



Replies to the pre-bid queries for GeM bid Ref: **GEM/2023/B/3643897** dated 10/07/2023 FOR IMPLEMENTATION OF HRMS UNDER SAAS MODEL

#	Page No.	Section Title and Clause Reference	Clause Description	Query/Clarification sought by bidder	Bank Remarks
1	11	Scope of Work	Existing Setup	Could you provide more details on the data structure, volume, and formats in the existing HR systems that we'll be migrating data from?	This can be discussed during SRS
2	12	Scope of Work	<p>The Bidder will be responsible to integrate and manage third- party components required for deploying a complete solution. These include, but are not limited to:</p> <ul style="list-style-type: none"> • cloud system • Payment systems • Message systems 	<p>Which payment systems or gateways are currently being used that require integration ?</p> <p>What kind of payment processing features are needed (e.g., one-time payments, recurring payments, refunds)?</p> <p>How many integration requirements for third-party components ?</p> <p>What messaging systems are currently in use that require integration (e.g., email, SMS, push notifications), and what are the required functionalities such as automated responses, bulk messaging, and template usage?</p>	<p>1) No Payment Gateway System is existing now. Bidder has to bring/arrange to integrate to the SMS Gateway provided by the Bank at no cost to the Bank and recurring cost for SMS will be borne by the Bank. Bidder also has to integrate to the Bank specific eMail Solution at no cost to the Bank</p> <p>2) As of now, Payments and Arrears related to Salary/Reimbursements etc need to be processed for the Accounts maintained within our Bank for which Integration with CBS is required.</p> <p>3) Third party integrations are not required.</p> <p>4) Integration required for SMS, email, Push-Notification(to self-Service Portal) in Bulk Mode</p>

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3	12	Scope of Work	Cloud-Native Application & Deployment	What specific characteristics should the cloud-native application for this project possess? For instance, should it be designed for a specific cloud platform, or be platform-independent? Is there a preference for a specific cloud architecture, like microservices or serverless, for this application?	1) Should be platform independent and Cloud Agnostic 2) The underlying Hardware should be Scalable and Elastic in Nature. For any Scale-Up and Scale-Out Operations if done, either the Application should use the additional resources or necessary modifications to be done to utilise the resources 3) There is no specific Architecture, however MicroServices based Solution which overcomes Monolithic approach, is most preferred
4	12	Scope of Work	Bidder should secure Bank's data while transiting, processing, at the store, during backup and archival, over external media, etc. with latest & secured encryption standards.	What are the specific requirements for data security during transit, processing, storage, backup, and archival stages?	Please refer to Point 37 of Technical Requirements (Annexure 10)
5	13	Scope of Work	Digital signature certificates should be enabled for generation of signed documents/reports by the competent authority.	Is there any specific type of digital signature solution that needs to be implemented, such as Class 2 or Class 3 digital signature Who will be responsible for procuring and maintaining the digital signature solution? Will it be the bidder or the client organization. Could you specify the roles, functions, and number of users that will require digital signatures within the application?	1) The Proposed Solution should be compatible to recognise the DSC and process and attach the same for specific Transactions/documents like Form16, Pension Pay Order, Transfer Orders, Appointment Letters, Show Cause etc 2) Details of such Documents where DSC will be required can be discussed in detail during SRS 3) Class 2 Signer Certificate will be used by the Bank 4) Bank will procure and maintain these Class 2 Signer Certificates 5) No. of Users to be enabled for usage of DSC will be decided during SRS

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6	19	Project Execution	The entire project needs to be completed expeditiously. The selected bidder shall nominate a Project Manager immediately on acceptance of the order, who shall be the single point of contact for the project at Kadapa.	How many resources will be required onsite/Offsite . if yes Provide Designations for the same. Is development can be carried out at Bidders Office or bank HQ office ?	The Bidder should present its Project Governance Plan which is also mentioned in Point 5c of Technical Scoring Sheet
7	20	Data Entry	After finalization of bidder, the data that is supposed to be generated till the time of go live, may be stored in the templates or forms that should be provided by the bidder	Could you specify the exact HR-related data fields for the templates, their preferred formats, validation rules, and data format requirements, along with any security or confidentiality considerations during data handling? What are the procedures for verifying the data before upload, addressing data gaps or inaccuracies?	Employee Master, Payroll components and other Modules should be studied by the selected Bidder and Templates should be defined by the selected Bidder as per the requirements of the Proposed Solution. Bank will provide data as per the defined Templates by the Selected Bidder
8	20	Data Migration	The Bidder has to carry out data migration activity from existing bank systems. Data Migration activity shall be a one-time activity and shall include at a minimum the following existing system	1.Could you provide more details about the existing systems that we are migrating data from, including the type of data, data structures, and the volume of data to be migrated? 2.Are there specific formats or file types that we need to focus on during data migration? 3.Can you clarify what you mean by "Any system/files/formats as decided by bank from which data has to be migrated"? Does this imply there are other systems other ?	1) Bank has a HRMS in place. 2) The details of Data to be migrated needs to be discussed during SRS and the formats/templates like csv/pipe-delimited/excel etc need to defined/conveyed by the selected Bidder as acceptable to the proposed Solution

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9	20	Support and Maintenance of HRMS application (Web & Mobile)	The Bidder should keep 1 dedicated support team for application maintenance and helpdesk support to bank users, to be based at bank location that should immediately resolve application related issues. While submitting the bid, the bidder should submit the team strength and structure required along with their skill sets. Application support team shall be on the rolls of bidder	Could you provide more details about the onsite support team, including skill set requirements?	The Onsite Resource is expected to have Product Knowledge of the Proposed Solution and good grasp of all House-Keeping Activities and knowledge of HR Domain
10	22	Training to BANK Staff	The scope of the training shall include the following	Where will the training be conducted - onsite at the Kadapa head office, remotely, or a combination of both? What are the preferred methods or modes of training - interactive workshops, live demonstrations, webinars, self-paced online modules, or any others?	1) Training to be conducted Onsite at Bank's HO at Kadapa (A.P) 2) As the proposed Training is to be Onsite, the scope of Training should be as per Section "Training to Bank Staff" Page 22 of the RFP






11	27	Payment Terms	<p>The terms of payment will be as follows: ü SRS shall be finalised within 1 month from the date of PO acceptance. The expected time lines for the complete implementation of entire HRMS application as per finalised SRS is 6 months from the date of acceptance of Purchase Order. All payments will be released only after successful implementation of HRMS solution as per the SRS finalised. The terms of payment will be as follows: # Payment Stages Percentage of Payment Condition/Remarks a) Subscription cost Monthly Payment shall be made in Arrears after deducting LD if any & taxes against submission of invoice after the date of GoLive b. Implementation cost One Time Cost Payment shall be made in arrears after successful completion of the solution by deducting LD if any & taxes against submission of invoice after GoLive date c. Facility Management Cost Monthly Payment shall be made in Arrears after deducting LD if any & taxes against submission of invoice Sign off will be given only after</p>	<p>1) Amendments: SRS Finalization Cost: A one-time cost of 10 percent of the total contract value will be paid in arrears upon successful finalization of the System Requirements Specification (SRS). 2) Payment will be made against the submission of an invoice, after any deductions for Liquidated Damages (LD) and taxes, if applicable. 3) Amendments : SRS shall be finalised within 45 days from the date of PO acceptance</p>	Refer Corrigendum
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			complete roll out of HRMS application (Web and Mobile)with all the functional requirements as per finalised SRS.		
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12	49	Annexur e-3 Eligibility Criteria Declaration	Bidder shall be OSM or Authorized reseller/distributor of the Application Software. Copy of agreement with OSM by bidder should be submitted and it should be valid for a period of 5 years from the date of submission of the bid(or) Letter of confirmation from OSM need to be submitted	Clarification - Please clarify the application software type. Is it proposed solution related application software or any application software .	The Application Software for the Proposed Solution
13	49	Annexur e-3 Eligibility Criteria Declaration	Proposed Solution should have been implemented and running live in at least 1 Scheduled Commercial Banks/SFBs/Private Banks/financial institutions for the last 5 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users The Bidders has to provide order copy/reference Letter from their customers. Details needs to be submitted in the format specified in Annexure	Amendments : "Experiences in implementation of software application development projects, web portals, and websites in government institution, PSU, Private Banks, or financial institution within the sector for the last 3 years (i.e., from 01/04/2020 to 31/03/2023), with a user base of at least 500 users	RFP terms holds good
14	50	Annexur e-3 Eligibility Criteria Declaration C	The Turnover of the Bidder should be minimum Rs.20 Crores each year during last Three financial years (i.e. 2020-21, 2021-22 and 2022-23	As per GOI guidelines the Turnover for MSE should be exempted. Even if APGB doesn't want to give the said exemption, we Request to reduce Turnover for MSE to INR 3 crores or INR 5 crore for 2022-23 (unaudited) with CA certificate only as earlier years we suffered due to force majeure condition of COVID.	RFP terms Holds Good Please refer to Micro and Small Enterprises (MSE) Section of RFP

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15	2	Annexure-3 Eligibility Criteria Declaration.	Bidder and OSM preferably should have ISO 27001 Certification.	We request relaxation for OEM for the clause. Cloud partner will have ISO certification	Refer Corrigendum
16	2	Annexure-3 Eligibility Criteria Declaration	Bidder should have minimum Tier 3 MeITY Complaint Data Center/s within India and in different seismic zones	We request relaxation for Bidder for the clause as we would like to bid for the same. Cloud partner will have ISO certification	Refer Corrigendum

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17	45	Procurement through Local Suppliers (Make in India)	Purchase Preference linked with Local Content (PP-LC) Policy: The bid clause regarding "Preference to Make In India products" stands modified in this bid and shall be governed by the PPLC Policy No. FP- 20013/2/2017-FP-PNG dated 17.11.2020 issued by MoP&NG as amended up to date. Accordingly, bidders with Local Content less than or equal to 20% will be treated as "Non Local Supplier". The prescribed LC shall be applicable on the date of Bid opening. Sanctions on the bidders for false / wrong declaration or not fulfilling the Local Content requirement shall be as per the PPLC policy. Further following additional provisions are added in the certification and verification of local content provision of the Preference to Make in India clause	There should be clear distinction between product and services for this clause. Services should not be clubbed with Product to arrive at Make in India. Eg. <ul style="list-style-type: none"> • Product cost INR 100 (not Made in India) • Services to support the product: INR 200 • If both are clubbed Product will also qualify as Make In India. Kindly specify the same in Make in India clause that the same is for PRODUCT being quoted without clubbing of services. 	RFP terms holds good
18	12	Detailed Scope of Work	Bank during the period of the Contract, based on its technical and functional requirements may intend to add additional third- party applications and interfaces to the system.	Kindly elaborate how many intend to add additional third- party applications and interfaces to the system.	Bidder has to arrange to integrate to the SMS Gateway provided by the Bank at no cost to the Bank and recurring cost for SMS will be borne by the Bank. Bidder also has to integrate to the Bank specific eMail Solution at no cost to the Bank. No other third party integrations are required. Post SRS finalisation, any third party integration shall be considered as change request

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19	12	Detailed Scope of Work	The Bidder will be responsible to integrate and manage third- party components required for deploying a complete solution. These include, but are not limited to: <ul style="list-style-type: none"> • cloud system • Payment systems • Message systems 	Kindly clarify who will bear the API cost for Payment systems and Message systems.	Bidder has to arrange to integrate to the SMS Gateway provided by the Bank at no cost to the Bank and recurring cost for SMS will be borne by the Bank. Bidder also has to integrate to the Bank specific eMail Solution at no cost to the Bank. No other third party integrations are required. Post SRS finalisation, any third party integration shall be considered as change request
20	13	Detailed Scope of Work	The bidder is to migrate the existing data from the legacy systems to proposed application. The validation of the migrated data is to be ensured with 100% accuracy.	Kindly elaborate the no. of sources need to be migrate and size of the data (MB/GB) to be migrated.	The details of Data to be migrated needs to be discussed during SRS and the formats/templates like csv/pipe-delimited/excel etc need to defined/conveyed by the selected Bidder as acceptable to the proposed Solution
21	118	Penalties due to slow application response	The applicable penalties would be the same irrespective of the root cause. Penalty at the rate of Rs.1,00,000/- will be applied for every half an hour of transaction response slowness. Response time will be measured on monthly basis.	These Penalties are too high, kindly rationalize him.	RFP terms holds good
22	49	f)	Proposed Solution should have been implemented and running live in at least 1 Scheduled Commercial Banks/SFBs/Private Banks/financial institutions for the last 5 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users	Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks/ NBFC's / Private Companies (i.e. from 01/04/2018 to 31/03/2023) with A user base of 1000 Users	RFP terms holds good

