No.MBDA/MBMA (HR)/66/2019/479   Dated Shillong, the 30th October, 2019

Request for Quotation (RFQ)

Meghalaya Basin Development Authority, Shillong, Meghalaya invites sealed quotation (RFQ) from experienced HR Software Consultancy or agencies for undertaking development, implementation, customisation and maintenance of Human Resource Management Information System (HRMIS) application software.

The RFQ document containing the details of bidding process, qualification criteria, submission details, brief objective & scope of work, etc. can be downloaded from the website www.mbda.gov.in

The eligible proponents may submit their responses in sealed envelope in the prescribed format as indicated in the RFQ document as FORMAT-1 & 2 along with proof of documents as specified in the Qualification Criteria.

Date of Issue of RFQ: **30th October 2019**

Last date and time of submission: **13th November 2019 upto 05:00 PM**

Executive Director
Meghalaya Basin Development Authority

No.MBDA/MBMA (HR)/66/2019/480   **Dated Shillong, the 30th October, 2019**

To,

   M/s

   ………………………………………………..,

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Subject: Submission of quotation for development, implementation, customisation and maintenance of Human Resource Management Information System (HRMIS) application software.
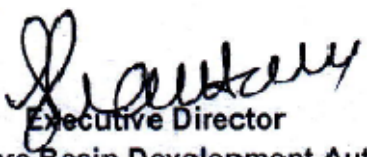
Dear Sir/Madam,

You are invited to submit your most competitive quotation for the following services. Currently MBDA has Approx. 500 number of employees working across the state. In one year time the organization may grow up to 600 to 700 employees. There are 11 districts in the state of Meghalaya and majority of the MBDA staff are deployed in all the blocks & districts. To enable us to maintain accurate data's of the entire employee and other HR functionalities, MBDA require a web based software service to access HRIS modules, customized as per the MBDA requirements. Proponents must provide process flow and process notes for each and every module after customization. The proposed HRMIS system should help in automation of entire gamut of HR functions/modules as below:

- Recruitment & Application Management Module
- Employee Master Data Base Module
- Performance Appraisal Management Module
- Confirmation & Contract Renewal Module
- Promotion & Career Progression Planning
- Attendance & Leave Management System Module
- Payroll Management System
- Employee Self Services
- Transfer & Posting Module

- Training & Development

- Disciplinary Action Module

- Exit & Separation Management Module

- Employee Tour and Travel Management

- HR Letters

- Work Flow Customization

For details of required features and specifications/ requirements please see the **Annexure-1 Terms of Reference.**

Executive Director
Meghalaya Basin Development Authority

Terms & Conditions

1. **Bidding:**

   1.1   The contract shall be for the full quantity as described above. Corrections, if any, shall be made by crossing out, initialling, dating and re-writing.

   1.2   All duties, taxes and other levies payable on the raw materials (if any) and components shall be included in the total price.

   1.3   Sales tax/Service tax in connection with the sale shall be shown separately.

   1.4   The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.

   1.5   The Prices shall be quoted in Indian Rupees only.

   1.6   Each bidder shall submit only one quotation in a sealed envelope boldly superscript as "Quotation for Human Resource Management Information System for undertaking development, implementation, customisation and maintenance of Human Resource Management Information System (HRMIS) application software services.

   1.7   Bidder shall not contact other Bidders in matters relating to this Quotation

2. **Validity of Quotation:**

   2.1   Quotation shall remain valid for a period not less than 45 days after the deadline date specified for submission.

3. **Evaluation of Quotations:**

   3.1   The Purchaser will evaluate and compare the quotations determined to be substantially responsive i.e. which

        a.   are properly signed ; and

        b.   Conform to the terms and conditions, and specifications.

        c.   Satisfies the qualification criteria

   3.2   The Quotations would be evaluated for all the items together.

   3.3   Sales/Service tax in connection with proposed services shall not be taken into account in evaluation.

4. **Award of contract:**

   4.1   The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.

   4.2   Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

4.3 The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the supply order.

5 Qualification Criteria:

The following will be the minimum Qualification Criteria (QC). Responses not meeting the minimum QC will be summarily rejected and will not be evaluated further:

5.1 The proponent shall be a legal entity, registered as a Company/LLP/Society/partnership firm/ proprietorship firm under respective acts in India. Self-attested copy of Company Incorporation Certificate from ROC/Partnership deed etc.

