

# Request for Proposal For Human Resources Management System(HRMS)



**Invest India**

NATIONAL INVESTMENT  
PROMOTION AGENCY

<b>Tender #:</b>	INV/ND/IT:2016-01
<b>Date of Opening of Technical Bid &amp; Presentation</b>	: 21-01-2016 15:00 HRS At Federation House, New Delhi
<b>Date of pre-bid meeting</b>	
<b>Last date of submitting tender</b>	20-01-2016 latest by 17:00 hrs
<b>Cost of tender document</b>	NA
<b>Earnest Money Deposit</b>	NA

**Invest India, Federation House, 1-Tansen Marg, New Delhi -110001**

**DISCLAIMER :**

This RFQ is not an agreement and is neither an offer nor invitation by INVEST INDIA to the prospective suppliers or any other person. The purpose of this RFQ is to provide prospective suppliers with information that may be useful to them in preparing their quotation pursuant to this RFQ. This RFQ includes statements, which reflect various assumptions and assessments arrived at by INVEST INDIA in relation to the Supply of Goods/ Services. Such assumptions, assessments and statements do not purport to contain all the information that each prospective supplier may require. This RFQ may not be appropriate for all persons, and it is not possible for INVEST INDIA, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFQ. The assumptions, assessments, statements and information contained in this RFQ may not be complete, accurate, adequate or correct. Each prospective supplier should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFQ and obtain independent advice from appropriate sources.

INVEST INDIA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that INVEST INDIA is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and INVEST INDIA reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Further, all information/data/reports/pitches/data or other material submitted to INVEST INDIA under this Tender/RFP/RFQ by the Applicant shall become the property of INVEST INDIA. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to INVEST INDIA. The Applicant further agrees and undertakes that INVEST INDIA may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in INVEST INDIA using the same.

## **PART A:**

### **Brief about Invest India**

**Invest India** is a not-for-profit joint venture between the Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce & Industry; state governments; and the Federation of Indian Chambers of Commerce and Industry (FICCI). Operationalized in early 2010, the Agency has been set up as the dedicated Investment Promotion Agency (IPA) for attracting investments into the country in a structured, focused and comprehensive manner.

**Invest India** is the first point of reference for foreign investors, and investment promotion and facilitation constitute the core mandate of the Agency. Its services include providing quality input and support services to Indian and overseas enterprises – through granulated, sector- and state-specific information, assistance with location identification, expedition of regulatory approvals, facilitation of meetings with relevant government officials, organization of investment road shows and roundtables, and aftercare services that include initiating remedial action on problems faced by investors by involving the government department concerned.

## **PART B:**

### **RFQ Overview**

#### **Invitation for bids**

This invitation for bids is for appointment of a service provider for the Human Resource Management System (HRMS) as per attached list. Proposal for the same needs to send in sealed envelope to **“Mr. Bhaskar Chaturvedi, Invest India, Federation House, 1- Tansen Marg, New Delhi -110001” on or before 20 Jan 2016 by 5 PM.**

The nature of the services to be provided is set out in Item 1 and Item 2 of the Contract Information Table (under Part D of this RFQ).

Details about how to submit a Quotation are set out in Item 3 of the RFQ Information Table (under Part C of this RFQ).

Conditions of Quotation: Please read the Conditions of Quotation in Part F before submitting a Quotation. The RFQ Information Table in Part C also forms part of the Conditions of Quotation. The Conditions of Quotation are the conditions upon which INVEST INDIA shall receive and evaluate Quotations. Failure to strictly observe these conditions may result in a Quotation being rejected without evaluation.

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**Quotation Form:** The Quotation Form in Part F is a form that is mandatory to be completed. You are advised to not separate the Quotation Form from this RFQ document. A Quotation is likely to be rejected if the Quotation Form is not used. A Quotation must contain (or be accompanied by) all the information and details required by this RFQ.

Enquires, and requests for further information about this RFQ, should be directed to the Contact Officer as follows:

Contact Officer: Mr. Bhaskar Chaturvedi

Telephone: 011- 23487292

Email : Bhaskar.chaturvedi@investindia.org.in

**PART C:**

**RFQ INFORMATION TABLE**

1.	<b>Closing date and time for submission of a Quotation:</b>	The closing date and time for lodgment of a Quotation is by and not later than end of day (5:00 pm) on <b>January 20, 2016</b>
2.	<b>Pre-quotation briefing session details:</b>	Each prospective supplier may write and seek an appointment with the contact person of INVEST INDIA (mentioned in Part B of this RFQ) for a pre- quotation briefing session. It is clarified that no prospective suppliers shall be granted any pre- quotation briefing session 1 day before the closing date for submission of the quotation. INVEST INDIA may allow each prospective supplier to only seek clarifications with respect to RFQ in writing/ personally have a briefing session with the contact person of INVEST INDIA as mentioned under Part B of this RFQ (before sending actual quotations).

3.	<b>Place and method of submission of a Quotation:</b>	<p>A Quotation must be submitted as follows:</p> <ul style="list-style-type: none"><li>i) Break-up of costs for each of the items of work listed in the Services to be provided are to be submitted as part of the Quotation Form. This break-up of individual costs will not be considered for financial evaluation.</li><li>ii) Taxes / VAT as applicable in India will be paid as per actuals and the same are not required to be indicated in the Quotation Form.</li><li>iii) The cost quoted will be fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by INVEST INDIA .</li><li>iv) The quotation shall not include any conditions attached to it and any such conditions proposed (along with the quotation) shall be rejected summarily.</li><li>v) The quotation shall be submitted in sealed envelope and in accordance with terms of this RFQ.</li></ul>
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4.	<b>Status of Quotation:</b>	A Quotation submitted by a prospective supplier in response to this RFQ constitutes an offer by the prospective supplier to provide the services. The acceptance of that Quotation by INVEST INDIA, in accordance with this RFQ, will result in a legally binding contract subsequent to entering into a separate agreement/ engagement letter for providing the services.
5.	<b>Information to be provided by suppliers as part of Quotation:</b>	A confirmation letter/ undertaking from the Prospective Supplier to provide timely delivery of quality services.
6.	<b>Evaluation criteria:</b>	The services to be provided and quoted have to be in compliance with specifications mentioned in Part D Point 2. Any quote with different specification shall NOT be considered and rejected (at any stage). The financial bids of bidding parties (with compliance to specifications mentioned in Part D Point 2) will be considered and the L1 bid from among the qualifying bidder (i.e. with compliance to specifications mentioned in Part D Point 2) will be accepted.
7.	<b>Notification of outcome:</b>	The successful supplier will be notified of the outcome of the RFQ process through INVEST INDIA's website, emails or through any other means Invest India thinks appropriate.

**PART D:**

**CONTRACT INFORMATION TABLE**

1.	<b>Services to be provided :</b>	<p>A. For improving its HR management and Payroll systems, Invest India wishes to use a Web enabled centralized solution with security features. The new technology and practices in the areas of Human Resources Process Management System should enable Invest India to achieve the objectives of operational efficiency, streamlined process and work flow automation in respect of HR functions.</p> <p>Invest India proposes to award the contract to a selected vendor with necessary resources and expertise for delivering the software, hardware, RDBMS, other suits if required and agreed services as broadly outlined below.</p> <ol style="list-style-type: none"> <li>1. Bring in the best of systems/processes in HR management to enhance efficiency of the Invest India existing HR systems / practices /procedures.</li> <li>2. Assist Invest India in Change Management. The offer should include the desired capability of Invest India in Change management, process and methodology used &amp; experience..</li> <li>3. Assist in providing self-service facilities to the employees like browsing leave records, attendance, Travel requests and electronic submission of various applications, MIS, HR Tasks etc. on on-line basis.</li> </ol>
2.	<b>Location for delivery of the Services</b>	The services are to be provided INVEST INDIA office in Delhi.



3.	<b>Problem Response Time &amp; Resolution Time</b>	<b>Call Type</b>	<b>Response Time</b>	<b>Resolution Time</b>
		Critical	15 mins	2 Hours
		Major	30 Minutes	4 Hours
		Minor	2 Hours	8 Hours
		Normal	4 Hours	24 hours

**PART E: Master Setup / configuration / Implementation :**

**MODULE WISE REQUIREMENT**

**1. Employee Management System**

Employee management encompasses all aspects of managing the complete employee information [personal and professional], life-cycle and supports the business with key insights for decision making. Managing Employees in a systematic manner will improve operational efficiency. HR Management System should help in automating entire processes, making key data more visible to support better decision-making. It is a complete approach designed to make employees as productive as possible.

**Employee Management System Master setup, configuration and implementation will cover the following activities with expected deliverables as listed below :**

<b>Sr. No</b>	<b>Scope of Activities</b>
1	Setup Masters
2	Employee Information – Personal and Business
3	Education Details
4	Family Details
5	Employment Details
6	Contact Details
7	Compensation Details
8	Bank Accounts Details
9	Awards and Recognition Details
10	Nomination Details
11	Promotion Details
12	Transfer Details
13	Skill Set Details

14	Language Details
15	Employee Directory

## 2. Attendance Management System

**Time and Attendance Systems** is required to record daily attendance of employees. This will help the management to track the daily or periodical attendances, daily in and out timings, absentees, late comers, early goers etc. It is expected to enable Invest India to have full control of all employees working hours. It will help control manpower costs by reducing over-payments, which are often caused by transcription error, interpretation error and intentional error. Manual processes are also eliminated as well as the staff needed to maintain them.

**Attendance Management System Master Setup, configuration and implementation will cover the following activities with expected deliverables as listed below :**

Sr. No	Scope of Activities
1	Attendance Setting - Rules
2	Set Working Times
3	Set location-wise Holidays
4	Set Weekly Offs
5	Activate Modes of Attendance Data Collection ( Biometric/Internet etc)
6	Attendance Diary View
7	Attendance Regularization
8	Reporting Manager's Approval
9	Manual Attendance Updation
10	Attendance Data Upload
11	Loss of Pay[LP]
12	Auto Mail Notification
13	Attendance History
14	Attendance Reports
15	Clock In Clock Out Reports

## 3. Leave Management System

Leave Management System enables eligible employees to apply for leave online, view leave balances and track all leave information through leave ledger. Employees' leave transactions are accurately tracked and leave balances are automatically updated. Accumulated leave balanced can automatically be carry forwarded and lapsed to next year as per applicable leave rules of the company.

**Leave Management System Master setup, configuration and implementation will cover the following activities as listed below :**

Sr. No	Scope of Activities
1	Setup Leave Master
2	Create Type of Leaves
3	Set Leave Rules as per policy
4	Auto Credit of Eligible Leaves
5	Apply Leave – On-Line
6	Manager’s Approval
7	View Leave Balances
8	View Leave Status
9	View Sub-Ordinates Leave Status
10	Apply for Leave Encashment
11	Leave Accumulation – Carry forward
12	Integration with Attendance Clock In Clock out
13	Auto Mail Notification for raise, approval and decline

#### 4. Human Resource Self Task Services:

The HR Self task cycle is a human resources model that identifies stages in employees’ Careers to help or guide their management and optimize associated processes. The life cycle activities include recruitment, Employee Creation, Confirmation, Transfer, Promotion and Separation.

**HR Self task Cycle Management System Master setup, configuration and implementation will cover the following activities with expected deliverables as listed below :**

Sr. No	Scope of Activities
<input type="checkbox"/>	<b>Employee Creation</b>
	Collection of employee information and verify data
	Attach scan copies of the attachments
	Store digital documents
	Track completion status
<input type="checkbox"/>	<b>Confirmation</b>
	Activate Appraisal Form
	Get the form filled by employee
	Appraisal by the Reporting Managers
	Issue Confirmation Letter
<input type="checkbox"/>	<b>Transfer</b>
	Employee Requested Transfer

	Business Requirement Transfer
	Approval from Function and HR
	Change in Role – Grade – Designation
	Change in Compensation & Benefits
	<b>Separation</b>
	Approval of Resignation
	No Dues Collection On-Line
	Full and Final Settlements
	Issuance of Relieving Letter

## 5. Claim Management System

Claim Management System automates end to end employee payment process as per the policy applicable. These reimbursement payments are CTC or employee benefits related and business related expenditures.

**Claim Management System Master setup, configuration and implementation will cover the following activities as listed below :**

Sr. No	Scope of Activities
1	Setup Reimbursement Masters
2	Create Type of Reimbursements
3	Set Payment frequency
4	Set Payment Limits as per eligibility
5	Linkage with Travel for Travel Reimbursements
6	Select type of claim – fill up the details and submit
7	Approval by the Managers as per level defined

## 6. Travel Management System

Travel Management System automates the complete processes of Travel [Local Travel / Domestic Travel / International Travel] for Ticket Booking [Train / Air], Hotel Booking and Vehicle booking if applicable as per policy. Employees will be able to submit their travel requests on-line and approval by the reporting managers on-line. On approval the requests will automatically be forwarded to the Travel Administrator or Travel Desk or Agency for bookings with all the required details.

**Travel Management System Master setup, configuration and implementation will cover the following activities as listed below :**

Sr. No	Scope of Activities
1	Setup Travel Master
2	Set Travel Rules and Eligibility as per Policy
3	Set Grade-wise Limit as per policy
4	Submit Travel Request On-Line
5	View Status of the Existing Travel requests
6	Travel Request Approval by Reporting Managers
7	Configure default locations as
8	Submit Ticket booking Requests
9	Submit Accommodation booking requests
10	Submit Vehicle booking requests
11	View Travel History
12	View Travel Dashboard with Pending – In Progress - Cancelled & Settled status

## 7. HR Analytics – Dashboard – MIS Reports

HR Analytics Reports will be activated with various types of reports on Employee Information, Attendance, Leave, Employee creation, Reimbursement, Travel, QMS etc. A user defined tool will be enabled for taking various reports as per their choice of category and fields. In addition List View Reports, Summary Reports will also be available on each module for better and apt information to help the management for timely decision making.

**HR Analytics activation will cover the following information or reports as listed below:**

Scope of Activities
Activation of User Defined Report Tool for making various reports by the user like clock in clock out, leave ledger, leave balance , attendance report, holidays etc.
Dashboards on the following modules :
- Employee Information
- Attendance and Leave
- Reimbursement System
- Travel System
- Query Management System
Exit Management System

## 8. Knowledge Transfer [Module-wise Training] :

Knowledge transfer sessions/ Training session will have to be conducted on each module for end users and administrators. Necessary FAQs and User Guides will be provided to the users.

## 9. SLA Matrix

Technical Problems would be handled as per the following Service / Response give below in the chart.

SLA MATRIX					
Sr. No	Product	Service Window	Response Time	Resolution On time	SLA Uptime %
1	HRMS	9* 6	10 Min - 4 Hrs	NBD	98.5%

### Note:

- On Call Support mean that the technical support will support and ensure application will work as per requirement.
- In case of any call been not been resolved within the SLA, then NBD standby has to be provided by AMC Vendor.

## **PART F:**

### **CONDITIONS OF QUOTATION**

#### **1. Conditions of Quotation**

The conditions of quotation (Conditions of Quotation) comprise Part C and Part E of this RFQ.

#### **2. Communications**

A prospective supplier must direct all communications and enquiries concerning this RFQ to the Contact Officer named in Part B.

Unauthorized communication by a prospective supplier with any other employee or INVEST INDIA may lead to a Quotation being rejected.

#### **3. Addenda**

INVEST INDIA may change this RFQ by issuing Addenda in writing. Any Addenda becomes part of this RFQ. Addenda issued by INVEST INDIA are the only recognized explanations of, or amendments to, this RFQ.

#### **4. Agreement to be bound**

By lodging a Quotation a prospective supplier agrees to be bound by the Conditions of Quotation.

#### **5. Use of RFQ and information restricted**

This RFQ, and any information provided by INVEST INDIA to a prospective supplier as part of the RFQ process, remain the property of INVEST INDIA, and may only be used by a prospective supplier to prepare a Quotation in response to this RFQ. Only persons to whom this RFQ is issued may submit a Quotation.

#### **6. Status of RFQ representation**

No representation made by or on behalf of INVEST INDIA during the RFQ process binds INVEST INDIA unless the representation is subsequently included as part of a formal instrument of agreement.

#### **7. Confidentiality**

A prospective supplier who submits a Quotation must keep the information in its Quotation confidential. Nothing in this clause prevents a prospective supplier from disclosing information in its Quotation: that is available to the public generally otherwise than as a result of a breach of this clause 7 by the prospective supplier; if the disclosure of the Quotation is required by law; if the disclosure is necessary to obtain an approval or licence under a law.

## 8. Confidentiality in INVEST INDIA Contract

INVEST INDIA is committed to ensuring that contracting is conducted in an open and transparent manner.

However, **INVEST INDIA** and prospective supplier (who submits a Quotation) agree not to disclose to others, either during or subsequent to the term of the contract, any information, knowledge or data "Proprietary" or "Confidential Information", which either Party may receive, or have access to, or which may otherwise be disclosed to the other Party.

**INVEST INDIA** and prospective supplier (who submits a Quotation) also agree to maintain in confidence such Proprietary or Confidential Information unless or until:

- a. It shall have been made public by the Party itself or by any third Party; or
- b. Either Party receives such Proprietary or Confidential Information from an unrelated third party on a non-confidential basis; or
- c. The passage of 5 years from the date of the disclosure of such Confidential Information, whichever shall first occur?

**INVEST INDIA** and prospective supplier (who submits a Quotation) further agree to use all reasonable precautions to ensure that all such Proprietary or Confidential Information is properly protected and kept from unauthorized persons or disclosure.

## 9. Quotations become property of INVEST INDIA

All Quotations become the property of INVEST INDIA on submission. INVEST INDIA may reproduce all or any part of a Quotation for any purpose related to evaluation of the Quotation.

## 10. Reservations

**INVEST INDIA** reserves the right at its absolute discretion:

- (a) by written notice to prospective suppliers (who have been issued this RFQ) to do any of the following things: to discontinue or suspend the RFQ process; to extend the closing date and time in Item 1 of the RFQ Information Table; and to amend this RFQ;
- (b) to negotiate with any prospective supplier submitting a Quotation;
- (c) to determine the number of organizations with whom it will contract.

## 11. Content and format of Quotations

Quotations must include all the information listed in Item 5 of the RFQ Information Table.

A Quotation must be prepared using the Quotation Form in Part G. Submission of FORM G is mandatory.



## **12. Monetary amount**

All monetary amounts must be expressed in Indian National Rupee (INR); and exclusive of taxes.

## **13. Preparation of Quotation**

INVEST INDIA will neither be responsible, nor pay, for any cost, expense or loss, which may be incurred by any person in connection with the preparation or presentation of a Quotation.

## **14. Validity**

A Quotation constitutes an irrevocable, unalterable offer by the prospective supplier to INVEST INDIA. A Quotation must remain valid and open to be accepted for 60 Business Days from the closing time and date specified in Item 1 of the RFQ Information Table. The period of 60 Business Days may be extended by written agreement between the prospective supplier and INVEST INDIA.

## **15. Submission of Quotations**

The Bids are to be submitted as per two bid system i.e. **Technical bid and Financial Bid.**

- a. The technical bid shall consist of Technical Bid and all document pertaining to Qualifying requirement and shall consist of sign & sealed tender document copy and the documents in check list.
- b. Financial bid should contain the rates quoted for the services to be provided as per instructions given in the bid document, and in prescribed price schedule.
- c. All entries in the Bid form should be legible and filled clearly. Any overwriting or correction which is unavoidable has to be signed by the authorized signatory.
- d. Pre-Qualification and Technical Bids will be scrutinized, by the evaluation committee as constituted by Invest India to check all requisite and relevant documents and their authenticity. The Bidders who's Technical Bids are accepted will be informed about the date and time of opening the Financial Bids.

### **15.1 Submission of Technical Bid**

A Quotation must be submitted by the closing time and date specified in Item 1 of the RFQ Information Table. A Quotation must be submitted in a manner specified in Item 3 of the RFQ Information Table.

#### **1. Details of the Bidder Organization**

<b>Name</b>	
<b>Date of Incorporation</b>	
<b>Date of Commencement of Business</b>	
<b>ROC Reference No</b>	
<b>Address of the Headquarters</b>	
<b>Address of the Registered Office in India</b>	
<b>Details of expertise with respect to this project</b>	
<b>Other Relevant Information</b>	
<b>Mandatory Supporting Documents:</b>	
a. Certificate of Incorporation from Registrar Of Companies( ROC)	
b. Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company	
c. Certification on commencement of business	

#### **2. Project Experience - Form I**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>S. No.</b>	<b>Project Name</b>	<b>Client</b>	<b>Brief Description</b>	<b>Why do you think this project is relevant to Invest India Requirements?</b>	<b>Value in INR</b>	<b>Client Reference</b>

## 15.2 Submission of Functional Scope

The bidder has to provide details in Column E if the column D is Y (Yes). The modules/features that are in development stage or has not been released should be marked as N in Column D.

S.No	Modules	Feature (D)	Detailed Description (E)
1	Employee Management System		
2	Leave Management System		
3	Attendance Management System		
4	Claim Management System		
5	Travel Management System		
6	Human Resource Self Task Services		
7	Employee's Self Service System		
8	HR Analytics – Dashboard – MIS – Reports		

## 16. Late Quotations

Late Quotations will not be considered unless **INVEST INDIA** is of the view (and its decision will be absolute and final) that:

- (a) circumstances beyond the prospective supplier's control were the cause of the lateness; and
- (b) The consideration of the late Quotation will not compromise the integrity of the procurement process or provide any unfair advantage to the prospective supplier lodging the late Quotation.

Late Quotations that are not accepted will be marked on the envelope with the time and date of receipt, and be returned to the prospective supplier.

## 17. 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 tender:

- 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 its quoted prices.

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- c) The bidder's proposal is conditional and has deviations from the terms and conditions of tender.
- d) Proposal is received in incomplete form.
- e) Proposal is received after due date and time.
- f) Proposal is not accompanied by all the requisite documents.
- g) Information submitted in technical bid 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.
- h) Financial bid is enclosed with the same envelope as technical bid.
- i) Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- j) In case any one party 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.

#### **18. How a contract for the supply of the Goods is formed**

A contract for the supply of the services may be formed when INVEST INDIA accepts a successful supplier's Quotation (after INVEST INDIA has completed the evaluation of Quotations)

As soon as practicable following that acceptance, INVEST INDIA shall forward to the successful supplier a letter of award stating that the supplier's Quotation has been accepted.

Subsequently, a contract for the supply of the services will be formed when INVEST INDIA and the successful supplier enter into a formal instrument of agreement.

#### **19. Undertaking by Prospective Supplier**

Each prospective supplier (submitting a quotation under Quotation Form i.e. Part F) shall undertake that, on the date of issuance of this RFQ, its directors, officers or employees have not offered, promised, given, authorized, solicited any undue pecuniary or other advantage of any kind (or implied that they will or might do any such thing at any time in the future) in any way (to INVEST INDIA ) in connection with the supply of goods/services and that each prospective supplier has taken reasonable measures to prevent its employees, agents or any other third parties, subject to its control or determining influence, from doing so.

## 20. Complaints process

- i) Vendor has to provide a 9 x 6 support central helpdesk in Delhi NCR which can be reachable via Telephone (preferable toll free number) or through web portal which will provide support on fault reporting, case assignment to engineer and closure of cases as per SLA.

Helpdesk (telephone or portal) should provide unique complaint registration number for each call and tracking of call should be done as per case ID.

The helpdesk can be reached by any one of the following modes:

Telephone	<i>Vendor to provide number</i>
E-mail	<i>Vendor to provide number</i>

## 21. Termination Clause:

Either party shall be entitled to terminate this Agreement with an advance notice of 60 days by written notice to the other party ("second party") if:

- i) the second party materially breaches the SLA Agreement and fails to rectify such breach within 14 days of written notice or commits 10 material breaches in any 3 month period; and
- ii) the second party becomes the subject of winding up, liquidation, administration, insolvency, receivership or similar insolvency event.

## 22. CONFIDENTIALITY:

- ✓ Each party hereto shall treat as confidential information which comes into its possession pursuant to or as a result of or in performance of this agreement.
- ✓ Each party undertakes to the other to take all such steps as shall from time to time be necessary to ensure compliance above by its employee's agents and sub-contractors.
- ✓ The operation of this Clause shall survive the termination of this agreement.

## 23. Miscellaneous

- ✓ The Vendor shall not be entitled to assign SLA agreement or of any of its rights, duties or obligations hereunder without the prior written consent from INVEST INDIA.

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- ✓ SLA agreement shall be governed by and construed in accordance with the laws of India and the parties hereto agree to submit to the non-exclusive jurisdiction of the Indian courts.
- ✓ Every notice or correspondence required to be given hereunder shall be made in writing and addressed to the party at the address herein mentioned or to the last known postal address and shall be given by post, facsimile or hand. Every such notice and correspondence shall be deemed to have been received if:
  - (a) sent by prepaid A.R. registered post: three (3) Business Days after the day of which it was posted;
  - (b) sent by hand during normal business hours on a Business Day: on the day of delivery; and
  - (c) sent by tele facsimile or electronic mail: at the time of transmission thereof to the facsimile number/e-mail address furnish by the addressee herein with a due record of the recipient's answer back code/confirmation of transmission or to such other number or address as may from time to time be notified by one party to the other. A facsimile or e-mail shall be followed by a written notice sent by prepaid airmail to the address of the parties given in this agreement or to such other address as may be notified to the sender in writing.

**PART G:**

**QUOTATION FORM\***

\*Important Note: This Quotation Form must not be separated from this RFQ. If submitting a quotation, you must submit this RFQ in its entirety.

To: **INVEST INDIA**

I/We:

\_\_\_\_\_  
(insert name, USE BLOCK LETTERS)

\_\_\_\_\_  
(the Supplier)

hereby offer to supply to **INVEST INDIA** the services (specified in this RFQ) in accordance with the Conditions of Contract and the following Addenda (if any) issued by **INVEST INDIA** .

Addendum No.	Date and description

**Lump Sum Option:**

The price offered is:

INR \_\_\_\_\_ excluding tax  
(insert offered price)

**Schedule of Rates Option:**

The price offered is a price calculated in accordance with the following schedule of rates:

Item Number	Description	Quantity	Unit	Rate	Amount (INR)
As per Item No. 1 of Part	For all Services not included elsewhere in this	1	1	Lump sum	
				Total amount excluding	

(Notes:.. The correct extended Amounts and Total will be used to evaluate quotations. All rates and lump sums must exclude taxes.)

Supplier agrees that Supplier's details for the service of all/ any Notices (under this RFQ) will be as follows:

Address:	
Facsimile:	
Contact person and Designation:	

(insert details, use BLOCK LETTERS)

I/We confirm the following supplementary documentation has been submitted with this offer as required by the RFQ:

Information / Document Description	No. of pages
1. Undertaking 2. Current Client list 3. References	

I/We declare that:

- a. the Conditions of Quotation are agreed;
- b. on the date of issuance of this RFQ, my/ our directors, officers or employees have not offered, promised, given, authorized, solicited any undue pecuniary or other advantage of any kind (or implied that they will or might do any such thing at any time in the future) in any way (to INVEST INDIA ) in connection with the supply of goods/services and that I/ We has (have) taken reasonable measures to prevent our employees, agents or any other third parties, from doing so; and
- c. the information and particulars provided as part of this offer are accurate and correct.

Dated:

(insert date)

**Signing by a Supplier who is an individual/ Company/ Partnership**

Signed by the Supplier (authorised Signatory) named below:

Supplier'  
s  
signature





**Part I - Request for Clarification format**

<b>Bidder's Request for Clarification on Consultancy for Invest India</b>			
Name of the Bidder submitting the request		Name and position of person submitting request	Full formal address of the bidder including phone, fax and email points of contact
S. No.	Tender Document Reference(s) (section number/page)	Content of tender requiring clarification	Points on which clarification required
1			
2			

## **Part –J Tender Response Cover Letter**

(Original signed copy on company letterhead)

[Date]

To,  
Company Secretary,  
Invest India  
Federation House, 1 Tansen Marg  
New Delhi – 110 001

Dear Sir,

### **Ref: Response to Request for Human Resource Management Services RFQ**

Having examined the TENDER, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the HRMS as required and outlined in the TENDER and agree to abide by this response for a period of six months from the last date for submission of TENDER response.

The following persons will be the authorized representative of our company/ organization for all future correspondence between the Invest India and our organization till the completion of the project.

<b>Details</b>	<b>Primary Contact</b>	<b>Secondary Contact</b>	<b>Executive Contact</b>
Name:			
Title:			
Company Name:			
Address:			
Phone:			
Mobile:			
Fax:			
E-mail:			

We fully understand that in the event of any change in our contact details, it is our responsibility to inform Invest India about the new details. We fully understand that Invest India shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication from the Invest India to us, in the event that reasonable prior notice of any change in the authorized person(s) of the company is not provided to Invest India.

We confirm that the information contained in this response or any part thereof,

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including its exhibits, and other documents and instruments delivered or to be delivered to the Invest India is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead Invest India in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be dismissed from the selection process or, in the event of our selection, our contract is liable to be terminated.

We agree for unconditional acceptance of all the terms and conditions set out in this TENDER document.

We agree that you are not bound to accept any response that you may receive from us. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the TENDER response.

It is hereby confirmed that I/We are entitled to act on behalf of our company /corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of ..... 2016.

Signature:.....

Name:.....

Designation:.....

Date: .....

**List of Enclosures:**

1. Envelop super scribed "Technical Bid"
2. Envelop super scribed "Commercial Bid"
3. Letter of authorization

## **Part –K Methodology for Evaluation of Technical Proposal**

The bidder's proposed solution will be evaluated as per the evaluation criteria mentioned in the table below:

S.No	Evaluation Criteria	Total Marks	Min Qualifying ~ Cut Off marks
1	Bidders Experience	50	>= 30 ie 60 % Marks
2	Proposed Solution - Meeting the Functional Scope	200	>= 130 marks ie 65%
3	Quality of Proposed Solution	100	>= 65 marks ie 65%
4	Presentation	50	>= 32.5 ie 65 % Marks
Total marks		400	>= 280 marks (70% marks)

The following sections explain how the bidders will be evaluated on each of the evaluation criteria.

S.No	Criteria	Details	Documentary Evidence	Maximum marks
1	Bidder Experience	<p>Prior Experience in Similar assignment in India</p> <ul style="list-style-type: none"> <li>&gt;= 5 citations - 50 marks</li> <li>&gt;= 4 citations - 40 marks</li> <li>&gt;= 3 citations - 30 marks</li> <li>&gt;= 2 citations - 20 marks</li> <li>&gt;= 1 citations - 10 marks</li> </ul> <p>There will be no marks awarded for incomplete projects.</p>	<p>Copy of work order or Completion Certificates from the client or self-certified from the authorized signatory of the bid; OR Work Order.</p>	50
2	Meeting Functional Scope	<ul style="list-style-type: none"> <li>*Organization Management System</li> <li>*Employee Management system</li> <li>*Leave Management System</li> <li>System</li> </ul>	<ul style="list-style-type: none"> <li>*Meeting Functional Requirements.</li> <li>*Quality of modules (to be supported by screen shots)</li> </ul>	200

		<p>System</p> <ul style="list-style-type: none"> <li>*Employee Life Cycle</li> <li>*Management System</li> <li>*Employee Creation</li> <li>*E-Separation – Exit Management System</li> <li>*Attendance Management System</li> <li>*Claim Management</li> <li>*Travel Management System</li> <li>*Human Resource Self Service System</li> <li>*Employee’s Self Service System</li> <li>*HR Analytics – Dashboard – MIS – Reports</li> </ul>		
3	Quality of Proposed Solution	<p>Overall quality of proposed solution, Technology used, customization capabilities, Performance, Openness, Bandwidth and Endpoint resources requirements etc.</p>		100
4	Demo	<p>Presentation to Invest India committee members.</p> <p>The functional Scope modules mentioned in serial number 2 should be demoed with emphasis to the quality of each module.</p> <p>Time – 2 Hours</p>	<ul style="list-style-type: none"> <li>*Quality and content of Presentation</li> <li>*Questions and Answers</li> </ul>	50

### Technical score calculations

1. Each Technical bid will be assigned a technical score out of a maximum of 400 marks. Only the bidders who get a technical score of 65 percent or more in each section and 70 percent or more overall will qualify for commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the bid.
2. The final normalized technical score of the bidder shall be calculated as follows:

**Normalized Technical Score of a bidder** = {Technical Score of that bidder/Score of the bidder with the highest technical score} X 400 (adjusted to 2 decimals)

Final score calculation through QCBS

Example Technical  
: Score

Bidders	Technical score (B)	Normalized Technical score	Final Score
1	350	$(350/390)*400$	358.97
2	360	$(360/390)*400$	369.23
3	370	$(370/390)*400$	379.49
4	380	$(380/390)*400$	389.74
5	390	$(390/390)*400$	400

The bidder has to get minimum 280 marks (ie column B) to qualify for the commercial evaluation.

### Commercial Evaluation

Normalized Commercial Score of a bidder = {lowest quote/ bidders quote} X 400 (adjusted to 2 decimals)

Bidders	Price Quoted by bidders (in Lakhs)	Normalized commercial score	Final Score
1	10	$(10/10)*400$	400
2	11	$(10/11)*400$	363.64
3	12	$(10/12)*400$	333.33
4	13	$(10/13)*400$	307.61
5	14	$(10/14)*400$	285.71

Final score calculation through QCBS

1. The final score will be calculated through Quality and Cost selection method based with the following weight-age:

Technical: 70% Commercial: 30%

Final Score = (0.70\*Normalized Technical Score) + (0.30\* Normalized Commercial Score)

Bidders	Normalized Technical score	Normalized commercial score	Final Score (70:30)
1	358.97*.7	400*.3	371.28
2	369.23*.7	363.64*.3	367.55
3	379.49*.7	333.33*.3	365.64
4	389.74*.7	307.61*.3	365.13
5	400*.7	285.71*.3	365.71

Table 10

All the technically qualified bidders will be notified to participate in commercial bid opening process.

2. The commercial bids for the technically qualified bidders will then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Invest India discretion.
3. The normalized commercial score of the technically qualified bidders will be calculated, while considering the commercial quote given by each of the bidders in the commercial bid as follows: The bidder with the highest final score shall be treated as the successful bidder. In the above example, bidder-5 will be treated as successful bidder.

In the event the final scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value bidder for award of the project.

The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

Any conditional bid would be rejected

### **Discrepancies in Prices**

1. If, in the price structure quoted by a tenderer, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless Invest India feels that the tenderer has made a mistake

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in placing the decimal point in the unit price, in which case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.

2. If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected; and
3. If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail,
4. If, as per the judgement of Invest India, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the tenderer by post or e-mail. If the tenderer does not agree to the observation of Invest India, the tender is liable to be ignored.

ANNEXURE-I DECLARATION

1. I, ..... Son / Daughter of Shri  
..... Proprietor / Partner / Director /  
Authorised Signatory of ..... competent to  
sign this declaration and execute this bid document.
2. I have carefully read and understood all the terms and conditions of the bid  
and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application are  
true and authentic to the best of my knowledge and belief. I / we, am / are  
well aware of the fact that furnishing of any false information / fabricated  
document would lead to rejection of my bid at any stage besides liabilities  
towards prosecution under appropriate law.

Signature of Authorised  
Person

Full Name:

Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorised  
Signatory of the  
Company, should be enclosed with TechnicalBid.

Date:

Place:

## ANNEXURE-II

### **CHECK LIST OF THE DOCUMENTS TO BE SUBMITTED WITH THE BID**

Confirm the enclosure of all the below listed documents

<b>S. No.</b>	<b>Items</b>	<b>Confirm (Yes/No)</b>
1.	Bid form with complete technical bid and Financial bid, with all pages serially numbered , signed and stamped on each page	
2.	Audited Balance sheet of last three years with details of annual turnover , profit & loss account etc.	
3.	Income tax returns of last three years.	
4.	Attested Photo copy of PAN Card	
5.	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.	
6.	Satisfactory completion of contract certificate from previous Organizations. ( Minimum three required)	
7..	Declaration as per Annexure-I.	

Signature of Authorised Person

Date:

Full Name:

Place:

Company's Seal: