

Human Resource Management System (HRMS) at National Housing Bank, New-Delhi					
Name of the Bidder: OASYS Cybernetics Pvt. Ltd					
Date: 17/06/2022					
Name of Person(s) Representing the Bidder:					
Sr. No.	Name of the Person	Designation	Email Id	Contact No.	
Sr. No.	RFP Page Number	Clause (Tender Ref.)	Query	Clarification / Suggestion	NHB's Reply
1	19	4.2. Purpose	<ul style="list-style-type: none"> The Selected bidder should integrate the HRMS with Bank's existing Biometric Attendance System. Bank has installed Biometric attendance system at all its office locations. The HRMS offered should be capable of consolidation of the attendance and reconcile leave, tours, trainings, etc. 	Need to check the existing hardware for Bio-Metric. If it is not compatible with the latest system then it may require replacement.	ESSL Biometric Silk Bio 101TC
2	19	4.2. Purpose	<ul style="list-style-type: none"> Bidder to provide the proposed End to End Supply, Customization, Deployment, Maintenance & Support of Integrated Human Resource Management System meeting the features and functionalities mentioned in the RFP in bilingual format (English & Hindi). 	What are the modules required in Bilingual format ?	All inputs & outputs are required to be bilingual.
3	24	4.3.1. Data Migration	<p>This section describes the scope for Data Migration from the existing physical and electronic formats to the new integrated HRMS solution. The Bidder may quote for a one-time cost for this activity.</p> <ul style="list-style-type: none"> The Bidder shall formulate Data Migration strategy and provide documentation. The Bidder shall provide checkpoint reports to ensure thorough reconciliation of the data, while ensuring data integrity The Bidder shall furnish the data in the format that can be loaded into the proposed HRMS application and perform the Data Upload activity It will be the responsibility of Bidder to ensure complete data cleaning and validation for all data being migrated from the existing systems to the new HRMS solution. Bidder will be responsible to massage the data as per the software/upload format required by the solution. The Bidder shall assist in performing checks to ensure data migration success (by way of providing comparator tools, etc.) 	<p>a) How much records are there to be migrated ?</p> <p>B) Will there be data cleaning required?</p> <p>C) Will de-duplication solution be required ?</p>	As number of officers are quite low, very limited number of records need to be processed. B) Data cleaning is required, however, it may be relevant to mention that considering the low staff strength of NHB (less than 200 at present), the data volume is low. As such, bidder has to decide whether they need any add-on software for cleaning of limited number of records.
4	20	4.2. Purpose	o Managing the application which includes technical and functional aspects administering Application and providing quick solutions to the problem or bug reported by using their knowledge base or by escalating to respective OEM.	How many levels of escalations are required? Will it be timebound ?	Depends on the structure of the bidder's organisation. However, there should be atleast 3 level of escalations.
5	22	4.2.2. HRMS License Requirement	Bidder must provide 200 licenses of the proposed solution including of roles such as administrator, approver, recommender, user, etc. The licenses provided should cover both serving and retired employees.	<p>a) Need to understand how many employees are there in all.</p> <p>B) How many retired employees are there?</p> <p>C) How many active users and passive users are there ?</p> <p>D) Need to know the levels of users available.</p> <p>E) Need to know how many mobile users would be there.</p>	<p>a) Less than 200 (at present)</p> <p>b) Around 50 at present</p> <p>c) All the aforesaid users are active users</p> <p>d) User with administrative privilege and user with normal privilege</p> <p>e) All users should be able to access package through mobile</p>
6	97	XXV Training & Development	4.1. Facility to capture inputs for —Training Need Analysis (TNA) from employees through Self Service Module for the purpose of creating a training plan.	Will self service portal be required on "Mobile Apps"	Yes



BIDDER'S REQUEST FOR CLARIFICATION

Name and Address of the Organization submitting request		Name and Position of Person submitting request		Full formal address of the Organization including phone, fax and Email		
TCS		Mr. Vicky Gujral, Relationship Account Manager		TCS, PIT Building, New-Delhi		
Sr. No.	Section No.	Page No.	Point No.	Content of the RFP requiring clarification	Clarification Sought	NHB's Reply
1	Section 6.	26	6	Project Implementation Schedule	Based on Section 6, it is expected to complete the implementation in 15 weeks, whereas typical PeopleSoft HRMS Implementation with the similar scope takes around 10 months. Request to considered the implementation timeline to 10 months.	No Change proposed in Project Implementation Schedule
2	Section 6	26	6	Project Implementation Schedule	Can you share the following details? 1. No. of Active Employees 2. No. of Pensioners/retirees	At present: 1. Total Employees - less than 200 2. Total Pensioners - around 50
3	Section 6.	26	6	Project Implementation Schedule	Are you planning to use the system for Pensioners or retirees? If yes, please share the details.	Yes. Requirement is given in the RFP
4	4.3.1	24	4.3.1	Data Migration	Please let us know your data migration requirement. How many years of data would you like to migrate?	1) Total no of employees including retired and resigned employees are not more than 400. 2) The SAP-HRMS is in operation since 2005-06. All data is required to be migrated.
5	3.11	10		I.For Non-MSME Bidders: a) All the Bids must be accompanied by a refundable interest free security deposit of ₹10,00,000/- (Rs. Ten Lac only), by way of an e- payment in favor of National Housing Bank.	Request NHB for EMD in form of BG .	No Change in criteria
6		11	3.13	If the Service provider fails to complete the due performance of the contract in accordance with agreed specifications and conditions to the satisfaction of NHB, as the case may be or abandons the project/contract without completing as per the agreed terms, NHB, as the case may be, reserves the right to recover damages at 10 percent of the Total contract value as and by way of liquidated damages not as penalty. It is clarified that the liquidated damages shall be over and above the penalty, if any, imposed under Clause 5.	Bidder requests that the total LD & all Penalties taking together under this contract should be capped at 5% of the Total Contract Value.	No Change in criteria
7	5.Service Level and Penalty clause	25	5.1 to 5.3	All clauses related to Penalty	Bidder requests that the total LD & all Penalties taking together under this contract should be capped at 5% of the Total Contract Value.	No Change in criteria
8	7.5.Financial Bid	33	8.1.Pric e	8.1 iii.The price should be inclusive of all taxes (except GST), duties, levies charges, transportation, insurance costs, back-to-back support with OEM during warranty/ATS, training etc., till the bid validity period (5 years) as per Commercial Bid.	Back to Back support will be as per OEM and would not be for 5 years .	It is clearly mentioned in the RFP that product life shouldn't be less than 5 years
9	7.5.Financial Bid	33	8.1.Pric e	8.1 (vi) vi.Based on the contracted rates, NHB will place order annually after performance review of the previous year. Please note that the bidder will conduct project reviews on quarterly basis at Bank' HO. All payments will be subject to positive review of the same by the Bank.	Bidder request for a single PO for total duration as the bid is called for 5 years .	No Change in criteria
10	7.5.Financial Bid	33	8.1.Pric e	8.1 viii.For any future requirement, order will be placed at the contracted rate as mentioned in the Commercial Proposal & as per applicable terms of this RFP. Failure in accepting the order will attract terms of penalty & termination of this RFP, at discretion of the Bank.	Request that rate for any future requirement will be fixed at that time after mutual discussions .	No Change in criteria
11	7.5.Financial Bid	33	8.2.Payment Terms	8.2.1 A Hardware & Software Cost 90% of the Hardware Cost will be released on delivery and rest 10% post signoff of Phase I and II. • 90% of the SoGware Cost will be released on delivery and rest 10% post signoff of Phase I and II. • 1 0% payment of (a) and (b) may be released on submission of PBG of equivalent amount.	Request NHB to release 100% cost of Hardware and Software on delivery.	No Change in criteria
12	7.5.Financial Bid	33	8.2.Payment Terms	8.2.1 C Support & ATS/AMS Cost ---*AMS cost will be released from 2nd year onwards in arrears. Payment may be released in advance on submission of PBG of equivalent amount	Request NHB to release AMS cost yearly in advance .	Clause is self-explanatory
13	9.G eneral Terms and Conditions	34	9.6	Although service window has been defined as 10.00am to 6.00pm, the selected Bidder must provide services beyond the above time in case of urgent requirement of NHB without any extra cost.	Request NHB that we may charge extra cost depending upon the allowances we need to pay to our resources for such overtime .Request bank to accommodate the	No Change in criteria



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14	9.G General Terms and Conditions	34	9.7	9.7 Notwithstanding anything to the contrary contained in the contract, NHB shall be at liberty to invoke the Performance Bank Guarantee in addition to other remedies available to it under the contract or otherwise if the successful Bidder fails to fulfill any of the terms of contract / order or commits breach of any terms and conditions of the contract	Bidder request that before invoking PBG we should be given an opportunity of being heard and the final decision should be taken post discussions.	As per RFP. Clause is self-explanatory.
15	10.T Termination Clause	36	10 (i) to (v)	All clauses related to termination	Bidder request that before termination we should be given an opportunity of being heard and the final decision should be taken post discussions and if at all it is decided to terminate the contract, bidder shall be indemnified for all costs incurred on this project till the date of termination.	
16	9. Sanctions for Violations	130		9.1 Any breach of the aforesaid provisions by the Bidder or any one employed by it or acting on its behalf (whether with or without the knowledge of the Bidder) shall entitle NHB to take all or any one of the following actions, whenever required: All sub clauses	Bidder request that before exercising this clause we should be given an opportunity of being heard and the final decision should be taken post discussions.	
17	4.2	19	NA	The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution.	We understand that the bidder need to supply required Equipment Rack at DC and DR locations to put the proposed equipment Please confirm whether the understanding is correct	The bidder has to supply servers, storage, operating system database, virtualisation software and any other associated software/hardware required for the project besides the offer HRMS solution. NHB will provide the rack, power supply & network connectivity for the hardwares/software to be supplied by the selected bidder. The Bank has its own backup solution namely Dell NetWorker. To integrate the HRMS and backup mechanism with our system is the responsibility of the selected bidder.
18	4.2	19	NA	The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution.	We understand that the bidder need to supply Top of the rack switches at DC and DR locations to run the proposed system. Please confirm whether the understanding is correct	
19	4.2	19	NA	The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution.	We understand that the bidder need to supply required storages at DC and DR locations to run the proposed system. Please confirm whether the understanding is correct	
20	4.2	19	NA	The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution.	We understand that NHB will provide the rack power, network backbone connectivity at DC and DR. Please confirm whether the understanding is correct	
21	4.2	19	NA	The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution.	We assume that NHB existing backup system along with backup software will be leveraged. Please confirm	
22	4.2	19	NA	The bidder should provide details of the Hardware & Software platform required for deploying the proposed solution.	What is the speed of the LAN and SAN at DC and DR.	
23	4.2	19		NHB mentions the solutions should process payroll, reimbursements for both permanent and contractual employees.	NHB needs to provide the break up of current strength of both permanent and contractual employees. Also the expected increase during the next five years	
24	4.2	20		The Bank will have the discretion of deciding on number of modules/number of licenses to be used during the contract period during the contract period. The Bank can increase or decrease the above as it deems fit.	The licenses provided are as per licensing policy of the proposed OEM, any increase or decrease in the quantity to be deployed has to be in line with OEM policies. Bidder cannot take responsibility or commercial impact of the same	
25		20		Managing the application which includes technical and functional aspects administering Application and providing quick solutions to the problem or bug reported by using their knowledge base or by escalating to respective OEM	Bidder will help the bank in raising support/bug fixing issues with OEM through proper channels. Resolution of the same is as per specified standards of OEM. Bidder cannot assure bug fixing resolution beyond OEM specified timelines.	
26	4.2.2	22		HRMS License Requirement 1. Bidder must provide 200 licenses of the proposed solution including of roles such as administrator, approver, recommender, user, etc. The licenses provided should cover both serving and retired employees. 2. In case of requirement of any additional user licenses, the vendor will offer the additional user licenses at the same rate. However, NHB reserve the right to negotiate further. 3. All functionalities stated in the RFP should be available to all users and can be restricted by assignment of relevant roles. 4. The Bidder has to size the Solution accordingly and provide all the required licenses for the Bank.	Requests Bank to clearly specify the current employees and contractors, also the project growth in numbers for license count computation. Additional license to be offered by OEM is subject to OEM approvals. Currently, its non-negotiable	
27	3.16	11		The bids must be submitted to the Bank only through GeM portal before the last date and time as indicated in the RFP.	The mode of bid submission is online, Request bank to share the process for the Online bid submission.(If any pre requisite, digital signature etc.)	Bid has to be submitted on GeM Portal only



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28	IMPORTANT BID DETAILS	6		Last date and time for receipt of Bidding Documents - Tuesday, June 28, 2022, 1700 hrs.	As the scope of RFP is large in nature for SI prospective ,please extend the submission date by atleast 4 weeks from the date of publication of the pre-bid queries clarifications.	Any change shall be notified through corrigendum



Kovaion (solutions partners to Oracle)

Reference Document	Reference	Queries	NHB Clarifications
Page 11	3% of the Total Cost of Ownership (TCO of Annexure I)	Can this be exempted or reduced to certain extend?	No Change in criteria
Page 20	The Bank will have the discretion of deciding on number of modules/number of licenses to be used during the contract period during the contract period. The Bank can increase or decrease the above as it deems fit.	Oracle needs to clarify. Additional charges may applicable.	Clause is self-explanatory. The Commercial Bid format may be referred at Annexure I.
Page 20	The shortlisted bidder should provide onsite support from 10.00 a.m. to 6.00 p.m on working day of Bank, and offsite 24 x 7 support during warranty period, immediately after live implementation without any extra cost	Can we propose Onsite /Offshore delivery model	No Change in criteria
Page 22	Bidder must provide 200 licenses of the proposed solution including of roles such as administrator, approver, recommender, user, etc. The licenses provided should cover both serving and retired employees.	Oracle needs to clarify. In case of Additional licenses Additional cost will be applicable.	Clause is self-explanatory. The Commercial Bid format may be referred at Annexure I.
Page 22	In case of requirement of any additional user licenses, the vendor will offer the additional user licenses at the same rate. However, NHB reserve the right to negotiate further		
Page 23	The implementation is required to be carried out within 6 weeks from the date of issuance of RFP for System Integrator for implementation of HRMS at National Housing Bank Page 23 of 138 above order.	Whats the expected start daye of the project?	Work Order issuance day shall be calculated as zero day. All timelines to be calculated accordingly.
Page 23	The System Integrator would need to deploy team for implementation (including Project Manager) on the ground at Bank's Head Office (New Delhi) on full time basis.	Complete Implementation team Onsite? If yes which place - Delhi or Mumbai location?	At DC Site, New Delhi. The vendor will provide support at DR Site, Navi Mumbai, in case when systems will be operational from DR Site or during conducting DR Drill (once in a quarter).
Page 24	Vendor will depute 2 onsite officials from day one (one Technical & one Functional), during period of contract, post signoff. The duty hours of onsite qualified engineers would be 10 AM to 6 PM. In urgent circumstances, vendor will ensure the availability of Onsite Engineer for smooth operations and support services as and when required by Bank.	Support - 2 Onsite resources, 2 Offshore?	Clause is self-explanatory
Page 26	A maximum of 12 leave per year (4.5 per Qtr. on Pro-rata) shall be allowed for resource deployed.	Is this excluding the govt holidays? Onsite resource leave will be replaced by Offshore person	Clause is self-explanatory. Govt. Holidays are as notified under NI Act 1881
Page 27	The Bank will enter into service contract cum agreement for 5 years with successful bidder. The contract will be reviewed annually and will be renewed based on satisfactory performance review at Bank's discretion.	Does it mean Post implementation & support (1 year) contract can be cancelled?	Clause is self-explanatory
Page 31	Classification - Readily available and can be showcased at the time of technical presentation/POC.	We can plan the Demo on delivered modules	Kindly refer RFP a) Clause - 7.4. Technical Bids (Mark Distributions)/ Technical Evaluation Matrix; b) Annexure G - each HR specification shall be marked as mentioned under General Compliance
Page 32	General Compliance	Need more clarity	
Page 33	60% payment on completion of Phase-I (Post sign-off)	Need to discuss & change the payment milestone	No Change in criteria
Page 35	NHB reserves the right to change the requirement specifications and ask for the revised Bids or the tendering process without assigning any reasons	Need to clarify	Clause is self-explanatory and is a standard clause.
Page 41	Details of minimum three service contracts on proposed HRMS implementations in India	Can we change this to Implementation/Support projects in India?	No Change in criteria
Page 41	Operating Office in Delhi-NCR & Mumbai	Can we consider Offices in Other locations in India?	Operating office is required to be at both the locations Delhi-NCR & Mumbai
Generic			
	Can we propose Implementation in an Onsite / Offshore model?		The requirements are clearly defined in the RFP. There is no change in the requirement.
	Can we propose Support in an Onsite / Offshore model?		
	Replacemnet of Onsite resource will be Offshore - In case of Absence		
	Payment Milestone		
	Extension of Timelines		



Natural Support Consultancy Services Private Limited

S. No.	Bid Section	RFP Point	Query / Representation	NHB's Reply
1	4. Scope of work	Supply of Hardware for Development, UAT and Production System	Can we provide the hardware, system software and database software on cloud ?	As per RFP, HRMS software should be on-premise solution. Accordingly, the same can not be offered.
2	7.2 Minimum Eligibility	Average annual turnover of the Bidder during last three financial years (2018-19, 2019-20, 2020-21) should be at least Rs. 25 Crores and above (for MSME at least Rs 5 Crore and above).	In case of MSME there should be complete exemption for Turnover as per MSME circular (attached). Kindly consider Turnover exemption for MSME units.	Agreed. Shall be published through corrigendum.
3	7.2 Minimum Eligibility	Bidder must be in the business of implementing/supporting proposed Human Resource Management System in at least One PSB/AIFI/Regulatory Body in India, during last 3 years	Request you to kindly make it for Bidder / OEM so that software vendors working directly in HRMS can qualify alongwith their SI partners.	As the Bidder shall be implementing the HRMS on their capabilities, the Bidders are required to qualify the criteria indicated under Minimum Eligibility Criteria.
4	7.4. Technical Bids (Mark Distributions)/ Technical Evaluation Matrix		Request to make these points valid for Bidder and OEM jointly	
5	7.2 Minimum Eligibility	Bidder should be ISO27001/CMMI Level 5 or above certified as on last date of bid submission.	These certifications are valid for Project companies. We as a Product company and MSME unit seek exemption for the same.	No Change in criteria