5.2 The proponent must be registered in India with taxation and other administrative authorities. Self-attested Copy of GST Registration or GST exemption certificate/ PAN Card.

5.3 The proponent must have successfully implemented HRIS in any organizations for minimum five 200 to 500 employees from the inception of organization. Vendor must attach self attested copies of documents in support of it.

5.4 The proponent should have completed similar kind of work in any one Central Govt./State Govt./PSUs/Govt. bodies in India in preceding five years. Self-attested Copy of the work order and letter of successful completion from the client

5.5 The proponent should have a registered office in India and preferably must have an established office in Meghalaya. Electricity/Telephone Bill or any other supporting document stating the address duly certified by the Owner/Authorized Representative of the Company

6. **Performance Security:** The successful proponent has to submit performance security @5% of the contract/supply/work order value within one week from the date of award of contract to MBDA in the form of bank guarantee or demand draft which will be return/refund after completion of service period (2 Years) without interest.

7. **Payment:**

7.1 Payment shall be made in following tranches

Sl. No.	Particulars	Frequency
1	After customization of all the modules as per the needs of MBDA and subject to application become live and fully functional.	Quoted One time cost
2	Per Employee cost for use of software and online/ onsite support – after master data entry and online or offline training	Monthly based on the actual number of employees in MBDA.

7.2 Payment will be made within two weeks on submission of original bill/invoice in triplicate with service reports to Meghalaya Basin Development Authority, Nongrim Hills, Shillong, Meghalaya-793003.

7.3 The payment will be done through Local Cheques/NEFT/RTGS. TDS as applicable will be deducted as per I.T. rules.

8. **Service delivery schedule & Liquidate d Damages:**

   8.1 Vendor/service provider must finish the customization and master data entry work to the satisfaction of HR, MBDA within one month. Any delay by the bidder shall render the bidder liable to be charged liquidated damages @ 0.5% per week or part thereof subject to a maximum of 10% of supply/work order value which will be deducted from the payment due.

   8.2 The HR Software agency shall provide 24X7 support with 4 hours resolution SLA. Any delay by the bidder shall render the bidder liable to be charged liquidated damages @ 0.5% per week or part thereof subject to a maximum of 10% of supply/work order value which will be deducted from the payment due.

9. **Submission of Quotation**: You are requested to provide your offer latest by **05:00 PM on 13th November 2019 O/o The Meghalaya Basin Development Authority, Nongrim Hills, Shillong, Meghalaya – 793003.**

10. Kindly quote lowest possible rates, no negotiation will be held.

11. Conditional quotations with respect to specifications, payment terms, delivery period /place, liquidated damages, performance security i.e. which are not in line with this request for quotation shall be treated as non-responsive. Submitted quotations must be as per the attached format.

12. We look forward to receiving your quotations and thank you for your interest in this project.

Executive Director
Meghalaya Basin Development Authority

To,

    Executive Director

    Meghalaya Basin Development Authority (MBDA)

    Nongrim Hills, Shillong

    Meghalaya - 793003

Subject: Submission of quotation for development, implementation, customisation and maintenance of Human Resource Management Information System (HRMIS) application software.

Dear Sir,

As per your requirement, we are glad to submit you our most reasonable and competitive rate as under.

#Modules	Year*	Number of Employees	Unit Cost per employee (Annual)	Total cost (Annual)
Recruitment & Application Management Module Employee Master Database Module: Performance Appraisal Management Modules Confirmation & Contract Renewals Module Promotion & Career Progression Planning Attendance & Leave Management System Module Payroll Management System Employee Self Services Transfers & Posting Module Training & Development Disciplinary Action Module Exit and Separation Management Module Employee Tour and Travel Management HR Letters Work Flow Customization Inclusive of all (TOR Requirements)	1	Up to 500		
Customization cost (one time) Year 1		--	--	
Recruitment & Application Management Module Employee Master Database Module: Performance Appraisal Management Modules Confirmation & Contract Renewals Module Promotion & Career Progression Planning Attendance & Leave Management System Module	2	Up to 1000		

Payroll Management System Employee Self Services Transfers & Posting Module Training & Development Disciplinary Action Module Exit and Separation Management Module Employee Tour and Travel Management HR Letters Work Flow Customization Inclusive of all (TOR Requirements)				
Service Tax @...........%	--	--	--	
Total Cost for two years				

*Implementation Year from the issue of supply/work order

#Cost of Modules as per features/specifications mentioned in TOR with customisation

We agree to above mentioned services in accordance with the technical specifications for a total contract price of Rs. .... (amount in figures) (Rs. .... amount in words) within the period specified in the Invitation for Quotations.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

Stamp & Signature of Agency

APPLICATION FORM

I. General Information:

SI. No.	DESCRIPTION	RESPONSE
1	Name of the Proponent/Company	
2	Company Registration No.	
3	Registered Address of the Company	
4	Address for Communication	
5	Name & Designation of the person to whom all references and communication shall be made	
6	Telephone No. (with STD Code)	
7	Mobile No. of the Contact Person	
8	Website & Contact e-mail address	
9	PAN Number	
10	Sales/Service Tax Number or GST No.	

(The bidder must have a PAN (Permanent Account Number) and registered with the Sales/Service Tax or GST and the documents for the same is to be attached)

2. Work Experience:

SI. No.	Name of Organization	Year of Implementation	Service provided to employees (number)	Cost of the assignment	Whether supportive documents attached (Yes/No)

(The bidders must have successfully integrated HRIS in any organizations. Vendor must attach copies of documents in support of it.)

Stamp & Signature of Agency or Organization

Terms of Reference (TOR)

For Development, Implementation, Customisation and Maintenance of Human Resource Management Information System (HRMIS) application software.

1. **Background:**

   Meghalaya Basin Development Authority

   The Meghalaya Basin Development Authority (MBDA) was established in 2012 to develop a state wide institutional ecosystem for environmentally sustainable, economically inclusive development with a focus on micro and small scale enterprises. Through its different initiatives, MBDA targets significant social change along the entire development value chain: it motivates citizens to take initiative, provides knowledge inputs to stakeholders, invests in community-led development projects, enables entrepreneurs' engagement with markets, and helps build the physical and social infrastructure required for market development in the state. More broadly, MBDA also focuses on ensuring a paradigm shift in public service delivery by facilitating a citizen-centric, demand-based approach to governance in Meghalaya. Thus, it has reconceptualised citizens as "*development partners*" not "*beneficiaries*", catalysed people's aspirations, and created the spirit of enterprise in the state's citizens through a variety of knowledge, communications, and institutional platforms.

2. **Purpose of RFQ:**

   To short-list the most suitable HR Software Consultancy or Agencies for providing services in Software Development, Customization, Maintenance, Management, and User support for Human Resource Management Information System (HRMIS) for MBDA.

3. **Scope of work:**

   This document constitutes a formal request for Express of Interest (EOI) for the development & implementation of HR application software to help in automation of the entire gamut of HR functions. The scope of work shall include the following functions, but not limited to

   - Develop Implement, Customise, and Maintain Online HRMIS software.
   - Recommend the best suitable software for the organization.
   - Complete Implementation, Testing & Integration of the software.
   - User end Training
   - Go Live & Roll Out
   - Maintenance services
   - Bug-Fixes and End-User Problem Resolution
   - New Development and Enhancements
   - Technical & Administration support
   - Quality and Security Assurance
   - Data backup

4. Requirements:

Currently Meghalaya Basin Development Authority (MBDA) has Approx. 500 number of employees working across the state. In one year time the organization may grow up to 600 to 700 employees. There are 11 districts in the state of Meghalaya and majority of the MBDA staff are deployed in all the blocks & districts. To enable us to maintain accurate data's of the entire employee and other HR functionalities, MBDA require a web based software service to access HRIS modules, customized as per the MBDA requirements. Proponents must provide process flow and process notes for each and every module after customization. The proposed HRMIS system should help in automation of entire gamut of HR functions/modules as below:

Detail Features & Specifications of HR Modules are as follows:

Sl. No	Module Category	Features/specifications
1	Recruitment & Application Management Module	a) Automate the entire Recruitment process for Manpower Requisition including Short listing application, managing Interview details and Reference Check b) Manpower Requisition: Enable to raise manpower requisition specifying various criteria like qualification details, skill sets and responsibility details, experience, gender and age group requirements among other requirements. c) Resume Management: Enable to capture all important information about a candidate like contact details, all addresses, DOB, father name, all past experience details, qualification details and References, etc. d) Short listing of Candidates: Able to do short listing of candidates based on various criteria like qualification, age group, city, gender, experience, etc e) Interview: Set up and conduct interviews and record results. f) On Hold and Rejected Candidate Database: Able to See database of On Hold and Rejected Candidates. These can be purged as per our requirements. g) Reference Check: Enable to create a database of questions that need to be asked during Reference Check and conduct Reference Check
2	Employee Master Database Module:	a. Enable to capture as much as important information about an Employee. This information will be the backbone of an Employee Database. b. Employee General Information: All basic information about an Employee such as -Name, Employee Code, Fathers name, all Contact Addresses, E-mail Addresses, Mobile Numbers, Qualifications, Place of posting, Unit/Division/Components of work, etc. c. Employee Salary Structure: Complete Employee Salary Structure details

Sl. No	Module Category	Features/specifications
		covering all Earning and Deduction heads and Benefits
		d. Employee Dependents' Details: All information about Employee Dependents that is required from Payroll and Reimbursement perspectives.
		e. Past Employment Details: Important information of past employment including Employer Name, Salary Structure and Positions held.
		h) Past Training Details: All information on Trainings attended by the employee.
		i) Attachments: Facility to attach Resume, Increment Letter, any other letter. Facility to scan photograph or signature and attach the same to the HR software.
		j) Health: Facility to enter health information of an employee
3	Performance Appraisal Management Modules	a) Develop 360 degree performance appraisal system which will be accessible to all the staff in their respective work location or district.
		b) KPI's: Define as many KPI as required, define measurement criteria, weight-age and ratings as required. These can be designation specific or Employee specific or component functional areas.
		c) Potential Traits: Define as many Potential Traits as required, define measurement criteria, weight-age and ratings as required. These can be designation specific or Employee specific or component functional areas.
		d) Appraisal: We should be able to record complete Appraisal records. Can record achievements against each KPI set, conduct Self Appraisal, do Performance Review Planning, Potential Appraisal and Overall Performance Appraisal.
4	Confirmation & Contract Renewals Module	a) Confirmation: Facility to confirm an Employee
		b) Probation Extension: Facility to extend Probation of an Employee
		c) Contract Renewal: Automate Contract Renewal of Employees: Pop up (alarm) the contract renewal date in advance.
5	Promotion & Career Planning	a) Enable to generate employee who are eligible for promotion.
		b) Position vacant for replacement & new position vacant
		c) Manpower planning
6	Attendance & Leave Management Module	a) Linking with biometric Attendance machine: an inbuilt import module which should help for importing attendance data from any attendance machine, DBF or MDB file that is commonly used by all attendance machines.

Sl. No	Module Category	Features/specifications
7	Payroll Management System Module	a) Generate monthly salary / remuneration/ wages b) Employee Salary Structure: Complete Employee Salary Structure details covering all Earning and Deduction heads and Benefits c) Employee Payroll Information: Important information like Bank Details, Account Number, PF and ESIC Number, PAN Number, Blood Group etc. d) Generate pay slip
8	Employee Self Services	Employee Login & log out options, tour apply or on duty application, leave apply etc.
9	Transfers & Posting Modules	a) Facility to Transfer an Employee to any other Office due to promotion or any other reason. b) To generate current posting area of all the employees and vacant positions
10	Training & Development	a) Training Masters: Masters driven software and enable us to define various masters like Training Needs Identification Sources, Training Types and also define as per our needs fields that shall come when we collect Employee feedback. b) Trainers Details: Define as many Trainers as possible, categorize them and collect as much information about them as required c) Training Budget: Define Training Budget in terms of money value and hours d) Training Calendar: Plan out Training Calendar e) Training Record: Facility to record details of Training Attended by Employees f) Training Feedback: Facility to record Feedback given by Employees.
11	Disciplinary Action Module	Record any Disciplinary action incident, action taken and other details and helps us build its history
12	Exit and Separation Management	a) Separation Details: Record separation related information - date of resignation, type of separation, notice period details, reason, etc. b) Exit Interview: Document the exit interview.
13	Employee Tour and Travel Management	a) Employee should be able to manage tour diary and generate related claim forms and reports. b) To generate the report related to distance covered by the employee for TA/DA claims.
14	HR Letters	Centralize all important letter creation through our software. We can generate Offer letters, Appointment Letters, Increment Letters, Award Letters, Transfer Letters, Experience letters, NOC, etc from HRIS software.

SI. No	Module Category	Features/specifications
15	Work Flow Customization	Should provide configurable workflows for all applicable modules

5. Implementation Support:

5.1   HRMIS Software must be hosted and maintained by the service provider. The functionality must be provided to MBDA as software service with per user per month usage cost.

5.2   Initially Selected Agency shall do the entering of all the Masters data and rolling out the system.

5.3   The HRMIS agency shall provide 24X7 supports with 4 hours resolution SLA.

6. Training Support:

6.1   Selected Agency shall provide extensive Training to approx. 15 users to get up to speed in the shortest possible time.

6.2   At the start, implementation charts out the Training Map and by the end, Implementation users gain valuable expertise of the usage of the software.

7. Qualification Criteria:

7.1   The proponent shall be a legal entity, registered as a Company/LLP/Society/partnership firm/ proprietorship firm under respective acts in India. Self-attested copy of Company Incorporation Certificate from ROC/Partnership deed etc.

7.2   The proponent must be registered in India with taxation and other administrative authorities.

7.3   Self-attested Copy of GST Registration or GST exemption certificate/ PAN Card.

7.4   The proponent must have successfully implemented HRIS in any organizations for minimum five 200 to 500 employees from the inception of organization. Vendor must attach self attested copies of documents in support of it.

7.5   The proponent should have completed similar kind of work in **any one** Central Govt./State Govt./PSUs/Govt. bodies in India in preceding five years. Self-attested Copy of the work order and letter of successful completion from the client

7.6   The proponent should have a registered office in India and preferably must have an established office in Meghalaya. Electricity/Telephone Bill or any other supporting document stating the address duly certified by the Owner/Authorized Representative of the Company

8. Schedule for completion of tasks:

8.1   The selected agency shall roll out the implementation of all the modules after customization within 3 (three) months from the date of issue of the purchase order/supply order.

9. Data services & facilities to be provided by MBDA:

Database of all employees relating to the entering of Employee Master Data creation and other related matter shall be provided to the concerned service provider or agency.

10. Payment clause:

Payment shall be made in following tranches

Sl. No.	Particulars	Frequency
1	After customization of all the modules as per the needs of MBDA and subject to application become live and fully functional.	Quoted One time cost
2	Per Employee cost for use of software and online/ onsite support – after master data entry and online or offline training	Monthly based on the actual number of employees in MBDA.

Executive Director
Meghalaya Basin Development Authority