

INDIA TRADE PROMOTION ORGANISATION

ITPO/ITSD/HRMS/2019-20

Date: 29/02/2020



Tender Document for:

Development and maintenance of web-based Human Resource Management System (HRMS) and its integration with financial ERP software of ITPO viz. Tally ERP.9.

India Trade Promotion Organisation
(A Govt. of India Enterprise)
Pragati Maidan
New Delhi – 110001

Tender No. ITPO/ITSD/HRMS/2019-20

Date: 29/02/2020

Online bids are invited through two bid system for “**Development and maintenance of web-based Human Resource Management System (HRMS) and its integration with financial ERP software of ITPO viz. Tally ERP.9.** Manual bids shall not be accepted. The details of tender are as under.

S. No.	Work Description	Earnest Money Deposit (EMD)	Tender Fee
1.	Development and Maintenance of web-based Human Resource Management System (HRMS).	Rs. 1,25,000/-	Rs. 2,360/- including GST @18%

1. The tender documents are available on our website www.indiatradefair.com (for reference only) & www.eprocure.gov.in and same can be downloaded.
2. Tender documents may be downloaded from ITPO’s website www.indiatradefair.com (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

INDICATIVE CRITICAL DATE SHEET

Publish Date	29/02/2020
Bid Document Download Start Date	29/02/2020
Bid Submission End Date	17/03/2020 (3:00 p.m.)
Technical Bid Opening Date	18/03/2020 (3:30 p.m.)
Validity of Bid	180 days from the last date of submission of Bids.

3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderers/Contractors are advised to follow the instructions provided in the „Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>’. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to

rejection.

5. Tenderer who has downloaded the tender from the ITPO's web site www.indiatradefair.com (for reference only) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, **shall not modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with ITPO.
6. Intending tenderers are advised to visit again ITPO website www.indiatradefair.com and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

EMD Payment & Tender Fee

1. Earnest Money Deposit & Tender Fee is to be deposited through Demand Draft (DD) in favour of "India Trade Promotion Organisation" payable at New Delhi. Bidders are required to submit the instruments of EMD & Tender Fee to Mrs. Anita Chaudhary, Deputy Manager, I.T. Services Division, Ground Floor, Annexe Building before bid opening date & time as mentioned in critical date sheet. The tender fee/ cost of tender shall be non refundable.
2. Bids will be opened as per date & time as mentioned in the **Tender Critical Date Sheet**. After online opening and evaluation of technical bids, the results of their qualification as well Price-Bid opening will be intimated later.

Submission of Tender

The tender shall be submitted online in Two parts", viz., Technical bid and Financial bid.

All the pages of bid being submitted must be sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Bidder Enrolment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders“ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or „Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by before bid opening date/time as mentioned in critical date sheet or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders" dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener"s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232, 91-7878007972 and 91-7878007973.

1. REQUEST FOR PROPOSAL

i. Objective

This RFP (Request for Proposal) is issued as a request for “Selection of an agency for **Development and maintenance of web-based Human Resource Management System (HRMS) and its integration with financial ERP software of ITPO viz. Tally ERP.9.**

ii. The Client – ITPO

India Trade Promotion Organisation (ITPO), a premier trade promotion organization, manages India's premier trade fair complex, Pragati Maidan in New Delhi. ITPO, the premier trade promotion agency of the Ministry of Commerce & Industry, Govt. of India is committed to showcase excellence achieved by the country in diverse fields especially trade and commerce.

ITPO provides a wide spectrum of services to trade and industry and acts as a catalyst for growth of India's trade. ITPO approves holding of international trade fairs in India and regulates holding of various expositions in India primarily to avoid any duplication of efforts while ensuring proper timing. It manages India's world class exhibition complex which is constantly upgraded to keep it in a high standard of readiness. Spread over 123 acres of prime land in the heart of India's capital, New Delhi, Pragati Maidan offers about 61,290 sq. mtrs. of covered exhibition space in 16 halls, besides 10,000 sq. mtrs. of open display area. The state-of-the-art exhibition halls have enhanced the appeal of Pragati Maidan as the ideal center for an increasing number of fair organizers and business visitors from different parts of the world.

2. DEFINITIONS

“**Applicable Law**” - means all relevant laws in force and effect as of date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

“**Bid Document**” - shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

“**ITPO**”- ITPO means India Trade Promotion Organization.

“**HRMS**” – Human Resource Management System

3. DISCLAIMER

The information contained in this bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of ITPO is provided to Investors/Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided. By acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any other purpose than selection of a company for **Development and Maintenance of web-based Human Resource Management System (HRMS) and its integration with financial ERP software of ITPO viz. Tally ERP.9.**

The recipient agrees that it will cause its Directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender

document for the purposes in the manner stated above. ITPO does not make any representation or warranty expressed or implied, as to the accuracy, authenticity, timeliness and/or completeness of the information contained in this tender document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document. The ITPO also accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this tender document. ITPO may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this tender document does not imply that ITPO is bound to select a Bidder and ITPO reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

4. INTERPRETATION

In this Tender Document, unless the context otherwise requires,

(a) For the purpose of this Tender Document, where the context so admits:

- i. The singular shall be deemed to include the plural and vice versa and
- ii. Masculine gender shall be deemed to include the feminine gender and vice-versa.

(b) References to a “*person*” if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies, corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;

(c) References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.

(d) Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.

(e) The headings and sub-headings are inserted for convenience only and shall Document. References to the word “include” and “including” shall be construed without limitation. Any reference today shall mean a reference to a calendar day including Saturday and Sunday.

5. DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to

the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. ITPO shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

6. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and ITPO shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

7. SCOPE OF WORK

ITPO intends to implement web-based HRMS (Human Resource Management System) for automation of all its HR functions. The bidders may kindly note this is only a reference list and can be revised during the SRS stage for compliance to all the functional requirements of HR/ Administration Section.. The areas covered in each of the phases are below.

The broad scope of work is given below: -

S. No.	Description		
1 (a).	Human Resource Management System (HRMS)		
	Feature	Advantages	Benefits
	Employee Enrolment	Employee directory to maintain Employee complete official Information like Date of Joining, Date of birth, current address, employee code, picture, department, designation and branch etc. Available with changes history.	Quick access to complete history of employee all record at single point.
	Master Salary/ Compensation	Flexible salary structure for individual employees, group of employees and salary structure by designation or grade, Employee salary master, compensation, benefits, perquisites, Employee wise CTC (cost to company) statements	Manageable employee master salary compensation plan.
	Promotion, Transfer & Increment	With effect from date wise employee wise promotion / transfer transactions changes in employee reporting manager and Promotion and transfer history maintenance.	Manages history of transfer, promotions and increments.
Resignation	Update employee leaving or resignation detail so that final settlement slip can be generated.	Auto calculation for notice period shortfall days with Systematic notification / alerts.	

Employee Record accessibility	User wise employee data accessibility permissions. Access of salary slips for each employee for past three months. Like senior management personal or salary information will only be accessible with certain users.	Privacy and data confidentiality.
Appraisal, rating & Feedback	Comprehensive user defined appraisal system with multiple types of appraisal program i.e. annual appraisal, half-yearly appraisal etc. With rating calculation based on work performance – again user defined rating system. Module for online submission of ACR/APAR in respect of all executives (E0 and above) need to be developed.	Systematic employees rating and objective, which helps to create strategies for increments and promotion.
Letter/memo	Define various types" letter types in the system like To Whom It May Concern with user defined fields for each letter type separately.	Track and maintain history of letters issued to employees and letter generation from system.
Organogram	Auto generated organizational chart that gives the names and job titles of all the staff in an organization or department, showing how they are connected to each other.	It shows the reporting relationship/seniority in an organization and avoid misunderstanding in this regard.
Training Programme	Define list of training program available in system like Leadership skills, effective communication, or any technical skill etc. with yearly training budget.	Provides information and comparison of training budget with actual training expenses by department or cost centre , etc.
Document Management	Update documents of employee, employee dependent or company with issue, expiry date and document soft copy. Query will be made online software only.	Systematic alerts and notification in form of emails and SMS to employees and HR.
Personal Details	Employee general information with Permanent Contact Information (Contact person of employee, contact location, city, country, contact number, personal email address) and Emergency Contact Details.	Online employee complete data recording.
Family Details	Employee family details list (not as dependent).	Simplify the management for activities like air passage for Employee's family members.
Dependent Details	Employee dependent and nomination details whether as	To generate payments against employees" declared nominees

	family member or not.	in case of employee's demise or on behalf.
Qualification Details	Management of employee's technical, academic, skills and education data.	Simplify employee's training Program.
LIC Details	Managing LIC/Funds details of the employee	Handling employee's various LIC/Funds Details.
Bank Details	Multiple bank accounts for an employee for various purpose like salary transfer, reimbursement, etc. Information includes (Bank, Branch, A/c number, etc.)	Handling employee's multiple bank accounts.
Employee Categories	Option to create category i.e. Department, Designation, Branch, Project, Grade, Locality etc.	In-depth employee's classification and reporting
Reminder/ Notification	Reminder and notification alert for various events like employee confirmation, birthday alerts, resignation status update alerts in form of SMS and e-mail.	On-time data update
Recruitment Process	Recruitment, Daily wages recruitment like girl guides and boy guide, attendants, ticket sellers, drivers etc. during major events	All data can be retrieved easily on time to time.

Following features also included: -

- **Access for data collection**
 - ACP and Promotion due in financial year in each scale.
 - Access/Display of month wise list of employees entitled for annual increment.
 - Access/Display of month wise list of employees due for superannuation.
 - Access of head wise list of advances (HBA/Motor Vehicle/ Marriage/ Household/ Education/ Festival) granted/completed during last three months.
- **Office Order generation**
 - HBA up to the slab of Rs. 25.00 Lakh
 - 2nd HBA for renovation up to the slab of Rs. 10.00 Lakh
 - Marriage advances up to Rs. 2.00 Lakh
 - Household/ Recreation equipment advance up to Rs. 1.00 Lakh
- **Data Management**
 - Transparency of records of deputation in India and abroad.
 - Transparency of records of training/workshop/seminars in India and abroad.

REPORTING GENERATION REQUIREMENTS & MICELLANEOUS

- All notes/ orders of loan, advances should be generated through the proposed HRMS after getting necessary approvals.
- In addition to the new reports, all the reports available in the application being currently used i.e. Personnel Information System (PIS) inter-alia including seniority list report, report on review under FR 56, Transfer/ posting report, EQs etc. should be generated in different formats i.e. excel, word, text file, pdf etc.

and system should have the have the facility to print/ save/ export such reports also.

- The leaves of the employee who are retiring in the current year should be added according to the retiring month on proportionate basis (EL/CL/HPL etc.).
- Multiple leave update system is very much required instead of single leave update system.
- System should have the facility to generate customized reports based on the user requirements.
- Features to be included for the dashboard of each employee will be after the discussion with ITPO.
- Facility to send bulk emails/ SMSes should be available in the system. The cost towards the same i.e. email gateway and SMS gateway will be borne by the vendor and may be included in the bid/ quotation accordingly. No separate payment will be made for this later on.
- Any new development or updation after the software go-live will be consider in the same scope of work for which no additional cost will be made by ITPO. These minor amendments will be carried out by the developer/ maintenance engineer posted on site. Major amendments, if any, will be taken up as change management requests separately. However, offsite support from vendor`s back-end development team as and when required will be part of scope of the project.
- Personnel Information System (PIS) is developed in Visual Basic 6.0 and D2K software alongwith database in Oracle 9i. SAVIOR`s bio-metric attendance system is in use in ITPO. Tally ERP.9 is being used for financial accounting purpose.

1 (b). *Integration of Attendance & Leave Module with bio-metric attendance system*

Feature	Advantages	Benefits
Bio-metric attendance system integration	Integration with Wi-Fi/LAN enabled Bio-metric Attendance System for automated attendance recording.	Authentic and automated employee`s attendance and Sending alerts in the form of e-mail and SMS on each punch.
Monthly Data	One clicks data preparation	Simple yet transparent
Compilation	using attendance from bio- metric attendance machine data and leave applications.	attendance / leave data compilation routine and automate time keeper job
Attendance Correction Application	Update missing time information for employee application online using ESS option and get approved by immediate manager on system	Paperless and email-free attendance correction request on system.
Attendance Policy	Configure attendance policies of system like late deduction overtime formula, early going / half-day, etc. and assignment of attendance policy either employee wise or employee's category wise	Various attendance policy for different types of employees, groups or individuals.

Shift/ Work Schedule	Define types of shifts available in system with begin and end timings with rotation policy, i.e. Monday day shift, Tuesday Evening Shift, etc. with Lunch break, tea break	Manages promptness in attendance.
Overtime Policy	Configure overtime setting for day, night and off-day or holiday working employee wise overtime eligibility workflow for overtime approvals by managers.	Overtime register preparation with approvals.
Leave Application	Leave avail request application employee wise approval by their reporting officer/HOD with effect to automatic leave ledger.	Paperless and e-mail free leave application on system.
Leave Policy	Maintain Different Leave Policies number leave allowed to which gender, upon confirmation or joining and pro-rate formula, carry-forward or not en- cashable or not.	Companywide different leave policy for individual employee or groups.
Daily, Monthly, Yearly attendance and Leave reports	All reports like Leave Opening Balance, Daily Basic Attendance, Daily detail Attendance Report, Monthly Basic Attendance, In Out Summary, Detail In Out Summary, Yearly Summary, Leave Balance, Leave Monthly Availed Report	Brings discipline and punctuality in organization.
<p>Following features also included: -</p> <ul style="list-style-type: none"> • Leave and Duty Management <ul style="list-style-type: none"> ➤ Management and allocation of officials for month wise shift duty for operational division like security, engineering etc. ➤ Provision of insertion of on duty/deputation (OD). ➤ Online leave apply and sanction module to be developed allowing employees to apply and sanction leaves online. Role-based, multi-level authorizations to be facilitated in the module. 		
<p>Note: - Any new/ or updated policy of ITPO should be incorporated in the software time to time with no extra cost to ITPO.</p>		

2.	<p><u>DATA MIGRATION</u></p> <p>Data shall be migrated from the current application (Desktop Application having database designed in Oracle 9i) and media to the new application prior to the go-live" of the application.</p> <p>The key data migration requirements include:</p> <ul style="list-style-type: none"> • Design the data migration and acceptance methodology and plan. • Risk identification and Mitigation Plan for Data Migration. • Data mapping. • Perform data cleansing for incorrect/incomplete data. • Data migration. • Corrections of the migrated data during Data Quality Assessment and review. • Obtain sign off on migrated data. • On completion of the migration, all data from current applications shall be available in the HRMS system. <p>The tool/utility for performing data migration must be designed by the vendor after an adequate study of the data to be migrated. Since there would be significant difference between existing database table structures and database table structures of new application, there must be mapping done between the existing tables and proposed tables and data be made compatible for migration into new tables. A comprehensive data mapping exercise must be undertaken by vendor before embarking on data migration. A good detail map will detail an in-depth cross-referencing of all mutual fields across the source system and the target system. It must included the following (but not limited to):</p> <ul style="list-style-type: none"> • Names of applicable to and from fields. • Lengths and data types of these fields. • Mapping of relationships between entities. • Check on the constraints, unique fields and integrity checks. • Any logic involved in mapping such as string truncations or validations against any business rules. <p>Vendor shall carry out validation of the data migrated into the HRMS system. Data quality in the target system should be assessed and detailed metrics prepared for the migrated data. Any exceptions, errors found are to be resolved and the migrated database should sign off. Vendor shall be responsible for migration of operational data.</p>
3.	<p>INTEGRATION WITH TALLY ACCOUNTING/ PAYROLL APPLICATION, EMPLOYEE SELF-SERVICE (ESS) APPLICATION AND BIO-METRIC ATTENDANCE SYSTEM</p> <p>The vendor has to seamlessly integrate the HRMS system with the Biometric Attendance Machine(s) in use in ITPO via API integration. In case, ITPO upgrades its Biometric Attendance System, the vendor during its currency of the contract will integrate HRMS system with the upgraded Biometric Attendance System via API integration, at no extra cost to ITPO.</p> <p>The HRMS software shall also be integrated with the Tally ERP.9 accounting system/ its allied Payroll application (Paymanweb) in use in ITPO. The integration between the three applications shall be required for transferring monthly attendance records from HRMS and bio-metric attendance system to the payroll software for monthly salary/ payroll processing. This entire requirement shall form part of the scope of work of this tender document without any extra cost implementation to ITPO. API integration methodology to be used. The prospective bidders may visit ITPO office to study in detail the software</p>

	<p>requirements in ITPO in Admin and Finance Departments for more clarity on the desired system workflow before submission of the quotations.</p> <p>HRMS software also need to be integrated with the Employee Self-Service (ESS) software is use in ITPO to accord facility to the employees to view their personal record data and financial information on-line on web-based system.</p>
<p>4.</p>	<p>HOSTING SERVICES</p> <p>Vendor may be required to provide the dedicated/ cloud server space with the latest hardware and software specifications (minimum Tier III level server configuration) so that proposed HRMS application may be hosted. The hardware and software provided must be good enough to handle the peak load. Hosting should be in India only. In case ITPO decides to host proposed application on NIC Cloud or on its own server this line item will not be executed</p> <p>Note: - In case ITPO decides to host proposed application on NIC Cloud or on its own servers, then the selected vendor will provide its recommendations to ITPO regarding minimum required specs for optimum functioning of the application for provisioning the necessary hosting and storage hardware and support software. However, managing and handling the allocated server for running HRMS application in all respects inter-alia including DBA support on need basis and maintenance & installation of HRMS software shall be part of scope of work of the contract at no extra cost to ITPO.</p> <p>Vendor has to provide other value added services such as Database Hosting, creation and tuning, Backup & Restore Facility, Virus and Spam Removal, System Log Maintenance, Traffic control & Monitoring, Database Management, Visitor Track Management and Analysis. Vendor has to ensure that the data is available at any point of time without any loss and may plan the backup cycle accordingly.</p>

5.	<p>SUPPORT REQUIRED REPORTS</p> <p>→ Merging of web application data with the financial accounting management software maintained by ITPO's Finance Division i.e. Tally & other software's.</p> <p>→ Data transfer to ITPO's server for accounts management software for generation of Reports and generation of required reports.</p> <p>→ Any other report as per requirement of ITPO.</p> <p>→ Query based reports, so that fields can be chosen and reports generated as per requirement such as on the basis of the following: -</p> <ul style="list-style-type: none"> • Employee Code • Name of the Employee • Designation • Date of Birth • Date of Retirement • Promotion Details • Date of Joining • Basic Pay with Pay Scale • Leave Details • Place of Posting etc. <p>→ All the reports should be printable and can be generated by the User Division as per the required format i.e. .xls , .doc, .pdf etc.</p>
6.	<p>MANPOWER SUPPORT</p> <p>The vendor will provide one (1) Developer cum maintenance engineer to be stationed at ITPO Headquarters from the date of commencement of the project having regular postgraduate degree such as M.E/M. Tech/MCA in Information Technology/ computer related field with 6 years relevant work experience.</p>
	<p>→ The person needs to be stationed on regular basis and company has to make arrangements for substitute in case the regular person goes on leave for a period of more than two (2) days or otherwise. The engineer will be doing customization as well as provide operational maintenance support services. If the bidder feels there will be additional manpower requirement the same shall be deputed at no extra cost to ITPO.</p> <p>→ The normal working hours would be 9:30 AM to 6:00 PM on working days. However, if required, the working hours may be extended beyond the office hours and on Saturdays and Sundays without any extra cost, such as special duties during exhibitions/trade fairs etc.</p> <p>→ The agency so selected shall use these documents, source code/program files etc. and run the system as per the requirements of ITPO. The agency so selected will have to handover the system to ITPO along with the documents (Latest Updated Versions) and program files/source codes etc. one month before completion of the contractual period.</p> <p>Note: All manpower as aforementioned should be provisioned from the day of commissioning of the project i.e. One day after signing of the contract Agreement who will coordinate for the software development work, attend meetings, gather data, prepare documents etc. Delay in deployment of manpower may attract a penalty of Rs. 5,000/- for the first week of delay and additional Rs. 5,000/- for delay exceeding beyond one week limited to a maximum delay of two weeks. ITPO reserves the right to terminate the contract for a delay beyond 15 days.</p> <p>No change of manpower is allowed during the Period.</p>

7.	<p><u>ALERT MODULE</u></p> <ul style="list-style-type: none"> • SMS MODULE Minimum 2 Lakh SMS per year. However, it may increase as per need for which provision should be kept by bidder. Cost for SMS gateway to be borne by the successful bidder. • EMAIL MODULE For correspondence to all employees. Cost for email gateway/ services to be borne by the successful bidder. 					
8.	<p><u>GENERAL REQUIREMENTS</u></p> <ul style="list-style-type: none"> • System should provide online password authentication at user level, application level, menu level, operation level. • System should support storage of password in the database in encrypted form 					
	<ul style="list-style-type: none"> • System should provide granular level of access control to implement segregation of duties. • System should support definitions of access rights for online available reports. • System should support defining user activity access to be based on the following and not limited to input, Hold, Modify etc. • System should have the ability to lock the entry screen after a user specified number of incorrect password. • Database should support cluster environment. • Database should support automatic storage management. • Database should provide best in class fault tolerance performance and scalability with no application changes necessary. • Database should allow unstructured data to be stored in the database and should support the querying and compression of the unstructured data. • SMS/E-mail alert service can be incorporated with any of the features of the software as per the requirement by ITPO. • Bidder should create Application Programming Interface (API) after the development of software so that at a later stage it can be utilized by ITPO for integration with any other application. 					
9.	<p><u>USER ACCEPTANCE TESTING AND SECURITY AUDIT</u></p> <p>ITPO will undertake an exercise of Testing, Acceptance and Certification of systems implemented for the project preferably through a third party agency (referred to as Quality Assurance/Certification Consultant or consultant), as soon as the agency declares the system to be ready for the exercise. The following methodology may be adopted: ITPO shall nominate a suitable neutral and technically competent agency/ consultant for conducting acceptance testing and certification.</p> <p>The agency/ consultant will lay down a set of guidelines following internationally accepted norms and e-Governance Standards for the testing and certification in all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.</p>					
10.	<p><u>PROJECT TIMELINESS</u></p> <p><u>Design, Development and testing of the integrated Application</u></p> <table border="1" data-bbox="341 2022 1497 2130"> <tr> <td data-bbox="341 2022 943 2063">Requirement Study</td> <td data-bbox="943 2022 1497 2063">T + 10 DAYS</td> </tr> <tr> <td data-bbox="341 2063 943 2130">Preparation and submission of SRS document</td> <td data-bbox="943 2063 1497 2130">T + 15 DAYS</td> </tr> </table>		Requirement Study	T + 10 DAYS	Preparation and submission of SRS document	T + 15 DAYS
Requirement Study	T + 10 DAYS					
Preparation and submission of SRS document	T + 15 DAYS					

Review and sign off on SRS	T + 20 DAYS
Preparation and submission of Software Design Development	T + 30 DAYS
Review and sign off on SDD	T + 40 DAYS
Application Development and Testing	T + 90 DAYS
Users" Acceptance Testing	T + 110 DAYS
Application Roll Out	T + 120 DAYS
<u>Preparation of data & migration of legacy Data</u>	
Preparation of Data Migration Plan	T + 45 DAYS
Uploading & Migration of legacy Data	T + 110 DAYS
<u>Implementation of Training Initiatives</u>	
Preparation of training plan and training material	T + 110 DAYS
Communication to employee about new structure	T + 120 DAYS
Training to new roles	T + 150 DAYS
Training on Application	T + 150 DAYS

Note:

All other intermediate activities which are required for smooth execution and functioning of the project are treated as part of the scope of work. Use of open source technologies should be made by the vendor as much as possible. Technology may be suggested by the vendor. However, the cost associated with the technology or software (Enterprise Version) shall be borne by the successful bidder only including the cost of Database Software (Enterprise Version) and user licenses, if any. The Database software will be licensed in the name of ITPO and the associated costs may be included by the bidder in the bid price.

8. IMPLENATATION APPROACH

Please note that the requirements stated in `Scope of work` are the broad guidelines envisioned by ITPO regarding the HRMS software and are to be used as a reference point. It is expected out of the appointed agency that as per the prevalent software development standards:

- i. A **System Requirement Study (SRS) document** will be created by the vendor of the ITPO requirements, once the contract is awarded and before the start of the development. The SRS document will be created after detailed discussions with the ITPO`s concerned users. The development phase will begin only after SRS sign-off by the concerned department of ITPO.
- ii. It is suggested that an incremental software development approach is adopted by the vendor with provision for intermediary reviews, so that suitable modifications can be done before the completion of the end product.
- iii. A detailed test plan should be created to check every aspect of the end product. Website will be accepted and deployed only after a comprehensive user acceptance testing.
- iv. The vendor shall get done **Security Audit** of the web-based application by any CERT-

IN empanelled agency without any extra cost to ITPO. The security audit clearance certificate for the web application should be submitted to ITPO. The application instance will be made live only after submission of the relevant security audit certificate by the vendor. Any observations/ suggestions, if any in the audit report should be implemented in the application before making it live.

8. TIMELINESS

- a) A time period of 120 days will be given from the date of signing of the contract with ITPO for application development phase including security audit.
- b) A period of 60 days will be earmarked for the training and hand-holding support to the employees to get acquainted with the system.
- c) Annual Maintenance Contract will start after the aforesaid period of 180 days.

9. TRAINING & OTHER DELIVERABLES

The vendor shall provide training on the web-based application developed to the associated personnel and end users of ITPO at ITPO Headquarters, Pragati Maidan, New Delhi - 110001. The proposed number of attendees for the training programme will be around 100. The vendor should conduct the training so as to enable users in understanding the backend and facilitate Q&A sessions for any clarifications. Preferably the training session should be of atleast 10-15 days. Training module shall be designed by the vendor in consultation with ITPO. Desktop/Laptop, Projector arrangement etc. shall be done by the ITPO. However, training material, stationery arrangements including Pens, Notebooks etc. shall have to done by the vendor.

Vendor shall provide the following: -

- Online User Guide (In PDF Format) access able to each employee.
- Online User Guide (In Video Format) access able to each employee.
- Online Context Sensitive help.
- System Requirement Specification (SRS) Manual (Soft Copy as well as Hard Copy).
- System Manual- Architecture, Entity-Relationship diagrams, Source Code [for all customization] (Soft Copy as well as Hard Copy).
- User Manual (Soft Copy as well as Hard Copy).
- Detailed Project Report [System Configuration Documentation, System Administration Manuals] (Soft Copy as well as Hard Copy).
- Security Audit Certificate.
- Source code, system files and database file in executable form.

Note :- The HRMS solution developed will the property of ITPO and all the related source code, system files, database files, any other related items etc. will be handed over by the vendor to ITPO and & when requested.

10. ELIGIBILITY CRITERIA

S. No.	Criterion	Required Documents
1.	The bidder should be a company registered in India under the Indian Companies Act 1956/2013 or a partnership registered under the India Partnership Act 1932 or a society constituted under the Societies Registration Act 1860 with their registered office in India for the last five years as on 31 st March, 2019.	<ul style="list-style-type: none"> • Copy of valid Certificate of Registration attested by Company Secretary/ authorized signatory should be submitted by the bidder. • Copy of PAN Card attested by authorized signatory should be submitted by the bidder.
2.	The bidder should have ISO 27001:2013/9001:2008/2015 certification.	<ul style="list-style-type: none"> • Copy of valid certificate attested by authorized signatory should be submitted by the bidder.
4.	The bidder should have valid GSTIN.	<ul style="list-style-type: none"> • Copy of valid Certificate of Registration attested by authorized signatory should be submitted by the bidder.
5.	The bidder should have a technical support office in operation in Delhi/NCR and support centers manned with qualified staff.	<ul style="list-style-type: none"> • Copy of address proof of office premises in Delhi/NCR attested by authorized signatory should be submitted by the bidder.
6.	The bidder should have valid registration under the EPF & MP Act, 1952 and ESI Act, 1948.	<ul style="list-style-type: none"> • Copy of valid Certificates of Registration attested by authorized signatory should be submitted by the bidder.
7.	The bidder should not be barred or black-listed by any central/ state govt. departments/ organizations/ PSUs for any reason on the date of bid submission.	<ul style="list-style-type: none"> • A self-declaration certificate from the authorized signatory should be submitted by the bidder.
8.	The bidder should have a minimum average annual turnover of Rs. 1.5 Crores in the last three financial years i.e. FY 2018-19, FY 2017-18 and FY 2016-17	<ul style="list-style-type: none"> • Attested audited copies of bidder's annual reports/ balance sheets for the last three financial years i.e. 2018-19, 2017-18 and 2016-17 alongwith a certificate from a practicing Chartered Accountant on his letter head confirming annual turnovers & average annual turnover should be submitted by the bidder.

9.	The bidder should have the experience of successfully executing similar project(s) of implementation of HRMS solution in last 5 financial years (i.e. orders executed before 31 st March 2014 will not be considered) for any Central/State govt. Department/ PSU/ Autonomous bodies/ reputed private companies. The project value for a single project must not be less than Rs. 25 Lakh or for two similar projects should not be less than Rs. 15 Lakh each or for three similar projects should not be less than Rs. 10 Lakh each. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.	<ul style="list-style-type: none"> • Copies of (i) Purchase orders alongwith scope of work & deliverables and (ii) Satisfactory work completion certificate(s) issued by the purchaser need to be submitted by the bidder.
10.	Cost of tender document Rs.2,360/- (Rupees Two thousand Three Hundred Sixty Only) including GST @ 18%	<ul style="list-style-type: none"> • Demand Draft (DD) drawn in favor of “India Trade Promotion Organisation” Payable at New Delhi.
11.	Earnest Money Deposit (EMD) of Rs. 1,25,000/- (Rupees One Lakh Twenty Five Thousand only)	<ul style="list-style-type: none"> • Demand Draft (DD) drawn in favor of “India Trade Promotion Organisation” payable at New Delhi.

Note: Bid without valid EMD & Tender Fee will be rejected outright.

The firms registered with National Small Industries Corporation (NSIC)/ Micro, Small and Medium Enterprises (MSME) are exempted from furnishing EMD and Tender Fee provided that such small scale units are registered under single point registration scheme of NSIC / MSME and are valid on the scheduled date of tender opening and the product range mentioned in the certificate is the same or similar to the tender requirement. The NSIC / MSME certificate duly attested by any Notary Public with seal and date shall only be accepted.

11. PROCESSING FEE

- i. The processing fee is non-refundable.
- ii. The EMD is non-interest bearing.
- iii. The successful bidders’ EMD will be discharged upon expiry of “Offer Validity Period” or upon receiving of Performance Guarantee. EMD of unsuccessful bidders shall be refunded after finalization of Tender.
- iv. The EMD will be forfeited:
 - If a bidder withdraws his bid during the period of validity.
 - Or in case of a successful bidder, if the bidder fails to sign the contract in

accordance with terms and conditions.

12. UNDERTAKING

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required, since no deviation will be acceptable to ITPO.

13. BID PRICES

- i) The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.
- ii) The bidder shall include payment of all dues such as taxes & other statutory dues, not specifically mentioned in the specification but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. Though not mentioned in the bid document extra charges if any shall be paid by the bidder only.
- iii) All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

14. PERIOD OF VALIDITY OF BID

i) Validity Period:

Online Bids shall remain valid for 180 days after the date of bid opening prescribed by ITPO; ITPO holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

ii) Extension of Period of Validity

In exceptional circumstances, ITPO may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. A Bidder granting extension of validity will not be permitted to modify his technical or Item Rate BoQ.

iii) Amendment of RFP

At any time prior to the deadline for submission of proposal, ITPO may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document and it will be notified.

15. MODIFICATIONS/ SUBSTITUTIONS/ WITHDRAWAL OF PROPOSALS

- i. The applicant may modify, substitute, or withdraw its proposal after submission prior to proposal due date. No proposal shall be modified, substituted, withdrawn by the applicant after the proposal due date.
- ii. Any alteration / modification in the proposal or additional information or material supplied subsequent to the proposal due date, unless the same has been expressly sought for by the authority, shall be disregarded.

16. COMPLIANCE WITH STATUTORY OBLIGATIONS

- i. The bidder shall be responsible for ensuring compliance with provisions of related Labour Laws (Central/State) and specifically factory Act, Minimum Wages Act, Payment of wages Act, PF Act ,ESI Act, Payment of Bonus Act, Contract Labour (R&A) Act, Workmen Compensation Act etc. as applicable from time to time. The bidder shall be solely responsible for any cost and consequences on account of any breach and or non-compliance of any of the provisions of the Labour laws. The service provider shall indemnify ITPO against any claims/costs/damages and Penalties in respect of breach of the any of the provisions of the laws in force.
- ii. It shall be the responsibility of successful bidder to comply with all liabilities arising out of any provisions of Labour Acts/Enactments (including PF/ESI/INSURANCE) hitherto in force or enacted from time to time during the term of the contract. In case of any breach, the successful bidder shall immediately notify ITPO in this regard.
- iii. The employees of the Successful bidder shall not be deemed to be employees of ITPO; hence the compliance of the Laws with respect to its/their employee/their welfare will be the sole responsibility of the Successful Bidder. ITPO does not bind itself to provide any Canteen, Medical & Transport facilities inside or outside ITPO.
- iv. The successful bidder will maintain attendance register & wage register of its employees.
- v. The successful bidder shall take out a Workmen Compensation Policy & covering all his employees for the contract period & submit a copy of the same to ITPO.
- vi. The service provider has to ensure that the prescribed minimum wages as applicable from time to time to the respective category of personnel deployed at ITPO (as per central/State Govt.) are paid on or before 7th of the following month.
- vii. All records, documents under various statutory provisions including ESI/PF/Disbursement of monthly Wages shall be maintained by the successful bidder and shall be open for inspection by an authorized representative of ITPO/third party authorized by ITPO and Government Agencies.

17. SPECIAL TERMS AND CONDITIONS

- a) ITPO shall reserve the right to verify the operation and performance of project by the bidder and the bidder shall permit ITPO to do so. The ITPO will evaluate the information submitted by the bidder with regard to bidder's capacity. The bidder cannot subcontract the work at any stage without prior written approval from the ITPO.
- b) The job would be awarded to the L1 bidder, whosoever declared as L1 bidder, as per the criteria defined in the Item Rate BoQ.
- c) Rates quoted in the Item Rate BoQ should be valid for the complete contract period as no changes in the price bid would be considered at a later stage.

- d) E-tenders with incomplete information are liable for rejection.
- e) E-tender not submitted in the format specified as per the tender document will be summarily rejected.
- f) E-tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- g) The bidder cannot make any amendment in the Technical Bid /Item Rate BoQ; neither can he impose any condition. All such bids will be rejected at the discretion of ITPO.
- h) The user department will assign the job order with the time frame for completing the job.
- i) The rates quoted in the price bid will be inclusive of all taxes, (except GST), fees, levies, etc and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.
- j) The agency will submit the invoice supported by complete description of work and rate payable as per job order.
- k) Further the invoice should also be supported with detail of documents serial/date wise, with hard/soft copies without duplication containing exact number of pages.
- l) The invoice should contain PAN No., VAT/ST No., Job Order no. And address of the bidder when the payment has to be made.

18. CLARIFICATION ON BID DOCUMENTS

The prospective bidders are advised to collect all information regarding functioning of prevailing working procedures and systems of different departments and inter departments which may be necessary for the purpose of bidding and submit a realistic offer for the successful development & implementation of HRMS software and other ancillary works at their own cost without any liability on ITPO. Problems if any, arising out of submission of bid without proper assessment of requirement by the bidder shall no way be considered by ITPO. A prospective bidder requiring any clarification on the bid documents may request/forward their clarifications/queries to the Manager, IT Services Division, ITPO, Pragati Maidan, New Delhi-110001 before the date of per-bid meeting. Copies of consolidated queries of bidders and response of ITPO will be issued by ITPO as addendum in the website, only if the clarifications requested for, are considered appropriate by ITPO. All the queries/ clarifications may be forwarded on the e-mail: - computerdiv@itpo.gov.in/info@itpo.gov.in.

19. ACCEPTANCE & WITHDRAWALS

The right of final acceptance of the tender is entirely vested with ITPO who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of ITPO to communicate with rejected Bidders. After acceptance of the tender by ITPO, the Bidder shall have no right to withdraw his tender, or claim higher price.

20. ITPO'S DECISION TO BE FINAL

The final decision would be based on the technical capacity and pricing. ITPO does not bind itself in selecting the firm offering lowest prices alone. The tender shall be submitted neatly and all corrections, over -typing shall be attested with seal and full signature. ITPO

reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason. Tendering/Subsequent award of job shall not in any way entitle the vendor to have any exclusive rights and privileges.

21. AWARD CRITERIA

- i. Preliminary Scrutiny: ITPO will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. ITPO may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and ITPO reserves the right for such waivers.
- ii. Financial evaluation of the quote received will done. Non-responsive/Non-complete bids shall be summarily rejected and no communication of the same will be obligatory on the part of ITPO.

22. PERFORMANCE SECURITY

Within 15 days of the signing of the contract with ITPO, the successful Bidder shall furnish the Performance Security for an amount of equivalent to 10% of the total contract value in the form of Demand Draft (DD) drawn in favour of “India Trade Promotion Organisation” payable at New Delhi. Performance security shall be refunded preferably within 90 days after conclusion of the contractual period. Delay in submission of performance security may attract a penalty of Rs. 5,000 for the first week of delay & additional. Rs 5,000 for delay exceeding beyond one week limited to a maximum delay of two weeks. ITPO reserves the right to terminate the contract for a delay beyond 15 days

23. PAYMENT TERMS & PERIOD OF CONTRACT

- a. ITPO shall pay fixed charges, on mutually agreed basis for the contracted services rendered.
- b. No Boarding, Lodging, TA, DA or any other expenses shall be paid by ITPO for providing Services.
- c. Payments during the application development phase will be made as per the below schedule:

Sr. No.	Activity	Payment (%) to be released
1.	After sign-off over the SRS Document	15% of the application development cost
2.	After implementation, commissioning & final acceptance of the Application	70% of the application development cost
3.	After successful scheduling of the training programme and completion of the handholding support period of 60 days after completion of the development period of 120 days.	15% of the application development cost

Note: - Payment of an amount of 15% of the application development cost (as per Sr. no. 1 above) will be released against the Bank Guarantee of an amount of 110% of the amount equivalent to the amount being released.

The bank guarantee will be presented by ITPO for realization of the relevant amount before the bank in case of any kind of default by the vendor leading to non-completion of the project within the stipulated time period.

d. ITPO shall deduct any dues, such as TDS etc. while making payments.

e. **ANNUAL MAINTENANCE CONTRACT (AMC):-**

The maintenance period/ contract shall commence after completion of the cumulative 180 days period including application development period of 120 days and training & handholding support period of 60 days and will be for a period of One (1) year and further extendable for one more year at the same rates and same terms & conditions subject to rendering of satisfactory services by the vendor and at the sole discretion of ITPO, New Delhi. Payment for the maintenance period shall be released in equal quarterly installments for a particular annual maintenance contract year after completion of the quarter and submission of proper invoice(s) subject to satisfactory services rendered by the vendor. The vendor needs to submit satisfactory EPF, ESI compliance documents, Wage register of deployed Developer stationed on-site alongwith the invoices. An monthly undertaking from each of the developer cum maintenance engineer need to be submitted to the effect that the concerned employee is fully satisfied with the monthly wages paid to him as per his appointment contractual terms with the employer. Payments to the vendor will only be released subject to satisfactory fulfillment of the above formalities.

