

Clarification to pre-bid queries

With reference to eTender ID: 2018_MSRLM_371712 dated 14th Nov 2018 for development of web-based software for Human Resource Information System for MSRLM, the pre-bid meeting was held on 20th Nov 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	Tender Document Fee	The bidders are requested to pay a Tender fees specified in clause 3 through the e-Tender Portal's Payment Gateway. The Tender fee is non-refundable. The tender document can be downloaded free of cost from the portal: https://mahatenders.gov.in , on registration. The bids that are not accompanied by the tender fee shall be considered non-responsive and will be rejected. Exemption from tender fee is applicable as per Government of India / Government of Maharashtra resolutions / notifications. Bidders should submit relevant documents or claiming exemption from tender fee.	NSIC Bidder has Exemption for Fully amount or any percentage of amounts will be pay? Please clarify	Micro and small enterprises are exempted
2	Earnest Money Deposit (EMD)	Exemption from EMD is applicable as per Government of India / Government of Maharashtra resolutions / notifications. Bidders should submit relevant documents or claiming exemption from EMD.	NSIC Bidder have Exemption for Fully amount or any percentage of amount will be pay. Please clarify	Micro and small enterprises are exempted

3	Eligibility Criteria	The bidder should have successfully developed and implemented /implementing human resource information. system for at least 3 organisations having at least 100 employees on roll	Private Sector Work Order will be valid or not, Please clarify	Yes, Private Sector Work is considered
4	Recruitment & Application Management Module	a) Invitation of Online Applications	Any predefine recruitment form available or not? If not, then we have to provide this form or only provide functionality to upload resume against new post? Is this any application approval work flow exists or not? if yes, please provide process flow. Who will manage master data & application data?	Yes, We have a Predefined form in word format ,which we are using now. But there might be slight changes(+ or - of few fields). HR dept will manage the master data
		c) Group Discussion and Personal Interview	Please describe process flow of group discussion.	Group Discussion is a process (round) of shortlisting Candidate for job, Where a subject is given to candidates and Panel members observes and write their Reviews and marks about each candidate. There will be no role of Service provider, only the record or database would be maintained in system.
		d) Internal Job Promotion (IJP)	what do you mean by 'Enable to call online application form from internal staff for the Internal Job Promotion (IJP)?'	IJP would be a Application form, which will be filled by eligible candidates (Current Employee), by validating IJP Criteria from one position to another (Upper level).

5	Performance Appraisal Management Modules	a) Manage KPI and set KRA	What is the 'KPI' & 'KRA'? Whether this appraisal process only for company employees or 360 degree process?	Yes, We have KRI & KPI list as per Position. Yes, KRI & KPI are Contract Renewal and can also be used for Appraisal, mission may use 360 degree in future.
6	Leave and Attendance Module	d) GPS enable Attendance system for field staff	Do we need mobile application for this or only responsive web portal? Please explain process flow. We have to capture exact location or nearby location to fill attendance.	No, Mobile application is Not at this Stage
7	Technology : .Net, Angular, Boot Strap with MySQL Database -	.Net, Angular, Boot Strap with MySQL Database	Our HRMS solution is in .Net, Boot Strap with MS SQL Database - PI Confirm whether it is acceptable or not.	Yes, it's acceptable
8	Annexure - 4	Format for submission of Turnover Certificate	We need to submit original certificate or Photocopy?	Scanned copy to be uploaded
9		Development Agency shall do the master data entry of current Records Upto date. The data would be provided in XLS & or sql file format:	a) Cost of the Data Migration will be separate or to be added in the lumpsum cost? b) How much data is to be migrated i.e. for how many employees and for how many financial years?	Cost of the Data Migration shall be including.
10		Preferred Technology: Technology: .Net, Angular, BootStarap with MySQL Database	a) Is it mandatory that software must be built in using the given technologies?	Yes
11		Ownership and hosting by MSRLM	a) MSRLM to give access to bidder for updating the change request or upgrades on quarterly basis. b) What about the server configuration and hosting details as that will be important to be	a)Yes bidder will be given access to server for changes or Upgrades and patch b)Sever Configuration shall be suggested by the bidder as required

			discussed with the bidder? c) Who will take the backup on weekly and monthly basis?	c)System should auto take backup on weekly monthly and Yearly basis
12		Software would be primarily used over web but for any issues that may be needed only physical presence, Service Provider representative have to visit SMMU at CBD Belapur.	What about other locations of the issue arises in?	Application will be hosted on a Server, and accessed through other location if any issue arises the bidder has to visit SMMU at CBD Belapur
13		Data Security: Sufficient provision made against any external attacks and prohibiting anybody apart from MSRLM employees from accessing the data directly or indirectly. The data cannot be shared with any other party for any purpose.	Has to be done in MSRLM hosting	While Writing codes and program Security Standard Should be followed. Hosting Server Security would be managed by Mission
14		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.	a) There is no cost charged for per usage cost, then how do we add cost for training of MSRLM users?	Successful bidder should provide training to the users. Logistic arrangement will be done by MSRLM and experts shall be provided by the successful bidder without any cost.
15		Software development Cost and one-year maintenance and support service	1. 50% amount after successful deployment and free flow working of HRIS Software. 2. 30 % after 6 months from the successful deployment of HRIS software. 3. 20% after 1year from the successful deployment of HRIS software.	explained in the detail

16		Customer CR (change request/ customization charges over and above scope of work specified in ToR)	<ol style="list-style-type: none"> 1. It can be charged Quarterly for number of days of Support or customization involved in implementing a CR with prior approval by SMM HR after successful rollout of the change 2. Cost to be given per man day 3. Requirement per year (50 Man Day) 	explained in the detail
17		Maintenance and support service charges after one year	<ol style="list-style-type: none"> 1. Payment will be made on quarterly basis 2. Cost to be given for per year for 3 years 	explained in the detail
18		As per the module details, MSRLM needs the following integration in their HRIS Software but what about the cost for the same;	<ol style="list-style-type: none"> a) SMS Integration: How many sms needed per month and yearly b)Email Integration: c) Biometric Integration: One time Integration Cost d) GPS Enable Attendance System for field staff: Can this be done via mobile app or need to use their mobile and sim for GPS? e) Recruitment and Online application module: Do we need to link the portal with their existing website. How will the candidates know about the opening in the portal. f) Reference Check: To be done by MSRLM or third party? 	<p>a & b) SMS & Email Vendor will be shared bidder can coordinate with them and do the integration part</p> <p>c)Yes, system must be integrated with Biometric system with one time cost</p> <p>d)GPS Enable Attendance System for field staff -this Provision is future version, not included for this stage</p> <p>e) No need to Link with existing website, it would be independent, Existing website will display opening & will redirect it to the HRIS System</p> <p>f) Reference Check would be done by third party separate login to be provided for third party login</p>

19			How many reports required to be generated	Approx. 10 Reports each Module will be required at various level
20			Who will pay the SMS and Email charges	SMS and Email will be shared by MSRLM to the bidder they have to coordinate and do the integration of email and sms.
21			When to handover the source code to MSRLM	The bidder should provide the Source Code to Mission at the time of first payment
22			Which technology to be used	Net/JAVA, Angular, Bootstrap with MySQL Database
23			Whether Mobile App has to be developed for attendance and capturing the location of Field Employees	No at this stage
24			Does MSRLM is looking for 24*7*365 resource for support & maintenance?	MSRLM require support during office hours i.e. between 9AM -8PM
25		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
26		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
27		a) Provide facility to employees to do the request for transfer and his / her supervisor will do the	How many total branches are there to ask for the transfer?	351 blocks and 34 districts and 01 state office

		recommendation for the further process by HR department.		
28		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

Sd-
Chief Executive Officer
Maharashtra State Rural Livelihoods Mission

