

National Bank for Agriculture and Rural Development
Office of the Managing Director
Head Office, Mumbai – 400 051



Request for EXPRESSION OF INTEREST (EOI)
HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS)

National Bank for Agriculture and Rural Development, Head Office, invites EOI from potential system integrators for Supply, Customization, Deployment, Maintenance and Support for an integrated Human Resource Management System. The details are available on NABARD's website <http://www.nabard.org> at the link 'Tender Notices'.

Note:

- 1. NABARD reserves the right to reject without assigning any reason, any or all EOI, if the conditions set out in the request for EOI document are not fulfilled.*
- 2. NABARD will not be responsible for any delay on the part of the system integrator in obtaining the terms and conditions of tender notice or submission of EOI. The EOI received after the prescribed scheduled date will not be accepted.*
- 3. The last date for submission of EOI is 21 May 2010 up to 1 pm (IST).*

Dr. KG Karmakar
Managing Director

Request for Expression of Interest (EOI)

Supply, Customization, Deployment, Maintenance and Support of an Integrated Human Resource Management System

Last Date for Submission of Completed EOI:

21 May 2010 up to 1 pm (IST)



**National Bank for Agriculture and Rural Development
Office of the Managing Director
Head Office
Bandra-Kurla Complex
MUMBAI - 400 001, INDIA**

Disclaimer

This request for EOI is not an offer by NABARD, but an invitation to receive response from eligible interested system integrators for proposing a Human Resource Management (HRM) Solution for NABARD. No contractual obligation whatsoever shall arise from the EOI process unless and until a formal contract is signed and executed by NABARD with the System Integrators. This document should be read in its entirety.

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Human Resource Management System (HRMS)

1. Introduction

1.1. Background of the organization

National Bank for Agriculture and Rural Development (hereinafter referred to as NABARD) desires to procure a Human Resource Management System (HRMS) for NABARD from potential system integrators. The HRMS will be a uniform and standard package in bilingual form (English and Hindi) to be used across all offices/departments of NABARD. The system should provide all related HR services including employee self-services, training, payroll processing, benefits administration, etc. and should be able to interface with other systems of NABARD (Accounting and E-Mail).

NABARD has a Head Office housing 27 Head Office Departments located at Mumbai, 30 Regional Offices spread across various state capitals and 396 district offices located at the respective district head quarters. NABARD also has 6 Training Establishments, of which 3 are meant for training of own staff and 3 for partner agencies. These are located at 4 different cities. NABARD has staff strength of about 5000 in different grades/groups within each of the classes. There are about 1000 pensioners whose pensions are paid by NABARD.

1.2. Purpose of this document

Through the EOI, NABARD seeks to short-list appropriate HRM solution providers which satisfy the Pre-Qualification (PQ) criteria and have expressed interest to offer a suitable HRM solution.

1.3. Scope of Work

This document constitutes a formal request for Expression of Interest (EOI) for the supply and implementation of an application software and environmental software, if any, for the HRMS, which includes the following broad functions of NABARD's Human Resources Management Department (HRMD), Human Resources Development Department (HRDD), Training Establishments (TE) and General Administration Department (GAD):

- Man-power planning, including career and succession planning
- Recruitment and Roster Management
- Employee Access to System including employee grievance handling
- Personnel Information
- Seniority List
- Placement, Job Rotation, Deputation and Transfer
- Appraisal, Performance Management and Promotion
- Competency mapping
- Training

- Training institutions administration
- Leave Administration including pay increments and encashment of leave
- Staff discipline and vigilance matters
- Processing of payroll including provident fund, pension, gratuity, exit and retirement or terminal benefits
- Sanction, disbursement and recovery of staff loans and advances
- Tours and Travel including Leave Travel
- Welfare services, such as, residential accommodation, holiday homes, visiting officers' flats, furnishing of residences,
- Expense reimbursement facility such as medical, conveyance, news paper, telephone, meals, entertaining guests, etc.
- Employee Self-service
- Reporting system for all the above.

The goals to implement HRMS include the following:

- Provide employees with immediate access to personal information and payroll records
- Centralized and Streamlined HR processes
- Improve HR services for employees and managers
- Reduce data entry at multiple points
- Adopt best practices, although NABARD reserves the right to customise the product as per its prevailing practice.
- Promote cooperation and collaboration among NABARD offices
- Provide ready and secure access to current, accurate, and complete information

1.4. General conditions

- NABARD may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and NABARD reserves the right for such waivers.
- NABARD reserves the right to scrap the tender at any stage without assigning any reason.
- NABARD reserves the right to reject without assigning any reason, any or all EOI, if the conditions set out in the request for EOI document are not fulfilled.
- NABARD will not be responsible for any delay on the part of the system integrator in obtaining the terms and conditions of tender notice or submission of EOI. The EOI received after the prescribed scheduled date will not be accepted.

2. Technology Architecture & Implementation Requirements

Note:

- The items appearing under this section are only meant to present an overall view of the scope, terms and conditions of the HRM project to the interested system integrators.
- NABARD is not expecting the system integrators to present any proposal or solution in EOI.

2.1. Current Status of IT in NABARD

- 2.1.1 Information Technology is used for coordinating various important activities within NABARD largely using stand-alone, desktop-based applications and word processing software, primarily used for simple data aggregation, accounting and publishing. The IT eco-system in the organization is generally fragmented with some exceptions like 'NABNET', an intranet portal for interfacing staff and organization.
- 2.1.2 NABARD has recently deployed and is in the process of fine-tuning a MPLS network connecting its Head Office to 30 Regional Offices. Each individual RO has a Local Area Network and the man to machine ratio is 1:1.
- 2.1.3 A Payroll package built on MS-COBOL is implemented in a decentralized manner in all the regional offices and head office.
- 2.1.4 An RDBMS based accounting system called "Instaccount" has been installed in NABARD where the application runs on Windows 2003 Server and database on SQL 2000 Server. This is, however, used in a decentralized manner, where all the 33 accounting units maintain separate instances of the package locally.
- 2.1.5 SAP – CFM is also implemented for Treasury Management
- 2.1.6 An HRMS software has been developed in house, the details of which are as follows:
- Coded in VB6.0 / .Net / ASP with SQL 2000 backend
 - Has relevant HR features such as Maintenance of Employee Master, Promotions, Transfers, MIS, House Keeping
 - Employee – Employee Details, Qualification, Marital Status, Working Department
 - Master Official – Centre, Department, Designation, District, Project Unit, Transfer Zone
 - Promotions – Interview related information, Performance Appraisal Report, Assessment Review Marks, Interview Marks, Empanelment for promotion etc, Assignment of seniority, Date of Appointment
 - Master Personal – Category, Domicile, Qualification, Service, Specialization
 - Transfer – Options, Request Rejection, Transferred IN, Centre Allotment, Balancing, Phone Conversation, Representation, Reports
 - Performance Appraisal Report - Online entry of performance appraisal by an Appraiser Officer and online review by Reporting Officer and Review Committee.

- The application is able to generate several standard reports such as DDM List, Promotion, Seniority, Staff in Position, Staff Sanctioned, Transfer, Department Allotment after transfer, Retirements, etc., using Crystal Reports.

2.2. IT Road Map of NABARD

2.2.1 Apart from implementing an HRMS application, NABARD has plans to implement a few other systems, in phases. Each system is envisioned to exchange data with other systems in a seamless fashion through an organization wide network.

2.2.2 NABARD has an “IT Plan Document” which will be shared with the selected final System Integrator, and the roadmap defined in this document has to be incorporated while implementing the HRMS solution

2.2.3 The systems are as follows:

- Enterprise Data Warehouse for porting and storage of data on-line
- Business Intelligence System to collect, integrate, analyze, interpret, present data and information for making predictions
- Knowledge Management System to manage knowledge, especially linking data and information from multiple sites
- Learning Management System for delivering, tracking and managing training across locations
- Risk Management System to perform risk related functions in the mid office
- Corporate Finance Module to facilitate management of functions relating to money market, securities, ALM, etc.
- Project Management System to track projects, associated budgets and actuals
- Loan Origination System to manage from application stage till disbursement
- Loan Management System to track loans from the time of disbursement till complete repayment
- Document Management System to store and track life cycle of electronic documents as well as images of paper documents

2.2.4 The phasing of implementation of these systems will be finalized separately. NABARD may also postpone or keep on hold implementation of these systems depending on its corporate goal and the advice from its consultant(s). The proposed HRMS solution is envisioned to seamlessly integrate with other solutions towards the ultimate goal of an ERP solution.

2.2.5 Implementation of the HRMS package should not result in NABARD being forced to implement a particular ERP solution. The choice of an ERP solution should be open to NABARD whenever it decides to implement it.

2.3. Proposed Application Architecture for HRMS

- 2.3.1 The application is expected to be on web-based centralized architecture. All procedures under HRMS should adopt work-flow automation. The proposed architecture envisages having central server(s) at Mumbai for hosting of HRMS application, databases and associated software. This will act as the nerve centre of the DIT/HRMD and will perform end-of-day operations and start-of-day operations (if necessary, as decided by NABARD), back-ups, etc.
- 2.3.2 The systems should provide for Centralized Database with appropriate security with access controls / data encryption, cater to the needs of RO, have appropriate interface with accounting system (Instaccount), email solution (Corporate E-mail) and standard security audit features.
- 2.3.3 The HRMS solution proposed should be on a single integrated platform residing on a central server for all transactions with no third party products. All the offices should be operational in an on-line real-time mode i.e., the offices will be connected to the central server(s) on an online real time basis.
- 2.3.4 The proposed system should be capable of ensuring data security on the network. All information exchange with other systems (i.e., data exchange using the interfaces) should be done using suitable encryption, message authentication, etc. for the purpose.

2.4. Current Requirements

- 2.4.1 The HRM system should cover the functionalities already mentioned in Para 1.3 above. The list is illustrative, not exhaustive. Some modules would require document management, which should be made available.
- 2.4.2 The HRM system shall be customised, if necessary, to suit NABARD's policies, rules and regulations.
- 2.4.3 The HRM system should be capable of seamless integration with other systems of NABARD proposed to be set up as per its IT road map as mentioned in Para 2.2 above.
- 2.4.4 The other technical specifications required are as under:
- System Design Philosophy/Concepts/Architecture
 - PC Client -User Interface
 - Report Generation/Design
 - Search Capability
 - System Security
 - Remote access
 - Application Server and Web Server
 - Hardware and Software Platforms
 - Database Platforms
 - Interface/Integration
 - Parameterization
 - Help Section

- User Friendliness
- Data Consistency Control
- Deployment
- Maintenance
- Licensing Policy & IPR

Note:

1. *System Integrator will be the single point of contact/reference point for NABARD. It shall be the system integrator's responsibility to procure and install the software, and deliver contractual services end to end.*
2. *System integrators are expected to*
 - *Provide data conversion utilities for implementation of the solution.*
 - *Do data migration from the existing systems.*
 - *Integrate with the Accounting System (Instaccount).*
 - *Interface with NABARD's e-mail solution (Corporate email).*
 - *Suggest the re-engineering of work processes for optimal utilization of resources while ensuring standardization of the processes across NABARD taking into account the requirements / tasks / processes of each of the user departments.*
 - *Put in place the "verified, validated and up-to-date" data*
 - *Integrate/develop interfaces as required by NABARD till the project goes live.*
 - *Prepare users in all the user departments to take-on the job immediately without any issue.*
 - *Propose a method for the backing up of data and preparing fall back site.*
 - *Train and make ready a core team of NABARD's officers as a second line of system managers*
 - *If required, integrate some of existing modules of HRMS with proposed solutions*

2.5. Roll-Out Plan

Time would be the essence of the contract. NABARD would like the system integrator to complete the project and Go-Live within 6 months (approx) from the date the “Memorandum of Understanding” (MoU) is executed by the final selected system integrator or from the day the “Letter of Intent” is issued, whichever is earlier.

2.6. Comprehensive Training

The final selected system integrator shall be asked to undertake to provide necessary and adequate training to the personnel (the users and technical staff) of NABARD as required in the contract specifications to ensure that they are fully conversant with, and capable of undertaking, the roles that they will be required to fulfil. The training should be organized at NABARD's offices in India. Apart from the users' training, training of the system administrators for managing the system will have to be organized by the system integrator.

2.7. Sites for project development and testing

The customization/development and testing of the solution will be at the system integrator's site. One development and one testing environment shall also be maintained in NABARD.

2.8. Hardware Requirements

- 2.8.1 If separate independent server(s) is(are) required for HRMS, the configuration and price of the hardware with required system software licenses (including that for database licences) and other bundled software as required will have to be quoted by the bidder. Also, the bidder may specify the cost for setting up the disaster recovery site separately maintaining the same performance characteristics of the system.
- 2.8.2 The desired performance of the software should be the guideline for prescribing any hardware requirement and the short listed system integrators should specify the configuration and cost of the hardware to support and sustain the desired performance characteristics of the system.

2.9. One Time Data Population Requirements

The final selected system integrator will be required to populate the data in its entirety in all the modules either by way of conversion from the available systems or fresh manual data entry from paper documents in each module. The final selected system integrator will be required to provide and implement the strategy for data entry and on-going data updation till the project goes live.

2.10. Backup and Archiving

The final selected system integrator will be asked to provide facilities to maximise the automation of backup and archiving processes. The final selected system integrator will be asked to propose a methodology for the backing up of data, bearing in mind that the primary and fallback sites will be kept synchronised with current data.

2.11. Support Requirements

- 2.11.1 The final selected system integrator should define the degree of responsibility, level and cost of support in the following indicative areas.
- Modification/Customisation
 - Installation
 - Training (Both user training and core team training on system administration)
 - Documentation
 - Testing (Acceptance & Performance)
 - Data Population
 - Initial Operations

- 2.11.2 The short listed system integrators will be asked to demonstrate a capability to provide a superior standard of ongoing product support.
- 2.11.3 The final selected system integrator will be asked to provide a highly skilled professional resident engineer(s) providing both hardware and software support onsite for the full time during one year warranty period and five years AMC period.

2.12. Disaster Recovery & Business Continuity Plan

- 2.12.1 In the event of any disaster, operations must be able to be continued within two hours of the disaster, without loss of any data, at the fallback site.
- 2.12.2 The final selected system integrator will be asked to highlight provisions for backup and disaster recovery. The primary site shall be in Mumbai. The fallback site should be at an appropriate location which may be other than Mumbai.

2.13. Problem Reporting

- 2.13.1 The solution must have auditable mechanisms for reporting failures in the various components of the system, e.g. communications, host application modules, end user devices, database etc.
- 2.13.2 The short listed system integrators will be asked to describe the mechanisms for reporting failures in the various system components.
- 2.13.3 The mechanism should be integrated with NABARD's mailing system and has to be operated through a web-based client interface.

2.14. System Control Facilities

System control facilities – for initialising the systems, start-of-day, end-of-day, housekeeping, closedown etc. – should be automated as far as possible. The short listed system integrators will be asked to describe how the solution is operationally managed and what manual and automated processes are required.

2.15. Documents

- 2.15.1 The short listed system integrators will be asked to identify the documentation that it proposes to provide.
- 2.15.2 The final selected system integrator will be asked to make available to the NABARD (to be supplied to DIT, Head Office, Mumbai) the source code and support libraries for each of the modules of the product along with the procedures for compilation and building the solution.

2.16. Warranty and Annual Maintenance Contract (AMC) Periods

The contract with the final selected system integrator will include a one year warranty and also would involve an Annual Maintenance of the system for a period of five years on

completion of warranty period providing for changes/ updation that would be required for the system due to policy changes, etc.

The warranty and AMC will cover hardware / software / supporting applications

3. Pre-Qualification (PQ) Criteria

Only those interested system integrators who satisfy the following eligibility criteria should submit EOI:

- i) System integrator must have a registered office with legal presence in India, a minimum annual turnover of Rs. 200 Crore or above, and should have IT implementation experience for a minimum period of 5 years.
- ii) System integrator must warrant that it is financially solvent i.e. it is able to meet all its debts as and when they fall due, which is certified by a Chartered Accountant (CA). System integrator's company / firm / organisation should be a profit-making company during the last three accounting years. Audited Balance sheet and Profit and Loss account (amount in Rupees) for last three years should be submitted.
- iii) System integrator must have proven project experience of supply, installation, customisation, implementation, maintenance and support of at least three HRM projects. In each of the above mentioned three projects, the product/software supplied and implemented should be similar to the solution that will be offered to NABARD. The above mentioned three projects should cover the following areas in India (in the last three years):
 - Man-power planning, including career and succession planning
 - Recruitment and Roster Management
 - Employee Access to System including employee grievance handling
 - Personnel Information
 - Seniority List
 - Placement, Job Rotation, Deputation and Transfer
 - Appraisal, Performance Management and Promotion
 - Competency mapping
 - Training
 - Training institutions administration
 - Leave Administration including pay increments and encashment of leave
 - Staff discipline and vigilance matters
 - Processing of payroll including provident fund, pension, gratuity, exit and retirement or terminal benefits
 - Sanction, disbursement and recovery of staff loans and advances
 - Tours and Travel including Leave Travel
 - Welfare services, such as, residential accommodation, holiday homes, visiting officers' flats, furnishing of residences,
 - Expense reimbursement facility such as medical, conveyance, news paper, telephone, meals, entertaining guests, etc.
 - Employee Self-Service
 - Reporting system for all the above.

Conditions on the three HRMS projects

- Two of the above three HRM projects should have been implemented in public sector undertakings / banks / financial institutions and implementation of one of these projects should have been in a public sector undertaking with a staff strength of at least 5,000.
 - At least one of the three HRMS projects should have been implemented in a financial institution.
 - The proposed HRM project application which has been implemented as specified above should be currently in use.
 - The system integrator shall provide references (including referee names and contact details) and documented project management and methodology in respect of the each of the HRM projects.
 - The bidders shall offer and arrange on-site inspection opportunity of any two projects specified under the above if required by NABARD
- iv) The bidder should be a reputed IT solution provider possessing at least a valid SEI CMMi Level 5 certification or a valid ISO 9001:2000 standard certification for any of the following: Design / Development/ Implementation for Software. The Bidder must submit evidence of the certification
- v) System integrator must warrant that the key project personnel to be deployed in this project have been sufficiently involved in similar projects in the past three years.
- vi) System integrator must have the capability to ramp up the team size (resources) at any time during the Project Life Cycle to meet the project objectives in a timely fashion and maintain the quality
- vii) The System integrator should have localised development and support centre in India. One development and one testing environment shall be maintained in NABARD.
- viii) The HRMS products offered by the Principal License Provider should have been in the market for a minimum period of 3 years and offered version should be compatible with the latest technology.
- ix) The system integrator should have implemented the latest version of the product available in the market in the recent three years.
- x) If two or more vendors join together and form a consortium to offer their products/services to NABARD, as per the intent of this EoI, then the leader of the consortium who submits the response to the EoI, on behalf of consortium and its members, will be hereinafter be referred to as Prime Bidder. The Prime Bidder will be the single point of contact/reference for the Company. Eligibility criteria are applicable for Prime bidder only. The prime bidder will take up the responsibility of the project with direct involvement of senior personnel to ensure success of the project. The Prime bidder is required to provide proof that he is authorized to bid on the behalf of the consortium and must also confirm that all the members of the consortium are agreeable for terms of the EoI offered by the prime bidder. The prime

bidder must also furnish letters from other members of consortium in support of the same.

Note: *The period specified in the above clauses should be reckoned from the last day of the month previous to the one in which the EOI is requested i.e., backdated from 30 Apr 2010.*

4. Instructions to Interested system integrators fulfilling PQ Criteria

4.1. Format

EOI should be organized STRICTLY in the following sequence.

Section 1: System integrator's Profile (As given in Form 1)

Section 2: The interested system integrator fulfilling all PQ criteria should submit a letter specifying that all the PQ criteria mentioned above are met completely (As given in Form 2)

Section 3: The supporting documentary evidences and certificates conforming each of the above pre-qualification criteria.

Section 4: General Solution Information (As given in Form 3)

Section 5: Reference Client Details (As given in Form 4)

Note:

1. *NABARD is not expecting the system integrator to furnish details of proposals/solutions or prices in EOI.*
2. *All correspondence and other documents pertaining to EOI shall be written in English.*
3. *NABARD expects the system integrator to furnish ONLY in the formats specified in EOI. Furnishing of irrelevant information in EOI is strictly discouraged.*
4. *The softcopies of the entire EOI shall be submitted in two CDs in MS-Word 2003 and PDF format.*
5. *The documents furnished should be*
 - *Preferably in A4 sheets*
 - *Indicating Page ___ of ___*
 - *Signed by the representative as indicated in the system integrator's profile*
 - *Neatly filed*

4.2. Sealing of EOI

Responses in one original and one copy shall each clearly identify the system integrator submitting the EOI. The envelope with EOI shall be labelled "Original EOI" or "Copy EOI" as appropriate and neatly sealed. The envelope shall also be dated with the current date in the top left hand corner, and addressed as mentioned in clause 4.3. below. Each envelope should contain a softcopy as specified in clause 4.1(4) above.

In the event of any discrepancies between the “Original” and the “Copy” of the EOI, the Original shall govern.

4.3. Submission and Acceptance of EOI

4.3.1 EOI shall be made strictly in accordance with the specifications laid out in this document. Any deviations from such specifications may disqualify the system integrator and NABARD reserves the right to disqualify all such offers, which in their opinion do not conform to the specifications mentioned, without having to assign any reason for such disqualification, to anyone. No representation of any kind will be entertained as to the reasons and/or exigencies under which such offers were dispatched.

4.3.2 A pre-submission meeting will be arranged by NABARD to clarify any doubts or issues regarding the EOI. This will be held as per the details below:

Date: 11 May 2010 (Tuesday), from 11am – 1 pm

Venue: 4th Floor, Conference Room, D-Wing

Head Office, NABARD,

C-24, G Block, Bandra-Kurla Complex

Bandra (E), Mumbai - 400 051, INDIA

System Integrators interested in attending the pre-submission meeting are requested to intimate through e-mail to nabrepo@nabard.org or nabrepo@gmail.com

4.3.3 EOI should be sealed and hand delivered at the following address

Address for submission of EOI:

Dr. KG Karmakar,

Managing Director

National Bank for Agriculture and Rural Development,

Head Office,

7th Floor, A Wing,

C-24, G Block, Bandra-Kurla Complex

Bandra (E), Mumbai - 400 051, INDIA

Last date for submission is 21 May 2010 up to 1 pm

4.3.4 The completed EOI shall be HAND DELIVERED to the office of the Managing Director between 11:00 am to 4:00 pm at the address mentioned above on all the working days (except 21 May 2010 when the submission is up to 1 pm). If 21 May 2010 is declared public holiday, the last date of submission of EoI will be 20 May 2010

up to 1 pm. NABARD is not open on Saturdays, Sundays and other Holidays as per the Negotiable Instruments Act.

4.3.5 Date and time for opening the EOI will be 21 May 2010 at 4 pm at the conference room (address mentioned in 4.3.2 above). If 21 May 2010 is declared public holiday, the bids shall be opened on 20 May 2010 at 4 pm. The system integrators which submit their proposals may be required to make a presentation before the appropriate selection committee the details of which would be intimated at a later date.

4.3.6 NABARD's representative is:

Shri SK Mitra
Executive Director
National Bank for Agriculture and Rural Development,
Head Office,
7th Floor, C Wing,
C-24, G Block, Bandra-Kurla Complex
Bandra (E), Mumbai - 400 051, INDIA

4.3.7 The submitted EOI shall be the property of NABARD. NABARD shall not entertain the system integrators to re-submit the EOI.

4.3.8 System integrators may request any clarification on this EOI only by e-mail on or before 13th May 2010. NABARD will respond to timely requests and will send written response by e-mail (including an explanation of the query but without identifying the source of inquiry) to all system integrators which have informed us by e-mail that they intend to submit the EOI.

Email: nabrepo@nabard.org & nabrepo@gmail.com

4.4. Deadline for Submission of Completed EOI

4.4.1 The EOI is to be submitted and hand delivered up to the stipulated date and time mentioned in 4.3.4. Any proposal received after the above stated time will be disqualified and rejected.

4.4.2 NABARD is not responsible for non-receipt of EOI within the specified date and time due to any reason including holidays or delays or strikes.

4.4.3 EOI shall be hand delivered at the address as mentioned at clause 4.3.3

Note: The system integrators are requested to submit the visiting card with contact person name, email, and phone number for future communications.

4.5. Evaluation of EOI

4.5.1 NABARD shall scrutinize the submitted EOI with certificates/documents of the system integrators (as specified in the various forms) and short-list the eligible system

integrators. The eligible system integrators will be informed by NABARD suitably at the address mentioned in EOI. Any change in address of the system integrator should therefore be promptly notified to NABARD.

- 4.5.2 If any information provided in EOI is found to be incorrect or misrepresented, at any stage of the evaluation process, NABARD retains the right to summarily disqualify the system integrator from the evaluation process.
- 4.5.3 NABARD reserves the right to accept or reject any or all EOI, to take exception to these EOI specifications or to waive any formalities. System integrators may be excluded from further consideration for failure to fully comply with the specifications. NABARD is under no obligation to explain why any EOI is accepted or rejected. NABARD's decision shall be final.
- 4.5.4 During evaluation any clarification / rectifications by NABARD in case of deviations will be called for in writing. It is made clear that the failure to submit the same within the specified time-limit may result in rejection of the EOI.

4.6. Governing Law and Disputes

- 4.6.1 The EOI shall be governed by and construed according to the laws of India.
- 4.6.2 All settlement of disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of this Document shall be settled amicably between NABARD (represented by Mr. SK Mitra, Executive Director) and the system integrator's representative as specified in the EOI. If, however, such settlement is not possible within 30 days of the receipt of notice by the other party, then such unsettled dispute or difference shall be referred to arbitration by sole arbitrator as mutually agreed in accordance with the Arbitration and Conciliation Act, 1996. If no agreement is arrived at within 30 days from the date of notice of arbitration on who shall be the sole arbitrator, NABARD shall send to the system integrator for arbitration a panel of five names of persons who shall be presently unconnected with NABARD or the system integrator. The system integrator shall on receipt of the names as aforesaid, select any one of the persons so named to be appointed as sole arbitrator and communicate his name to NABARD within 30 days of receipt of the names. NABARD shall thereupon without any delay appoint the said person as the sole arbitrator. If the system integrator fails to select the person as sole arbitrator within 30 days of receipt of the panel and inform NABARD accordingly, NABARD shall be entitled to appoint one of the person from the panel as sole arbitrator and communicate his name to the system integrator. If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever, another person shall be appointed as aforesaid.
- 4.6.3 The venue of the arbitration shall be Mumbai.

4.7. Indemnification

The short listed system integrator shall, at its own expense, defend and indemnify NABARD against all third-party claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights arising from use of the Products or any part thereof in India, against any claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its (short listed system integrator) employees or agents or by any other Third Party resulting from or by any action, omission or operation conducted by or on behalf of the short listed system integrator of and against any and all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed, engaged or otherwise working for the short listed system integrator, in respect of wages, salaries, remuneration, compensation or like.

All the software (including operating system/s software, Application software, etc.) to be supplied by the final selected system integrator shall be legal and the system integrator shall give indemnity to that effect.

Form – I

System Integrator Profile

(To be filled in by system integrator)

System Integrator			
General			
The registered name of the system integrator			
Please mention the Holding Company or Parent Company (if any)			
Details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years? Names of the primary shareholders and their % shareholding			
Number of years in business			
Names of Directors	Chairman		
	President		
	Managing Director		
	Directors		
Business address for correspondence	Location		
	Street		
	Locality		
	City		
	Pin Code		
	Country		
	Telephone		
	Fax		
	Email		
Website			
Representative of the system integrator & his position			
Financial standing of the system integrator			
Audited financial accounts for past three years should be included in appendix.			
	2007-08	2008-09	2009-10
Sales Turnover			
Net profit before tax			
Designated Staff	Name	Position	Project Designation
(Detailed profiles of key staff shall be included in appendix)			

Certifications	
Please provide details of any quality process certifications (e.g. SEI CMM etc.)	
Any other certifications, please specify	
Any pending or past litigation (within 3 years)? If yes, please explain. Please also mention any claims/complaints received in the last three years.	

Form – II

Declaration in respect of fulfilment of PQ Criteria

The Managing Director,
National Bank for Agriculture and Rural Development,
7th Floor, A Wing,
Bandra-Kurla Complex
Mumbai - 400 051.

Dear Sir,

Subject: Declaration in respect of fulfilment of PQ Criteria – HRMS for National Bank for Agriculture and Rural Development

We hereby declare that we have read the request for EOI in entirety and have fulfilled all the PQ criteria as mentioned in chapter 3 without any deviation.

S. No.	Supporting documents/ certificates/ EVIDENCES	Fulfilled Completely (Yes / No)	Enclosed (Yes / No)	Comments
i.a	Proof for a registered office with legal presence in India with minimum IT implementation experience of 5 years			
i.b	Proof for a minimum annual turnover of Rs. 200 Crore or above			
ii.a	Certificate from Chartered Accountant (CA) that the system integrator is financially solvent i.e. it is able to meet all its debts as and when they fall due.			
ii.b	Audited Balance sheet and Profit and Loss account (amount in Rupees) for last three years.			
iii.a	Proof that the system integrator has a proven project experience of supply, installation, customization and implementation of at least three HRMS projects. In each of the three projects, the product/software supplied and implemented should be similar to the solution being offered. The three projects should cover the following areas in India (in the last three years): <ul style="list-style-type: none"> • Human Resource functions from Post-Recruitment to Post Retirement • Payroll processing • Training • Welfare Services • Administrative Tasks • Manpower Planning 			
iii.b	Evidence that two of the above three HRM projects should have been implemented in public sector undertaking / banks / financial			

S. No.	Supporting documents/ certificates/ EVIDENCES	Fulfilled Completely (Yes / No)	Enclosed (Yes / No)	Comments
	institutions and implementation of one of these projects should have been in a public sector undertaking that has a staff strength of at least 5,000. One of the three projects should be in a financial institution.			
iii.c	Evidence that the implemented HRM project application specified above is currently in use.			
iii.d	The system integrator shall provide references (including referee names and contact details) and a documented project management and methodology in respect of the each of the HRM projects.			
iv.a	Certificate for ISO 9001			
iv.b	Or, Certificate for SEI CMM Level 5			
v	Warranty certificate that the key project personnel to be deployed in this project have been sufficiently involved in similar projects in the past three years.			
vi	Declaration that the system integrator has the capability to ramp up the team size (resources) at any time during the Project Life Cycle to meet the project objectives in a timely fashion and maintain the quality			
vii	Evidence that the system integrator has a localised development and support centre in India.			
vii	Evidence that the HRMS products offered by the Principal License Provider should have been in the market for a minimum period of 3 years and offered version should be compatible with the latest technology.			
ix	In case of consortium bids, 1. Proof from prime bidder that it is authorized to bid on the behalf of the consortium 2. Proof that all the members of the consortium are agreeable for terms of the EoI offered by the prime bidder 3. Letters from members of consortium in support of the same.			
x	Evidence that the system integrator has implemented the latest version of the product available in the market in the recent three years.			
xi	Issues not covered in the above list, if any.			

2. If NABARD needs additional information/ clarification, we shall furnish the same within the timeframe as specified by NABARD.

3. We express our interest to get a Request for Proposal (RFP) document from NABARD.

4. In case, if NABARD finds any deviation, or the information furnished is incorrect or misrepresented, NABARD may take decision as deemed fit, without giving any explanation or any reason.

Yours faithfully,

(Signature & Designation)

Date:

Form - III

General Solution Information

(To be filled in by system integrator)

Note:

1. The following section needs to be filled for all the different HRMS packages that the system integrator has implemented which match the HRMS requirements as outlined by this EoI
2. The information should be mentioned for only those cases where the system integrator has Supplied, Customized, Deployed, Maintained and Supported HRMS for its clients
3. Information below should be about the clients for the System Integrator

HRMS Package Name	
Licence Provider Details	
Date of Launch	
Current version and release date	
Number of (for all version of HRMS) i. Clients using this software in production ii. Clients in India using this software iii. Installations in the last three financial years Number of (for latest version of HRMS) i. Clients using this software in production ii. Clients in India using this software iii. Installations in the last three financial years	
For each of the above client: i. Name of client ii. Industry that the client belongs to iii. Date of signing of the contract for supply of the software iv. Date of commencement of the implementation v. Date of completion of the project vi. Whether the project as envisaged in the contract fully implemented or not vii. If not – modules still to be implemented and reasons for delay	
How can the software be acquired? (purchase/lease/other)	
Is the license agreement on per site, per CPU, per concurrent user, per named user, per server licence, per database or enterprise basis?	
Is the source code available?	
What major enhancements are planned?	
Describe any limitations on the use of the proposed products.	
How many releases of the product have been produced during the last five years?	
What is the next scheduled major release of the software?	

Form - IV

Reference Site Details

(To be filled in by system integrator & referred CLIENT)

<p><i>(Give details about the following with respect to the methodology followed by you in HRMS projects of similar nature and complexity – a minimum of three projects please.)</i></p> <p>Note:</p> <ol style="list-style-type: none"> 1. NABARD, at its option, will contact these reference sites to obtain information on the HRM solution and its implementation. 2. The short-listed system integrator has to co-ordinate with the reference sites for demonstrations and arranges the visits if request by NABARD. 		
Project Name:		
Project Location:		
Client Name:		
Client address:		
Client contact/ reference person(s):	Name	
	Address – if different from above	
	Telephone	
	Facsimile	
	Mobile Phone	
	Email address	
Project started (month/year):		
Project elapsed time – months:		
Man-months effort:		
Name of senior project staff:	Project Director	
	Project Manager	
	Project Leader	
	Other	
Nature of the Project:		
Role of the SI, whether		

complete end-to-end involvement or for a particular module:		
Project Detail (Broad details)	HRMS Software	
	Operating system	
	Hardware installed – make/model	
	Network Topology	
	Disaster recovery technology	
	Middleware	
	Security features	
	Support/maintenance obligations	
Start Date when the agreement is signed		
State the duration of the implementation		
Test-Run date		
Go Live date for the pilot offices		
Go Live date for all the offices		
Which modules and version of the software are being currently used?		
Are there any other system used in conjunction with the application software like front end systems etc.? Please provide details if any.		
State number of offices/branches using the software		
Modules used at Head Office/ Central Office		
Modules used at other offices/ branches		
State the number of employees and users using the software.		

(Signature of the authorized representative of the System Integrator)

(With Seal of System Integrator)

Name of the signatory:

Designation:

Place:

Date: