

**Tender ref. no. ITPO/ITSD/e-HRMS/2020**  
**India Trade Promotion Organisation**  
**I.T. Services Division**

**Date: - 05.11.2020**

**PRE-BID QUERIES-RESPONSES**

**Ref. Tender no. ITPO/ITSD/e-HRMS/2020 dated 22/10/2020.**

**Subject: - RFP for Implementation and maintenance of cloud-based Human Resource Management System (HRMS) solution.**

S.NO	TENDER CONTENT/SECTION	QUERIES/SUGGESTIONS	PROPOSED RESPONSE
1	7.15 Data Migration: Selected bidder shall provide Data Migration services until the entire data is migrated successfully into the production environment.	Kindly confirm the existing data size to be migrated on new servers in MB/GB/TB.	Data size approx. 10GB.
2		Kindly confirm the count of total VMs to be migrated. Also, kindly confirm the nature of each VM.	As per tender document. PIS application is utilizing one database server. For data size please refer reply at Sr. no. 1 above.
3		Kindly confirm whether the migration will be over the internet or USB media or physical media.	As per tender document. The successful bidder has to devise and implement the migration methodology.
4		Kindly confirm any existing control panel is hosted in existing infrastructure or current setup, if yes then kindly specify.	As per tender document.
5		7.17 Database Backup and Recovery:	Kindly confirm the expected backup space to be proposed by the CSP on the DC site.

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			done by the successful bidder as per application requirements.
6		Kindly confirm the Backup policy needed to be considered. (Weekly/Daily incremental)	As per tender document. Daily Full (Normal) backup policy may be considered. Database backup in Tape Drives as per RFP provisions need to be handed over to ITPO on regular basis.
7		Kindly confirm the retention policy/period of backup data.	As per tender document. Historical Data retention shall be required for complete duration of the contract.
8	7.16 Security Audit: The selected bidder will get done Security Audit (by STQC) of the cloud based HRMS solution.	Kindly confirm the numbers of audits are required.	As per tender document. Security Audit of the application shall be required before go-live of the application.
9	9. E-MAIL AND SMS GATEWAY SERVICES:  The system should have the functionality of sending bulk emails/SMSes as alerts, notifications etc.	Kindly confirm the amount emails/SMSes.	Approx. 1 Lakh SMSes per year provision may be considered.

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10	<p>10. ELIGIBILITY CRITERIA:</p> <p>Criterion</p> <p>8. The bidder should have a minimum average annual turnover of Rs. 1.5 Crores in the last three financial years i.e. FY 2019-20, FY 2018-19 and FY 2017-18.</p> <p>Required Documents</p> <p>Attested audited copies of bidder`s annual reports/ balance sheets for the last three financial years i.e. FY 2019-20, FY 2018-19 and FY 2017-18 along with a certificate from a practicing Chartered Accountant on his letter head confirming annual turnovers &amp; average annual turnover should be submitted by the bidder.</p>	<p>The audits of accounts for the FY 2019-20 is still under process, Kindly consider provisional financial statements/provisional certificate for the turnover of the FY 2019-20 as documentary evidence.</p>	<p>No Change. As per tender document.</p>
11	<p>10. ELIGIBILITY CRITERIA</p> <p>Criterion</p> <p>9. The bidder should have the experience of successfully executing similar project(s) of implementation of cloud-based HRMS solution on Saas model in last 5 financial years (i.e. orders executed before 31<sup>st</sup> March 2015 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</p>	<p>Kindly change the clause as below: -</p> <p>Criterion</p> <p>9. The bidder should have the experience of successfully executing similar project(s) of implementation of cloud-based HRMS solution in last 7 financial years (i.e. orders executed before 31 March 2013 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 minimum employee base</p>	<p>No Change. As per tender document.</p>

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	<p>Lakh each. The minimum employee base for each of the project should be 500. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.</p> <p>Required Documents: - Copies of (i) Purchase orders along with scope of work &amp; deliverables and (ii) Satisfactory work completion certificate(s) issued by the purchaser need to be submitted by the bidder.</p>	<p>for each of the project should be 150-200. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.</p> <p>Required Documents:- Copies of (i) Purchase orders along with scope of work &amp; deliverables and (ii) Satisfactory work completion certificate(s) issued by the purchaser need to be submitted by the bidder.</p>	
12	General	Kindly confirm Total number of users.	Employee count is approx. 600, as on date.
13	General	Kindly confirm total number of concurrent users?	As per tender document. Maximum concurrent users may be around 100-150. However, the figures are tentative; the successful bidder has to keep scalability provisions as per the actual figures.
14	General	Are the servers in HA?	As per tender document.
15	General	If LB is required?	As per tender document.
16	General	Kindly mention the security components you need.	As per tender document. Industry standard data/information security standards should be adopted by the successful bidder.
17	General	Kindly specify number of domain and sub domain.	As per tender document.

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18	General	Kindly confirm do you need Archival storage?	As per tender document. Please refer reply at Sr. no. 7 above.
19	<p>The bidder should have the experience of successfully executing similar project(s) of implementation of cloud based HRMS solution on Saas model in last 5 financial years (i.e. orders executed before 31stMarch 2015 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 minimum employee base for each of the project should be 500. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.</p>	Request consider HRMS implementation experience instead of SAAS Based Offering.	No Change. As per tender document.

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20	<p>10. The bidder should have the experience of successfully executing similar project(s) of implementation of cloud based HRMS solution on Saas model in last 5 financial years (i.e. orders executed before 31st March 2015 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 minimum employee base for each of the project should be 500. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.</p>	<p>Kindly modify the clause to allow vendors like us to bid:</p> <p>The bidder should have the experience of successfully executing similar project(s) of HRMS solution model in last 5 financial years (i.e. orders executed before 31st March 2015 will not be considered) for any Central/ State govt. Department/ PSU/ Autonomous bodies/ reputed private companies.</p> <p>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 minimum employee base for each of the project should be 500. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.</p>	<p>No Change. As per tender document.</p>

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21	<p>10. The bidder should have the experience of successfully executing similar project(s) of implementation of cloud-based HRMS solution on Saas model in last 5 financial years (i.e. orders executed before 31st March 2015 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 minimum employee base for each of the project should be 500. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.</p>	<p>We have implemented HRMS solution for over 5 clients with over 500 employees but on fixed cost basis and on their data centre.</p> <p>Kindly modify the clause to allow vendors like us to bid:</p> <p>The bidder should have the experience of successfully executing similar project(s) of HRMS solution model in last 5 financial years (i.e. orders executed before 31st March 2015 will not be considered) for any Central/ State govt. Department/ PSU/ Autonomous bodies/ reputed private companies.</p> <p>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 minimum employee base for each of the project should be 500. The quoted prior experience work(s) should be fully completed as on the date of submission of bids.</p>	<p>No Change. As per tender document.</p>

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22	Eligibility Criteria	Relaxation to startups in below mentioned criteria:-  1. Prior Experience  2. Turn Over	No Change. As per tender document.
23	7.2 Tentative Functional Requirements:- The project scope would include but not be limited to providing solution for Human Resource Management System & related services under Software-As-a-Service (Saas) model and its maintenance & support for the tenure of the Contract. The selected bidder's responsibility will also include providing connectivity and access to users of the company at its Corporate office and regional offices at Mumbai, Chennai and Kolkata (including mobile and internet), testing, training and maintenance of the solution required as part of this RFP which also includes all Software Development Life Cycle	Training at various locations will be virtual or physical attendance would be required.  Address of the Regional Offices	Training has to be provided at ITPO, HQ, Pragati Maidan, New Delhi.  Regional Offices` address available on ITPO`s website ( <a href="http://www.indiatradefair.com">www.indiatradefair.com</a> ).

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		<p>Total Manpower deployed at all Regional Office along with Corporate office</p> <p>Total number of Employee count on roll dependent.</p> <p>Contractual Employees count.</p>	<p>Please refer reply at Sr. no. 12 above.</p>
		<p>Do Cloud Hosting to be deployed in India only or on NIC.</p>	<p>Cloud hosting should be in India only; preferably on MEITY empanelled Data Center services providers.</p>
		<p>Please clarify specific attendance rules or applicable as per Govt. norms.</p>	<p>As per tender document. ITPO policies need to be implemented as part of scope of the tender.</p>
24	<p>SCOPE OF WORK ITPO intends to implement cloud-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.</p>	<p>Please clarify the scope of work as per below: 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.</p>	<p>As per tender document.</p>