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23	12		Selected bidder has to arrange and manage SMS gateway on their own and make arrangements for integration with Bank specific e-mail solution	We assume that bank will provide the SMS gateway API for integration with our proposed Solution to this RFP or Bidder must arrange and Manage SMS Gateway. Can we also know more in SMS gateway requirement from the Bank.	Bidder has to arrange to integrate to the SMS Gateway provided by the Bank at no cost to the Bank and recurring cost for SMS will be borne by the Bank. Bidder also has to integrate to the Bank specific eMail Solution at no cost to the Bank.
24	14		All costs relating to carrying out such security testing and certification shall be borne by the bidder.	whether we need to security testing and certification on yearly basis?	Please be guided with Point 5, Page 14 of Section - "Scope of Work" which talks about Certification of the Proposed Solution and its hosting environment by Cert-in empanelled Auditor Vendor has to submit the security certificate before GoLive of Phase-1 at their cost. Post Golive, Vendor shall support the Bank or its auditors for conducting security audit at any point of time and Bank will bear the cost
25	14		All costs relating to carrying out such security testing and certification shall be borne by the bidder.	In Bill of Material , We request the Bank to add other charges where bidder fill their cost for the same.	RFP terms holds good
26	14		If any vulnerabilities found on periodic assessment by bank or bank appointed auditor, the same should be immediately attended by the vendor with no cost to the bank.	We request the bank to borne the charges for Periodic assessment with their Auditor	RFP terms holds good

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27	18	The selected bidder shall submit the acceptance of the order within 7 days from the date of issue of the purchase order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder	We request the Bank that The selected bidder shall submit the acceptance of the order within 15 days from the date of issue of the purchase order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder	RFP terms holds good
28	19	The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within 7 days from the date of issue of the purchase order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion	We request the Bank that The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within 15 days from the date of issue of the purchase order. The Bank reserves the right to consider the late acceptance of the order, if any, at its discretion	RFP terms holds good
29	19	The successful bidder should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 21 days from the date of acceptance of the Order	we request the Bank to Consider a Performance Guarantee of 3 % of Total contract Value As Per the circular No . F.1/2/2023-DDP by GOI Ministry of Finance Dated on 3.4.2023. In recent RFP even Public sector Bank is requesting for 3% of BG only.	RFP terms holds good

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30	20	Support and Maintenance of HRMS application (Web & Mobile)	On completion of the support period, the bidder should ensure a smooth transition by handing over complete source code and all system related up-to-date documentation as well as providing training to the bank team on all technical aspects of the system.	We assume once Support is completed, we will be extending/renewing the contract to continue the service. The vendor will not submit the Source code to bank since Vendor will have the IP rights.	Refer Corrigendum
31	22		Bank will be regularly conducting audits, VA & PT and bidder extend necessary support for the conduct of these audits & close all the observations of these audits	We Assume that Bank borne these cost for Conducting audit, VA& PT	Yes. Post Go live, Cost will be borne by the Bank
32	28		Payment shall be released within 30 days of submission of relevant documents as per RFP terms	We request the bank to consider Payment shall be released within 15 days of submission of relevant documents as per RFP terms	RFP terms holds good
33	12		Bank during the period of the Contract, based on its technical and functional requirements may intend to add additional third- party applications and interfaces to the system. The Service Provider must extend all necessary support and assistance for addition to the Solution with the required third-party applications and interfaces desired by Bank at no additional costs	We request the bank to consider this Change Request for any additional third -party application and interfaces.	Post SRS finalisation, any third party integration will be considered as change request

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34	62		Bidder should configure, schedule and manage backups of all the data including but not limited to files, folders, images, system state, databases and enterprise applications	We have a Default Back up plan of 7 Days , If there is any changes required ?	The Bidder should adhere to the Backup Policy of the Bank which may change from time to time
35	62		Bidder shall provide interoperability support with regards to available APIs, data portability etc. for Bank to utilize in case of Change of cloud service provider.	We need more clarity with this clause.	RFP terms holds good
36	48	Annexur e-2 Bid Covering letter Format	If our offer is accepted, we undertake to implement HRMS under SAAS Model as per timelines mentioned in the RFP for each ordered locations.	Request bank to provide Location details from where the employee/s will access the application	Ten districts of the State of A.P
37	91 66	Annexur e-12 General Specifications Annexur e-10 Point No.50	9.The bidder should provide storage space of at least 5GB per user for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc. and its availability 24x7	Request bank to amend the clause to "The bidder should ensure substantial space for users to accommodate document such as investment proof, investment declaration, ITR, Travel, medical bills etc. and its availability 24x7"	Refer Corrigendum
38	49	Annexur e-3 Eligibility Criteria Declaration	f. Proposed Solution should have been implemented and running live in at least 1 Scheduled Commercial Banks/SFBs/Private Banks/financial institutions for the last 5 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users	We have implemented the proposed HRMS solution in scheduled commercial bank which is live since last 10 years. Will Bank consider this as an credential which can meet the eligibility criteria	RFP terms holds good