Note: ITPO will process the payment on receipt of the Bills, Statutory Challans etc. and as per procedure and terms & conditions in vogue.

24. LIQUIDATED DAMAGES

Failure to deliver the HRMS software in the stipulated period of 120 days will result in imposition of penalty of Rs. 10,000 per day of delay for a period of one (1) week and thereafter, Rs 20,000 per day of further delay for another two (2) weeks. Delay beyond three (3) weeks may attract forfeiture of the Performance Security/ Guarantee and termination of the contract, at the discretion of ITPO.

25. TAXES AND DUTIES

The prices (including all taxes, duties, etc excluding GST) quoted in the bid shall hold good and shall be binding on the bidder, notwithstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the bidder shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time if any within the period from last date of bid submission to the original completion date of the Contract. Reimbursement of any new tax or variation of existing tax, introduced during last date of bid submission to the original completion date of the Contract shall be paid in actual on submission of documentary evidence.

26. NOTIFICATION OF AWARD & SIGNING OF CONTRACT WITH PURCHASER

The bidder whose bid has been accepted shall be notified of the award by ITPO, by registered letter, fax or by official mail. The bidder shall acknowledge in writing, the receipt of the Letter of Intent or Notification of award of work and shall send his acceptance to enter into the Contract within three (3) days from the receipt of the Letter of Intent/ Notification of work award. Bidder shall also enter into the agreement with ITPO on non-judicial stamp paper of Rs 100/- within 7 days of acceptance of award of work.

27. EXPENSES FOR THE CONTRACT

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by the ITPO.

28. FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of ITPO.

29. TERMINATION FOR DEFAULT

The company may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor, terminate this contract in whole.

- a) If the contractor fails to deliver any or all of the goods and perform services within the time period(s) specified in the contract, or any extension thereof granted by the company.
- b) if the contractor fails to perform any obligation(s) under the contract .
- c) if the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the purchaser may authorize in writing) after receipt of the default notice from the company.

30. GOVERNING LAW

The laws of Republic of India shall govern the Tender Document and the Contract.

31. INDEMNIFICATION

- a) The Bidder/Service Provider shall indemnify ITPO against any claims, damages, loss or penalty including costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him/it.
- b) ITPO will not be responsible for any injury sustained by Bidder/ Service Provider's personnel during the performance of its/their duties and also any damage or compensation due to any dispute between them and it's personnel. Any expenditure incurred by ITPO to handle the situation arising out of the conduct of personnel deployed by the bidder /Service Provider will be made good from Security Deposit/Bills of the bidder /Service Provider.

- c) In case of injury or loss of ITPO staff due to any act or deed of successful bidder's employee or due to an accident, the successful bidder shall arrange to pay ITPO employee or his legal heirs as per existing Govt. rules and regulations. The insurance claim settlement shall be the sole responsibility of the successful bidder. The legal costs will also be borne and paid by the successful bidder.
- d) The bidder shall also indemnify to ITPO for making good any claim/penalty /loss or damages including costs thereof in respect of any breach or violation of any of the provisions of any law including labour laws governing the employee of the bidder. In case of failure to make good above losses / expenses to ITPO, the same shall be deducted from the monthly bills / security deposited / future payments due to the bidder.
- e) The service provider shall indemnify ITPO against third Party claims arising out of equipment malfunctioning/mishandling on the part of personnel provided by the Service Provider. The Service Provider shall also indemnify to reimburse any theft, loss or damage by his personnel to ITPO personnel or property including machinery, equipment or buildings. In case, any such amount is not deposited/paid to ITPO, the same shall be deducted from Security Deposit/Bills/Future payments due to the Service Provider.

32. RESOLUTION OF DISPUTES

The dispute resolution mechanism shall be as follows:

- a) All matters of dispute arising out of this shall be governed by Indian law and subject to court jurisdiction in New Delhi.
- b) In the event of any question, dispute or difference arising under the agreement in connection therewith (except as to matters, the decision to which is specifically provided under this agreement) the same shall be referred to sole arbitration of the CMD, ITPO (hereinafter referred to as the said officer) and if the CMD, ITPO is unable or unwilling to act as such, than to the sole arbitration of some other person appointed by the CMD, ITPO. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re- enactment thereof of any rules made thereof.
- c) The Arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- d) The venue of the arbitration proceeding shall be the office of ITPO or any other suitable venue decided by the Arbitrator.
- e) Upon any and every reference as aforesaid, the assessment of costs and incidental expenses in the proceedings for the award shall be at the discretion of the Arbitrator.

33. AUTHENTICATION OF BID

The original and all copies of the Bid Document shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made.

34. VALIDATION OF INTERLINEATIONS IN BID

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

35. ANNOUNCEMENT OF BIDS

The Bidder's names, Bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the time of opening. No bid shall be rejected at bid opening, except for late bids.

36. BIDS NOT CONSIDERED FOR EVALUATION

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

37. OPENING OF ITEM RATE BOQ

Item Rate BoQ will be opened and compared at the specified date and time. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by the ITPO at the Item Rate BoQ opening. The date, time and venue of opening of Item Rate BoQ will be advised to the technically qualified bidders separately.

38. CLARIFICATION OF BIDS

To assist in the evaluation, comparison and an examination of bids, ITPO may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, ITPO reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder.

39. COMPLETENESS OF BIDS

ITPO will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

40. RECTIFICATION OF ERRORS

Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

41. REJECTION OF BID

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by ITPO and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the bidder.

42. FORCE MAJEURE

The successful bidder shall not be liable for forfeiture of its Performance Security or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purpose of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving the successful bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the successful bidder shall promptly notify ITPO in writing of such conditions and the cause thereof. Unless otherwise directed by ITPO in writing, the successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**India Trade Promotion Organisation
(A Govt. of India Enterprise)**

TECHNICAL BID

Tender No ITPO/ITSD/HRMS/2019-20

Sub: Invitation of online bids for Development and Maintenance of Human Resource Management System.

Company Details

Name of the Company: _____

Mailing address: _____

Contact Executive _____

(Name & designation)

Tel: _____ Fax: _____ Mobile: _____

Email: _____ Website: _____

1. Registration Number of the company _____

2. GSTIN. _____ PAN No. _____

TAN No. _____

3. Details of EMD:

Demand Draft No. _____ Date _____

Name of the bank _____ Amount _____

Date: _____

4. Details of Tender Fee

Demand Draft No. _____ Date _____

Name of the bank _____ Amount _____

Date: _____

Seal of the company:
(Authorized Signatory)

Name and Title:

ANNEXURE-II

**FORMAT FOR APPLICATION & LETTER OF UNDERTAKING REGARDING
ACCEPTANCE OF TERMS & CONDITIONS**

Reference Tender No. ITPO/ITSD/HRMS/2019-20

The General Manager (IT)
I.T. Services Division
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

**Sub: Development and Maintenance of Human Resource Management System and its
integration with financial ERP software of ITPO viz. Tally ERP.9.**

Dear Sir,

With reference to **Tender No. ITPO/ITSD/HRMS/2019-20 dated _____ 2020**, we hereby submit our bid in the prescribed format as desired by ITPO. We hereby also accept the terms & conditions prescribed in the bid document.

Thanking you,

Yours faithfully,

(_____)

Authorised Signatory

Name _____

Designation _____

Contact No _____

**FORMAT FOR POWER OF ATTORNEY FOR NOMINATING/ APPOINTING –
AUTHORISED SIGNATORY**

Know all men by these presents, we, (name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr.

/Ms..... 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 “Authorized Signatory or 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 Proposal for Invitation of online bids for **Development and Maintenance of Human Resource Management System and its integration with financial ERP software of ITPO viz. Tally ERP.9**, including but not limited to signing and submission of all applications, proposals and other documents and writings, and providing information/ responses to ITPO, representing us in all matters before ITPO, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with ITPO in all matters in connection with or relating to or arising out of our Proposal for the said Tender and/or upon award thereof to us.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Signatory or 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 Authorized Representative 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, 2020

For

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarised

Accepted

.....

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

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney should be executed on a non-judicial stamp paper of appropriate denomination and should be registered or duly notarised by a notary public.

Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

ANNEXURE-IV

FORMAT FOR POWER OF ATTORNEY FOR THE AUTHORISED SIGNATORY

Tender No. ITPO/ITSD/HRMS/2019-20

The General Manager (IT)
I.T. Services Division
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

Sub: Development and Maintenance of Human Resource Management System web based software and its integration with financial ERP software of ITPO viz. Tally ERP.9.

Dear Sir,

With reference to tender no. **ITPO/ITSD/HRMS/2019-20** dated _____ 2020, we hereby, authorize the following person as authorized signatory to carry out necessary bid formalities with ITPO with reference to this tender and authorize to sign the bid documents and contract / agreement with ITPO.

Name of Person_____

Designation_____

Contact No (Mobile)_____

Thanking you,

Yours faithfully,

()

Name_____

Designation_____

Contact No_____

ANNEXURE- V

CERTIFICATE IN SUPPORT OF FINANCIAL TURNOVER

Tender No. ITPO/ITSD/HRMS/2019-20

The General Manager (IT)
I.T. Services Division
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

Sub: Development and Maintenance of Human Resource Management System web based software and its integration with financial ERP software of ITPO viz. Tally ERP.9.

Dear Sir,

In response to the tender ref. no. **ITPO/ITSD/HRMS/2019-20** dated __2020, we hereby declare that the details of total turnover during last three years (in Lakh) as follows:

No.	Financial Year	Turnover (Rs. Lakh)
1	2016-17	
2	2017-18	
3	2018-19	
Average Annual Turnover		

()

Thanking You,

Yours faithfully,

Authorized Signatory
Name of the Chartered Accountant _____
Registration no. with seal _____
Contact no. _____

PRICE BID UNDERTAKING

Tender No. ITPO/ITSD/HRMS/2019-20

From: (Full name and address of the bidder)

Dear Sir/Madam,

1. I submit the Price Bid for _____ and related activities as envisaged in the Bid document.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except GST.

Yours faithfully,

(Signature of authorized representative)

UNDERTAKING APROPOS NOT BEING BARRED/BLACK LISTED

The General Manager (IT)
I.T. Services Division
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

Ref: Tender No. ITPO/ITSD/HRMS/2019-20

Sub: Development and Maintenance of Human Resource Management System and its integration with financial ERP software of ITPO viz. Tally ERP.9.

Dear Sir,

We hereby undertake that we have not been currently blacklisted by any Central Govt. /State Govt. / Semi Govt. Organization / Autonomous Bodies or PSUs.

Yours faithfully,

(.....)

Authorized Signatory:
Name & Title of
Signatory:
Seal:
Name of Bidder:

UNDERTAKING APROPOS INDEMINFYING ITPO

The General Manager (IT)
I.T. Services Division
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

Ref: Tender No. ITPO/ITSD/HRMS/2019-20

Sub: Development and Maintenance of Human Resource Management System and its integration with financial ERP software of ITPO viz. Tally ERP.9.

Dear Sir,

We hereby indemnify ITPO against any loss, damage that it may sustain or any claim made against it or any proceedings that may be taken out against any claims made by our employees for any loss / damage, payment etc during performance of his duty in ITPO.

Yours faithfully,

(.....)

Authorized Signatory:

Name & Title of

Signatory:

Seal:

Name of Bidder:

PROFORMA OF AGREEMENT

This Agreement (which shall include its subsequent Amendment (s), if any), entered on DD/MM/YYYY into by and between M/s ITPO, a Government of India Company registered under the Companies Act, 1956 having its registered office at Pragati Bhawan, Pragati Maidan, New Delhi-110 001 (hereinafter shall be referred to as “the Company”, which expression unless repugnant to its meaning or context thereof, shall include its executors, administrators, successors and permitted assignees) as ONE PART

AND,

M/s. _____ a firm having its office at (hereinafter shall be referred to as “the Contractor/successful bidder”, which expression unless repugnant to its meaning or context thereof, shall include its executors, administrators, successors and permitted assignees) as OTHER PART. This shall be effective from the DD/MM/YYYY for 1 year and 6 months i.e. upto DD/MM/YYYY and further extendable upto one more year at the same terms & conditions subject to rendering of satisfactory services and at the sole discretion of ITPO (Bidding document no. **ITPO/ITSD/HRMS/2019-20 dated**). The Contractor, under this Agreement, shall execute the subject job / provide service(s) in a professional manner as per the detailed scope of work as defined in the bidding document and the Company will pay the Successful bidder for execution of the subject job / service(s) provided as per the agreed payment terms and conditions of the bidding/contract document. The Successful bidder shall also be liable for the Defect Liability Period / Warranty Period, if specifically mentioned in the bidding document, for the job executed/ service provided by him/them. All the terms and conditions of the Detailed Letter of Acceptance and its enclosures including bidding document and if Addendum(s) shall be applicable and binding for this Agreement.

In witness whereof the parties have executed this Agreement on DD/MM/YYYY.

Signed and Delivered Signed and Delivered

For and on behalf of

India Trade Promotion Organisation

Name:

Designation:

Date:

Place:

For and on behalf of

Other part

Name:

Designation:

Date:

Place:

Witness 1:

India Trade Promotion Organisation

Name:

Designation:

Date:

Place:

Witness 2:

Other Part:

Name:

Designation:

Date:

Place: