies will be assigned a Technical score (TS) out of a maximum of 100 points. Bidders with Technical score of 70 and above out of 100 will qualify for the evaluation in the commercial process / Financial Evaluation. These "Qualified Companies" will be considered further for Financial/Commercial Evaluation".

5.5. Non-qualified bids

- i. Only the Technically qualified bids will be considered for Financial Bid opening. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, and its financial proposal will be opened at all.
- ii. BRDS CEO reserves the right to increase or decrease the qualifying marks for technical evaluation in case of greater competition or most of the applying agencies receiving less than the stipulated score for the purpose. Accordingly, the weightage financial score will be decreased or increased for Financial Evaluation.

6. Evaluation of Financial Bids

6.1. Public Opening of Financial Bids

- 6.2.1. At the public opening of Financial Bids, Bidder representatives who choose to attend will sign an Attendance Sheet.
- 6.2.2. Each Financial Bid will be checked to confirm that it has remained sealed.
- 6.2.3. The selection committee will open each Financial Bid. They will read out aloud the name of the Bidder and the total price shown in the Bidder's Financial Bid. This information will be recorded in writing by the selection committee.

6.2. Evaluation of Financial Bids

- 6.3.1. Financial Proposals of only Technically Qualified Bidders would be opened for further evaluation.
- 6.3.2. The Financial bid will be evaluated for the cost of all the components including the Technical support, implementation and & maintenance of software/Data along with backup for 2 years.
- 6.3.3. Bidder's attendance at the opening of Financial Bids is optional.
- 6.3.4. The selection committee will review the detailed content of each Financial Bid. During the review of Financial Bids, the Committee and any Authority personnel and others involved in the evaluation process, will not be permitted to seek clarification or additional information from any Bidder, who has submitted a Financial Bid. The detailed contents of each Financial Bid will be subsequently reviewed by the selection committee. Financial Bids will be reviewed to ensure these are:
 - I. Complete, to see if all items of the corresponding Technical Bid are priced;
 - II. Computational errors if there are errors these will be corrected.
- 6.3.5. The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the **financial scores (Sf) of all other Proposals** is calculated as following: -
Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.

The weights given to the Technical (T) and Financial (P) Proposals are: -

T = .70 and **P = .30**

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: **S = St x T% + Sf x P%**.

- 6.3.** The composite final score will be calculated by summing the technical and financial scores. In case of a tie between bidders after combining the quality and price score, the bidder with higher quality / Technical score would be selected.
- 6.4.** The authority reserves the sole right for carrying out amendments / modification / changes including any addendum to this tender document. All Bidders whose technical bid has been selected shall be notified of the amendment in writing by email or fax or post, and all such amendment (s) shall be binding on them.

7. SECTION V: GENERAL CONDITIONS OF WORK

Documents required to be submitted with the bid Technical Bid Format/Check List:

Envelope 1

Criterion	Whether fulfilling criteria	Documents Attached in brief with Reference Page No
EMD Enclosed (Rs. 2,00,000/)		
Tender Document Fee (Rs. 5,000/)		
The Bidders (Both Bidder in case of Consortium) must submit self-attested copies of Service Tax, VAT, Company PAN Card and Incorporation under Company Act certificates.		
The Bidder must be in the business of IT Services for at least 5 Years .		
The Bidder must have been assessed and must possess a valid certification for CMMi Level 5 as on the date of submission of bid and the certificate should be valid.		
The Bidder must be minimum Average Annual Turnover of Rs. 5 Crores (As on 31st March 2021) in the last 3 financial years from IT business only, as evidenced by the audited accounts of the company.		
The Bidder, should be profitable in during the last three financial years and Net worth of Company should be positive.		
The bidding firm / company should have Developed, Implemented and maintained at least two (2) COTS based HRMS implementation software online portals in which at least one the implemented HRM site should have minimum 5000 employees which should have been supported, maintained for minimum three (3) years.		
The bidding firm / company should have Developed, Implemented and maintained at least one PeopleSoft based HRM software solution for an organization having at least 1000 employees.		
The Bidder should have experience of Post Implementation Support etc. with a project value each of Rs. 5.00 Cr or above.		
The Bidder must have comprehensive experience in development and deployment of software and must be in the business of IT Services for at least 5 Years as per Company act. Must have adequate experience of execution of similar projects (HRM Software) either in Government Sector or Govt. PSUs.		

The bidder must have prior 50 Technical staff in India.		
The bidder should not have been blacklisted by any State / Central Government in India for corrupt, fraudulent or any other unethical business practices or for any other reason. Bidder Should be submit the affidavit along with technical document.		

Deviation Statement as per format at Annexure I should be enclosed along with the bid document clearly indicating the deviations with reference to the conditions mentioned in the tender document. If there are no deviations, a NIL statement needs to be enclosed. However, if no statement is enclosed, it would be presumed that the bidder has accepted all terms and conditions in its entirety and no subsequent correspondence shall be entertained.

7.1. Earnest Money Deposit

The Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) in the form of a DD drawn in favour of “CEO, BRDS” Payable at Bihar for Rs. 2,00,000/- (Two Lakhs only). **Offers, which are not accompanied with EMD, will be summarily rejected.** Unsuccessful Bidder’s EMD as will be discharged / refunded as promptly as possible.

7.2. Validity of Bids

The bid should be valid for a period of 180 days from the opening of the Proposal. The EMD shall be forfeited:

- i. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.
- ii. In case of a successful Bidder, if the Bidder denies to accept the work.
- iii. No exemption for submitting the EMD will be given to any Company or organization including Government companies.

7.3. Contents of envelopes

- a. It will be a two envelope bid comprising of technical bid and financial bid.
- b. First envelope shall be marked as Envelope No. 1 Technical Envelope and shall contain:
 - i. Demand Draft/Bank Guarantee for Earnest Money Deposit (EMD).
 - ii. The draft for non-refundable cost of bid document worth Rs.5000/- if not deposited earlier
 - iii. All the documents establishing Bidder’s eligibility and qualification mentioned in Section II of the Proposal.
 - iv. Detailed Technical Proposal
- c. **2nd envelope should contain financial bid in the prescribed format attached with the tender document on Company Letterhead with Signed and Stamped.**

7.4. SUBMISSION OF BIDS

a. Sealing and Marking of Bids

The Bidders shall seal the envelope No.1 Technical envelope and envelope No.2 Financial envelope in separate inner envelopes, duly marking the envelopes as envelope No.1, "Technical BID" and envelope No 2, "Financial BID". He shall then place these two envelopes in an outer envelope. Both the inner envelopes and the outer envelope should be addressed to:

Address: -
CEO,
Bihar Rural Development Society
Red Cross Society Building
North of Gandhi Maidan
Patna-800001
Bihar (India)

The inner and outer envelopes shall bear the words:

"PROPOSAL FOR MAINTENANCE & TEACHNICAL SUPPORT OF HRM SOFTWARE FOR BRDS"

Both the inner envelopes shall indicate the name and address of the Bidder. If the outer envelope is not sealed and marked, the tender will be summarily rejected. Telex, cable or facsimile bids will be rejected.

7.5. AWARD OF WORK

- i. The finalization of the Proposals will be done by a committee constituted by the Society for this purpose.
- ii. The contract will be awarded to the Successful bidder, whose bid has been determined as the best technically and lowest commercially acceptable bid.

7.6. Interpretation of the clauses in the Proposal Document / Contract Document

In case of any ambiguity in the interpretation of any of the clauses in Proposal Document or the Contract Document, interpretation of the Society shall be final and binding on all parties.

7.7. Decision Taken

The decision taken by the Society in the process of Proposal evaluation will be full and final and binding on all the bidders.

7.8. Payment Schedule:

The payment schedule will be as follows: -

The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider, at the rates specified in the Contract.

7.9. Acceptance

The Acceptance Tests, which shall involve testing of each module of each Application System with live and test data, shall be conducted by the Bidder in the presence of a person nominated by the Society.

7.10. Penalty Clause

If the Solution Provider is not executing the contract to the satisfaction of the Society, then the Society may invoke any or all of the following clauses.

- i. Forfeit the Security Deposit or
- ii. Terminate the contract without giving any notice.

7.11. Termination for Default

The Society may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Solution Provider, terminate the Contract in whole or part:

- i. If the Solution Provider fails to deliver any or all of the Software solutions within the period(s) specified in the Contract,
- ii. If the Solution Provider fails to perform as per the performance standards.
- iii. If the Solution Provider, in the judgment of the Society has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

7.12. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Patna courts only.

7.13. Taxes and Duties

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of job. Any increase in the rates will not be allowed.

7.14. Binding Clause

All decisions taken by the Society Purchase Committee regarding the processing of this Proposal and award of contract shall be final and binding on all concerned parties.

7.15. The Society, reserves the right -

To verify, modify, revise, amend or change any of the terms and conditions mentioned above or to reject any or all the Proposal/s without assigning any reason whatsoever thereof or may terminate the Proposal process midway without assigning any reason.

The Decision regarding acceptance of Proposal by the Society will be full and final.

8. Annexure I: Deviation Statement

1	2	3	4	5	6
Sl. No.	Description of work	Clause of Proposal condition	Originally stated condition in the Proposal	Offered condition in the bid	Deviations in columns 4 & 5

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

Note: In case of no deviation, NIL statement in the above Performa should be submitted. At the risk of repetition, it is mentioned that if this statement is not enclosed with the bid document, it would be presumed that the bidder has agreed with all terms and conditions in their entirety.

9. ANNEXURE II: FORMAT FOR FINANCIAL BID

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

Subject: "PROPOSAL FOR MAINTENANCE & TECHNICAL SUPPORT OF HRM SOFTWARE FOR BRDS"

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

- 1. PRICE AND VALIDITY – Cost of all works/ services mentioned in section II "Scope of Work" including the maintenance & technical support of the software for 2 years – Rs. _____(as per Annexure III)**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies.

We hereby declare that all taxes which are liable under law prevailing at that time will be paid by us.

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as "FINANCIAL BID", which will be opened only after the Technical Bid is found suitable.

2. EMD

We have enclosed a Demand draft (DD no. -----, Bank -----, Dated-----) in favour of BRDS, Patna, payable at Patna at for the sum of Rs. 2,00,000/- (Rs. Two Lakhs) only. This EMD is liable to be forfeited in accordance with the provisions of Bid documents. We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

3. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in Bidding document.

4. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

10. ANNEXURE III: COMMERCIAL BID BREAKUP

A. Manpower Cost – Placed at BRDS Office (Onsite)							
Sr.	Particulars	Unit	Duration in Months	Rate (Rs. per Man-months)	Amount	Service Tax	Total Cost
1	HRMS Manager	1	24				
2	Payroll Manager	1	24				
3	Staff at Helpdesk for Employees	6	24				
Total Cost of manpower (onsite)							

B. Manpower Cost – at Vendor office (Offshore)							
Sr.	Particulars	Unit	Duration in Months	Rate (Rs. per Man-months)	Amount	Service Tax	Total Cost
1	PeopleSoft Developer	1	24				
2	PeopleSoft Developer	1	12				
3	Project Manager	1	24				
4	Data Base Administrator	1	24				
5	System Tester	1	12				
Total Cost of manpower (Offshore)							

C. Cost of Data and Application Backup (if Any)							
Sr.	Particulars	Unit	Duration in Months	Rate (Rs. per Man-months)	Amount	Service Tax	Total Cost
1	Charges for Storage of Data & Application at cloud	1	24				
Total Cost							
Total Cost of Project A+B+C							

This should be kept in envelope number 2 marked as “FINANCIAL BID”, which will be opened only after the Technical Bid is found suitable.

11. Annexure IV: Roles and Responsibilities

Responsibly of Work	BRDS	Service Provider
Space Allocation, Electric Power/solar / Gen set at BRDS office of onsite resources	Y	
Internet Connectivity with Backup for onsite Resources	Y	
Hi-speed Internet Connectivity to onsite employees for online access of application.	Y	
Application server for hosting the application	Y	
PeopleSoft HRMS Online Application Maintenance & Technical Support		Y
Space Allocation, Electric Power/solar / Gen set for Developer, Project Manager & Tester + +		Y
Backup and Recovery of Database		Y
Installation of Necessary HRMS application Software if needed		Y
Deployment of Manpower at Offices and HQ		Y
Data Migration Related Work		Y
Monitoring of work flow	Y	Y
Reporting on completion	Y	Y
Exit Management	Y	Y
Sign off Certificate on completion of Contract and successful Exit Management	Y	Y
Data Availability from other department or Bank in .xml or .xls format if required	Y	
Data entry of employee master data		Y