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39	118	42.Pricing	Service provider have to consider the above staffing pattern and provide annual subscription cost module-wise. Module-wise staffing pattern to be considered are as follows:	Our HRMS solution is a single software with all the line items listed in Item description. Instead of giving per line item/ module wise pricing, Can we quote Subscription cost per year of all modules as one single Price.	RFP terms holds good
40	92	Annexure-13 Undertaking of Information Security/ Authenticity	We hereby undertake that all the components/parts/assembly/software's used in the Solution under the above shall be original new components/parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used. We also undertake that in respect of Licensed Operating System/Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).	As the HRMS solution required by Bank is on SaaS, in which the Hardware, System Software are not procured, it is hosted on Data Centre. Under this the License required are not purchased, but they are procured on Per month basis. As per the undertaking required, it mentions about Hardware required is from respective OEM's only and License of Software to be produced to bank as and when required. Request bank to remove the Hardware and software license related clause from Annexure-13 This undertaking is not applicable	RFP terms Holds Good
41	35		Earnest Money Deposit (EMD)	Our organisation is registered as a "Medium" entity under MSME Act of Govt, of India, Request Bank to waive off the tender fee & EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSME's	RFP terms holds good

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				should be exempted from payment of tender fees and EMD	
42	96	Annexure-17	Manufacturer Authorization Form	The proposed solution is developed in-house and we are the OSD/ OEM of the proposed solution. In view of the above, request bid issuing authority to confirm whether we need to furnish the MAF for the same.	If the bidder itself is OEM/OSM/OSD, then bidder can submit the MAF
43			General	Request bank to clarify types of payroll calculations required i.e. (PSU/Govt./CTC/Contract etc.)	Please refer to the Payroll Section of Functional Requirements
44	28	Payment terms	Implementation cost - One Time Cost - Payment shall be made in arrears after successful completion of the solution by deducting LD if any & taxes against submission of invoice after GoLive date	Request bank to amend the clause: Project Initiation-20% SRS sign off - 20% UAT Signoff - 40% Go Live Signoff - 20%	Refer Corrigendum
45	116	41. Penalties	41. Penalties	Request bank to amend Penalty clause with Maximum penalty of 2 % of TCO. For - Penalties due to downtime Application - Penalties due to slow application response - Penalties due to non- resolution of issues raised to Helpdesk/Support Team	RFP terms holds good
46	11	BID PREPARATION AND SUBMISSION	Documents described below are to be submitted online besides submitting hard copies with signature of authorized signatory and official stamp of the organization.	Since it is a GeM bid ,request bank to confirm whether documents need to be submitted in hard copies.	Submission of online bid through GeM will be considered

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47	1	Eligibility Criteria Declaration - (e)	The Bidder must be net profit (after tax) making entity continuously for the last three years, that is financial years - 2020-21, 2021-22 and 2022-23	We request Andhra Pragathi Grameena Bank to consider positive EBITDA Margins for 03 (three) out of the last 05 (five) financial years instead of net profit (after tax) as in SaaS companies significant investments are made on product development and research or consider positive PBT for 02 (two) out of the last 05 (five) financial years or Extend an exemption from this clause to MSME companies.	RFP terms holds good
48	36	Exemption from payment of EMD and Tender fee	Micro & Small Enterprises (MSE) units and Start-ups* are exempted from payment of EMD and Tender Fee provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies.	We request Andhra Pragathi Grameena Bank to extend the exemption from payment of EMD and Tender fee to MSME companies also.	RFP terms holds good
49	44	Purchase Preference	Purchase Preference to Micro and Small Enterprises (MSEs), Start-ups and Purchase Preference linked with Local Content (PP-LC) shall be applicable subject to full compliance of other terms and conditions of the GeM bid and Contract. Following are the conditions applicable as per the Government of India Guidelines on Purchase Preference.	We request Andhra Pragathi Grameena Bank to extend the purchase preference linked to local content to MSME companies also.	RFP terms holds good

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50	19	Security Deposit/ Performance Bank Guarantee	The successful bidder should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 21 days from the date of acceptance of the Order.	We request Andhra Pragathi Grameena Bank to reduce the PBG to 5%	RFP terms holds good
51	25	Penalties - Penalties due to downtime Application	Penalties due to slow application response, Penalties due to migration data accuracy, Penalties due to non-resolution of issues raised to Helpdesk/ Support Team, Penalties for delayed implementation of the HRMS application, Penalties related to Facility Management, and Penalties due to delayed delivery of customization	We request Andhra Pragathi Grameena Bank to have a relook at the penalties. They are quit high. Please give some relaxation on the penalties.	RFP terms holds good
52	62	Technical Requirements - Point 4 App. Architecture	Bank shall retain ownership of all virtual machines, templates, clones, and scripts/applications created for Bank's applications. Bank shall retain the right to request (or should be able to retrieve) full copies of these virtual machines at any time	Considering the solution is a SaaS solution and Infrastructure is shared this is not feasible. Requesting Andhra Pragathi Grameena Bank to have a relook at this clause.	RFP terms holds good
53	62	Technical Requirements Point no. 6, Backup and Restoration	Bidder, through its proposed CSP, shall be responsible for providing Cloud service for HRMS with RPO(Zero Data Loss) and RTO of 120 mins	Considering the solution is a SaaS solution. Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. There is latency as the DR location is in a separate geo location thus please consider RPO of 15 to 30 min.	Refer Corrigendum

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54	62	Annexur e-10 Technical Requirements - Bidder Responsibility - Point No. 11	Bidder is required to prepare and submit along with their bid, the details of methodologies and computations for sizing and capacity of storage, compute, backup, network and security resources	Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution.	RFP Holds Good
55	63	Annexur e-10 Technical Requirements - Bidder Responsibility - Point No. 12	Bidder shall not delete any data at the end of the agreement without the approval of Bank. Bidder should retain the environment, till all the data is submitted to the Bank through a suitable media and without any changes to such data	Requesting Andhra Pragathi Grameena Bank to reconsider and define a time line. Standard retention policy is upto 60 days post termination of contract	Refer Corrigendum
56	64	Annexur e-10 Technical Requirements - Cloud Hosting - Point No. 26	Solution should be accessible via Internet, Point to Point / MPLS, Leased Lines, OFC etc. from Bank's network and Cloud Data Centre Facilities with High Bandwidth to address latency and poor response Times.	Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution. Application accessible only via Internet in on cloud SaaS.	Refer Corrigendum

