PROCUREMENT OF SaaS BASED HRIS

For

Assam State Urban Livelihoods Mission Society (DAY-NULM, Assam)

REQUEST FOR PROPOSALS

O/o State Mission Directorate, Assam State Urban Livelihoods Mission Society (DAY-NULM, Assam), Dispur, Guwahati- 781006

Issued on

Date: 07/02/2018

Ref. No. ASULMS(SMMU)/ADMIN-07/120/2017/1282

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Section 1. Letter of Invitation

Ref. No. ASULMS(SMMU)/ADMIN-07/120/2017/1282

Assam   Date: 07/02/2018

Sl. No.	Name of Service Providers (Firms/ Companies)
1.	**Luminous Infoways Pvt. Ltd.** 6th Floor, DLF Cyber City, Chandrasekharpur, Bhubaneswar-751024, Odissa Email: info@lipl.in Contact No. 0674-2304010
2.	**Version Systems Pvt. Ltd.** 20-21, Pranav Complex, 1st Floor, Kanaiya Chock, Rajya Road, Rajkot-360007 Email: aniruddh@versionsystems.com Contact No. 0281-6190033
3.	**Avantika Innovations Pvt. Ltd.** House No-267, 1st Floor, Near Byelane-1, Rajgarh Road, Guwahati-781003 Email: abhimanyu@avantikain.com Contact No. 097070-26895
4.	**KRAN Consulting Pvt. Ltd** MRGRA 115, Kowdiar Post, Thiruvananthapuram, Kerela, PIN- 695003 Email: info@kran.co.in Contact No.04712431126/36/46
5.	**SHAAS Information and Quality Engineering Services (SIQES)** 1st, Floor Divine Plaza, GS Road, Super Market, Guwahati-781006 Email: samujjal@siqes.com Contact No. 0361-2228777/ 778
6.	**Ernest & Young LLP** 6th Floor, Wing A&B, Worldmark 1, Aero City (IGI Airport) New Delhi-110037 Email: milan.narendra@in.ey.com Contact No. 011-66233082
7.	**C-Net Infotech Pvt. Ltd.** E-S/4, II Floor, Shopping Complex, Arera Colony, Bhopal (MP)-462016 Email: info@cnet-india.com Contact No. 0755-4096900/ 06
8.	**SIBIN Group** Near Co-Operative, Middle Sichey, Gangtok, Sikkim-737101 Email: kamalesh.baruah@sibingroup.com Contact No. 03592-206999
9	**RITES Limited** **(A Govt. of India Enterprise)** RITES Bhawan, No-12, Sector-29, Gurgaon-122001

	Email: rakeshchopra@rites.com Contact No. 0124-2818618, 0124-2571655
10	**NCCF of India Limited** B-21, Sector-4, Noida-201301, Uttar Pradesh Email: nccfnoidabr@rediffmail.com Contact No. 0120-2529769

Dear Mr./Ms.:

1. The Assam State Urban Livelihoods Mission Society (ASULMS) invites proposal for Selection of firms/companies for procurement of SaaS based HRIS for ASULMS (hereinafter called "Services").
2. More details on the Services are provided in the Terms of Reference (Section 5).
3. This Request for Proposal (RFP) has been addressed to the following shortlisted Service Providers:

   1. Luminous Infoways Pvt. Ltd.;
   2. Version Systems Pvt. Ltd.;
   3. Avantika Innovations Pvt. Ltd.;
   4. KRAN Consulting Pvt. Ltd.;
   5. SHAAS Information and Quality Engineering Services (SIQES);
   6. Ernest & Young LLP;
   7. C-Net Infotech Pvt. Ltd.;
   8. SIBIN Group;
   9. RITES Limited; and
   10. NCCF of India Limited.

4. It is not permissible to transfer this invitation to any other firm/company/organisation.
5. A Service Provider will be selected under **Quality & Cost Based Selection (QCBS)** procedures and in a Technical Proposal (TP) format as described in this RFP.
6. The RFP includes the following documents:
   Section 1 - Letter of Invitation
   Section 2 - Instructions to Service Providers (ISP)
   Section 3 -Technical Proposal (TP) - Standard Forms
   Section 4 - Financial Proposal - Standard Forms
   Section 5 - Terms of Reference
   Section 6 - Functional Requirements
   Section 7 - Guiding Principles for the SaaS based HRIS
   Annexure I- Evaluation Criteria of Proposals
   Annexure – II - Authorization Letter Format for Bid Opening
   Annexure – III - Power of Attorney Format
   Details on the proposal's submission date, time and address are provided in Clauses13.7 of the ISP.

Yours Sincerely,

Sd/-

State Mission Director (ASULMS)
Assam, Guwahati-6

Section 2. Instructions to Service Providers

A. General Provisions

1. **Definitions**	(a) "Applicable Guidelines" means the policies of the ASULMS governing the Selection and Contract award process as set forth in this RFP.
	(b) "Applicable Law" means the laws and any other instruments having the force of law in the Client's State, i.e. Assam or as they may be issued and in force from time to time.
	(c) "ASULMS" means Assam State Urban Livelihoods Mission Society; a Govt. of Assam registered society under Urban Development Department, which is implementing Deendayal Antyodaya Yojana – National Urban Livelihoods Mission (DAY-NULM), a flagship Mission of the Ministry of Housing & Urban Affairs (Govt. of India.), in Assam.
	(d) "Client" means the implementing agency that signs the Contract for the Services with the selected Service Provider, i.e. **State Mission Director, Assam State Urban Livelihoods Mission Society (DAY-NULM, Assam), Directorate of Municipal Administration, Department of Urban Development, Government of Assam.**
	(e) "Service Provider" means a legally-established organisation, institute or an entity that may provide or provides the Services to the Client under the Contract.
	(f) "Contract" means a legally binding written agreement signed between the Client and the Service Provider.
	(g) "Day" means a calendar day.
	(h) "Government" means the government of the Client's country/state.
	(i) "ISP" (this Section 2 of the RFP) means the Instructions to Service Providers that provides the shortlisted Service Providers i.e. firms and/or companies, with all information needed to prepare their Proposals.
	(j) "LOI" (Section 1 of the RFP) means the Letter of Invitation being sent by the Client to the shortlisted Service Providers.
	(k) "Proposal" means the Technical Proposal and the Financial Proposal of the Service Provider.
	(l) "RFP" means the Request for Proposals to be prepared by the Client for the selection of a Service Provider.
	(m) "Services" means the work to be performed by the selected Service Provider pursuant to the Contract, i.e. providing SaaS based HRIS to

	ASULMS.
	(n) "Sub-agency" means an entity to which the Service Provider intends to subcontract a part of the Services while remaining responsible to the Client during the performance of the Contract.
	(o) "TOR" (Section 5 of the RFP) means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Service Provider, and expected results and deliverables of the assignment.
2. Introduction	2.1 The Client intends to select a Service Provider from those listed in the Letter of Invitation, in accordance with the Quality & Cost Based Selection (QCBS) method.
	2.2 The shortlisted Service Providers are invited to submit a Technical Proposal and a Financial Proposal for services required for the assignment named **SaaS BASED HRIS for ASULMS**. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Service Provider.
	2.3 The Service Providers should familiarize themselves with the local conditions and take them into account while preparing their Proposals; including attending a pre-proposal conference the details of which are as follows: **Date of pre-proposal conference: 14th February, 2018; Time: 11 A.M.** **Address: Office of the State Mission Director, ASULMS, O/o Directorate of Municipal Administration, Dispur, Guwahati, Assam, 781006** **Telephone: 0361-2235166** **E-mail: spmhr.asulms@gmail.com** **Contact person/conference coordinator: Bidyut Choudhury, State Project Manager, HR, Admin., CB&T, SMMU, ASULMS (DAY-NULM, Assam)**. Attending any such pre-proposal conference is optional and is at the Service Providers' expense.
	2.4 The Client will timely provide, at no cost to the Service Providers, relevant inputs, project data, reports, etc. for the preparation of the Service Provider's Proposal such as **Mission Document of DAY-NULM/ Operational Guidelines for Capacity Building & Training by MoHUPA/ HR Policy Manual of ASULMS**, etc.
3. Conflict of Interest	3.1 The Service Provider is required to provide professional, objective, and impartial advice, at all times holding the Client's interests paramount, strictly avoiding conflicts with other assignments or

	its own organisational interests, and acting without any consideration for future work.
	3.2 The Service Provider has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Service Provider or the termination of its Contract by the Client.

B. Preparation of Proposals

4. General Considerations	4.1 In preparing the Proposal, the Service Provider is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
5. Cost of Preparation of Proposal	5.1 The Service Provider shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Service Provider.
6. Language	6.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Service Provider and the Client shall be written in **English** language.
7. Documents Comprising the Proposal	7.1 The Proposal shall comprise the following documents and forms: **For TECHNICAL PROPOSAL (TP):** **1st Inner Envelope with the Technical Proposal:** (1) Authorization Letter Format for Bid Opening (2) Power of Attorney to sign the Proposal, etc. (3) TECH-1 (4) TECH-2 (5) TECH-3 (6) TECH-4 (7) TECH-5 AND **2nd Inner Envelope with the Financial Proposal:** (1) FIN-1 (2) FIN-2 (3) FIN-3
8. Only One Proposal	8.1 The Service Provider shall submit only one Proposal.
9. Proposal Validity	9.1 The Service Provider's Proposal must remain

	valid for **90 days** after the last date of RFP submission date.
	9.2 During this period, the Service Provider shall maintain its original Proposal without any change, including the proposed rates and the total price.
(a) Extension of Validity Period	9.3 The Client will make its best effort to complete the Negotiations within the proposal's validity period. However, should the need arise, the Client may request, by notifying all Service Providers to extend the Proposals' validity. *The Service Providers shall be notified about validity extensions by email/other means. The Service Provider responses and/or confirmations shall be through email.*
	9.4 If the Service Provider agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.
	9.5 The Service Provider has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.
(b) Sub-Contracting	9.6 The Service Provider shall not sub-contract the whole of the Services.
10. Clarification and Amendment of RFP	10.1 The Service Provider may request a clarification of any part of the RFP before the Proposals' submission deadline. **Clarifications may be requested no later than 10 days prior to the submission deadline.** The contact information for requesting clarifications is: State Mission Director, State Mission Management Unit, Assam State Urban Livelihoods Mission Society (DAY-NULM, Assam), Directorate of Municipal Administration, Dispur, Guwahati, Assam, 781006 Email: spmhr.asulms@gmail.com The Client will respond for information of all shortlisted Service Providers. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure described below: 10.1.1 At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment online. The amendment shall be binding on all shortlisted Service Providers. 10.1.2 If the amendment is substantial, the Client may extend the proposal submission deadline to give the shortlisted Service Providers reasonable time to take an amendment into account in their Proposals.
	10.2 The Service Provider may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline, in accordance with the procedure described in 10.1.

	No modifications to the Technical or Financial Proposal shall be accepted after the deadline.
11. Technical Proposal- Format and Content	11.1 The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.
	11.2 Depending on the nature of the assignment, the Service Provider is required to submit a Technical Proposal (TP) and using the Standard Forms provided in Section 3 of the RFP. Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.
12. Financial Proposal	12.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment.
a. Taxes	12.2 The Service Provider is responsible for meeting all tax liabilities arising out of the Contract.

C. Submission, Opening and Evaluation

13. Submission of Proposals	13.1 The Service Provider shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 7 (Documents Comprising Proposal). The submission can be done by post, courier or by hand in the designated drop box.
	13.2 An authorized representative of the Service Provider shall sign the original submission letters in the required format for both the Technical Proposal and the Financial Proposal and shall initial all pages of both. The authorization of the representative shall be in the form of a written power of attorney attached to the Technical Proposal.
	13.3 Any modifications, revisions, erasures, or overwriting shall be valid only if they are signed or initialled by the person signing the Proposal.
	13.4 The signed Proposal shall be marked "ORIGINAL", and its copies marked "COPY" as appropriate. **The Service Provider must submit:** (a) **Technical Proposal:** one (1) original and *one* copy + Electronic Copy in a CD / DVD. (b) **Financial Proposal:** one (1) original. All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.
	13.5 The original and all the copies of the Technical Proposal shall be placed inside of a sealed envelope clearly marked "**TECHNICAL PROPOSAL**", "[Name

	of the Assignment]", reference number, name and address of the Service Provider, and with a warning **"DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL SUBMISSION DEADLINE]**."
	13.6 Similarly, the original Financial Proposal shall be placed inside of a sealed envelope clearly marked **"FINANCIAL PROPOSAL"** followed by the name of the assignment, reference number, name and address of the Service Provider, and with a warning **"DO NOT OPEN WITH THE TECHNICAL PROPOSAL**."
	13.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address, **RFP reference number**, the name of the assignment, Service Provider's name and the address, and shall be clearly marked **"DO NOT OPEN BEFORE** [insert the time and date of the submission deadline]. **The Proposals must be submitted no later than:- Date: 21st February, 2018 Time:** 16:00 Hours **The Proposal submission address is:** State Mission Director, State Mission Management Unit, Assam State Urban Livelihoods Mission Society (DAY-NULM, Assam), O/o Directorate of Municipal Administration, Near APRO Office, Dispur, Guwahati, Assam, 781006
	13.8 If the envelopes and packages with the Proposal are not sealed and marked as required, the Client will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.
	13.9 The Proposal or its modifications must be sent to the address indicated in 13.7 and received by the Client no later than the deadline indicated in 13.7, or any extension to this deadline. Any Proposal or its modification received by the Client after the deadline shall be declared late and rejected, and promptly returned unopened.
14. Confidentiality	14.1 From the time the Proposals are opened to the time the Contract is awarded, the Service Provider should not contact the Client on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Service Providers who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.

	14.2 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if a Service Provider wishes to contact the Client on any matter related to the selection process, it should do so only in writing.
15. Opening of Technical Proposals	15.1 The Client's evaluation committee shall conduct the opening of the Technical Proposals in the presence of the shortlisted Service Provider's authorized representatives who choose to attend in person. **The opening shall take place at:** O/o The Directorate of Municipal Administration, Dispur, Guwahati, Assam, 781006 **Date**: same as the submission deadline indicated in 13.7 **Time:** *16:30 Hours*. The envelopes with the Financial Proposal shall remain sealed and shall be securely stored until they are opened in accordance with Clause 19 of the ISP.
	15.2 At the opening of the Technical Proposals the following shall be read out: (i) the name of the Service Provider; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; and (iii) any modifications to the Proposal submitted prior to proposal submission deadline.
16. Proposals Evaluation	16.1 Subject to provision of Clause 11.1 of the ISP, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.
	16.2 The Service Provider is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.
17. Evaluation of Technical Proposals	17.1 The Client's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in **Annexure I**. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP.
18. Financial Proposals for Quality & Cost Based Selection (QCBS)	18.1 Following the ranking of the Technical Proposals, when the selection is based on QCBS, the Service Providers which have secured at least **50 percent** in the evaluation of Technical Proposal are considered for the Financial Proposal. The Financial Proposals of all other Orgaisations are

	returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.
19. Public Opening of Financial Proposal	19.1 After the technical evaluation is completed, the Client shall send notifications to the Service Providers as following: (a) Service Providers whose Proposals are considered non responsive to the RFP and TOR and/or have not secured at least 50 percent in the evaluation of Technical Proposal shall be notified through their e-mail. (b) Service Providers whose Proposals are considered responsive to the RFP and TOR and are invited to the opening of the Financial Proposal shall be notified through e-mail about the date and time of the opening of the Financial Proposals. The Service Provider will also have option to participate in the opening in person at: **O/o The Directorate of Municipal Administration, Dispur, Guwahati, Assam, 781006** The Service Provider's attendance at the opening of the Financial Proposals (in person) is optional and is at the Service Provider's choice and expense.
	19.2 The Financial Proposals shall be opened by the Client's evaluation committee in the presence of the representatives of those Service Providers whose proposals have passed Technical Proposal evaluation process. At the opening, the names of the Service Providers, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded.
20. Correction of Errors	20.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.
21. Taxes	21.1 The Client's evaluation of the Service Provider's Financial Proposal shall exclude applicable taxes and cesses.
22. Quality & Cost Based Selection (QCBS)	22.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Annexure I. The Service Provider achieving the highest combined technical and financial score will be invited for negotiations.

D. Negotiations and Award

23. Negotiations	23.1 The **Expected date and address for contract negotiations are as follows:** **Date: 2nd April, 2018** **Address:** O/o The Directorate of Municipal Administration, Dispur, Guwahati, Assam, 781006 The Service Provider's representative(s) who must have a written power of attorney to negotiate and sign a Contract on behalf of the Service Provider should be present on the day of contract negotiations.
	23.2 The Client shall prepare minutes of negotiations that are signed by the Client and the Service Provider's authorized representative.
a. Technical negotiations	23.3 The negotiations include discussions of the Terms of Reference (TOR), the proposed methodology, the Client's inputs, the special conditions of the Contract, and finalizing the Description of Services/ Deliverables part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.
b. Financial negotiations	23.4 The negotiations include the clarification of the Service Provider's tax liability and how it should be reflected in the Contract.
	23.5 In case of a Lump-Sum Contract, the total price stated in the Financial Proposal for a Lump-Sum contract shall not be negotiated.
	23.6 In the case of a Time-Based contract, unit rates negotiations shall not take place.
24. Conclusion of Negotiations	24.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initiated by the Client and the Service Provider's authorized representative.
	24.2 If the negotiations fail, the Client shall inform the Service Provider in writing of all pending issues and disagreements and provide a final opportunity to the Service Provider to respond. If disagreement persists, the Client shall terminate the negotiations informing the Service Provider of the reasons for doing so. The Client will invite the next-ranked Service Provider to negotiate a Contract. Once the Client commences negotiations with the next-ranked Service Provider, the Client shall not reopen the earlier negotiations.
25. Award of Contract	25.1 The publication of the contract award information following the completion of the contract negotiations and contract signing will be published in the website *www.nulmassam.in.* The publication will be done immediately after the contract signing.

	25.2 The Service Provider is expected to commence the assignment on the date and at the location specified as under: **Expected date for the commencement of the Services:** *17th April, 2018*

E. Other Important Instructions

26. Contract Period	26.1 The selection process will result in a contract for 12 months, though the total duration of the Assignment has been envisaged for three to four years. Depending on the annual performance review of the agency and available budget, the contract can be extended further on 12 monthly basis by mutual agreement.
27. Training	27.1 The Service Provider shall provide training on the SaaS based HRIS to the designated personnel and end users of the HRIS in ASULMS. The Service Provider should conduct the training so as to enable users in understanding the backend and facilitate Q&A sessions for any clarifications.
28. Warranty & Free-Maintenance	28.1 The Service Provider shall provide support for any bugs to the HRIS for which support should be available on call / email / telephone. The time frame of such warranty & free maintenance is proposed to be for a period of 12 months i.e. during the validity of the contract. The scope of work includes updating and maintenance of application would include revising, editing web pages to keep the application up to date and taking regular data backups.
29. Indemnification	29.1 The Service Provider shall indemnify, project and save the Client and hold it harmless from and against all claims, loses and costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly out the contract.
30. Confidentiality	30.1 The Service Provider, either during the term or after the expiration of contract shall not disclose any proprietary or confidential information relating to the project, the services, the contract, or the ASULMS's business or operations without the prior written consent of the State Mission Director, ASULMS.

	30.2 All plans, specifications, reports and other documents submitted by the Service Provider shall become and remain the property of the ASULMS and the Service Provider shall, upon termination or expiration of the contract, deliver all such documents to the ASULMS together with a detailed inventory thereof. The Service Provider may retain a copy of such documents but shall not use these documents for purposes unrelated to the contract without prior written approval of the State Mission Director, ASULMS.

31. Force Majeure	31.1 Force Majeure is herein defined as any cause, which is beyond the control of the selected Service Provider or the ASULMS as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:
	   a. Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics.
	   b. Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes.
	   c. Terrorist attacks, public unrest in work area.
	31.2 Provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Service Provider or the Client shall not be liable for delays in performing its obligations resulting from any Force Majeure cause as referred to and / or defined above.

Section 3. Technical Proposal – Standard Forms

[Notes to Service Provider shown in brackets { } throughout Section 3 provide guidance to the Service Provider to prepare the Technical Proposal; they should not appear on the Proposal to be submitted.] **All pages of the original Technical Proposal shall be initialled by the same authorized representative of the Service Provider who signs the Proposal.**

Sl. No.	DESCRIPTION	FORM	Required for Technical Proposal (TP) (√)
1	A representative of the Service Provider must be authorized to attend the bid opening of the RFP on behalf of the Service Provider.	Authorization Letter format for Bid Opening (Annexure- II)	√
2	An authorized representative of the Service Provider shall sign the original submission letters in the required format for both the Technical Proposal and the Financial Proposal and shall initial all pages of both. A representative shall also negotiate with the Client after final selection and sign the Contract on behalf of the Service Provider. The authorization of the representative shall be in the form of a written power of attorney attached to the Technical Proposal.	Power of Attorney format (Annexure- III)	"√" If applicable
3	Technical Proposal Submission Form	TECH-1	√
4	Organization Profile and Experience	TECH-2	√
	A. Organization's Profile		√
	B. Organization's Experience		√
5	Comments and Suggestions on the Terms of Reference	TECH-3	√
6	Description of the Approach, Methodology and Plan of Action with timelines for Performing the Assignment	TECH-4	√
	a) Approach and Methodology		
	b) Plan of Action with timelines		
7	Hardware & Bandwidth requirements of the HRIS	TECH-5	√

FORM TECH-1
TECHNICAL PROPOSAL SUBMISSION FORM

{Location, Date}

To:
The State Mission Director,
State Mission Management Unit,
Assam State Urban Livelihoods Mission
Society (DAY-NULM, Assam),
Directorate of Municipal Administration,
Dispur, Guwahati, Assam, 781006

Dear Sir,

We, the undersigned, offer to provide the services of **SaaS based HRIS to ASULMS** in accordance with your Request for Proposals No. _____ dated _____ and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope.

We hereby declare that:

(a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client.

(b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the ISP, Clause 9.1.

(c) We have no conflict of interest in accordance with ISP Clause 3.

(d) In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country/state of the Client.

(e) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in Clause 25.2 of the ISP or as mutually decided at the time of negotiations.

We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,
Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Service Provider _____

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

FORM TECH-2
ORGANIZATION PROFILE AND EXPERIENCE

Form TECH-2: a brief description of the Service Provider's profile and an outline of the recent experience of the Service Provider (if any) that is most relevant to the assignment.

A - Organization's Profile

1. Provide here a brief description of the background of your organisation.

2. Include organizational chart, a list of Board of Directors, and beneficial ownership.

Sample Format

SL. NO.	DETAILS REQUIRED	INFORMATION
1	Name of Organization [Govt. / PSU / Pub. Ltd / Pvt. Ltd, etc.]	
2	Name and Designation of Contact Person	
3	Postal Address of the Organization (with PIN CODE & Email)	
4	Telephone & FAX No. with STD Code	
5	Mobile No. of Contact Person	
6	Registration No. ; Name and Place of Registering Authority & Year of Establishment	
7	Type of Organization	

8	**No. of full time employees**	
9.	**Branch Offices**	

B – Organization's Experience

1. List only previous similar assignments successfully completed in the last *3 (three)* years.
2. The Service Provider should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

Sample Format

Assignment Name [1] **:**	
Contract value (in Rs):	
Date of Commencement:	
Date of Completion:	
Duration of assignment (months):	
Country: **Location within country:**	
Name of Client:	
Total duration of the assignment:	
Description of actual services provided in the assignment:	

[1] Clients' Work Order(s) and/or Work Completion Certificate(s), etc. should be attached as annexure in support of the information furnished in Form Tech-2.

FORM TECH-3
COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE

Form TECH-3: comments and suggestions on the Terms of Reference (TOR) that could improve the quality/effectiveness of the assignment.

On the Terms of Reference

{Comments to the Terms of Reference}

(Maximum number of pages to be used is 3)

FORM TECH-4
DESCRIPTION OF THE APPROACH, METHODOLOGY AND PLAN OF ACTION WITH TIMELINES FOR PERFORMING THE ASSIGNMENT

Form TECH-4: a description of the approach, methodology and plan of action with timelines for performing the assignment.

a) Approach and Methodology
b) Plan of Action with timelines

a) **Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TOR), the approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TOR in here.}

b) **Plan of Action with timelines.** {Please outline the plan of action for the implementation of the training activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), with suggestive timelines. The proposed plan of action should be consistent with the approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. The plan of action should be consistent with the Policies and/or Guidelines of the Mission/ASULMS.}

FORM TECH-5
BANDWIDTH & HARDWARE REQUIREMENTS OF THE HRIS

{The Service Provider has to provide the following details so that ASULMS can assess its Internet Connectivity to verify the bandwidth available at the State Mission Management Unit Office, City Mission Management offices and town/ULB level offices.}

Sl. No.	Application/Software name	Per click kilobytes requirements	Per PC terminal kilobytes requirements
1	SaaS based HRIS		

The Service Provider is required to share the details of the Hardware for Biometric Attendance Device and/or Mobile Phone Platform/OS which will be integrated with the SaaS based HRIS.

1. Name of the Hardware (Product)   :

2. Model No. (if any)   :

3. Name of Mobile Platform/OS which is compatible with the   :
HRIS

Section 4. Financial Proposal - Standard Forms

[*Notes to Service Provider* shown in brackets { } provide guidance to the Service Provider to prepare the Financial Proposals; they should not appear on the Financial Proposals to be submitted.]

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

FIN-1 Financial Proposal Submission Form

FIN-2 Summary of Costs

FIN-3 Breakdown of Other Expenses, Provisional Sums and Contingency

FORM FIN-1
FINANCIAL PROPOSAL SUBMISSION FORM

{Location, Date}

To:
The State Mission Director,
State Mission Management Unit,
Assam State Urban Livelihoods Mission
Society (DAY-NULM, Assam),
Directorate of Municipal Administration,
Dispur, Guwahati, Assam, 781006

Dear Sir:

We, the undersigned, offer to provide the services of **SaaS based HRIS to ASULMS** in accordance with your Request for Proposal No._____dated _____ and our Proposal. We are hereby submitting our Proposal, which includes this Financial Proposal sealed in a separate envelope.

Our attached Financial Proposal is for the sum of {Amount in Figure and Words} for an estimated 260 nos. of employees. We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in rejection of our financial proposal. We agree to abide by all the conditions mentioned in RFP number: "RFP Notice Number" dated "Date" issued by "Client", Place.

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, which is 90 days from the last day of submission of proposal.

We understand that you are not bound to accept any Proposal you receive.

We remain,
Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Service Provider: _____

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

FORM FIN-2
SUMMARY OF COSTS

Sl. No.	Particulars	No. of Employees (Approximately)	Subscription Fee per Employee	Monthly Price (in INR)	Annual Price (in INR)
1	SaaS based HRIS License Fees	260 nos.	█████		
2	Subscription Fee (for approximately 260 employees)	260 nos.			
3	One Time Set Up Charges				
4	Biometric Attendance Device Integration Charges (per device for approximately 26 nos. of devices)				
5	Charges for Customisation				
6	Any other cost, charges, etc. (Please Specify)				
7	Grand Total				

Grand Total (In Figure) =   Total amount in Indian Rupees
Amount in Words:

Note-
- *The above rates are exclusive of Government taxes as per applicable.*
- *The Service Provider is required to quote the cost for the assignment in the financial proposal for 12 months.*
- *Taxes Payable will be discussed and finalized at the negotiations if the Contract is awarded.*
- *The Grand Total mentioned in this form (Form FIN-2) should match the amount mentioned in Form FIN-1.*

FORM FIN-3
BREAKDOWN OF OTHER EXPENSES, PROVISIONAL SUMS AND CONTINGENCY

[Information to be provided in this Form shall only be used to demonstrate the basis for calculation of the Contract ceiling amount, and, if needed, to establish payments to the Service Provider for possible additional services requested by the Client. This form shall not be used as a basis for evaluation of the Financial Bids. Such expenses may arise while providing Service to ASULMS such as TA/DA, accommodation, and travel expense of trainers/staff of the Service Provider.]

Sl. No.	Type of Expenses, Provisional Sums and Contingency	Quantity	Unit	Unit Price (in Rs.)	Total Cost (in Rs.)
	Reimbursable Expenses				
1.	*Item 1*				
2.	*Item 2*				
				Sub Total	
	Provisional Sums				
1.	*Item 1*				
2.	*Item 2*				
				Sub Total	
	Contingency				
1.		▓	▓	▓	
Total: Reimbursable Expenses + Provisional Sums + Contingency				▓	

Grand Total (In Figure) =   Total amount in Indian Rupees
Amount in Words:

Section 5. Terms of Reference

ABOUT DAY-NULM:

The Mission

The mission of Deen Dayal Antyodaya Yojana-National Urban Livelihood Mission (DAY-NULM), a flagship programme of the Ministry of Housing and Urban Poverty Alleviation (MoHUPA), is to reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self-employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor. The mission would aim at providing shelter equipped with essential services to the urban homeless in a phased manner. In addition, the Mission would also address livelihood concerns of the urban street vendors by facilitating access to suitable spaces, institutional credit, social security and skills to the urban street vendors for accessing emerging market opportunities.

In Assam, DAY-NULM is implemented by Assam State Urban Livelihoods Mission Society, which is a registered society under Govt. of Assam.

Strategy

DAY-NULM adopts the following strategy:
   i. Building capacity of the urban poor, their institutions and the machinery involved in the implementation of livelihoods development and poverty alleviation programmes through handholding support;
  ii. Enhancing and expanding existing livelihoods options of the urban poor;
 iii. Building skills to enable access to growing market-based job opportunities offered by emerging urban economies;
  iv. Training for and support to the establishment of micro-enterprises by the urban poor – self and group;
   v. Ensure availability and access for the urban homeless population to permanent 24- hour shelters including the basic infrastructural facilities like water supply, sanitation, safety and security;
  vi. Cater to the needs of especially vulnerable segments of the urban homeless like the dependent children, aged, disabled, mentally ill, and recovering patients etc., by creating special sections within homeless shelters and provisioning special service linkages for them;
 vii. To establish strong rights-based linkages with other programmes which cover the right of the urban homeless to food, healthcare, education, etc. and ensure access for homeless populations to various entitlements, including to social security pensions, PDS, ICDS, feeding programmes, drinking water, sanitation, identity, financial inclusion, school admission etc., and to affordable housing;
viii. To address livelihood concerns of the urban street vendors by facilitating access to suitable spaces, institutional credit, social security and skills to the urban street vendors for accessing emerging market opportunities.

DAY-NULM Components

I.   Social Mobilization & Institution Development (SM&ID)
II.   Capacity Building & Training (CB&T)
III.   Employment through Skills Training & Placement (EST&P)
IV.   Self-Employment Programme (SEP)
V.   Support to Urban Street Vendors (SUSV)
VI.   Scheme of Shelters for Urban Homeless (SUH)

For details on these components Service Provider may refer to the website of Ministry of Housing & Urban Poverty Alleviation (www.mhupa.gov.in)

DAY-NULM: Implementation Structure in Assam

The National Urban Livelihoods Mission has a three-tier interdependent structure (at national, state and city levels) for implementation of the programme. These tiers of DAY-NULM are closely interlinked and guided by the common objective of promoting sustainable livelihoods of the poor and work with the goal of eradication of urban poverty and empowerment of the urban poor.

At the national level, the National Urban Livelihoods Mission (DAY-NULM) has been established as a society registered under the appropriate law. A Mission Director appointed by the Government of India is looking after all aspects of implementation of DAY-NULM. The National Mission Management Unit (NMMU), a dedicated support team at national level, was also established to support Mission Director in implementation and monitoring of the DAY-NULM.

A State Level Committee (Governing Council and Executive Committee) was notified by the Government of Assam in 2014. The Director, Municipal Administration, is notified as the State Mission Director for DAY-NULM, Assam and the organization is known as **ASSAM STATE URBAN LIVELIHOODS MISSION SOCIETY (ASULMS).** The Assam State Urban Livelihoods Mission Society (ASULMS) is a registered body and the Rules & Regulations have been formulated. The State Mission Management Unit (SMMU), a dedicated support team at the state level, has been established to support the State Mission Director, ASULMS in the implementation and monitoring of DAY-NULM at the state level. Similarly City Mission Management Units (CMMUs) have been established for 25 cities so far. There is provision for formation of more CMMUs, if the requirement for the same arises in the future.

DAY-NULM Mission Cities and Coverage in Assam

In the 1st Phase, the State Government included the following cities/towns in the state under DAY-NULM. However, coverage to the number of Municipal Board/Town Committee has been extended to 73 additional Urban Local Bodies (ULBs) in 2017. The list of 25 nos. of DHQ ULB is as follows:

Sl. No.	Name of City	Name of ULB (Corporation/Municipal Board / Town Committee)
1	Guwahati	G.M.C.
2	Nagaon	Nagaon MB
3	Dibrugarh	Dibrugarh MB
4	Silchar	Silchar MB

5	Tinsukia	Tinsukia MB
6	Jorhat	Jorhat MB
7	Bongaigaon	Bongaigaon MB
8	Diphu	Diphu TC
9	Dhubri	Dhubri MB
10	N. Lakhimpur	N. Lakhimpur MB
11	Tezpur	Tezpur MB
12	Karimganj	Karimganj MB
13	Goalpara	Goalpara MB
14	Sibsagar	Sibsagar MB
15	Haflong	Haflong TC
16	Barpeta	Barpeta MB
17	Golaghat	Golaghat MB
18	Kokrajhar	Kokrajhar MB
19	Hailakandi	Hailakandi MB
20	Morigaon	Morigaon MB
21	Nalbari	Nalbari MB
22	Mangaldoi	Mangaldoi MB
23	Dhemaji	Dhemaji TC
24	Udalguri	Udalguri TC
25	Kajalgaon	Kajalgaon TC

ABOUT THE ASSIGNMENT

The Assam State Urban Livelihoods Mission Society (ASULMS) is planning to initiate a number of measures to strengthen the organizational capacities, build capabilities of human resources and strengthen the necessary support infrastructure for their effective functioning. These measures include a) Functional and organizational restructuring of ASULMS and its field institutions b) Human resource profiling for all employees of ASULMS and its field institutions c) Identification the key skill set needs and areas for capacity building for the manpower of ASULMS and field institutions d) Strengthen the IT support system for effective functioning of organization and manpower.

In the existing scenario, ASULMS does not have any IT system for managing HR functions due to which the following problems are being faced:
• Lack of integration among standalone functions such as Payroll, Recruitment etc.;
• Lack of a centralized database which comprehensively captures all employee related information;
• Lack of workflow engine;
• Missing functional modules such as performance management, leave management, transfer management and others;
• Limited capacity to generate customizable MIS reports; and last but not the least
• Lack of admin dashboards and user access controls.

To address the above challenges and develop an effective Human Resource Information System (HRIS) constitutes the key objective of this assignment/project.

Objective

The key objectives of this assignment/project are:

a. Install a SaaS based HRIS to facilitate effective management of all employees of ASULMS and its field institutions;

b. Cater to end-to-end provision of all services and processes involved in human resource management and development;

c. Maintain a centralized database and provide real time access to all employee related information needed for monitoring and management decision making;

d. Streamline and enhance the efficiency and effectiveness of HR administrative functions;

e. Facilitate automation of various HR processes to reduce administrative burden and faster processing;

f. Provide connectivity across field offices and headquarters for sharing of information and speeding up transactions;

g. Shifting the focus of HR from the processing of transactions to strategic human resource management;

h. Provide a 'Self Service' web/mobile enabled feature for all the employees to initiate required processes and track their status; and last but not the least

i. Improve employee satisfaction.

Scope of Services and Deliverables

The scope of work for the Service Provider (SP) agency, who will be awarded the work of SaaS based HRIS, includes demo testing and implementation of the HRIS, training to the officials designated by the ASULMS, and operations and maintenance of the system during the Agreement Period as detailed below.

a. **System Implementation**: Demo Test and Implement the system.

b. **Training, Documentation and Handing Over**: Training to the ASULMS personnel and/or other authorized personnel responsible for management of HRIS, related documentation including handing over strategy. The SP shall plan an exhaustive training program for all the users of the HRIS within the ASULMS and its nodal/field offices which includes following activities:

   i. The SP shall draw up a systematic training plan and prepare the detailed curriculum in consultation with the ASULMS for the users and system administrators of HRIS;

   ii. The training curriculum shall exhaustively cover the functioning of the HRIS usage scenarios, and the respective user-level access details, to ensure users are provided with hands-on training on all the modules related to their day-to-day operations and procedures of the system and can easily perform their respective functions on the system;

   iii. Details on the number of trainees (tentative) and allowed batch size are provided below. These numbers are indicative only.

   - Total number of officials to be trained as Master Trainers: 30 (maximum)
   - Batch size for training: 15 (maximum)

    iv. Unless otherwise informed by the ASULMS, the training location shall be the office of the State Mission Director, ASULMS at Guwahati.

    v. Training programs shall be planned in consultation with the ASULMS so that the on-going/ regular operations are not unduly affected and all users are trained before the system is made operational.

- User Manual, Training Manual, FAQ, online help, Webcasts, and other in both online and physical documentation format for the different types of users would be provided by the SP.
- The ASULMS will evaluate the trainings conducted by SP from time to time.

Payment Terms

i) Invoice should be raised in duplicate in favor of the State Mission Director, Assam State Urban Livelihoods Mission Society, Dispur, Guwahati-06, Assam.

ii) Payment for SaaS based HRIS license fee will be paid after execution of contract between the Client and the Service Provider or issue of work order whichever is later.

iii) One Time Set Up Charges/ Biometric Attendance Device Integration Charges/ Charges for Customization/ Any other cost, charges, etc. will be paid to the Service Provider after completion of the related tasks.

iv) Payment for monthly subscription fee will be made on a quarterly basis.

v) Cost of Training including reimbursable, accommodation and TA/DA of resource person will be borne by ASULMS and paid to SP against bills submitted periodically.

vi) Statutory Taxes / GST, etc. if any, will be deducted/ paid extra at prescribed rate during the contract period.

vii)   TDS will be deducted as per prevailing rates prescribed in the Income Tax Act from all payment made by Office of the State Mission Director, ASULMS, Dispur, Guwahati, Assam to the Service Provider.

viii)   All payments will be made by ASULMS only after submission of Bill/Invoice by the Service Provider.

ix) The Service Provider will provide the required service as per the highest quality standards and in case of any lapse found, the concerned Service Provider shall be held responsible. In case of breach, State Mission Director, ASULMS will be free to impose penalty at the rate of 5% deductable from the quoted rates. In case of repetition, State Mission Director, ASULMS reserves all rights to terminate the contract. Failure of service and negligence shall be measured in terms of the following:

    a. Not providing services, support and training as per the contract;

    b. Any other matter which is an act of negligence or breach of ethics by the Service Provider providing the HRIS.

Section 6. Functional Requirements

The key desired functional attributes of the HRIS are as following:

i)   Centralized database with easy access;
ii) Integrated functional modules;
iii) Self service operations for individuals;
iv) Customizable filtering and search operations;
v)   Assign defined roles to created users;
vi) Auto generated light weight user interfaces;
vii) Integration with Biometric Attendance Machines; and last but not the least
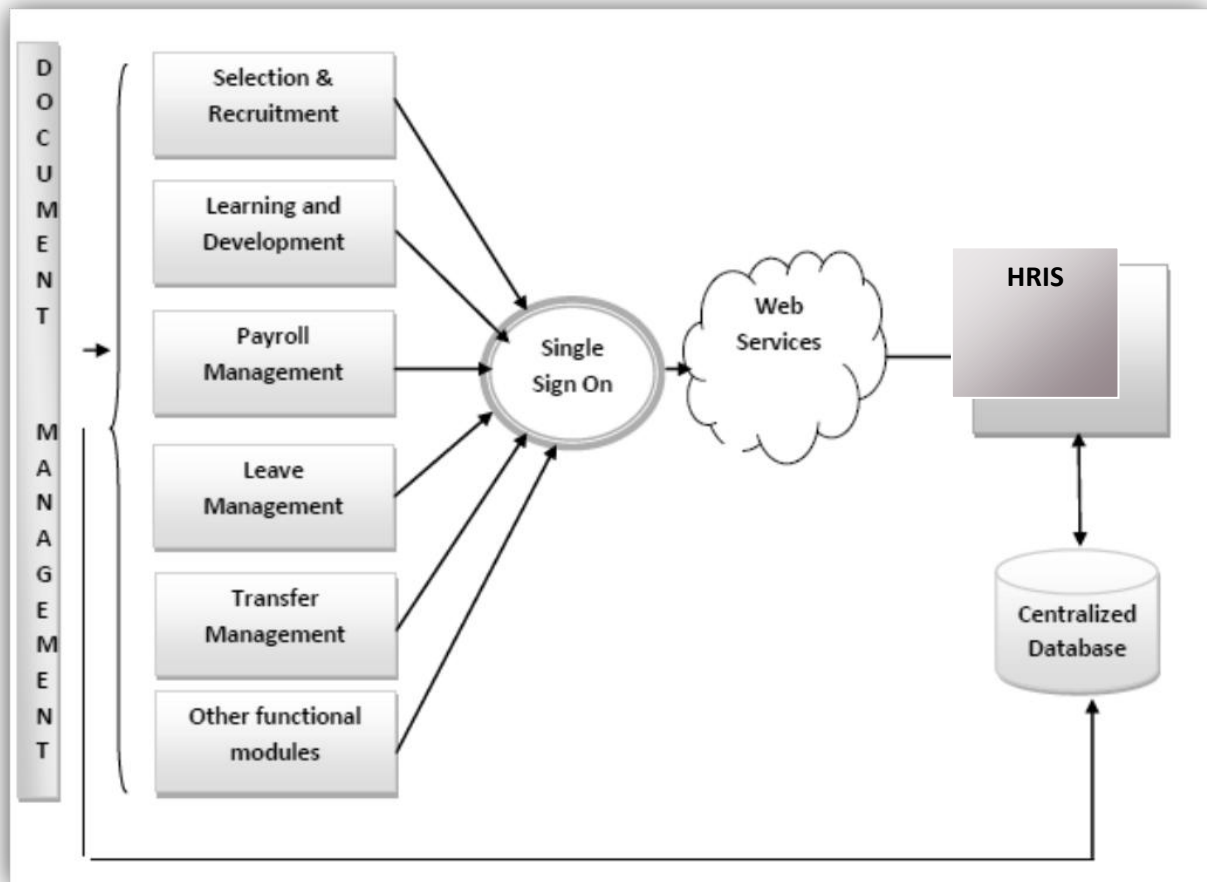viii)   Mobile App accessibility;

The indicative functional modules/features which the HRIS design should include are:

Modules	Features
HCM - Human Capital Management	• Employee Enrolment (New Joining) • Employee's bank details • Past Employment history • Employee's Identity • Personal, Family & Dependent details • Qualification Details • Employee's Directory • Organization's chart • Employee's Revision history • Salary Master creation - category wise • Employee's PF & ESIC details • Bulk mail option • Birthday-Anniversary reminders • Employee's resignation details • In resignation - allocated asset's reminder • Multiple - category wise reports, data import-export facility **REPORTS:-** List of Employees, Detail of Employees, Employee Birthday Report, Resigned Employees Report, etc.
Payroll Management	• Payroll month creation • Yearly calendar • Case to case salary structure and its calculation • Reverse salary processing options • Stop payment facility • Stop Tax deduction • Monthly attendance submission option • Arrear calculations • Adhoc payment (variable payment/deduction) facility • Employee's investment declaration option • Loans & Advance management • Leave encashment • Category wise salary calculations • Full & Final settlement • Off cycle payment option

	• Bonus / incentive calculations, Payroll JV for accounting purpose (Integration feature) **REPORTS:-** **Payout reports:** • Salary register, fixed pay register, consolidate registers, arrear statement, bonus calculations, Payslips in 9 formats with local language facility **Statutory reports:** • Professional tax details-statement, Form 5 / 5A, TDS calculations, Form C Bonus Register, Income tax related reports, ESIC & ECR file in up loadable format **MIS reports:** • Reconciliation report, control sheet leave valuation, gratuity, YTD details, PF/EPS reports **Bank reports:** • Bank Transfer, Bank funding, NPS contribution file
Complete Attendance module	• Shift management & Rotation policy • Roaster Attendance Option • Employee/category wise attendance policies configuration • Complete work flow wise policy configuration • Attendance application facility • Attendance Machine Integration option • Attendance Regularization • Online Attendance • Attendance through Mobile App with GPS Capture • Submit Attendance through Excel Sheet including Full Day, LOP, CL, PL, SL, Late LOP, Week off, Holiday, Overtime, Half day, etc. **REPORTS:-** • Daily Detail Attendance Report, Monthly Detailed Report, In-out Activities Report (Statutory reports, schedule reporting option) **STATUTORY REPORTS:-** • Muster Roll Form 16, Form 28
Complete Leave module	• Leave Policy • Leave application and approval • Check leave balance (opening/closing) • Leave Calendar **REPORTS:-** • **Leave Balance Report, Leave Monthly Availed Report, Leave Application History,** Schedule leave reporting, etc.
Employee Self Service	• Employee Login feature for Software and Mobile Application
Letter & Memo generation	• Multiple generate letter as per client's format, Bulk letter/memo generation • Direct email to employee option with digital signature • Statutory Form 11, 19 & 10C
Document Management	• Save documents with expiry date & set reminder before date
Asset Management	• Allocate employee wise asset, record of existing assets, basic stock report
Performance Management System	• Creation of Goals Master/ KRA- KPI • Review Cycle • Ratings up to 4 Managerial Level

	● Linked with Payroll Module **REPORTS:-** Performance Review Report, MIS Report, etc.
Training Management	● Training Application ● Creation of Training Budget ● Creation of Training Program ● Invitation to Participation for Training ● Feedback Questionnaire **REPORTS:-** Comparison of Training Budget with Actual Expenses, Feedback Report, Training Attendance Report, etc.
Recruitment Management	● Integrated with Website's Career Page ● Create Jobs/ Openings ● List of Openings ● List of Candidates ● Interview Scheduling ● Interview Feedback ● Filter CV Stage wise, Experience wise, Skills, etc.
On Boarding	
Dashboard and Reporting	
Travel, Claim & Reimbursement Management	● Travel, Claim & Reimbursement policy ● Travel, Claim and Reimbursement Application ● Mileage Related Claim Application ● Customizable Workflow for Approval ● Payment Batch **REPORTS:-** ● Claim Entitlement Balance, Advance Analysis Report ● Travel and Claim Detail, Payment Report, Pending Application Reports
Mobile App	● Attendance Punch with GPS capture ● Attendance Application ● Leave Application ● Travel, Claim & Reimbursement Application ● Approvals of all Applications ● Payslip download option ● Income tax computation statement download option ● Documents attachment Option (PLUG ME)

The indicative HRIS architecture is as depicted below:

Section 7. Guiding Principles for the SaaS based HRIS

The SP shall be guided by the following principles in performance of its role with respect to HRIS implementation. These principles are outlined in brief below:

i. Open Standards Based

Technology choices should be based on open standards and widely adopted frameworks as long as they meet the needs of the system. The solution shall have:

- technologies that are based on open standards
- frameworks that are widely adopted

ii. Upgradeability

The proposed system is designed such that that they run on can be upgraded on a regular basis without any impact to overall UID system or other Biometrics Solution simultaneously in use.

iii. Interoperability

The design must allow for replacement of hardware components with comparable hardware components from any vendor with minimal impact on the remaining hardware components. It is expected that the proposed software solution will be implemented on commodity hardware. This requirement for commodity hardware extends to the data capture devices (fingerprint scanners, etc.) as well.

iv. Architecture principles

a. Performance of the system should not be degraded as traffic, number of users, number of content records increase or number of simultaneous users.
b. System must be cross-browser and cross platform accessible.
c. System should support various types of file formats such as .doc, .ppt, pdf, picture files, multimedia files, etc.
d. System should have a robust search mechanism.
e. Information Asset, Sharing and Accessibility: Information on the HRIS is an asset of ASULMS. Information sharing and accessibility should be enabled in such a manner to allow service delivery across business functions.
f. Performance and Scalability: The system must be highly performance in order to achieve the enrolment goals. It should be possible to scale quickly to meet the enrolment needs.
g. Reliability: The system must be reliable against hardware and software failures and Disasters. Integrity of data and availability must be assured.
h. Business Continuity: Uninterrupted operations in face of disasters.
i. Legal Compliance: Laws of the land and policies set by Govt.

v. Security Principles

a. The system must be trusted by all the users because of the purpose and sensitivity of data.
b. The system must be secure at all user touch points by using suitable security protocols and data protection methods.
c. Multi layer security must be employed.

d. All types of network attacks must be identified and counter measures must be put in place.

e. A comprehensive threat model has to be created and security solutions implemented accordingly.

f. The system must follow a role based access control at all levels.

g. The system must support extensive logging at all levels and associated tools for audit and quick alerting in case of unforeseen malicious access.

vi. Data Security Principles

a. Data on system must be secured and there shall be no direct access to it other than through well designed services.

b. All the hardware assets must also be secured throughout their life cycle as they may contain sensitive data.

c. Different parts of data might need different security classification.

vii. Application Security Principles

a. Layered Security - information systems (including applications, computing platforms, data and networks) should maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, misuse, disclosure or modification of information.

b. Security Plan - Information Systems security should be built into systems from their inception rather than "bolted on" after system implementation.

c. Keep security simple: Attack surface area and simplicity go hand in hand. Keep architecture and implementation simple.

d. Detect intrusions: The system should have the capability to log security-relevant events, monitoring and reacting quickly to detect and counter it.

viii. Management Principles

a. Management should be automated to the maximum possible extent.

b. Extensive reporting to help management and administrators to take quick decisions.

c. System Management should intelligently perform root-cause analysis to rapidly bring the system back to normal working conditions.

d. The system should be upgradeable without affecting the affecting work and productivity.

ix. User Friendly

The solution and the process will provide transparency, flexibility and convenience to the users with an easy to use and intuitive user interface for data subjects, system attendants and system administrators.

x. Cloud enabled

Technologies that support deployment on a virtualized platform. The solution should support:

a. The ability to deploy and run the application within a cloud platform to take advantage of next generation cloud features.

b. Running services in virtualized environments.

Annexure - I

EVALUATION CRITERIA FOR PROPOSALS

I. EVALUATION OF TECHNICAL PROPOSALS

Point Distribution of Evaluation Criteria and Sub-criteria for Technical Proposals (TPs) is as follows:

Sl. No.	Criteria	Maximum Points
1	**Service Provider's General Experience in Similar Assignments**	**40**
A	Experience of completed / ongoing projects on providing SaaS based HRIS to any organisation (minimum 3 projects will fetch full marks)	15
B	Completed / ongoing assignments related to SaaS based HRIS in the Govt. sector (minimum 2 projects will fetch full marks)	10
C	Prior experience in implementing the various HRIS modules as listed in scope of work	10
D	Experience of working in the state of Assam (minimum 2 projects will fetch full marks)	5
2	**Approach & Methodology for proposed assignment**	**30**
A	Understanding of Objectives	5
B	Quality of Methodology	5
C	Innovativeness/Comments on Terms of Reference	5
D	Work Program	5
E	Time to be taken for fully operationalising the HRIS	5
F	Proposal Presentation	5
	Maximum Score	**70**

The grades and percentage rating for the Service Providers in the field are shown in Table below.

Sl. No.	Grade (Level of Responsiveness)	% Rating
1.	Poor	0
2.	Below Average	40
3.	Average	70
4.	Good	90
5.	Excellent	100

Minimum Technical Score

For any Service Provider to qualify for the Financial Bid Opening, a minimum of 50 percent in the Technical Proposal Evaluation must be scored by a Service Provider. Financial proposals will be compared only among the proposals achieving the minimum qualifying technical score in order to maintain the acceptable level of quality.

Completion of Evaluation of Technical Proposals

The evaluation results of technical proposals will be detailed in an evaluation report. After the technical quality is evaluated, Service Providers whose technical proposals did not meet the minimum qualifying score, or were considered non-responsive to the invitation requirements, will be advised and their financial proposals will be returned unopened.

II. EVALUATION OF FINANCIAL PROPOSALS

With regard to the issues of taxes/cesses, for the purpose of evaluation of Financial Proposal, "cost" shall exclude applicable taxes or cesses.

The Financial Proposal submitted by the Service Providers is referred to as the "Gross Financial Proposal" (GFP). During the verification process, GFPs are first checked for compliance with the ITO. Each GFP must include provisional sums and contingencies and must be exclusive of local taxes, and the validity period of the proposals must accord with the validity period set down in the ITO.

A review is then made to ensure that the figures provided in each GFP are consistent with the details of the corresponding technical proposal.

Finally, a review is made for computational errors, and the final amount is considered as the "gross evaluated financial proposal" (GEFP).

GEFPs will be converted into "net evaluated financial proposals" (NEFPs). NEFPs include only fixed cost items such as subscription fee, license fee, etc. Variable cost items such as provisional sums and contingencies are not included. NEFPs are calculated by subtracting the provisional sums and contingencies (non-competitive components) from the GEFPs.

Determining Financial Score

The lowest NEFP is then given a maximum financial score of 100 points. This is then used as a basis to calculate the score of the other financial proposals. The financial score for each proposal is inversely proportional to its NEFP, that is, the higher the NEFP, the lower the financial score.

The financial score is computed as follows:

Financial Score of the lowest priced proposal = 100 points

Financial Score of other proposals= 100 points x (NEFP of the proposal under consideration/ NEFP of the lowest priced proposal)

Using this methodology, all proposals are given a financial score.

Ranking of Proposals

The total score shall be obtained by weighting and adding the technical and financial scores; this will determine the overall ranking of the Agencies' proposals. 70% weightage will be given to the scores obtained after evaluation of technical proposal and 30% weightage will be given to financial proposal. If financial proposals contain unreasonably low price, the Client will ask the Service Provider concerned for clarification of such an offer and should receive answers from the Service Provider to ensure appropriate execution during the contract stage, before concluding the evaluation.

The total score is computed as follows:

Technical score (percent) x Weight (70%) + Financial score x Weight (30%)
Once the final scores for each proposal have been calculated, they can be ranked from highest to lowest. In the event two or more proposals have the same scores in the final ranking of proposals, the proposal with the highest technical score will be ranked higher and the next highest technical score will be ranked lower. After the final ranking, the highest-ranked Service Provider will be invited for contract negotiations. The final evaluation results are summarized in an evaluation sheet.

Annexure – II

AUTHORIZATION LETTER FORMAT FOR BID OPENING

(To be brought at the time of opening of Bids)

To:
The State Mission Director,
State Mission Management Unit,
Assam State Urban Livelihoods Mission
Society (DAY-NULM, Assam),
Directorate of Municipal Administration,
Dispur, Guwahati, Assam, 781006

Dear Sir,

Ref. No.:   RFP No.:_____   dated _____

Sub.: Authorization Letter for attending the Bid Opening

This has reference to your above RFP for implementation of HRIS application in ASULMS.

Mr. /Ms./ _____ is hereby authorized to attend the bid opening of the above RFP No.:_____   dated _____ on behalf of our organization.

The specimen signature is attested below:

Name:

(Specimen Signature of Representative)

(Signature of Authorizing Authority)

Name of Authorizing Authority:

Designation:

Company Seal:

ANNEXURE – III

POWER OF ATTORNEY

Format for Power of Attorney for Signing of application/bid, contract etc. (On a Stamp Paper of relevant value)

POWER OF ATTORNEY

I/We M/s .... (name and address of the registered office) do hereby constitute, appoint and authorize Mr./Ms.. (name and designation), who is presently employed with us and holding the position of .... as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for "**Selection of Service Provider for providing SaaS based HRIS to ASULMS**" for O/o State Mission Director, ASULMS, Dispur, Guwahati-06 including signing and submission of all documents and providing information/responses to the O/o State Mission Director, ASULMS, representing us in all matters before ASULMS in connection with our bid for the said project/task. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated, (name of place), this the .... Day of _____, 2018

For_____
(Name, Designation and Address)

Accepted _____ (Signature)
(Name, Title and address of the Attorney)

Date: _____