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25	<p>7.5 Language: - The HRMS Solution should be in English language. However it should have the capability to support certain communication templates in Hindi language. This capability shall be a part of standard offering of the solution including reports, office orders, any other official communication etc. printing by the company`s users. The data in the database will be stored in English language</p>	<p>We request you to kindly change to kindly clarify the details of</p> <ol style="list-style-type: none"> <li>1. Hindi communication and communication Templates required.</li> </ol>	<p>As per tender document.</p>
26	<p>Interfaces/ Integration Requirements:</p> <p>-</p> <p>a) The interfaces required for the solution need to be sized, developed, installed, tested, implemented and maintained by the selected bidder fully meeting the functional, technical and interfacing requirements. The selected bidder is required to build interfaces between the proposed Solution with the applications and systems mentioned in the RFP. The solution must enable all currently specified interfaces as well as allow for introduction of new interfaces/channels as the case may be. In addition to interfaces required for end to end solution for Human Resource Management System, the selected bidder must interface &amp; integrate the Solution (Online/offline) to the below mentioned current/ future applications of ITPO:</p>	<p>Detailed clarification required on :</p> <ol style="list-style-type: none"> <li>1. Please provide details of Accounting packages viz. Tally ERP software.</li> <li>2. Please provide details of Third party Bio-metric Attendance System.</li> <li>3. Please provide details of Third party Payroll system.</li> <li>4. Please provide details of present ERP Solutions</li> <li>5. Please provide details for Document Management Systems.</li> </ol>	<p>As per tender document.</p> <p>As on date Tally ERP.9 (For financial accounting) and Payman Web (For Payroll processing) are in use in ITPO.</p>

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	Accounting packages viz. Tally ERP software. · Third party Bio-metric Attendance System. · Third party Payroll system. · ERP Solutions · Document Management Systems.		
27	7.15 Data Migration: - Selected bidder shall provide Data Migration services until the entire data is migrated successfully into the production environment and ITPO goes live on the HRMS Solutions. The selected bidder will formulate the data migration strategy and process documentation within a period of five (5) working days from the date of issue of purchase order	Please clarify the volume/ amount and years of Data to be migrated as the period mentioned is only 5 working days.	Please refer reply at Sr. 1 above.
28	7.2 Tentative Functional Requirements:- The project scope would include but not be limited to providing solution for Human Resource Management System & related services under Software-As-a-Service (Saas) model and its maintenance & support for the tenure of the Contract. The selected bidder's responsibility will also include providing connectivity and access to users of the company at its Corporate office and regional offices at Mumbai, Chennai and Kolkata (including mobile and internet), testing, training and maintenance of the solution required as part of this RFP which also includes all Software Development Life Cycle activities	<p>1. E-Separation- Please clarify the meaning</p> <p>2. JV Outputs for Financial Accounting Systems- Please confirm the Financial Accounting used by your organisation as on date</p> <p>3.The selected bidder will get done Security Audit (by STQC) of the cloud based HRMS solution implemented for ITPO before its roll out.- Please confirm if this Audit can be done by CERTIN Auditors</p>	<p>Electronic- Separation</p> <p>Journal Voucher, Payment Voucher outputs etc. may be required for financial accounting system.</p> <p>No Change. As per tender document.</p>

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	<p>(SDLC) including customization, parameterization, implementation of application software (including migration), training, etc. Following is the tentative minimum list of the company`s functional requirements Human Resource Management System (HRMS):- i. Recruitment. ii. On-boarding Appointment Letters. iii. Employee Creation. iv. Employee HR Database Management. v. Employee Life Cycle Management. vi. Employee Self Service Portal {Web-based Portal and Mobile App (both on Android and iOS platforms)}. vii. Manager Self Service Portal {Web-based Portal and Mobile App (both on Android and iOS</p>		
29	<p>7.16 Security Audit: - i. The selected bidder will get done Security Audit (by STQC) of the cloud based HRMS solution implemented for ITPO before its roll out. The Auditor is expected to carry out an assessment of the vulnerabilities, threats and risks that may exist in the above application instance through Internet Vulnerability Assessment and Penetration Testing which includes identifying remedial solutions and recommendations for implementation of the same to mitigate all identified risks, with the objective of enhancing the security of the solution. ii. The application audit should be done by</p>	<p>We request you to kindly change to kindly clarify the details of 7.16 Point No-I &amp; ii - Please confirm if this Audit can be done by CERTIN Auditors.</p>	<p>No Change. As per tender document.</p>

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	using Industry Standards and as per the Open Web Application Security Project (OWASP) methodology.		
30	7.1 ITPO, during the period of the contract, based on its technical and functional requirements may intend to add additional third party application(s) and interfaces to the HRMS solution.	1. What all third party applications could be added, other than mentioned ones? 2. Who will bear the cost of those applications?	As per tender document.  Integration with HRMS, if any required with any application/ ERP adopted by ITPO in future will be covered under scope of the contract without any additional cost to ITPO.
31	7.2 The selected bidder's responsibility will also include providing connectivity and access to users of the company at its Corporate office and regional offices at Mumbai, Chennai and Kolkata (including mobile and internet), testing, training and maintenance of the solution required as part of this RFP which also includes all Software Development Life Cycle 10 activities (SDLC) including customization, parameterization, implementation of application software (including migration), training, etc.	1. We assume by "connectivity" you refer to "internet access" and it would be provided by ITPO only or you are talking about application (HRMS) access? Please confirm.  2. Please elaborate "Including mobile and internet".	As per tender document.  The vendor has to ensure seamless availability of the HRMS application over internet and mobile networks as per service level provisions mentioned in the RFP.
32	19. JV Outputs for Financial Accounting Systems.	1. What do we mean by JV Output?  2. We assume by accounting system you are referring to tally. Please confirm	As per tender document. Please refer reply ay Sr. no. 28 above.  As on date Tally ERP.9 accounting system is in use in ITPO.

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33	20. Web-based portal and Mobile App-based attendance check-in system.	By mobile based attendance do we mean just marking attendance or do we need to consider geo tagging for locations as well?	As per tender document.  Geo-tagging/ Geo-fencing would be part of the scope of the contract for attendance check-in system, if adopted.
34	7.5 However it should have the capability to support certain communication templates in Hindi language.	Do we need to consider language translator as well from English to Hindi?	As per tender document.
35	7.6 In addition, online contextual help for every field on the user interface with search option has to be made available for all users for all applications.	Please elaborate.	Self-explanatory online help options should be available o help assist the users for working on the system.
36	7.9 1. Accounting packages viz. Tally ERP software. 2. Third party Bio-metric Attendance System. 3. Third party Payroll system. 4. ERP Solutions 5. Document Management Systems.	By ERP Solutions, how many ERP solutions do we need to integrate?  2. Do we need to pull and push the data in tally or we just have to pull the data?	As per tender document.  Data exchange both ways may be required.
37	7.9 The selected bidder must ensure that a sound methodology is implemented to manage the interfaces.	Please elaborate Sound methodology?	As per tender document.
38	7.9 All the Data (Historical Migrated as well Ongoing) shall be retained forever and must be available to users and administrators as per the agreed user access definition.	What kind of data and what is size of data that need to be migrated?	As per tender document.  For database size that needs to be migrated, please refer reply at serial no.01.

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39	7.13 The selected bidder will be responsible for training ITPO`s employees in the areas of implementation, migration, operations, management, error handling, system administration, etc.	How many total number of employees need to be trained?	Approximately 50(Fifty) Users
40	The successful bidder will perform data mapping exercise between existing electronic data and proposed solution, provide checkpoint reports to ensure thorough reconciliation of the data, while ensuring data integrity, developing Data Extraction tools (to extract data from existing standalone applications), furnish the data in a format that can be loaded into the proposed application, perform the data upload activity and assist in performing checks to ensure data migration success (by providing comparator tools, etc.).	We assume the data has been stored in structural format (DBMS or RDBMS or Excel). Please confirm.	Current application data is available in structured formats.
41	General	Total number of users using the application?	Please refer reply at Sr. 12 above.
42	General	<p>1. Will hosting be provided by ITPO or bidder has to take care of it?</p> <p>2. If by bidder, then hosting has to be done on NIC or any hosting server?</p>	<p>As per tender document.</p> <p>Hosting services including all required servers/ VMS provisioning, storage/ backup provisions etc. are to be provided by the vendor alongwith its management and maintenance services within scope of the contract, without any additional cost to ITPO.</p>

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43	General	<p>1. Is there any technology preference for the web application? Or we can choose any technology stack which suits best considering the scope of work features.</p> <p>2. Do we need hybrid or native mobile application?</p>	As per tender document.
44	General	<p>1) We assume by support you mean that few personnel would be designated at ITPO office or bidder office. Please confirm</p> <p>2) We assume for Support that there will be the support window via call? If yes will it 8x5 or 8x6.</p>	As per tender document. Support services to be provided as per the service level provisions mentioned in the RFP.
45	The bidder should have the experience of successfully executing similar project(s) of implementation of cloud-based HRMS solution on Saas model in last 5 financial years (i.e. orders executed before 31st March 2015 will not be considered).	We request you to remove "on SaaS model". SaaS is only Pricing Model, that these restrict the participation by competent bidders those follow different pricing model. As long as, SoW of services offered by perspective bidder is similar to what is required in the current RFP, pricing model should not restrict the participation.	As per tender document.
46	The bidder should have the experience of successfully executing similar project(s) of implementation of cloud-based HRMS solution on Saas model in last 5 financial years (i.e. orders executed before 31st March 2015 will not be considered).	If order is executed before 31st March, 2015 but services are currently being provided, will you consider the project? We started providing services to a client in 2013 and are continuously till date providing services to him. Will that project be eligible?	As per tender document.