

(A Government of India Enterprise)
27, RAJENDRA NATH MUKHERJEE ROAD
KOLKATA - 700 001 (WEST BENGAL)
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e-Tender No.	eNIT/DGM(P-V)/HRMS/35-2019	Date:	06.06.2019
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NOTICE INVITING E-TENDER

e-Tender under **two-bid system** (i.e. "Techno-Commercial Part" & "Price Part") are invited from reputed software companies for design, development & implementation of Web Based Application System for Online Human Resource Management System (HRMS) as per details given in "Scope of Work"/ "BOQ-1", at our Head office as per details hereunder:

01.	NAME OF WORK	Design, Development & Implementation of Web Based Application System for Online Human Resource Management System (HRMS) in BBJ.	
02.	COST OF TENDER DOCUMENT (NON-REFUNDABLE)	NIL	
03.	EARNEST MONEY DEPOSIT	Rs.5,000/- (Rupees five thousand only) by Pay Order/ Demand Draft/ Banker's Cheque in favour of "THE BRAITHWAITE BURN AND JESSOP CONSTRUCTION COMPANY LIMITED" payable at Kolkata. MSME/ NSIC/ SSI units will be waived from submitting EMD subject to submission of declaration of UDYOG AADHAR MEMORANDUM (UAM) number on CPPP.	
04.	MODE OF SUBMISSION	Online through e-Procurement of CPPP, NIC	
05.	Date & Time Schedule:	Date of Publishing NIT & Tender Documents	07.06.2019
		Document download Start Date	07.06.2019 - 10:00 HRS
		Start Date of uploading of bid document	14.06.2019 - 10:00 HRS
		End Date for uploading of bid document	20.06.2019 - 15:00 HRS
		Date of opening of Technical Bid	21.06.2019 - 15:00 HRS
		Date of opening of Financial Bid	To be notified later

(A. Neogi)
DGM (P-V)

INSTRUCTION TO THE BIDDERS**1.0 REGISTRATION OF CONTRACTOR**

Any contractor willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://eprocure.gov.in/eprocure>.

2.0 DIGITAL SIGNATURE CERTIFICATE (DSC)

Each contractor is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount details are available at the Web Site stated in Clause 2 of Guideline to bidder DSC is given as a USB e-Token.

3.0 SUBMISSION OF BID:

Bids to be submitted online through e-Procurement system of CPPP. Tender document to be digitally signed with Company's seal by the bidders. The rates in the appropriate space in the **BOQ** should be properly filled in. Tenders to be submitted in **two parts**:

a) **TECHNO-COMMERCIAL PART:** The Techno-Commercial part will consist of -

i) PRE-QUALIFICATION CRITERIA OF THE BIDDER

Documentary evidence satisfying the Pre-Qualification Criteria (PQC) should be provided as per Technical Bid. Any bidder not qualifying PQC criteria will be rejected and price bid will not be opened.

- ✓ Experience in implementation of Design, Development of web based applications in multisite environment in Govt. / PSU / large private sector in atleast three years. Copy of order or acceptance letter or certificate require to submit for satisfying the criteria.
- ✓ Strong programming skill in PHP/ASP.NET/AJAX/JAVA script, servlets/Java etc. and proficiency in database applications like MySQL or MS-SQL etc.
- ✓ Details of technically qualified and well experienced manpower for design and development of web-based application required to be submitted for satisfying the criteria.
- ✓ Copy of PAN & GST registration certificate requires to submit for satisfying the criteria.
- ✓ Copy of IT return filed for the last financial year is to be submitted for satisfying the criteria.
- ✓ Self-Declaration that the bidder has not been blacklisted or put on Holiday by any Govt. organization, Public Sector Undertaking during the last three years required to be submitted for satisfying the criteria.
- ✓ The bidder should have proper established office with qualified staff at Kolkata. Copy of documents requires to submit for satisfying the criteria.
- ✓ The bidder require to confirm that both the database and developing language will be based on open source technology by which we do not require to procure any license. The implementing agency require to confirm on separate declaration that "for implementing the project, no license is required to procure".
- ✓ Bidder has to ensure that no license required to procure for the device. The implementing agency require to confirm on declaration that "for deploying the biometric devices, no license is required to procure".
- ✓ Signed copy of tender document as a token of acceptance.

ii) **IT REQUIREMENT FOR IMPLEMENTATION OF THE PROJECT**

Our existing IT infrastructure is adequate for implementation of this project. But some changes require on our IT infrastructure as below:

- ✓ The implementing agency has to install the project on our existing server and have to configure the server for Remote Desktop Connectivity (web server) for remote users.
- ✓ Unique IP address / addresses may require to configure on our router and FortiGate 80E series UTM firewall using port forwarding system.

b) **PRICE-PART -**

Properly filled up BILL OF QUANTITY (BOQ-1) duly digitally signed to be uploaded in Financial part.

4.0 Conditional tenders may be rejected and no additional clause will be entertained.

5.0 The successful bidder shall not sub-contract the selling and support procedure for the entire duration in BBJ.

6.0 **VALIDITY OF TENDER: – 90 (ninety)** days from the date of opening of tender or for a further period if mutually accepted.

(A NEOGI)
DY. GENERAL MANAGER (P-V)

SPECIAL CONDITION OF CONTRACT**1. DEFINATIONS AND INTERPRETATION:**

In this Tender Document, as hereinafter defined, the following words and expressions shall have the meaning as under:

- a) "**BBJ**" shall mean The Braithwaite Burn And Jessop Construction Company Limited having its registered Office at 27, Rajendra Nath Mukherjee Road, Kolkata - 700 001.
- b) The "**TENDER**" shall mean the proposal submitted by the Tenderer/ Bidder/ Supplier/ Dealer/ Agency in response to BBJ's Notice of Invitation to this Tender Document.
- c) The "**ORDER**" shall mean a written Purchase/Work Order issued by BBJ.
- d) The "**TENDERER/ BIDDER**" shall mean the firm or Company (hereinafter called Tenderer) whose Tender has been accepted by BBJ.

2. DETAILED SCOPE OF WORK

BBJ with the due course of time there has been increasing in number of employees and number of established center's across the country which has further increased the simultaneous activities performed pertaining to Employee enrollment, Compensation, Regular promotions, Transfer activities, Resignations at HQ (HR) and at campus level HR. there are several reports that are ought to be fetched on weekly as well as Monthly basis for further submission and hence forth timely updation of data is a pre requisite for the same. With the installation of the said module of HRMS, the details of the staff shall get automatically updated as the staff at any of the concerned campus can view their respective details pertaining to personal profile, details pertaining to their salary, status of Provident fund and leaves information and if required can get necessary timely updation done related to their personal details or up gradation of qualification their concerned HR as and when required. Moreover, to bring in transparency and parity in procedures followed for Leave Management and Attendance records across campuses can easily be accessible at HQ (HR) for record of the same.

2.1 Scope of Work for implementing agency

- ✓ The implementing agency requires to provide an HRMS application / package as per our requirement.
- ✓ Implementation of HRMS with below aspects to be implemented. A brief list of description but not limited, is given below:
 - a) Employee data administration
 - i. Leave & attendance management
 - ii. Full & final settlement of the employees
 - iii. User defined reports
 - iv. HR Functions (i.e. Employee Master Data, Promotion, Increment etc.)
 - v. Transfer orders
 - vi. Office order, office notice, circulars, IOM etc.
 - vii. Reporting – Organization Chart
 - viii. Work flow
 - ix. Data import & export
 - b) Employee self-service login: Employee will be able to apply for TDS, will be able to receive pay slip, news & announcements can be seen.
 - c) Online linking with attendance machine: Online linking with attendance machine – 4 No's. and linking of the same with main database.

- d) Online leave application: Leaves can be applied online and approvals can be done easily as per hierarchy.
- e) Employee Exit Management: Employee can place the request of exit online. Request can be approved & rejected by the authority. Clearance from different department can be taken. Notice pay period, Management discretion, financial benefit, adjustment of leave to cover-up less notice pay period etc.
- f) Training Module: Training details organized in the Company is kept in a detailed way.
- g) Talent Management: Separate talent management entry form and processing procedure require to provide.

All the above modules are to be integrated with the finance.

- ✓ The vendor require to finalize the “process flow” of the HRMS application project with the concern department of BBJ, looking after HRMS process.
- ✓ The warranty period of the HRMS application will be for three years. Warranty period will be started from the date of complete implementation and handing over of the application. Implementing agency require to take signed handing over document from the concern department (HR process) and IT department separately.
- ✓ The offered application software will carry three years all inclusive, free of cost, comprehensive warranty. During the warranty period, the successful bidder will be required to address all issues related to the offered application software including removing bugs, providing updates, back-end technical support, any modification in the software due to change in outside environment or internal process, update in customized reports and upgrades, etc. The successful bidder will be required to identify at least one qualified resource person amongst those deployed for initial Software Requirement Study (SRS) and/ or customization/ implementation team who would remain available for BBJ for this project. Any additional manpower requirement for fulfilling the query resolution system shall also have to be provided by the successful bidder to meet warranty obligation.
- ✓ The warranty should cover all the services related to the HRMS application project. In addition all product upgrades are to be offered as part of the warranty. User and Technical support shall be provided as per the requirement of the Company.
- ✓ Protection from any software bug will be the sole responsibility of the developer during the entire period of warranty.
- ✓ Any customization due to change in statutory laws during the warranty periods shall be carried out by the vendor at no cost.
- ✓ The program will be developed / coded mainly on PHP / ASP.NET / Java Script etc. language in addition with HTML, AJAX language or any other open source language and the Database will be MySQL / MS-SQL. **Bidder require to mention language and database use on the technical bid.**
- ✓ Both the database and developing language technology used on the package should not require to procure any license. **The implementing agency require to confirm that “for implementing the project, no license required to procure”.**
- ✓ Multi-level approval system for each e-document, as decided by the Company. Separate E-Mail require to forward, as per hierarchy of management, automatically, using the package.
- ✓ Payroll data will be provided on XLS / XLSX format. The package require to provide pay slip for each employee on “employee self-service” section.
- ✓ The project will be installed on our server. The server required to configure as web server for access from project sites and works etc.

- ✓ All employees / end users could open / run / access the program, as per requirement, from any computer under LAN or with internet connectivity.
- ✓ The Implementing agency shall conduct a detailed assessment of our existing system and the system requirements and shall develop the **Software Requirement Specification (SRS)** separately for each module, in consultation with the concerned department, looking after HR process of the Company. The Implementing agency shall obtain a formal **sign-off on the SRS** from our HR & IT Department separately, before proceeding with the development of the above modules of HRMS. The Implementing agency shall also prepare and maintain the required documents including Project Plan, System Requirement Specifications, System Design Document, Test Plan, Test Cases & Results, and Security Policy etc., as per acceptable standards in consultation with HR & IT Department of BBJ respectively. One copy of all documents required to submit to HR department and one copy to IT department of the Company.
- ✓ The vendor should provide complete database schema and access to raw data, so that in the event BBJ decides to change the software in part or whole, the existing data can be easily updated and seamlessly ported to the new software to allow for future maintenance and updates in case of any eventuality.
- ✓ The package should be accessible from any latest version of leading web browsers (i.e. internet explorer, Google Chrome, Mozilla Firefox etc.).
- ✓ Regular backup and recovery of the complete database and application software to be built in. Complete protection against data losses.
- ✓ Training to the employees and / or authorized personnel responsible for management of HRMS , IT Infrastructure, End user personnel, administrative personnel, related documentation including handing over strategy.
- ✓ The system require to capture all user data, when users are creating / editing / viewing / printing of anything using the package.
- ✓ Different audit procedure requires to follow on the package and corresponding facilities require to provide.
- ✓ Reminder facility require to provide on different aspects [i.e. Income tax declaration, employee promotion, employee attendance, leave etc.]
- ✓ The implementing agency shall draw up a systematic training plan and prepare the detailed curriculum in consultation with the HR Department for the users training and IT Department for system administrators, installation, backup etc.
 - The training curriculum shall exhaustively cover the functioning of the HRMS usage scenarios, and the respective user-level access details, to ensure users are provided with hands-on training on all the modules related to their day-to-day operations and procedures of the system and can easily perform their respective functions on the system.
 - Unless otherwise informed by BBJ, the training location shall be the registered office only.
 - Training programs shall be designed in consultation with the HR Department of BBJ, so that the on- going / regular operations are not unduly affected and all users are trained before the system is made operational.
 - User Manual, Training Manual, FAQ, online help, Webcasts, and other in both online and physical documentation format for the different types of users would be prepared and provided by the implementing agency.

Technical and other features of the project

- ✓ Implementing agency require to provide different type of user defined security level (BBJ will provide permission as per predefined security level) with different type of

- access facilities (i.e. Create, Alter, Create / Alter, Display, Print, Display / Print, Full Access, Preview etc.) of the package.
- ✓ Backlog data entry / generation of e-document require to restrict on no. of days, as days mentioned on the security level settings.
 - ✓ All employee details captured on the master and on different transaction procedure, require to save as e-document. Scan copy / soft copy of all documents require to save using the package and could retrieve as per requirement.
 - ✓ All tables and database required to protect by password and inform the password in written to IT department separately.
 - ✓ Database password may require to change time to time.
 - ✓ The database should be included / implemented with schemas.
 - ✓ A set of updated data including the package required to take backup as per requirement, for future installation, if required.
 - ✓ The application required to be multi-user and platform independent.
 - ✓ The Company will be the sole owner of the customized package after completing implementation and handing over of the project.
 - ✓ The application required to be hosted / installed in our server, which also required to be configured for Remote Desktop Connectivity (web server) for remote users.
 - ✓ The application required to run from any computer connected to the server by LAN or Static IP based WAN and from any compatible web browser.
 - ✓ For security reason, as soon as the user login first time, the system required to ask the user to change the password.
 - ✓ Performance of the system should not be degraded as traffic, number of users, no of content records increase or number of simultaneous users.
 - ✓ System must be cross-browser and cross platform accessible.
 - ✓ System should support various types of file formats such as .doc, .ppt, pdf, picture files, webcasts, multimedia files, audio, video files etc.
 - ✓ System should have a robust search mechanism supported through creation of repository schema and taxonomy management for the HRMS content repository.
 - ✓ Compliance with Gol standards and guidelines for ICT application and infrastructure.
 - ✓ Follow the data transparency principles as per Gol guidelines.

2.2 **BIOMETRIC ATTENDANCE SYSTEM**

Scope of work on Biometric Attendance system [Fingerprint & Face Recognition]

1. The successful Tenderer must furnish a warranty for providing free post Installation comprehensive support during a warranty period of one year from the date of successful installation and commissioning.
2. On successful commissioning of the entire biometric attendance system, the implementing agency shall impart training for day-to-day operation to the chosen officials of BBJ free of cost. The agency will also provide a full user and technical manual to operate the devices and the software.
3. Supply and Installation of Employee attendance (Wall mounted bio-metric devices)- 4 Nos. includes employee enrolment, software customization and implementation for employee attendance at the Registered office of the Company [2 nos. devices in each floor].
4. 01 (one) year onsite warranty with maximum 2 working days down period.
5. The data generated in Biometric attendance system has to be transferred to the MySQL / MS-SQL database and in CSV / XLS / XLSX in specified format. The attendance details captured in biometric database will be used in HRMS, leave

management and other software's for preparation of employee record and processes. Data compilation require to be easier by storing all data from biometric database system to centralized database system.

6. Require provision for backup of the biometric attendance database, user data, report output etc. as specified by the Company.
7. Compilation of biometric attendance data and generation of daily and monthly attendance report, leave reports etc. are as per requirement and format of the Company.
8. Direct power supply (no UPS) and LAN I/O point with RJ-45 connectivity will be provided by the Company. Other hardware requirement including UPS (if required) to be provided by the vendor.
9. Require to provide manual interface on computer for entering attendance manually, if require by the Company time-to-time.
10. Reputed brand make biometric attendance device preferred. Bidder has to ensure that no license required to procure for the device.

Specifications / features for Biometric attendance device [Fingerprint & Face Recognition]:

- Fingerprint reader with durable and highly accurate optical sensor and face recognizer.
- Strong metal body with scratch proof fingerprint scanner and face recognizer.
- 1-touch upto 5 seconds employee recognition.
- Capacity to store 2000 or above templates (Minimum 500 finger & 500 face) and 70000 or above transactions per device.
- The reader should generate alarms in case of access granted / denied, network connected / disconnected, tamper, battery low and other faults.
- The reader should provide daily, monthly, yearly - attendance report, time log IN/OUT, leave and tour report.
- 06 (six) fingers, 03 each hand require to be enrolled in the machine per employee.
- The reader / biometric attendance system / package should have inbuilt E-Mailing system of different reports on daily / monthly basis.
- 12 or more key numeric keypad should be available.
- Tamper-proof switch and alarm outputs.
- Operates stand-alone without computer.
- 30 minutes or more battery backup power supply.
- The machine should have in-built access / remote management system
- Real time 1-touch data export to 3rd party hosted & non-hosted applications.
- Audio-visual indications for acceptance & rejection of valid and invalid fingerprints and face recognizer.

General Features of time and attendance software:

- Creation, alter, delete of Company / Department / Designation
- Manual attendance entry option.
- Monthly leave entitlement and balance calculation.
- Customizable attendance report.
- Daily, Monthly and yearly reports.
- Automatic downloading of data features.
- History of edited data by the user.
- Recycle Bin.
- Should support multiple database.

- User creation with roles and permissions.
- Reporting by E-Mail to the authorized personnel.
- Centralized database system.
- Enhancement capability to accommodate HRMS & other HR software as future option.
- Require to provide manual interface on computer for entering duty time, type of leave taken, list of weekly and other holidays, leave taken, Tour / out-door duty etc.

3. **COMPLETION PERIOD**

Duration of the execution of service under this contract shall be within 90 (ninety) days, from the date of sign-off on Software Requirement Specification (SRS), by you and concerned officials of BBJ, as per scope of work.

4. **PAYMENT TERMS**

Payment may be made after complete implementation and handing over of the project and on submission of Invoice within 30 (thirty) days from date of submission of bill, after deducting necessary taxes applicable, if any. Copy of all project related papers, as mention above, receiving of documents by concerned department required to be submit with the bill. All payments will be made on receipt of documents as per order & certification thereof by concern Dept. (HR process) & IT Dept.

70% of total payment may be released after successful completion of the project. 10% may be released after one year from the date of successful completion of the project and rest 10% each may be released after completion of 2nd and 3rd year.

5. **SECURITY DEPOSIT CUM PERFORMANCE GUARANTEE**

The successful bidder shall have to submit a Security Deposit cum Performance Guarantee (SD-PG) by Bank Draft amounting equivalent to **10% (ten percent)** of the contract value within 15 days from the date of issue of Letter of Award (LOA) after adjustment of EMD amount. On submission of the SD-PG, formal "Order" shall be issued. The SD-PG shall remain valid for 12 (twelve) months from the date completion of entire contract period plus 15 days and shall be released after completion of the same upon submission of 'no claim certificate'.

In case the successful bidder (agency) fails to submit the requisite SD-PG even after 15 days from the date of issue of LOA or within the extension period approved by Competent Authority, the same (LOA) shall be terminated. The failed bidder (agency) shall be debarred from participating in Re-Tender for that work and EMD shall be forfeited.

6. **PENALTY FOR DELAY**

For any delay in supply, installation and commissioning of the ordered items, BBJ will charge penalty @0.5% (zero decimal five percent) of the order value per week or part thereof, subject to a maximum of 5% (five percent).

7. **FIRM PRICE**

Rates shall remain firm & shall not attract escalation due to any reason in pursuance of this contract from the date of order.

8. **Taxes & Duties:**

The contractor shall be exclusively responsible for payment of all Taxes, Royalties etc.

(except Goods and Service Tax) that may be levied from time to time according to the Laws & regulation now in force & also hereafter to be imposed, increased or modified from time to time. Nothing will be payable extra by the Company in respect of any duties/ taxes to be imposed on procurement of materials for execution of contract.

9. **GOODS AND SERVICE TAX (GST)**

Without prejudice to stipulation in General Conditions of Contract, the quoted price shall be exclusive of **Goods and Service Tax**. The GST as legally leviable & payable by the bidder under the provisions of applicable law/ act shall be paid extra by BBJ as per bidder's bill. Bidder shall quote their rate after considering the input tax credit on their input materials and services.

The bidder shall get registered with the GST authorities and the registration certificate shall be submitted along the bid documents (techno commercial). Bid without GST number shall be cancelled.

At present GST-TDS is applicable. Deduction of GST-TDS at source would be enforced from the running bills at the rates prescribed. The GST (i.e. SGST, CGST or IGST) amount shall be shown separately in invoice and also submit proper **Tax Invoice as per section 31 of CGST Act, and Rule 46 of CGST Rules, 2017 to get Input Tax Credit by BBJ.**

Bidder shall raise their tax invoice in regular interval as per contract condition and uploaded their supply invoice in GSTN Portal through GSTR-1 return with 10th of next month. Mismatch in return of BBJ due to any reason attributable to bidder, the same shall be recovered from Bidder's bill.

11.1 **NEW LEVIES / TAXES**

In case Government imposes any new levy / tax after award of the work during the tenure of the contract, BBJ shall reimburse the same at actual on submission of documentary proof of payment subject to the satisfaction of BBJ that such new levy/tax is applicable to this contract.

10. **CONFIDENTIALITY:**

Consultant further undertakes to limit the access to confidential information to those of its employees, who reasonably require the same for the proper performance of the Contract provided however that Consultant shall ensure that each of them has been informed of the confidential nature of the confidentiality and non-disclosure provided for hereof.

11. **TERMINATION OF CONTRACT**

In case the successful bidder fails to comply any of its respective Contractual obligation within stipulated time frame, for reasons solely attributable to the breaching party, the non-breaching party reserves the right to terminate the contract by giving 10 days' notice, provided the failure is not cured within such 10 days' notice period, without any valid reason provided by the breaching party within 7 days of end of stipulated time frame. In the event of either party terminating the Agreement, BBJ will make payments of all dues to the successful bidder for all services rendered as of and up to the date of termination, as per contracted terms.

12. **JURISDICTION OF COURT**

The Courts at Kolkata shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

13. **IMPORTANT NOTES;**

(A) BBJ reserves the right to:

- (i) Accept or reject any bid received at its discretion without assigning any reasons whatsoever.
- (ii) Increase/ decrease/ alter the job description/ scope of work with corresponding change in the value of contract.
- (iii) Postpone or extend the above-mentioned date, split and distribute the work among more than one bidder without assigning any reason what so ever.
- (iv) May ask for further qualification during techno commercial scrutiny of bids received.
- (v) BBJ shall not be responsible for any delay, loss, damage for bids sent by post.
- (vi) BBJ shall not be liable for any expenses incurred by bidder for delivery of materials or during preparation of bid irrespective of whether it is accepted or not.
- (vii) Canvassing i.e. soliciting favour, seeking advantage etc. in any form is strictly prohibited and any bidder found to have engaged in canvassing shall be liable to have his bid rejected summarily.
- (viii) If the bidder deliberately gives any wrong information in his tender to create circumstances for the acceptance to his bid, BBJ reserves the right to reject such application.

(A NEOGI)
DY. GENERAL MANAGER (P-V)

NO DEVIATION CERTIFICATE

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of this Tender Document without any reservations whatsoever. We hereby undertake and confirm that we have understood all the specifications, stipulations, terms and conditions as mentioned in this Tender enquiry.

I hereby declare that –

There is no deviation in the offer.

OR

There are deviations on certain items and the list of deviations is attached herewith.
(Please strike out whichever is not applicable).

Signature of Authorized Signatory of Bidder:

Name:

Designation:

Date:

Place:

Seal of Organization