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57	64	Annexure-10 Technical Requirements - Cloud Hosting-Point No. 28	Data Center operations to be in compliance with industry leading ITSM frameworks like ITIL, ISO27001 ii. Ensure compliance to relevant SLAs iii. 24x7 monitoring & management of availability & security of the infrastructure and assets iv. Perform regular hardening, patch management, testing and installation of software updates issued by OEM/vendors from time to time after following agreed process v. Ensure overall security - ensure installation and management of every security component at every layer including physical security vi. Prepare documentation/policies required for certifications included in the scope of work vii. Preventive maintenance plan for every quarter	Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution.	RFP terms holds good
58	65	Annexure-10 Technical Requirements - Security - Point No. 42	The Bidder should provide Bank PIM Solution with access to all Servers of the Solution. Bank Team should authorise the System. Admin /Maintenance Activities by the Bidder.	Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution. Bank's HR Admin would have the authority to provide access on the application	Refer Corrigendum






59	66	Annexur e-10 Technical Requirements - Sys. Performance - Security - Point No. 49	Bidder should offer dashboard to provide visibility of System Performance	Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution.	RFP terms holds good
60	106	Annexur e-21 - DRAFT CONTRACT AGREEMENT - Point No. 10 - Transfer of Data post Termination of contract	Transfer of Assets	Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution. Only Bank's data would we provided	Data and any other assets/books/reports standing in the name of the Bank shall be considered as Asset





61	114	Annexure-21 - DRAFT CONTRACT AGREEMENT - Point No. 32 - Data Accessibility	<p>32.Data Accessibility: The access to data should not be with CSP (Zero Standing Access). Data privacy should be assured by the CSP. Bank should give explicit access to CSP if required, for trouble shooting through MFA. Multi-Factor Authentication: CSP should provide Multi-Factor Authentication (MFA).</p> <p>35.Testing & Monitoring: The CSP shall provide the necessary audit logs to bank team which can be used by SIEM /SOC. The CSP shall agree to conduct VAPT by Bank Appointed Auditors. The VAPT/Penetration Testing to be conducted by the Bank as per the existing policy at regular intervals. Access monitoring and logging: CSP should provide access monitoring functionality to detect additional threats</p>	<p>Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution.</p>	RFP terms holds good
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62	114	Annexur e-21 - DRAFT CONTRACT AGREEMENT - Point No. 36 - E-Discovery:	<p>36.E-Discovery: As a result of law-enforcement measures, hardware might be confiscated for investigations relating to a particular customer, affecting the confidentiality of all other customers whose data was stored in the same hardware. Data disclosure is critical in these cases of data forensics. The CSP shall ensure that either there is physical segregation of hardware, in case of private cloud for critical data as defined by the Bank or there are copies of data locally stored automatically to ensure no business downtime during such issues faced by the CSP. For public cloud infrastructure also, the CSP to ensure data redundancy is in place to ensure no business downtime.</p>	<p>Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution.</p>	RFP terms holds good
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63	116	Annexur e-21 - DRAFT CONTRACT AGREEMENT - Point No. 38 - E-Quality of Services	<p>38.Quality of Service: Interoperability and portability The applications to be deployed on the cloud shall ensure that Technical Interoperability, Syntactic interoperability, semantic interoperability and organizational interoperability are achieved. The CSP shall ensure there are no hindrances for interoperability. The Bank shall have complete rights on data portability and application / system portability. The CSP shall enable the Bank to achieve portability</p> <p>39.Metering and Billing / Charging Performance Since the Bank shall pay on a per use mode, accounting of resources used and billed needs to be substantiated by the cloud service provider by preserving the complete logs and all such other details which are essential for the complete satisfaction of the Bank. The satisfaction of the Bank with the billing performance may comprise of timely receipt of the bill, accuracy and completeness of the bill, clarity in bills/ presentation of the billing information in terms of transparency and understandability, and a transparent process of resolution of billing complaints.</p>	<p>Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution.</p>	RFP terms holds good
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64	117	Annexur e-21 - DRAFT CONTRACT AGREEMENT - Point No. 41 - Penalties due to slow application response	<p>Penalties due to slow application response The service provider shall ensure that application is giving normal transaction response time i.e., 10 seconds per page loading/submission etc., The applicable penalties would be the same irrespective of the root cause. Penalty at the rate of Rs.1,00,000/- will be applied for every half an hour of transaction response slowness. Response time will be measured on monthly basis. The penalty will be deducted from any of the payment due for the service provider.</p> <p>Penalties due to migration data accuracy The service provider shall guarantee 100 % accuracy for data migration. The Service provider shall be liable for liquidated damages if the data accuracy falls below 100%. The percentage shall be calculated total no of error free records migrated/ total no of records migrated in that batch. Penalty at the rate of Rs.1,00,000/- will be applied for every drop in 1 % i.e.,Rs.1,00,000/- if the data accuracy is below 100 % and Rs.2,00,000 if the data accuracy is below 99% and so on for every %.</p>	Considering this is a SaaS solution. Please share the details of how will this be operationalized/measured.	RFP terms holds good
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65	118	Annexure-21 - DRAFT CONTRACT AGREEMENT - Point No. 41 - Penalties related to Facility Management	<p>Penalties related to Facility Management</p> <p>The engineer should be punctual and sign on the register provided at the office.</p> <p>Facility Management resources should be compensated with similar resources for their non-availability.</p> <p>In the case of unauthorized absence, a penalty equivalent to per day cost of the person will be levied.</p> <p>In case of non-availability of resource for three days continuously will attract a deduction in resource cost for one corresponding week.</p> <p>The penalty will be deducted from any of the payment due for the service provider.</p> <p>Penalties due to delayed delivery of customization</p> <p>All customization entrusted to the service provider should be completed within timelines agreed while finalization of the approach document.</p> <p>If serious bugs are observed during testing, customization will be treated as not delivered.</p> <p>Bank reserves the right to charge penalty for delayed delivery of customization at the rate of 5 % of the customization cost per week. The penalty will be increased to 10% per week for the delay beyond 2 weeks from the stipulated delivery date. This will be applicable even if</p>	<p>Considering the solution is a SaaS solution Requesting Andhra Pragathi Grameena Bank to have a relook at this clause. This should not be applicable to SaaS solution.</p>	RFP terms holds good
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		<p>the customization is developed by a third party OEMs The penalty will be deducted from any of the payment due for the service provider.</p>		
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66	2	Gem Bid portal	EMD Exemption	<p>In reference to the EMD Exemption we have referred to the GEM Bid clauses and clause for EMD exemption in RFP and we require clarification for eligibility of EMD exemption as below:</p> <p>we are implementation partner of the HRMS product and not a manufacturer of Product, in that case will we be eligible for EMD exemption ?</p>	Refer to Micro & Small Enterprises [MSEs] section of RFP. RFP terms holds good
67	10	Participation Methodology	In a tender either the partner/distributor/System Integrator on behalf of the OSM or OSM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.	In reference to the scope of work of HRMS solution it requires multiple solutions to be stitched into a single comprehensive solution and any single OEM may not have all the solutions hence we request to allow bidding in consortium.	Only a single bidder/OEM is allowed to submit a bid
68	49	Eligibility criteria	<p>Proposed Solution should have been implemented and running live in at least 1 Scheduled Commercial Banks/SFBs/Private Banks/financial institutions for the last 5 years (i.e. from 01/04/2018 to 31/03/2023) with a user base of 1000 users.</p> <p>The Bidders has to provide order copy/reference Letter from their customers. Details needs to be submitted in the format specified in Annexure.</p>	In reference to the HRMS Proposed solution implementation we understand that the past experience of OEM or SI will be considered ?	Experience of the bidder will be considered

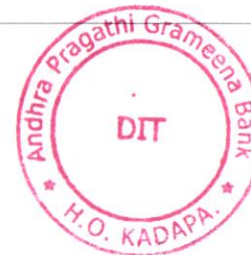
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69	15	Documen- tation	The bidder should ensure that all the project documents should follow version control mechanism. All the documents (Source Code, Functional Specification Document, Technical Specification document, User Manuals, training manuals) and all the documents that are related to the project since the inception and till the closure of the support period needs to be documented by following standard practices of version control, regularly updated and submitted to the bank on monthly basis.	(1) We request that the Source Code delivery be replaced by Source Code Escrow. (2) We request that the user should maintain its Functional & Technical specs document & provide update for confirmation to Vendor. The user is like the custodian of the specs.	Refer Corrigendum
70	65	39 Security	The software should be bug free without any back door to the hacker and the selected bidder should submit the source code audit report to the Bank as and when changes are carried out in the software	(1) We request that the Source Code delivery be replaced by Source Code Escrow. Vendor may be requested to provide Source Code Review Report against malicious code.	Refer Corrigendum
71	91	Annexur e- 12 (19)	The software should be bug free without any back door to the hacker and the selected bidder should submit the source code audit report as and when changes are carried out in the software	(1) We request that the Source Code delivery be replaced by Source Code Escrow. Vendor may be requested to provide Source Code Review Report against malicious code.	Refer Corrigendum
72	49- 50	Annexur e- 3: Eligibilit y (c, e, i)	The Turnover of the Bidder should be minimum Rs.20 Crores each year during last Three financial years (i.e. 2020-21, 2021-22 and 2022-23).	We request you to kindly allow us to submit audited financial statements for the year 2019-2020, 2020-21, 2021-22, as the accounts for the year 2022-23 are yet to be audited	RFP terms holds good

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73	49	Annexure- 3: Eligibility (d)	The Bidder should have positive Net Worth as on 31/03/2023.	We request you to kindly allow us to submit CA Certificate on Net Worth for the year 2019-2020, 2020-21, 2021-22, as the accounts for the year 2022-23 are yet to be audited.	RFP terms holds good
74	63	Annexure- 10 Technical Requirements Point#17	Bidder Responsibility: Customization / Personalization of various screens and transactions - Design, Content, Color, Language, Logos, etc. should be allowed by the Bidder	We request to add: Post first live run, the customization will be carried out as Change Request. Bank can create new reports by adhoc queries/pre-saved queries.	Any changes after finalisation of SRS will be considered as Change Request
75	64	Annexure- 10 Technical Requirements Point#31	Integration: Integration with Aadhaar database to validate demographic data	Please add: Subscription & its charges/costs will be Bank's responsibility.	Refer Corrigendum
76	64	Annexure- 10 Technical Requirements Point#32	Integration: The Proposed Solution must support open APIs so that the Bank's different applications can be integrated with the Proposed HRMS System	Since "Open APIs" is a broad term, we request you to replace as: Vendor will be willing & ready to provide APIs or Integrate APIs for integration with different applications, under "Change Request", excluding repeat charges for same APIs.	RFP terms holds good
77				We request ABGB to extend the bid submission date by 3 weeks.	Refer Corrigendum
78				We want to understand which HRMS is used by Bank and how is the payroll processed ?	Bank has a basic HRMS solution in place
79				We want to clarify if the 4000 users are the current users or this number is envisaged for the next 5 years?	Refer Staff position provided under "Pricing" section of RFP

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80				Source codes represent the intellectual property of technology providers, which is typically not disclosed to clients. Request you to kindly reconsider this clause	Refer Corrigendum
81	N/A	Hybrid Work Delivery		As it is a cloud SAAS implementation, the implementation team should be able to deliver the solution in a mix of in-person and virtual delivery. Please let us know if the bank's expectation is to have the partner team present at their premises during the implementation phase	SRS Phase -> The Implementation/Partner Team should be available for discussion in-person at Bank's HO Location. Implementation Phase -> Hybrid Work Delivery is ACCEPTABLE wherein some members of the Implementation Team should be at Bank's HO Location and some Bidders/Partners Location Customisation/Development-> This can be undertaken at Bidders/Partners Location
82	122	Scope of Work	The Payment for these Change Management Requests are all One-Time and does not attract any Annual Maintenance Contract (AMC)	Is the bank implying that any new changes required in the solution anytime in the future must be delivered by bidder based on new agreed pricing, however there will be no AMC?	Any changes after finalisation of SRS will be considered as Change Request
83	Page 13		The bidder has to propose the solution with the requisite user authentication and authorization as well as IT Security controls.	Could you please specify the required user authentication mechanisms expected in this solution?	Can be discussed during SRS Phase

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84	Page 15	The bidder should ensure that all the project documents should follow version control mechanism. All the documents (Source Code, Functional Specification Document, Technical Specification document, User Manuals, training manuals) and all the documents that are related to the project since the inception and till the closure of the support period needs to be documented by following standard practices of version control, regularly updated and submitted to the bank on monthly basis.	For the advantage of APGB in terms of cost and time lines, we propose to build this solution of Low-Code No-Code Platform, generally these platforms not generate source code. However, the source code will be submitted wherever it is generated.	Refer Corrigendum
85	Page .21	The Bidder should keep 1 dedicated support team for application maintenance and helpdesk support to bank users, to be based at bank location that should immediately resolve application related issues. While submitting the bid, the bidder should submit the team strength and structure required along with their skill sets. Application support team shall be on the rolls of bidder.	Please clarify if the support team should be on-site at the bank location or if they can provide support through offline means like email and on-call.	Bidder shall provide Onsite support at Bank's Head Office
86	GeM Docu ment	MSE Exemption for Years Of Experience and Turnover	As per the terms and conditions of GeM & MSME, bidder with a valid UDYAM certificate are exempted from submitting experience and turnover criteria documents as required in any part of the GeM/tender document	Refer to Micro & Small Enterprises [MSEs] section of RFP. RFP terms holds good

SENIOR MANAGER

SENIOR MANAGER

GENERAL MANAGER

Date: 28.07.2023



CORRIGENDUM1 TO GEM BID GEM/2023/B/3643897 dated 10/07/2023 FOR IMPLEMENTATION OF HRMS UNDER SAAS MODEL

It is decided to amend the following clauses (17) in respect of the above GeM bid and all other terms and conditions remain unchanged as per RFP:

#	Page No.	Section Title and Clause Reference	Existing Clause	Amended Clause
1	2	Annexure-3 Eligibility Criteria Declaration g.	Bidder and OSM preferably should have ISO 27001 Certification.	Bidder OR its CSP should have ISO 27001 certification
2	2	Annexure-3 Eligibility Criteria Declaration k	Bidder should have minimum Tier 3 MeITY Complaint Data Center/s within India and in different seismic zones	Bidder OR it CSP should have minimum Tier 3 MeITY Complaint Data Center/s within Indian and in different seismic Zones
3	20		On completion of the support period, the bidder should ensure a smooth transition by handing over complete source code and all system related up-to-date documentation as well as providing training to the bank team on all technical aspects of the system.	On completion of the support period, the bidder should ensure a smooth transition by handing over all system related and up-to-date documentation as well as providing training to the bank team on all technical aspects of the system.
4	91 66	Annexure-12 General Specifications Annexure-10 Point No.50	9.The bidder should provide storage space of at least 5GB per user for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc.and its availability 24x7	The bidder should provide storage space of at least 2GB per user and should accommodate with additional space as and when required for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc.and its availability 24x7

Dated: 28.07.2023

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#	Page No.	Section Title and Clause Reference	Existing Clause	Amended Clause
5	63	Annexure-10 Technical Requirements - Bidder Responsibility - Point No. 12	Bidder shall not delete any data at the end of the agreement without the approval of Bank. Bidder should retain the environment, till all the data is submitted to the Bank through a suitable media and without any changes to such data	Please refer to Section "Order Cancellation/Termination of Contract" Bidder should retain the Data for 6 months from Date of Termination of Contract
6	64	Annexure-10 Technical Requirements - Cloud Hosting - Point No. 26	Solution should be accessible via Internet, Point to Point / MPLS, Leased Lines, OFC etc. from Bank's network and Cloud Data Centre Facilities with High Bandwidth to address latency and poor response Times.	Solution should be accessible via Internet from Bank's network and Cloud Data Centre Facilities with High Bandwidth to address latency and poor response Times.
7	64	Annexure- 10 Technical Requirements Point#31	Integration: Integration with Aadhaar database to validate demographic data	RFP clause stands deleted
8	65	Annexure-10 Technical Requirements - Security - Point No. 42	The Bidder should provide Bank PIM Solution with access to all Servers of the Solution. Bank Team should authorise the System. Admin/Maintenance Activities by the Bidder.	The bidder should provide VPN connectivity to the Facility Management Engineer stationed at Bank HO Premises

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#	Page No.	Section Title and Clause Reference	Existing Clause	Amended Clause
9	15	Documentation	The bidder should ensure that all the project documents should follow version control mechanism. All the documents (Source Code, Functional Specification Document, Technical Specification document, User Manuals, training manuals) and all the documents that are related to the project since the inception and till the closure of the support period needs to be documented by following standard practices of version control, regularly updated and submitted to the bank on monthly basis.	The bidder should ensure that all the project documents should follow version control mechanism. All the documents (Functional Specification Document, Technical Specification document, User Manuals, training manuals) and all the documents that are related to the project since the inception and till the closure of the support period needs to be documented by following standard practices of version control, regularly updated and submitted to the bank on monthly basis.
10	20	Support and Maintenance of HRMS application (Web & Mobile)	On completion of the support period, the bidder should ensure a smooth transition by handing over complete source code and all system related up-to-date documentation as well as providing training to the bank team on all technical aspects of the system.	On completion of the support period, the bidder should ensure a smooth transition by handing over all system related and up-to-date documentation as well as providing training to the bank team on all technical aspects of the system.
11	65	39 Security	The software should be bug free without any back door to the hacker and the selected bidder should submit the source code audit report to the Bank as and when changes are carried out in the software	The software should be bug free without any back door to the hackers and the selected bidder should submit the security report provided by the Cert-In Empanelled auditor to the Bank as and when changes are carried out in the software

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#	Page No.	Section Title and Clause Reference	Existing Clause	Amended Clause
12	91	Annexure- 12 (19)	The software should be bug free without any back door to the hacker and the selected bidder should submit the source code audit report as and when changes are carried out in the software	The software should be bug free without any back door to the hackers and the selected bidder should submit the security report provided by the Cert-In Empanelled auditor to the Bank as and when changes are carried out in the software
13			Extension of bid submission date	Last date for submission of bid is extended upto 14.08.2023

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#	Page No.	Section Title and Clause Reference	Existing Clause	Amended Clause
14	27	Payment Terms	<p>The terms of payment will be as follows: ü SRS shall be finalised within 1 month from the date of PO acceptance. The expected time lines for the complete implementation of entire HRMS application as per finalised SRS is 6 months from the date of acceptance of Purchase Order. All payments will be released only after successful implementation of HRMS solution as per the SRS finalised.</p> <p>The terms of payment will be as follows: # Payment Stages Percentage of Payment Condition/Remarks a) Subscription cost Monthly Payment shall be made in Arrears after deducting LD if any & taxes against submission of invoice after the date of GoLive b. Implementation cost One Time Cost Payment shall be made in arrears after successful completion of the solution by deducting LD if any & taxes against submission of invoice after GoLive date c. Facility Management Cost Monthly Payment shall be made in</p>	<p>1) No Payment will be done after completion of SRS</p> <p>2) PAYMENT TERMS -</p> <p>2.a) Modification in Subscription Cost - Payment shall be made in Arrears after deducting LD if any & taxes against submission of invoice with effective Date of GoLive of the respective Module</p> <p>2.b) Modification in Implementation Cost - Will be released in Phased Manner as under -</p> <p>2.b.i) Completion of Phase-1 Modules - 60% 2.b.i.a - Upon UAT SignOff - 40% 2.b.i.b - Post GoLive and submission of Completion of Security Testing by Cert-in Empanelled Auditor as mentioned in SOW(Page 14) - 20%</p> <p>2.b.ii) Completion of Phase-2 Modules - 40% 2.b.ii.a - Upon UAT SignOff - 25% 2.b.ii.b - Post GoLive - 15%</p> <p><i>** Classification of 22 Modules(as defined in Functional Scoring Sheet) under Phase-1 and Phase-2 will be decided under SRS</i></p> <p>2.c) Facility Management Cost - No Change in RFP Terms</p> <p>3) SRS needs to be completed within 1 month as mentioned in RFP</p>




#	Page No.	Section Title and Clause Reference	Existing Clause	Amended Clause
			<p>Arrears after deducting LD if any & taxes against submission of invoice Sign off will be given only after complete roll out of HRMS application (Web and Mobile)with all the functional requirements as per finalised SRS.</p>	




#	Page No.	Section Title and Clause Reference	Existing Clause	Amended Clause
15	62	Technical Requirements Point no. 6 , Backup and Restoration	Bidder, through its proposed CSP, shall be responsible for providing Cloud service for HRMS with RPO(Zero Data Loss) and RTO of 120 mins	Bidder, through its proposed CSP, shall be responsible for providing Cloud service for HRMS with RPO(15 mins) and RTO of 120 mins
16		Bill of Material Annexure-19		Bidder has to submit the Bill of Material as per the revised format
17	26	Pricing	Bidder have to consider the staff pattern and provide subscription cost module-wise	Bidder has to submit the subscription cost module-wise as per the revised Bill of Material




Annexure- 19

Bill of Material

SUB: RFP for implementation of HRMS under SAAS Model.
Ref: Your BID Ref No. GEM/2023/B/3643897 dated 10/07/2023

TABLE 1:

SUBSCRIPTION COST:

Rates to be provided based on the volumetrics (#of users) provided for Year 1 and subsequent years as mentioned in scope of work

Description	March 2023	March 2024	March 2025	March 2026	March 2027
Staff Strength	2682	2700	2750	2800	2850
Pensioners Strength	1291	1362	1440	1521	1569

Module	Users to be considered	Annual Subscription Cost					Cost for 5 years(₹)
		Year 1	Year 2	Year 3	Year 4	Year 5	
Human Resources Inventory	Staff+Pensioners						
Leave Management	Staff						
Payroll	Staff						
Pension	Pensioners						
Attendance	Staff						
Appraisal & Performance Management	Staff						
Assets & Liabilities	Staff						
Superannuation Benefits	Staff						
Expenditure/ Reimbursements Details/Welfare	Staff						
LFC - Management And Details	Staff						



Training Administration	Staff						
Manpower Planning	Staff						
Recruitment / Talent Acquisition	Staff						
Promotions - Career And Succession Planning	Staff						
Management Of Transfers And Postings	Staff						
Clearance	Staff						
Staff Self-Service Portal / Mobile-Application	Staff+Pensioners						
Charge Taking Report Package	Staff						
Industrial Relations	Staff						
Investigations/Enquiries	Staff						
Medical Aid/ Hospitalization Claim - Management And Details	Staff						
Others	Staff						
TOTAL							

The prices quoted should be valid for a period of 5 years from the date of issue of purchase order. The same will be considered for TCO calculation purpose. Bank have discretion to place order for different quantity as per the requirement. The quantities indicated in the price bid are projections for the next 5 years and the payment will be made on actual user count in a month.

- ✓ Bank reserves the right to increase or decrease the quantum of purchase by 10% in respect to the quantity (Number of Employees per module) specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender

TABLE 2:

ONE TIME IMPLEMENTATION COST:

Bidder to provide a detailed breakup of their envisioned efforts and associated pricing that will be incurred and borne by the Bank for the implementation of the in-scope systems

Item Description	Total Cost (₹)




TABLE 3:

FACILITY MANAGEMENT (SUPPORT) COST:

No. of resources	Year 1	Year 2	Year 3	Year 4	Year 5	Cost for 5 years(₹)
1						

TABLE 4:

TCO for the contract period:(TABLE 1+TABLE 2+TABLE 3)


Item Description	Total Cost without GST (TCO) (₹) as per TABLE 1,2,3	GST %	GST Amount(₹)	Total Cost with GST(₹)
Subscription cost for 5 years				
One Time Implementation Cost				
Facility Management (Support) Cost				
TOTAL				

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

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

Date:

Signature with Official seal

Date: 28.07.2023

 SENIOR MANAGER


 SENIOR MANAGER


 CHIEF MANAGER


 GENERAL MANAGER

