

NOTICE INVITING PROPOSAL

FOR

**APPOINTMENT OF AGENCY FOR DEVELOPMENT OF
ADDITIONAL MODULES AND CUSTOMIZATION OF
“HUMAN RESOURCE MANAGEMENT SYSTEM” AND
IMPLEMENTATION, SUPPORT AND MAINTENANCE
OF A “HUMAN RESOURCE MANAGEMENT CELL”**

FOR

**THE OFFICE OF THE COMMISSIONER
PANCHAYAT AND RURAL DEVELOPMENT
ASSAM**

**GOVERNMENT OF ASSAM
OFFICE OF THE COMMISSIONER
PANCHAYAT AND RURAL DEVELOPMENT
JURIPAR, PANJABARI, GUWAHATI-37**

**GOVERNMENT OF ASSAM
OFFICE OF THE COMMISSIONER PANCHAYAT & RURAL
DEVELOPMENT PANJABARI:: JURIPAR:: GUWAHATI-37**

No: CPRD/HCMS/192/2020/6

Dated 13-01-21

NOTICE INVITING PROPOSALS

Sealed proposals affixing non-refundable Court Fee Stamp of Rs. 8.25 (Rupees eight and paise twenty-five) only are invited from interested and experienced firm/company/agency for appointment of Agency for development of additional modules and customization of “Human Resource Management System” and implementation, support and maintenance of a “Human Resource Management Cell” for management of employees and different programmes of Panchayat & Rural Development Department. Detailed bid document along with terms and conditions may be downloaded from the website of the Office of the Commissioner, Panchayat & Rural Development Department, Assam, Panjabari, Juripar, Guwahati-37 from 15th January 2021 11:00 AM onwards. The bid document can be downloaded from the official website www.rural.assam.gov.in. The downloaded bid document shall only be accepted provided the bidder submits the amount of Rs. 5000/- as cost of the bid document in the form of demand draft in favour of the Commissioner, Panchayat & Rural Development, Assam, Panjabari, Juripar, Guwahati-37 along with the technical and financial bid. The bid document will be received upto 3.00 PM of 5th February 2021 and opened at 4.00 P.M on the same day.

Sd/-
(Hemen Das, IAS)
Commissioner,
Panchayat & Rural Development
Assam

Memo No: CPRD/HCMS/192/2020/6-A

Dated 13-01-21

Copy to:-

1. The Director, Information and Public Relations, Assam, Dispur, Guwahati-6. He is requested kindly to publish the certain of the NIT in two leading dailies (one Assamese & one English) for wide publicity.
2. Content Manager, Office of the Commissioner, CPRD Assam, for uploading the Tender in the Departmental Website.
3. Notice Board.

Sd/-
(Hemen Das, IAS)
Commissioner,
Panchayat & Rural Development
Assam



**Request for Proposal for
appointment of Agency for
development of additional modules
and customization of “Human
Resource Management System” and
implementation, support and
maintenance of a “Human Resource
Management Cell” for
Panchayat & Rural Development, Assam**

Office of the Commissioner, Panchayat and Rural Development Department (CPRD), Assam invites proposals to engage a professional agency for appointment for development of additional modules and customization of “Human Resource Management System” and implementation, support and maintenance of a “Human Resource Management Cell”

The Key events and dates are as per following:

- Date of issue of RFP – 15/01/2021
- Pre-bid meeting – 30/01/2021
- Last date & time for receipt of proposals – 05/02/2021 upto 15:00 hours

Date & time of opening of Proposals – 05/02/2021 after 16:00 hours

The EOI Documents may be downloaded from www.rural.assam.gov.in

Office of the Commissioner
Panchayat & Rural Development Department
Juripar, Panjabari, Guwahati - 780137

**OFFICE OF THE COMMISSIONER
PANCHAYAT & RURAL DEVELOPMENT
PANJABARI, JURIPAR, GUWAHATI-37**

Tender No. CPRD/HCMS/192/2020/6

Dated 13-01- 2021

Request for Proposal

(For appointment of an Implementing Agency for **Development of Additional Modules and Customization of the existing “Human Resource Management System” and Implementation, Support and Maintenance of the “Human Resource Management Cell”** for management of employees and different schemes of Panchayat & Rural Development Department.)

Address for communication

Office of the Commissioner
PANCHAYAT & RURAL DEVELOPMENT DEPARTMENT
Panjabari, Juripar, Guwahati-37
Phone Numbers:- 0361 - 2333659/2333673/2333645
FAX:- 0361 – 2333693
E-Mail:- ruralassam@yahoo.co.in
Website :- www.rural.assam.gov.in

TECHNICAL BID

Disclaimer

The information contained in this RFP document or subsequently provided to Bidder, whether verbally or in documentary or any other form by or on behalf of the CPRD or any of its employees or advisers, is provided to Bidder on the terms and conditions set out in this RFP document and such other terms and conditions subject to which such information is provided. This information is on a wide range of matters, some of which depends upon interpretation of law. While every effort has been made to provide comprehensive and accurate background information, requirements, and specifications, bidders must form their own conclusions about the services required. All information supplied by Bidders may be treated as contractually binding on the Bidders up on successful award of the assignment by the CPRD on the basis of this RFP. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the CPRD. CPRD may cancel this RFP at any time prior to a formal written contract. Once a bidder has been selected and awarded a formal contract for execution of work as defined in this RFP, the respective bidder shall be bound to carry out all activities defined under this RFP for **“Development of the additional modules and customization of the “Human Resource Management System” and implementation, support and maintenance of the “Human Resource Management Cell”**. If post award the selected bidder retracts from carrying out such work, the EMD and/or PBG shall be forfeited and CPRD shall award the work to any alternate party at the risk, cost or responsibility of the selected bidder.

The CPRD, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP document and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP document or arising in any way in this selection process.

CPRD also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP document.

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

In all matters regarding doubts raised by bidders on the clauses of the RFP, interpretation of clauses, scope, terms and conditions, etc. as stated in this RFP and/or its subsequent corrigenda/addenda, if any, the decision of CPRD shall be final and binding on all bidders.

The issue of this RFP document does not imply that the CPRD is bound to select any Bidder or to appoint the Selected Bidder, as the case may be, for the assignment. CPRD reserves the right to reject in full or part, any or all bids without assigning any reason thereof. CPRD reserves the right to assess the Bidder's capabilities and capacity. The decision of CPRD shall be final and binding.

The Bidder shall bear all costs associated with or relating to preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the CPRD or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the CPRD shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection Process.

Sd/-
(Hemen Das, IAS)
Commissioner,
Panchayat & Rural Development
Assam

1. Summary and Background

Office of the Commissioner, Panchayat and Rural Development Department, Government of Assam manages all the Human Resources related work through its custom-made ICT based system called the “Human Resource Management System”. Now the office proposes to select an agency to roll out additional modules and customize the existing “Human Resource Management System” and to continue maintenance of the existing “Human Resource Management Cell” for optimized monitoring and management of its vast Human Capital.

The department has approximately 8,500 employees and there is probability of periodical increase in number of men in position. The proposal is invited from interested and experienced firm/company/agency on the basis of actual men in position rounded upto next 500 and the rate thereof may be revived for every rounded of 500.

The objective of this Request for Proposal is to select and engage an Implementing Agency that will provide the best overall value to Panchayat & Rural Development Department, Assam.

2. Technical Bid

2.1. Eligibility Criteria

The bidder must qualify the following eligibility criteria and should submit required documentary proofs as indicated below. Bids which fail to qualify any of the following criteria will be rejected.

Sl. No.	Eligibility Criteria	Proof to be submitted
1.	The bidder should be a registered company in India as per companies Act. 1956/2013 and be in existence for at least 5 years. The bidder should be single Business Entity. Any kind of Consortium / Joint Venture / Sub contracting is not allowed.	Self-attested copy of company incorporation certificate.
2.	The bidder should have PAN Number.	PANCARD of the company.
3.	The bidder should have GST Number.	GST certificate.
4.	The bidder should have an overall turnover exceeding INR 3 crores for the last 3 years and an	Complete set of Audit report, audited balance sheets and profit loss (with all Annexures, etc.) for

	average annual turnover of INR 1 crore in any of the last 3 financial years.	the last 3 FY's i.e. 2017-18, 2018-19 & 2019-20.
5.	The bidder must have in the last 3 years successfully implemented atleast one similar solution catering to over not less than 5,000 employees on a hosted or cloud environment in a Government department.	Self-attested purchase order or completion certificate.
6.	The bidder should not be blacklisted in either Govt. or private organization	Affidavit.
7.	Bidder should be in business in Assam for the last 5 years having office in Guwahati.	Trade License, Office Rent Agreement or Property Document
8	The bidder should have atleast 2 projects worth not less than 1 crore.	Purchase orders/work orders.

2.2 Proposal Guidelines, Terms and Conditions

The following submission, guidelines & requirements apply to this Request for Proposal:

1. Implementing Agency, who intent on submitting a proposal should so notify the representative identified on the cover page.
2. Implementing Agency must list at least 1 project that are substantially similar to this project as part of their response, including references for each. Examples of work should be provided as well.
3. A technical proposal must be provided, and it must provide an overview of the proposed solution as well as resumes of all key personnel performing the work. In addition, the technical proposal should provide a proposed schedule and milestones as applicable.
4. A price proposal must be provided, and the proposal should indicate the overall price for the project as well as monthly maintenance rate for the cell and annual cloud hosting server. Specification of the 4 tier (4C) cloud server should be
 CPUs = 16 CPUs, RAM (GB) = 128 GB Diskspace (GB) = 1000 GB and Bandwidth = 500 GB
 The price proposal should also indicate operational cost of the "System" and "Cell" separately for a period of thirty-six (36) months.
5. If the firm have a standard set of terms and conditions, it is to be submitted along with the proposal. All terms and conditions will be subject to negotiation.

6. The Implementing Agency shall provide all necessary support to CPRD's designative representative during implementation, operations and maintenance of the project to ensure effective monitoring and management of the project by the office.
7. Proposals must remain valid for a period of six (6) months.
8. Interested eligible bidders may obtain further information from the Office of the Commissioner, Panchayat & Rural Development, Panjabari, Guwahati-37.
9. Interested and eligible bidders / firm are required to submit the Technical and Commercial Bids in separate sealed envelopes. The both envelopes should be put and sealed in an outer cover (bigger envelop) addressed to the Commissioner, Panchayat & Rural Development, Assam, Juripar, Panjabari, Guwahati-37.
10. The Commercial bid will be opened only of the qualified bidders in technical bid. The time for opening of the Commercial bid will be informed at the time of opening of technical bid.
11. The firm would sign on each and every page of the documents. Proposals must be signed by a representative that is authorized to commit on behalf of the firm.
12. Earnest money in the Form of Bank Draft to be duly pledged in favour of the Commissioner, Panchayat & Rural Development, Assam may be furnished along with tender of Rs. 50,000.00
13. The interested firm would provide their PAN details
14. The interested firm would provide their audit report of the firm for last 3 years.
15. The interested firm would provide their company registration details.
16. The interested firm would provide their GST details.
17. The authority does not bind itself to accept the lowest rate or any tender/quotation or to assign any reason for accepting or rejecting any tender/quotation thereof. The authority also reserves the right to cancel the tender/quotation as a whole if so required.
18. Exemption of tender fee & EMD will only be given to MSME/NSIC registered bidders. Documentary proof should be submitted.

3. Proposal Purpose

The primary purpose of the proposed Human Resource Management System and the Human Resource Management Cell is to ensure uniformity and transparency.

4. Project Scope

The existing modules of the “Human Resource Management System” performs the following:

1. Personnel Database
2. Payroll Management
3. Leave Management
4. Attendance Management
5. Performance Management
6. Recruitment Management
7. Service Management
8. Travel Management
9. Finance Management
10. Reports and Analytics
11. User, Role, Privilege and Functions

It is planned that additional modules will be introduced as and when required under the ambit of the “Human Resource Management System” and existing modules will also be updated and customized as new requirements arises. The existing modules will also be updated more efficient methods and latest technology.

The “Human Resource Management Cell” established at the level of Commissioner, Panchayat & Rural Development Department will continue to manage database and day to day functionalities with a renewed nomenclature as “Human Resource Management Cell”.

4.1 Mobile App Development

The Agency shall also update the existing mobile applications for the HRMS on Android and iOS platforms, as part of the overall solution requirements.

This shall include:

- a. Provision of installing, configuring and using function-specific mobile apps for both smart phones and tablets for accessing employee self service.
- b. Standardization of mobile apps on Android and iOS and support for push notification and application updates from the central server.
- c. Mobile app for HRMS shall have facility to upload and attach scanned documents to a particular request or form.
- d. Mobile apps for any mobile operating system that may come in the future shall be taken care through suitable change request mechanism.

4.2 Training to CPRD Staff

Training is a highly critical component of this project. The objective of CPRD initiatives is to equip its direct users with the right skills, and knowledge to optimally use the HRMS solution being implemented.

The Agency has to undertake necessary training activities at different levels of CPRD to ensure the successful implementation of the updated HRMS at all the administrative offices.

- i. The Agency must ensure that comprehensive and frequent trainings are imparted to all CPRD staff (Category I to Category IV) to make them well conversant with the functionalities, features and processes built in the HRMS. This is aimed to ensure smooth operations enabled through System. The Agency shall train all such employees and provide relevant training materials to them. The training plan should indicate the schedule, scope, resource requirement & participant details of all the trainings.
- ii. The training activity by the Agency shall primarily include HRMS application but will also include functional trainings.
- iii. Training schedule shall be designed in batches so that the ongoing/regular operations are not affected adversely.
- iv. The Agency shall impart training through lectures and presentations both in physical as well as online mode, to ensure that all CPRD staff are sufficiently trained on the new system to operate on a daily basis.
- v. The Agency shall submit the course materials, presentations and any other material used in the training delivery to CPRD. The Agency shall provide a detailed online training manual and FAQs for each function of the updated HRMS. Hard copy of the training material has to be provided by the Agency to each participant during the training session, while soft copy is to be uploaded in HRMS.
- vi. Training shall be carried out at the Headquarters of CPRD. CPRD shall arrange all the necessary infrastructure such as space, power, network connectivity and projectors, etc. at the training locations for carrying out training.

4.3 Change Management

Organizational change encompasses process improvement that includes Business Process Re-engineering; improved “To-Be” processes, etc., management interventions like project implementation, training and capacity building, etc. and external relations which includes pattern of government interaction with employee, etc.

Introducing reforms needs to be accompanied by efforts to communicate the change implication to all the stakeholders. This will include communication to all users (sometimes including citizens) on how to avail services in the system; the employees should be skilled to deliver the services in an altogether new way, etc. A well-calculated and well-designed strategy has to be followed for ensuring smoother transition of employees into their new roles. It is necessary to formulate a change management strategy and to plan appropriate interventions for capacity building,

training and stakeholder communications so as to effectively implement and manage the change in HRMS project.

Change Management workshops shall be carried out by the Agency as part of overall capacity-building exercise. Change management workshops will form the core backbone for the training and capacity-building program. These workshops will be carried out at the headquarters level to employees. The core focus of these workshops will be to sensitize the senior officials on the need and benefits of the HRMS.

4.4 Handholding Support

The Agency would be required to position resources to provide handholding support at the Office of the Commissioner, CPRD Assam. This would be essential to ensure sufficient assistance is available to CPRD staff to utilize the deployed HRMS. The handholding staff shall be available during working hours.

4.5 Application Support and Maintenance

i. The Agency shall provide application support for a period of thirty-six (36) months.

ii. This shall include, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, as well as implementing the system changes.

iii. As part of these services, the Agency shall provide support for bug fixes, enhancements, operational support, and assistance to the users at all CPRD administrative offices.

iv. The scope covers the following activities to be done by Agency:

- a. Enhancement / modifications with respect to new / enhanced / enriched functionality
- b. Ensuring the desired functioning of the interfaces / integration points
- c. Test scripts preparation and interim application testing
- d. Application installation and testing for any patch or new release of the application
- e. Modification/development of MIS reports
- f. Database administration based on requests and standards
- g. Present relevant information and training, whenever applicable and necessary, regarding the use of new features or functional changes to the relevant users identified by CPRD.
- h. Backup/restore and reinstallation on a high priority basis during application failure.

- i. Restoration of previous data backups on a high priority basis during database failure.
- j. The Agency shall, in addition, make recommendations on workflows and staffing which shall enable CPRD to sustain support function beyond the required support period. This shall include the details of workflows to track user requests regarding technical bugs, design flaws and feature recommendations.
- k. Any updates or upgrades to the HRMS application and/or mobile app shall be managed centrally and pushed to all end-user systems uniformly. Update/upgrade of HRMS application and/or mobile app shall be done by the Agency as necessary to maintain performance of the application and to fix any issues/bugs in the system.
- l. The Agency shall also be responsible for maintaining the application in the hosting infrastructure taking regular data, application backup for recovery, provide patches, and updates to maintain the application performance up to the desired level and installation of applications in the servers.

The Agency shall also ensure updation of documentation of software system ensuring that:

- a. Source code is documented
 - b. Functional specifications are documented
 - c. Application documentation is updated to reflect on-going maintenance and enhancements including RCD and SRS, in accordance with the defined standards
 - d. User manuals and training manuals are updated to reflect on-going changes/enhancements
 - e. Standard practices are adopted and followed in respect of version control and management
- vi. All the project documents need to follow version control mechanism. The Agency shall be required to keep all project documentation updated and should ensure in case of any change; the project documents are updated.
- vii. For application support the Agency shall keep dedicated software support team to be based at CPRD location that shall be single point of contact for resolution of all application related issues. This team shall receive all the application related tickets/incidents and shall resolve them. Application support team shall be employees of the Agency.
- viii. Any software changes required due to problems/bugs in the developed software/application shall not be considered under change control. The Agency shall have to modify the software/ application. This may lead to

enhancements/customizations and the same needs to be implemented by the Agency.

ix. Any additional changes required would follow the Change Control Procedure. The Agency to propose the cost of such changes in terms of man month rate basis and in terms of Function point/Work Breakdown Structure (WBS) basis in the bid.

4.6 Cloud Support Services

The Agency should ensure of all virtual machines, templates, clones, and scripts/applications created for CPRD's application is maintained properly.

The Agency should ensure that CSP providing hosting and DR services for HRMS application should carry out at a minimum the following:

- i. Data Center operations to be in compliance with industry leading ITSM frameworks like ITIL, ISO 20000 & ISO 27001
- ii. 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.

4.7 Database Administration

- i. The Agency shall be responsible for monitoring database activity and performance, changing the database logical structure to embody the requirements of new and changed programs.
- ii. The Agency shall be responsible to perform physical administrative functions such as reorganizing the database to improve performance.
- iii. The Agency shall be responsible for tuning of the database, ensuring the integrity of the data and configuring the data dictionary.
- iv. The Agency shall follow guidelines issued by CPRD in this regard from time to time including access of database by system administrators and guidelines relating to security of database.
- v. Database administration should follow the principle of segregation of duties to ensure no single DBA can update production tables/data singularly.
- vi. In addition to restrictions on any direct change in Data by any administrator, the Databases shall have Auditing features enabled to capture all activities of administrators.

4.7.1 Backup/Restore/Archival

- i. The Agency shall be responsible for implementation of backup & archival policies as finalized with CPRD. The Agency is responsible for getting acquainted with the storage policies of CPRD before installation and configuration. It should be noted that the activities performed by the Agency might be reviewed by CPRD at any point of time.
- ii. The Agency shall be responsible for monitoring and enhancing the performance of scheduled backups, scheduled regular testing of backups and ensuring adherence to related retention policies. Monthly reports of backups need to be submitted.
- iii. The Agency shall be responsible for prompt execution of on-demand backups of volumes and files whenever required by CPRD or in case of upgrades and configuration changes to the system.
- iv. The Agency shall be responsible for real-time monitoring, log maintenance and reporting of backup status on a regular basis. The Agency shall appoint administrators to ensure prompt problem resolution in case of failures in the backup processes.
- v. The Agency, through its proposed CSP, shall also provide a 24 x 7 support for file and volume restoration requests at the Data Centre(s).

4.8 Helpdesk and Incident Management

The Agency as part of post implementation support for CPRD users at the administrative offices shall setup centralized helpdesk and coordinate with the respective vendors/stakeholders of the HRMS solution. For CPRD, the Agency shall undertake the following:

- A. Provide Help Desk services to track and route requests for service and to assist CPRD users in answering questions and resolving problems related to the HRMS solution deployed across all administrative offices.
- B. Become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management)
- C. Shall provide a first level of support for the HRMS solution.
- D. Shall provide support to end-users in Assamese, Bengali, Hindi and English language.
- E. The helpdesk would perform the following activities at a minimum:
 - a. Log complaints of the users
 - b. Assign severity to each call
 - c. Allocate the call to the concerned technical resource

d. Tracking each call to its resolution

e. Analyse call statistics

f. Ensure that all calls are attended satisfactorily and within the time limit specified in the service level agreement

F. The helpdesk shall operate from 9:30 a.m. to 6:00 p.m. (Monday to Saturday). However the Toll Free number will be operational 24x7.

G. Technical support staff should be available on call at all times and may be required to work on non-working days of CPRD, if required during critical requirements. The Agency shall provide mobile numbers of all technical staff to CPRD.

H. There shall be an online system deployed centrally by the Agency and shall be used by the bidder extensively for handling calls CPRD users.

I. This proposed helpdesk system is expected to facilitate the following:

a. User Interface: -The proposed system should have an easy-to-use user interface (preferably a browser based), so that CPRD users can lodge any complaints and service requests. All users of the system should be able to log a request in the system using any of the following channels:

i. Through online HRMS portal/web-based incident helpdesk tool

ii. Telephonic call (Toll Free)

iii. Email

b. Complete incident and problem management: The helpdesk should address both Incident Management and Problem Management.

c. The application should maintain a classification system that shall distinguish the single occurrence trouble tickets or incidents needing immediate resolution from in-depth root cause analyses that may require longer term to resolve a problem.

J. Tasks expected:

a. Ticket mapping and allocation: The ticket should be given priority level according to the severity of the incident. It should also map the ticket to the appropriate personnel for the resolution.

b. Updating the status: Update the status of ticket.

c. It should be able to log and escalate user interactions and requests.

d. It should have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues.

e. Historical report indicating number of calls, time to resolve, status etc. for a specified period of time.

K. CPRD shall provide space, telephone lines and internet connectivity for the helpdesk staff. The Agency shall provide all other infrastructure and software required for operating the helpdesk.

L. The system deployed by the Agency shall be complied with ITIL and ISO 20000 service specifications.

4.9 Team Structure and Key Personnel

This RFP requires the availability of key personnel for the identified positions onsite at the Office of the Commissioner, Panchayat & Rural Development Department, Juripar, Panjabari, Assam - 781037 during implementation and operations of the project. The positions, identified for the key personnel, have been mentioned in the below section, against which the bidder has to propose the CVs.

4.9.1 Key Personnel

The table given below provides a list of the indicative personnel required for implementation and operations of the project. The Agency shall deploy personnel as required to execute the project.

Sr. No.	Key Personnel	Development, Implementation, Operations & Maintenance	
		Number	Deployment
1.	Project Manager	1	Onsite
2.	HR Manager	1	Onsite
3	Tax Manager	1	Onsite
4.	UI/UX Developer	1	Onsite
5.	Senior Software Developer	1	Onsite
6.	Software Developers	1	Onsite
7.	Database Administrator	1	Onsite
8.	Test Engineer	1	Onsite
9.	App Developer (Android & iOS)	2	Onsite
10.	Helpdesk Staff (Technical)	2	Onsite
Total		12	

4.9.1.1 MINIMUM QUALIFICATION OF KEY PERSONNEL

Manpower	Minimum Qualifications	Minimum Experience
Project Manager	B.E. / B. Tech. / MCA	Minimum 5 years of overall

		experience with 5 years in IT system implementation project management.
HR Manager	MBA (HR)/ PGDM or equivalent degree	Minimum 5 years of relevant experience in the field of HR functions.
Tax Manager	M Com / B Com	Minimum 3 years of relevant experience in the field of Income Tax / Profession Tax / PF / EPF / GPF etc.
UI/UX Developer	B.E. / B. Tech. / MCA	Minimum 3 years of relevant experience in UI/UX designing
Senior Software Developer	B.E. / B.Tech. / MCA	<ol style="list-style-type: none"> 1. Minimum 5 years of relevant experience in development of IT applications with specific experience in working on large scale deployments. 2. Should have experience in development / customisation in at least one ERP application. 3. Experience in PHP and related framework would be preferred
Software Developer	B.E. / B.Tech. / MCA	<ol style="list-style-type: none"> 1. Minimum 2 years of relevant experience in development of IT applications 2. Should have experience in development / customisation in at least one ERP application. 3. Experience in PHP and related framework would be preferred
Database Administrator	B.E. / B.Tech. / MCA	Minimum 3 years of relevant designing and architecting opensource databases
Test Engineer	B.E. / B. Tech. / MCA	<ol style="list-style-type: none"> 1. Minimum 2 years of experience in testing and quality management services. 2. Knowledge of testing tools is preferred.
App Developer (Android & iOS)	B.E. / B. Tech. / MCA	Minimum 2 years of relevant experience in mobile app development.
Helpdesk Staff	Diploma in Computer Science/BCA/BSc in	Minimum 2 years of relevant experience in handling

	Computer Science	Technical Helpdesk operations 2. Experience in Operating Knowledge and Ticket Management System
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5. Contract Finalization and Award

CPRD shall not negotiate with the bidder(s) at any stage of the bidding process or after award on the basis of Eligibility and Commercial Evaluation to the proposed project.

On this basis, the draft contract agreement would be finalized for signing.

5.1 Signing of Contract

Post award of contract by issuance of LOA/LOI and subsequent to submission of Performance Bank Guarantee by the successful bidder @ 5% of the quoted bid value, CPRD and the Agency shall enter into a contract, incorporating all clauses of the RFP and the Bid of the sole bidder.

6. Office Infrastructure

6.1 Network Connectivity

CPRD has existing network connectivity at all administrative offices across the state. The same shall be utilized for accessing the HRMS application.

6.2 Physical Infrastructure

The infrastructure required for the Human Resource Management Cell will be provided by Office of the Commissioner, Panchayat & Rural Development, Assam. These infrastructures include office space, office furniture, computers / laptops, internet connection, printers, scanners, stationary, telephones, etc. The human resource necessary for managing the cell will be provided by the selected firm/Implementing Agency, who should be trained enough to operate the system and preferably speak local languages.

7. Request for Proposal and Project Timeline

Sl. No	Activities	Dates
1	Request for proposal issuance	
2	Submission of proposal	
3	Opening of Technical Bid	
4	Presentation of the proposed solution before the committee	

5	Opening of Financial Bid	
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The need-date of project roll-out is within two weeks from the date of award of contract.

8. Proposal Evaluation Criteria

Panchayat & Rural Development Department, Assam will rate proposals based on the following factors:

1. Responsiveness to the requirements set forth in this Request for Proposal
2. Relevant past performance / experience.
3. Samples of work
4. Cost, including an assessment of total cost of ownership
5. Technical expertise / experience of Firm and Firm's staff

Sl. No.	Parameters	Minimum Marks	Criteria
1	Responsiveness to the requirements set forth in this Request for Proposal	30	Based on the responsiveness of the proposals of the bidders, Technical Evaluation Committee will allot marks to the bidders.
2	Relevant experience during last three years (FY 2017-18, 2018-19 & 2019-20)	10	<ul style="list-style-type: none"> ● 1 project worth INR 100 lacs to INR 150 lacs – 5 marks ● 1 project above worth INR 150 lacs – 10 marks
3	Average annual turnover during last three financial years (FY 2017-18, 2018-19 & 2019-20)	20	<ul style="list-style-type: none"> ● Upto 50 lakhs- 10 marks ● 50 lakhs - 100 lakhs-15 marks ● Above 100 lakhs- 20 marks
4	ISO certifications	10	<ul style="list-style-type: none"> ● ISO 27000 or ISO 9001 = 5 marks ● Both ISO 27000 and ISO 9001 = 10 marks
5	Presentation	30	Each bidder will present the proposed solution in front of the bid evaluation committee at a date to be notified at a later date.
Total		100	

8.1 Financial Bid

The financial bid shall be opened of only those bidders who have been found to be technically eligible. The Financial Bids shall be opened in the presence of representatives of technically eligible bidders, who may like to be present.

8.2 Final Evaluation of the Bids

The final selection of the Bidder may be based on QUALITY AND COST BASED SELECTION (QCBS).

There will be 70% weightage for Technical Evaluation and 30% for Financial Evaluation based on the following criteria:

- Technical competency;
- Similar Work Experience;
- Security and Software Quality;
- Technical Demonstration.

Note:

1. Detail technical scoring criteria will be informed to bidders before the bids are opened on the Bids opening day;
2. Technical Bid will be assigned a Technical score (Ts) out of a maximum 100 points.

8.3 Method of Selection:

In deciding the final selection of qualified bidder, the technical quality will be given a weightage of 70% on the basis of criteria for evaluation. The Financial Bids of only those bidders who qualify technically will be opened. The proposal with the Lowest Cost will be given a Financial Score of 100 and the other proposal(s) will be given Financial Scores that are inversely proportional to their prices. The financial proposal shall be allocated a weightage of 30%.

For working out the Combined Score, Department will use the following formula:

$[Ts*(70/100) + \{(LFB/F*100)*(30/100)\}]$ where 'Ts' stands for Technical Score, 'LFB' stands for Lowest Financial Bid among the bidders, 'F' stands for Quoted amount of the bidder.

The proposals will be ranked in terms of Total Points scored or Combined Technical and Financial Score (CTFS). The proposal with the Highest Total Points (H-1) will be considered for Award of Work.

Example: If, in response to this RFP, three bids A, B, & C are received and the Evaluation Committee awarded them 75, 80 and 90 marks respectively, all three proposals would be technically suitable. Further, if the quoted Financial Bids of A, B & C are Rs. 120000, 100000 and 110000 respectively, then the following points for Financial Bids will be given:

A: $120000 = 100000/120000*100 = 83.33$ points

B: $100000 = 100$ points

C: $110000 = 100000/110000*100 = 90.90$ points

In the combined evaluation, the process would be as follows:

Bid A: $75 \times 0.7 + 83 \times 0.3 = 77.49$

Bid B: $80 \times 0.7 + 100 \times 0.3 = 86$

Bid C: $90 \times 0.7 + 90.90 \times 0.3 = 90.27$

Bid C would be considered as the H-1 and will be considered for Award of Work.

8.4 Instructions on the Bidding System:

The bidders should submit the hardcopies of the following only:

- a. Signed copy of the bid document as a token of acceptance of the clauses and terms and conditions of the RFP.
- b. Original Demand draft in respect of document fee & EMD in separate covers.
- c. Power of Attorney in original for the authorised signatory.
- d. Printed supporting documents as mentioned above should be sealed in an envelope and to be submitted in the Office of the Commissioner, Panchayat & Rural Development, Assam, Panjabari, Juripar, Guwahati-37 within the bid submission time & date mentioned in the bid document. The cover thus prepared should also indicate clearly the name, address, telephone number and E-mail ID of the bidder to enable the bid to be returned unopened in case it is declared "Late".
- e. Only one hard copy is required to be submitted.

Form 1: Letter of Bid
(To be provided on the Sole Bidder's Letterhead)

To
The Commissioner
Panchayat & Rural Development,
Panjabari, Juripar,
Guwahati
Assam – 781037

Subject: Submission of the Technical Bid for Implementation of HRMS

Dear Sir/Madam,

We, hereby, offer to provide turnkey solution to CPRD on Implementation of HRMS with your Request for Proposal dated __.11.2020 and our Bid. We are hereby submitting our Bid, which includes this Technical Bid and the Financial Bid submitted in separate folders.

We hereby declare that all the information and statements made in this Technical Bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We hereby declare that we are not ineligible under any of the following clauses:

- i. Service Providers who have been blacklisted or otherwise debarred by CPRD or any department of Central or State Government or any other Central / State Public Sector Undertaking shall be ineligible during the period of such blacklisting/debarment.
- ii. Any Service Providers whose contract with the CPRD, or any department of Central or State Government or any other Public Sector Undertaking has been terminated before the expiry of the contract period on account of breach of contract at any point of time during last five years, will be ineligible.
- iii. Bidder whose EMD and/or Security Deposit have been forfeited by the CPRD or Central/State Govt. or any Central/State PSU/Statutory Corporation, during the last five years, for breach of any terms and conditions will be ineligible.
- iv. If the proprietor/any of the partners of the firm/ executive member of cooperative /any of the Director of the Service Provider company have been, at any time, convicted by a court of an offence and sentenced to imprisonment for a period of three years or more, such Service Provider will be ineligible.
- v. While considering ineligibility arising out of any of the above clauses, incurring of any such disqualification in any capacity whatsoever (even as a proprietor, partner in another firm, executive member of cooperative or as director of a company etc.) will render the Service Provider disqualified.

We agree to abide by the entire scope, instructions, timelines, deliverables, payment terms and contract terms and conditions and agree for unconditional acceptance of all the contents of the RFP document and its subsequent corrigenda if any. We would hold the terms of our Bid valid for 180 days from the date of opening of Technical Bid. We understand that CPRD reserves the right to extend this period by another 30 days at its discretion, which shall be binding on the bidders. Thereafter, this period may be further extended by the parties on mutual consent.

In the event of our Bid being accepted, we agree to furnish, within 15 (Fifteen) days from the date of issue of Acceptance Letter/LoI, Performance Bank Guarantee as stipulated in the Bid.

We understand that in all matters regarding doubts raised by bidders on the clauses of the RFP, interpretation of clauses, scope, terms and conditions, etc. as stated in this RFP and/or its subsequent corrigenda/addenda, if any, the decision of CPRD shall be final and binding on us.

We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Form 2: Registered Power of Attorney for Authorized Signatory of Sole Bidder

Tender No. DATED:

(To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant stamp Act. The stamp paper to be in the name of the entity who is issuing the power of Attorney)

Know all men by these presents, We, (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr./ Ms. (Name), son/daughter/wife of and presently residing at....., who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for the "For appointment of an Implementing Agency for Development of Additional Modules and Customization of the existing "Human Resource Management System" and Implementation, Support and Maintenance of the "Human Resource Management Cell" for management of employees and different schemes of Panchayat & Rural Development Department" Project proposed or being developed for CPRD (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Project and/or upon award thereof to us and/or till the entering into of the Contract Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF....., 20.....

For.....
(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Accepted (Signature, name, designation and address of the Attorney)

Note: Copy of Board Resolution to be attached stating the powers of the executants to authorize the concerned person to whom this power of attorney is being issued.

Form 3: Particulars of the Bidder
(To be submitted by the sole bidder)

S. No.	Particulars	Details		
1	Name of the Bidder			
2	Office Address			
	Telephone Number			
	Fax No.			
	Mobile Number			
	Email Id			
3	Nature of the Firm i.e., whether Registered Partnership Firm/ LLP, or a Private Limited Company, or a Public Limited Company incorporated in India.			
5	a) Name of the Contact Persons authorized to sign tender documents			
	b) Telephone No.			
	c) Mobile No.			
	d) Email ID			
6	PAN No. of Bidder (<i>enclose a scanned copy of PAN Card of the firm</i>)			
7	GST Registration No. (<i>enclose a scanned copy of proof of GST registration number of the firm</i>)			
8	EPFO Registration No. (<i>enclose a scanned copy of proof of EPFO Registration Number of the firm</i>), if applicable			
9	ESIC Registration No. (<i>enclose a scanned copy of proof of ESIC Registration Number of the firm</i>), if applicable			
10	Details of Bidders Bank Account	Account Name		
		Bank Name & Branch		
		Account Number		
		IFSC		
11	Turnover and profit during the immediately preceding 3 years. (Enclose scanned copies of Audited Profit & Loss account & Balance Sheets) etc.	Year	Turn-over (Rs. Crores)	Profit (Rs. Crores)
		FY 2019-20		
		FY 2018-19		
		FY 2017-18		

Form 4: Checklist of Documents

S. No.	Basic Requirement	Documents Required	Compliance (Yes/ No)	Reference & Page No
1	Cost of Tender	Scanned copy of Acknowledgement Receipt with UTR number of RTGS/NEFT/ Electronic Mode	Yes/ No	
2	EMD	Scanned copy of Acknowledgement Receipt with UTR number of RTGS/NEFT/ Electronic Mode	Yes/ No	
3	Letter of Bid	Letter of Bid as per Form - 1	Yes/ No	
4	Power of Attorney for Sole Bidder	Power of Attorney accompanied by Copy of Board Resolution as per Form - 2	Yes/ No	
5	Particulars of Bidder	Particulars of Bidder as per Form- 3	Yes/ No	
6	Certificate for Turnover and Net Worth of Sole Bidder	CA Certificate as per Form - 5	Yes/ No	
7	Project Experience	Certificate for Experience as per Form - 6	Yes/ No	
8	Self-Certificate for Non-Blacklisting	Self-Certificate for Non-Blacklisting as per Form – 7	Yes/ No	

Form 5: Certificate for Turnover for Sole Bidder

Certified that M/s _____ having its Registered Office at _____ has been having an average turnover of not less than INR 1 Crore.

The details are as under:

Financial Year	Turnover (INR crore)
FY 2019-20	
FY 2018-19	
FY 2017-18	

This certificate is issued based on documentary evidences and Audited Accounts produced to me and copies of which are available with me that I shall be able to produce if required by the CPRD. The certificate is true and correct to the best of my knowledge and belief.

Signature	
Name of the Person	
Designation	Chartered Accountant
Name of the Firm	
Registration No./ Membership No.	
Address	
Email address	
Contact No.	

Date:

Place:

Form 6: Certificate of Experience

Certified that M/s _____ having its Registered Office at _____ have successfully completed or on-going operations and maintenance of application development and rollout projects of similar nature meeting the criteria of one project of value not less than INR 1 Crore

Details are as under

Sr.No.	FY in which completed	Name of Customer	Value of Contract (in INR crores)	Type of Application Implemented	No. of Locations

This certificate is issued based on documentary evidences produced to me and copies of which are available with me that I shall be able to produce if required by the P&RD department, Govt. of Assam. The certificate is true and correct to the best of my knowledge and belief.

Signature	
Name of the Person	
Designation	Chartered Accountant
Name of the Firm	
Registration No./ Membership No.	
Address	
Email address	
Contact No.	

Date:

Place:

Form 7: Self Certificate for Non-Blacklisting

(To be provided on the Bidder's letterhead)

Date:

**To
The Commissioner
Panchayat & Rural Development,
Panjabari, Juripar,
Guwahati
Assam – 781037**

Subject: Self Declaration of not been blacklisted in response to the Request for Proposal for **Development of the additional modules and customization of the “Human Resource Management System” and implementation, support and maintenance of the “Human Resource Management Cell”**

Ref: Your RFP Ref: [*] dated [*]

Dear Sir/Madam,

We confirm that our company or firm, _____, is as on the date of submission of this bid, not blacklisted in any manner whatsoever by any of the State or UT and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We hereby declare that our company or firm, its proprietor/ any of the partners / any of the Directors has not been, at any time, convicted by any court for any offence and sentenced to imprisonment for a period of three years or more.

We declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date: