

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	09-03-2023 13:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	09-03-2023 13:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Health And Family Welfare
Department Name/विभाग का नाम	Department Of Health And Family Welfare
Organisation Name/संगठन का नाम	International Institute For Population Sciences (iips)
Office Name/कार्यालय का नाम	Mumbai
Item Category/मद केटेगरी	Custom Bid for Services - HRMS Customized Application
Contract Period	5 Year(s) 2 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	21 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover	No
Startup Exemption for Years of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No

Bid Details/बिड विवरण	
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	700000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	14000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	62

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Director and Sr. Professor
, International Institute for Population Sciences (IIPS), Ministry of Health and Family Welfare- Govandi East,
Deonar Mumbai - 400088.
(Director And Sr. Prof K.s. James)

Splitting/विभाजन

Bid splitting not applied.

MII Compliance

MI Compliance	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Introduction about the project /services being proposed for procurement using custom bid functionality:[1676269450.pdf](#)

Instruction To Bidder:[1676266360.pdf](#)

Scope of Work:[1676530507.pdf](#)

Service Level Agreement (SLA):[1676530643.pdf](#)

Payment Terms:[1676266647.pdf](#)

Special Terms and Conditions (STC) of the Contract:[1676266657.pdf](#)

GEM Availability Report (GAR):[1676266760.pdf](#)

QCBS Document elaborating detailed QCBS Criteria pertaining to Services / Project Procurement if any as per applicable norms:[1676266923.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Experience , Turnover, Certification, Proposed Methodology / Approach etc.	100	60	View File

Total Minimum Qualifying Marks for Technical Score: 60

QCBS Weightage(Technical:Financial):50:50

Presentation Venue:The International Institute for Population Sciences (IIPS) , Govandi East, Deonar, Mumbai-400088.

Custom Bid For Services - HRMS Customized Application (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	HRMS Customized Application
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement
1	Manjiri Mangesh Rane	400088,International Institute For Population Sciences Govandi station Road , Govandi east, Deonar, Mumbai -400088	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**1. Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Additional Terms and Condition

- 1.The contractor agrees that all cases of arbitration / legal disputes will be processed in the jurisdiction of the Mumbai region.
2. The contractor agrees to be present at the meetings, in the office of the Director, IIPS, Mumbai, or any other official on his behalf, whenever the contractor is intimated verbally or by written notice, or by email.

1. **Scope of scalability** - The software shall have scope for increasing the number of users by 200
2. **Actual users** - Actual users now indicated as 100 is only an approximate figure

e to give idea about the volume of transactions and not to be considered as essence of contract. Annual subscription/ Maintenance Payment will be made according to the exact number of users.

3. Automatic upgradation

The successful bidder undertakes to carryout automatic upgradation of the application during the currency of the contract without any additional payment

4. Future Downward price trend

If there is any downward trend of the software price in the market during the currency of the contract, the bidder shall pass on the benefit to the institute.

5. Termination of contract.

Director, IIPS and Senior Professor reserve the right to terminate the contract at any time during the tenure of contract without assigning any reason thereof. However proportionate payment for the maintenance work successfully carried out shall be made.

2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

3. Buyer Added Bid Specific SLA

Text Clause(s)

Service Level Agreement

Availability: The HRMS portal service will be available 24/7/365, with an expected uptime of 99.9%. Scheduled maintenance windows will be communicated to IIPS at least 48 hours in advance.

Performance: The HRMS portal service will have a response time of no more than 3 seconds for page loads and no more than 5 seconds for transaction processing time. This response time will be measured from the time a user initiates an action until the time the action is completed.

Security: The HRMS portal service will be protected by industry-standard security measures, including encryption, firewalls, and access controls. Data will be stored in a secure, off-site data center, and backups will be performed regularly to ensure data integrity. Security audits will be performed annually to verify compliance with security standards.

Support: Support for the HRMS portal service will be available 24/7/365 via phone, email, and online chat. Response times will be no more than 2 hours for critical issues and no more than 4 hours for non-critical issues.

Backup and recovery: Backups of the HRMS portal service will be performed daily, with backups stored off-site for disaster recovery purposes. In the event of a service interruption or data loss, the recovery time will be no more than 4 hours.

Maintenance: Scheduled maintenance windows will be communicated to IIPS at least 48 hours in advance, with maintenance windows typically occurring during non-business hours. In the event of service interruptions during maintenance, the recovery time will be no more than 2 hours.

Escalation procedures: IIPS can escalate issues to a higher-level support team if they are not resolved within the specified response time. Escalation requests will be acknowledged within 1 hour and resolved within 4 hours.

Return of Customer's Data: The IIPS retain ownership of or exclusive rights over the user data that it stores on the storage space provided by Agency and can demand that Agency return the Customer Data at any time, including, but not limited to, after the end of the contract.

Upon termination or expiration of the service agreement, the service provider will, at the request of IIPS, return all IIPS data in a mutually agreed-upon format within 14 days of the request.

The service provider will provide written confirmation to the IIPS upon the return or deletion of their data, as requested.

Down ward trend in price: - If there is any downward trend of the software price in the market/ or the service provider supply the similar service to any govt/PSU/academic institution in a lower rate during the currency of the contract, the bidder shall pass on such benefit to the institute.

4. **Buyer Added Bid Specific SLA**

File Attachment [Click here to view the file.](#)

5. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

HRMS application for different projects of International Institute of Population Studies (IIPS), Govandi East, Deonar, Mumbai 400 088.

The detailed scope of work is given below

Sr. No.	Description	Unit	Amount	Total amount for 5 years
1	2	3	4	5
01	Supply, Customisation, installation and maintenance of HRMS cloud based software Including period of free service (detailed technical specification module wise is given in below). The application should initially be for about 100 users with a provision for scalability to accommodate upto 300 users in future.	Lump sum		Same as col.4
02	Annual subscription and maintenance fee per user - with reference to 100 users -	Rate per user per year		
Total bid cost for 5 years				

Note.: 1. The rate of 1st part, i.e. Supply, customization, installation etc. will be one time payment valid throughout the tenure of contract.

2. The rate for Annual subscription will be annually after the period of free service included in 1st part

3. The total bid cost shall be = { Lumpsum one time payment of 1st part + (Rate Quoted per user X 400) }

4. Annual Subscription/ Maintenance payment shall be made for the users actually using the application.

5. please indicate yes or no in col. 3 and remarks in col. 4 in Detailed Technical Specification give

n below while submitting your bid.

The Scope of work include:

Implementation: The service provider will work with the IIPS to configure and set up the HRMS portal service according to the IIPS's specific requirements. This may include creating user accounts, defining security roles, and setting up workflows and approval processes.

Data migration: The service provider will assist the IIPS in migrating their existing HR data to the new HRMS portal service. This may involve mapping data fields, cleaning up data, and performing data validation and testing.

Customization: The service provider will provide customization options for the HRMS portal service to meet the specific needs of the IIPS. This may include creating custom fields, forms, and reports, and configuring workflows and notifications.

Training: The service provider will provide training to the IIPS staff on how to use the HRMS portal service. This may include both on-site and remote training options.

Support: The service provider will provide ongoing technical support and maintenance for the HRMS portal service. This may include troubleshooting issues, providing software updates, and maintaining system performance.

Security: The service provider will ensure that the HRMS portal service is secure and compliant with relevant data protection and privacy regulations. This may include providing multi-factor authentication, encryption, and regular security audits.

Integration: The service provider will provide integration options to connect the HRMS portal service to other systems and applications, such as payroll systems or time and attendance systems.

Reporting: The service provider will provide reporting options for the HRMS portal service to allow the IIPS to generate customized reports and analytics.

Detailed Technical specification

ANNEXURE-I

Functionalities and features of the HRM
S Module

(Please indicate yes or no in col.3 and remarks in col. 4 below while submitting your bid.)

Software Product/Modules	MODULES COVERING	Compliance (yes / No)	Deviation if any
HR/ Employee Profile Management	1. Organization Structure – facility to create a Organization, divisions, departments, Projects, grades, levels and designations, employee categories etc.		
	2. Employee master – personal data,, registration heads data, salary structure and bank details. Data porting of existing project staff		
	3. Workflows: Confirmation, Extension, Performance Improvement - Letter Generation		
	4. Customized Confirmation Letter generation		
Recruitment	1. Recruitment, Applicant Tracking System (ATS), build up a searchable applicant Database.		
	2. Candidate Forms with Hard copy printout		
	3. Document verification		
	4. Interview Scheduling & Assessment		
	5. Appointment order & confirmation.		

Payroll	1. Organization Policies – Payroll Matrix		
	2. Payroll Transactions		
Employee self service portal	1. Web based and Mobile access of Salary Slip , attendance, asset record and other necessary modules.		
	2. Connect with Employee / Employee Directory / Access HR Manuals		
Attendance	1. Define Company Policies – Attendance		
	2. Attendance Workflows : Attendance shall go for approval. After approval shall go for salary processing, Shift Roistering		
	3.Track attendance / Apply / Regularize / Approve attendance		
	4. Integration with Bio-metric devices		
	5. Flexible rule Configurator		
Leave Management System	1. Leave Workflows , Flexible rule builder, multiple approvals, auto-approvals.		
	2. Working on Weekly off / Holidays workflow/ Comp Off workflow		
	3. Leave Accrual, Leave/Absence Regularization/On Duty Application		
	4. Monthly Attendance viewing		
	5. All leave application and approvals on mobile App		

Project Management System.	1. Project Creation		
	2. Project Team Creation		
	3. Record data of inhouse/field Staff associated with Projects.		
	4. Project coordinators shall be given access to approve and check status of staff.		
Asset/Inventory Management	1. Maintain store inventory based on various ATTRIBUTES, such as IT Infrastructure, furniture etc. which can be defined and customised.		
	2. The store team can manage inventory for ADD, EDIT, and DELETE using a unified log-in panel.		
	3. AUTOMATED PROCESSES for stock allocation and transfer, as well as inventory movement tracking.		
	4. Fully customizable system, inventory import capability, and entry via barcode scanner.		
	5. Custom reports that required physical stock verification, as well as a dashboard that displayed allocated/in-store inventory records.		
Travel expense management	1. Expense Claim & Reimbursement.		
	2. Travel claim amount based approval workflow.		
	3. Expense Reports, which provide a summary of all pending and approved expenses.		

Helpdesk/Ticketing System	1. Issues can be logged as tickets and assigned to members of the respective team, as well as organised, prioritised, and tracked in a central location.		
	2. Record, organise, and track issues reported by users in a dashboard that is accessible to the appropriate team based on the category of issue reported.		
	3. Web based and Mobile ticketing system with Escalation matrix		
	4. Provision for measuring user satisfaction and collecting feedback to improve services through surveys.		
Employee Exit Management System	1. Online resignations and approvals.		
	2. Exit Feedback, Asset Clearances workflow		
	3. Separation workflow		
	4. Settlement processing		

6. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---