

Clarification to pre-bid queries

With reference to eTender ID: 2018_MSRLM_359600 dated 9th October 2018 for Hiring of web-based software for Human Resource Information System on basis of software as service for MSRLM, the pre-bid meeting was held on 16th October at 11.30 AM at UMED - (MSRLM) State Mission Management Unit, 5th Floor, CIDCO Bhavan (southern wing), CBD Belapur, Navi Mumbai 400614. Clarifications to the pre-bid queries are as following: SMM-HR, MSRLM briefed about the purpose of the meeting followed by a brief introduction by all the bidders' representatives present for the meeting. Following are the pre – bid queries received from bidders and corresponding response / suggestions made regarding the same during the meeting:

Sr. No.	Tender Reference (Section No. / Page No.)	Content of Tender requiring clarification	Points of clarification required/ suggestions	Clarification given by MSRLM
1		SMS Integration:	Who will provide SMS gateway. Does MSRLM has their won SMS gateway or we need to add provide it. It cost extra as this is third party solution	Bidder has to provide bulk SMS and email as mentioned in Annexure-A
2		Summary of cost: It consist of A) Development of Modules, Hosting & Maintenance, B) Service Charges for usage of software: and C) Customisation charges / Change request Charges: -	How can we add assume charges for future customization or changes which is yet to clarify? How can we calculate Total amount for future customisation?	Please refer clause 4 of annexure A This should be quoted separately as "CR Cost" as per day rate. It can be charged for number of days of customization involved in implementing a CR with prior approval by SMM HR after successful rollout of the change.
3			Is attendance bio-matrix hardware & its maintenance need to be provided by software provider?	No
4	Clause 3.2 eligibility criteria	b) Bidder must have a minimum average annual turnover of Rs. 50 lakhs during last three financial years (FY 2015-16, 2016-17 & 2017-18).	Its request to lower the Eligibility criteria to SUM of last three financial years turnover > 40 Lakh OR kindly inform me procedure need to be done for that.	Not accepted
5	Clause 3 of annexure A Point 5(d)	d) GPRS enable Attendance system for field staff: Enable to capture automatic attendance of field staff	In requirement it is mentioned - GPRS based attendance is also required - so do you expect any	Mobile App is not required, attendance should be punched on

		through GPRS. Register mobile SIM will connect to server through GRPS and mark their attendance automatically	mobile app to give for attendance purpose. Kindly illustrate this point. Online Attendance can be marked based on login in to specified system but what's exactly expected in case of GPRS based attendance?	basis of employee location using his/her mobile GPS system.
6	Clause 8 of Annexure A	Payment Term -	Specially Customisation - One-time cost clarification. I appreciate payment terms you designed from your point of view considering service & maintenance requirements	One-time cost based on the scope of work specified in the ToR (Customization cost will be equally divided in three years and first year cost will be given after satisfactory completion of customization and next two years cost will be paid at the end of each year.)
7	Clause 4 of Annexure A Sr. no 3	Customisation Timeline -	you mentioned two timelines for same in tender document - 2 months at one place & 45 days at some other place We suggest you to keep same 60 working days	Customisation should be completed within 2 months from the date of supply order
8		Service provider must finish the customization and master data entry work to the satisfaction of SMM-HR within the 2 months.	We assumed that currently MSRLM doesn't have any online application. Master data of 2500 approx. employees in form of excel. To provide the per employee cost, we request to provide sample of that excel sheet.	We have employee data in excel format. Sample format attached for your reference
9		HRIS software must be hosted and maintained by the service provider.	Does MSRLM interested to host application on cloud?	Bidder has to decide
10		The service provider should ensure 24X7availability of the web-based software service except for any preplanned maintenance;	Does MSRLM is looking for 24*7*365 resource for support & maintenance?	MSRLM require support during office hours i.e. between 9AM -9PM

11		a) Invitation of Online Applications: Enable to call online application form the open market candidates for the requirement process. Service provider should develop online application form for the each positons (Positons around 30) and make it available for the open market candidates.	Whether bidder need to develop 30 different application form or only application for 30 positions.	Only one master form is required with multiple choice for applying various positions. Criteria and other details should be filtered depending upon position.
12		b) Employee Salary Structure: Capture Employee Salary Structure details covering all Earning and Deduction heads and Benefits	Can you please share sample of employee salary structure?	No
13		Master data entry: Service Provider shall enter all the initial Masters data before rolling out the system. The data would be provided in XLS format	Apart from master data entry of employee, whether bidder has to do the old data entry such as transfer details, promotions details, appraisal details, leave details, etc.	Yes. the system should be updated until current records
14		Data Backup: The organizational data should be backed up weekly, with rollback possible in case of data loss or similar issues	Approximate how much data storage required so it will be helpful for use to determine IT infrastructure. Are you also looking for Disaster Recovery?	Approximate 10 GB of storage required which may change depends upon the staffing
15		The selected agency shall roll out the implementation of all the modules after customization within 2 months from the date of issue of the purchase order/supply order.	2 months timeline for implementation is fixed or MSRLM will allowed bidder to extend timeline with valid reason.	No
16		Database of all employees relating to the entering of Employee Master data creation and policies of Maharashtra State Rural Livelihoods	We are assuming that database of all employees in form of .xls or .csv format only.	Yes

		Mission (MSRLM) shall be provided to the HRIS agency		
17			As MSRLM has not mentioned any particular technology for HRMS requirement so whether MSRLM is fine with SharePoint or they are looking for an Open Source solution	Bidder should decide
18		Purpose of the HRIS Software Services is to automate our HR processes and manage HR & Payroll related information within the organization for faster delivery and increased efficiency.	What are the sub-modules under Payroll module?	Payroll module is not required at this stage
19		Software should include Dashboard for all employees based on role and online reports in each module for managers/HR, supporting them to track subordinates activity status.	What is the hierarchy for employees? How many total numbers of dashboards system has to have?	Hierarchy wise dashboard for all employee which display details
20		Enable to call online application form the open market candidates for the requirement process.	Does this involve the SEO for the website?	SEO not required
21		Manage Group discussion and interviewer details, schedule interviews, and capture the Group discussion and interview results.	Should this module be integrated with SMS and Email notifications? Are we supposed to provide the SMS and Email gateway?	Yes
22		Enable to capture all important information about a candidate who have applied through various channels like online website, job portal etc.	Does this include any third-party integration?	No
23		Enable to maintain position wise social and vertical reservations and it will be helpful to show post wise and category wise vacancies in system.	Could you kindly explain how many major categories are there?	About 20 social categories like SC,ST,NT,OBC etc.

24		Define as many KPI as required, define measurement criteria, weightage and ratings as required. These can be designation specific or Employee specific.	If we aren't mistaken you want us to create KPI and KRA criteria for your employees. Do you have any existing measurement criteria?	Yes We already have KRI & KPI measurement
25		Enable to capture automatic attendance of filed staff through GPRS. Register mobile SIM will connect to server through GRPS and mark their attendance automatically.	Will this feature have bio-metric attendance capturing? Do you have any existing attendance capturing system?	Yes biometric attendance for employees attending the office and GPS attendance for field employees
26		The application access, functional and views available should be decided based on role of employee such that it eases the core HR related functions the employee needs to perform in his role.	Could you please let us know how many such roles will be there in the system?	It will be hierarchy based up to 6 level
27		a) Provide facility to employees to do the request for transfer and his / her supervisor will do the recommendation for the further process by HR department.	How many total branches are there to ask for the transfer?	1 State office, 34 districts and 351 blocks
28		Monthly Report: Monthly report will be submitted by the employees on the system	What all reports employees will submit?	Field visit ,tour diary etc.
29		HRIS Software must be hosted and maintained by the service provider. The Service Provider should ensure 24 X 7 availability of the web based software service except for any preplanned maintenance.	Will maintenance will require online support or offline support?	Depends upon the priorities , bidder has to provide online / offline or on call support
30		Customization cost (Lumpsum) [aka Implementation Cost]: The cost of implementing the functionalities listed in section 3 above as per	Could you be able to throw some light on what are the major customisation we are aiming at?	Please refer the annexure –A for details

		MSRLM processes should be included as part of one time customization cost.		
31		Master data entry: Service Provider shall enter all the initial Masters data before rolling out the system. The data would be provided in XLS format.	How much is the old data in terms of the quantum?	Appr. 2500 employees
32		The Service Provider shall provide extensive Training to approx. 60 users for using the application before roll out of the system. One training session may be arranged at CBD Belapur office. This training cost should be factored in into the per user usage cost.	For how much time this training sessions will be provided to the 60 personnel at Belapur office?	For 4 days
33			We are assuming that HMIS (Web + Mobile) will be in English language only.	Yes
34			Is there going to be a newsletter module?	No
35	Financial bid format Sr. No A A) Development of Modules:	Development / customization of all modules specified in ToR along with hosting and maintenance of the software. One time cost lumpsum	What is the meaning of one time cost lumpsum?	Bidder has to quote one time cost for customization and hosting charges for three years. If the contract continue, no customization charges will be paid but hosting charges will be paid as per the quote. Revised financial bid format attached

**Sd-
Chief Executive Officer
Maharashtra State Rural Livelihoods Mission**

