



Expression of Interest for HRMS – Clarifications on Issues/Queries raised by SIs

Sl. No.	Para No. & Heading of EoI	Clarifications sought by System Integrators	Clarifications / Revisions to be carried out
1	1.1. Introduction	<p>Whether Hindi is essential? If so, whether it will be applicable for reports or for labels and data also?</p> <p>Please elaborate the administration of Head Office Departments, District Offices and Training Establishments.</p> <p>What is the total number of users, staff and pensioners taken together?</p> <p>How many concurrent users will access to the HRMS? How many will be the core users, processing users, transaction users & power users for accessing the HRMS system? How many employees will be using the Employee self services?</p> <p>What is the extent to which pensioners will have access to HRMS?</p> <p>How many persons are recruited every year? What would be year to year growth rate?</p> <p>Whether interfacing with other existing systems, like accounts software and e-mail solution is mandatory?</p>	<p>Hindi is essential for reports. Further clarifications will be given in RFP.</p> <p>Please visit NABARD's website at www.nabard.org</p> <p>The total number of users is 6000. There are 1000 pensioners and 5000 regular staff.</p> <p>Will be indicated in the RFP stage.</p> <p>Pensioners will have access to the limited extent of availing the post-retirement benefits, like pension, medical facilities, holiday home, etc.</p> <p>On an average 150 officers will be recruited every year from the open market. Net average addition of users will be approximately 100 per year.</p> <p>Will be decided at RFP stage.</p>



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2	1.3. Scope of work	<p>Whether data on competencies and skill sets of employees are available with NABARD?</p> <p>Are there foreign travels included in travel management?</p> <p>Apart from Central Govt Rules/Rosters, are there any other specific rules followed by NABARD?</p> <p>How are NABARD's HR processes different from HR processes of other FIs/Commercial Banks?</p>	<p>Yes</p> <p>Yes</p> <p>No</p> <p>NABARD has not benchmarked its HR processes against other FIs and Commercial Banks. Generally there are no major differences in the HR process of CBs. However, it is more attuned to that of the Reserve Bank of India.</p>



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3	2.1 Current IT status	<p>Is NABARD looking to totally revamp the legacy system which is already available, or looking at adding on services to that? Is the SI required to use existing payroll and HRMS modules of NABARD?</p> <p>How accurate is the data available in the current system?</p> <p>Will it be NABARD's responsibility to provide validated and verify data for data conversion?</p> <p>Is NABARD looking at any interfaces to be built with any of the legacy systems?</p> <p>Whether sanctions and approvals would be on-line?</p> <p>Would the paper-based system be eliminated once the ERP is in place?</p> <p>Does the bank have enterprise-wide licenses for any RDBMS or Web server software?</p> <p>Is NABARD looking for an easy front end for employees to interact with the system, which can integrate with portal and e-mail?</p> <p>Is the existing HRMS System (mentioned in Section-2.1.6) used by all Offices and Training Establishments and whether Data migration will be done from this HRMS System only or from some other system also?</p>	<p>Some legacy systems (like HRMS and Payroll) will be revamped. Details will be made known during RFP stage.</p> <p>Data in the current system pertaining to HRMS and Payroll are accurate and in use.</p> <p>Yes</p> <p>Details will be given during the RFP stage.</p> <p>Yes.</p> <p>The goal is to reduce paper work as much as possible after the introduction of HRMS. Complete elimination is not envisioned.</p> <p>No</p> <p>Yes.</p> <p>Data migration from these systems and few small fox-pro based systems would be required to be done.</p>



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4	2.3 Proposed Application architecture	Should any third party solutions like PF, Gratuity, etc. be considered in the scope?	Should be avoided as far as possible.
5	2.4 Current requirements	<p>In para 2.2.3 it is mentioned that Document Management Solution will be implemented at a later stage. But, in para 2.4.1 relating to current requirements, it is stated that some modules may would require document management. Which is to be considered?</p> <p>Whether HRMS has to necessarily integrate with the existing accounts or e-mail solution?</p> <p>Who will provide the networking infrastructure and who will manage it?</p>	<p>DMS is a separate solution which may be implemented in future. Some modules of current HRMS would require integration with DMS, when the latter system would be in place.</p> <p>Will be decided at RFP stage.</p> <p>NABARD</p>
6	2.5. Roll Out Plan	How is the implementation planned to be rolled out? Would there be any pilot locations or would it be for all locations together?	Will be decided at the RFP stage.
7	2.6 Comprehensive training	What would be the size of batch and how training has to be imparted to how many batches? Will it be at a centralized location?	These details will be given in RFP stage.
8	2.8 Hardware requirements	<p>Should the hardware have capability to maintain data till the end of the contract period?</p> <p>What is the current size of data and what is the growth rate?</p> <p>Will NABARD be using any of the existing infrastructure for this engagement or should the entire HW required be sourced by the SI?</p>	<p>Yes</p> <p>Details will be provided in RFP stage</p> <p>Existing network infrastructure will be used. As far as sourcing of hardware is concerned, SI is required to source the same.</p>
9	2.9 One-time data population requirements	Data size required and confirm who will responsible for manual data entry NABARD Staff or solution provider	These details will be given in RFP stage.



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10	2.11 Support requirements	<p>What are the business hours of NABARD? What is the support coverage required outside business hours?</p> <p>What is the bank's expectation around Acceptance Test, who will do UAT and what will be duration of UAT?</p>	<p>Varies from place to place. Details will be provided in RFP stage.</p> <p>Details will be provided in RFP stage.</p>
11	2.12 DR & BC	Is disaster recovery in scope of this engagement and will it be considered for final evaluation?	EoI evaluation will be based on PQ criteria. DR is mentioned in EoI and will be further detailed in RFP stage.
12	2.15. Documents	Whether it is mandatory to make available to NABARD the source codes and support libraries for each of the modules?	Support libraries have to be provided. Providing Source code is not mandatory



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13	3. Pre-qualification Criteria	<p>Should the annual turnover of Rs 200 crores be met for current FY or for the last 3 Years?</p> <p>Whether the SI is supposed to give solvency certificate of certain amount?</p> <p>Whether the PQ condition that at least one of the projects implemented is in a public sector undertaking with staff strength of at least 5000 can be relaxed?</p> <p>Whether the condition relating to implementation of at least one project in financial sector can be relaxed?</p> <p>Whether three projects implemented in last three years can mean projects under implementation?</p> <p>Can project reference of an implementation carried out entirely overseas be considered?</p> <p>Whether project experience of consortium can be expanded to all partners of the consortium and not limited to Prime bidder?</p> <p>Whether last three years condition is mandatory? Should it not be sufficient that 3 solutions are up and running currently at the reference sites?</p> <p>As latest version of HRMS Software keeps changing in every six months, whether the condition that the SI should have implemented the latest version of the product available in the market can be relaxed?</p> <p>Whether the PQ condition of SEI CMMi Level 5 certification can be relaxed to lower levels of CMMi?</p>	<p>For the current FY.</p> <p>Not at this stage. Audited balance sheet and profit & loss account for last three years should be submitted.</p> <p>The requirement of at least one project in a public sector undertaking with minimum of 5000 staff is mandatory.</p> <p>At least one of the three projects should have been implemented in a financial institution.</p> <p>No, the projects should have been successfully implemented.</p> <p>No.</p> <p>All conditions will need to met by the prime bidder</p> <p>The condition of projects implemented in last 3 years is mandatory</p> <p>Latest version means that during the last three years when the product implementation started, it was the latest at that time.</p> <p>No.</p>



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14	Form I	<p>If parent company is in abroad and sister concerned is in India with development, support, implementation, and training back up facilities, then will it be considered?</p> <p>Is NABARD interested to see software solutions apart from SAP or ORACLE, irrespective of the platform offered?</p> <p>For the details required on Key Staff, it will be difficult to provide the same at this stage and same can be given once detailed requirements are provided at the RFP stage. We can provide the same once the HRMS package is finalized at the RFP stage. Can it be changed to "Provide number of experts available for HRMS implementations"</p>	<p>The sister concern should have a legal presence in India.</p> <p>NABARD is open to any software that meets the requirements in the EoI.</p> <p>Providing number of experts at this stage will do.</p>



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15	Form II	<p>Whether the references required for HRMS implementations can be across various packages implemented by the SI?</p> <p>Whether evidences for localised development and support center in India will be submitted now?</p> <p>Whether proof of authorisation in respect of consortium partners has to be submitted by prime bidder now or at RFP stage?</p> <p>SI to prove the implementation experience on the proposed solution but as per pre-bid meeting no technical details about the solution offered needs to be disclosed. How does vendor needs to substantiate the experience, if the technology itself is not decided?</p> <p>Why is vendor required to give details about Principal License Provider when Technical details are not in scope of the response of this EoI?</p> <p>What are the documentary proofs required for the following criteria? 1. All the above proposed HRM application suggested as references should be in working condition 2. SI capability to ramp up team size during a project life cycle 3. SI Experience in latest version of the product available in market in last 3 years</p>	<p>Yes</p> <p>Yes</p> <p>Proof of authorisation has to be given now.</p> <p>Experience in any technology would suffice, as long as it also meets other conditions.</p> <p>To assess the implementation experience of the bidder.</p> <p>Written assurance from SI will do.</p>
16	Form IV	Whether reference site details have to be necessarily filled in by clients.	System Integrators can fill in also. The onus of accuracy lies on the SI.

Note: All queries other than those answered here have been deemed as not relevant to EoI submission and will be responded to at the RFP stage if required.