

**NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi - 110067**

TENDER DOCUMENT

UNDER TWO BID SYSTEMS

NAME OF WORK

**Tender Document for Supply, Implementation & Maintenance of
Human Resource (HR) Software**

NATIONAL HEALTH SYSTEMS RESOURCE CENTRE
NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi - 110067

File No. : NHSRC/HR/15-16/HR Software/Vol-1

Date: 2nd March 2016

DETAILED NOTICE INVITING TENDER

On behalf of the Executive Director, NHSRC, the indenter, tenders are invited for hiring in a two bid from reputed, experienced professional service providers for Tender Document for Supply, Implementation & Maintenance of Human Resource (HR) Software by agencies, having its office in Delhi, Ghaziabad, Faridabad, NOIDA, Grater NOIDA and/or Gurgaon area, subject to terms and conditions of the contract notified in the tender document available on the official NHSRC website www.nhsrcindia.org for use in the NHSRC, NIHFW Campus, Baba Gangnath Marg, Munirka, New Delhi - 110067.

Tender - Start Date	1000 Hrs. on 2-Mar-2016
Tender document download/Sale start date/time	1000 Hrs. on 2-Mar-2016
Pre Bid Meeting	1500 Hrs. on 9-Mar-2016
Tender document download/sale end date/time	1200 Hrs. on 22-Mar-2016
Last date and time for receipt of bids	1300 Hrs. on 22-Mar-2016
Date and time for opening of Prequalification- cum-technical bid	1500 Hrs. on 22-Mar-2016
Service to be provided	Supply, Implementation & Maintenance of Human Resource (HR) Software
Period/Extension of contract	Upto 31 st March 2017 from the date of award of contract, with an option of extension for a further period of upto two years on the same terms and conditions subject to providing of satisfactory services, at the sole discretion of NHSRC
Validity of tender offers	180 days from date of opening of prequalification - cum-technical bid
Earnest Money Deposit	INR. 50,000
Performance Security Deposit (Only for finalized bidder)	7% of the contract value or EMD whichever is higher

1. The tender documents & other details are available at the NHSRC website www.nhsrcindia.org and also available for sale in the office of AO, NHSRC for Rs. 500/- (Rupees five hundred only) which can be paid in cash **from 1000 Hrs, 2-Mar-2016 to 1200 Hrs, 22-Mar-2016** on all working days or it can be down-loaded from website (www.nhsrcindia.org). If the tender has been downloaded from the website, tenderer shall enclose along with the tender (Technical Bid) a separate D.D. for Rs. 500/- drawn in favour of “National Health Systems Resource Centre” payable at Delhi towards the cost of tender documents in a separate sealed envelope super scribing on an envelope ‘THROUGH WEBSITE’.
2. The duly completed sealed tender in the manner prescribed should be submitted to Principal Administrative Officer, NHSRC at the above mentioned address up to **till 1300 hrs, 22-Mar-2016** and the Technical Bid shall be opened on the same day **at 1500 hrs** in the presence of tenderer or their authorized representative (only one) who may wish to be present.
3. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Any tenderer not keeping offers open for the prescribed period; the same shall be summarily rejected.
4. If the date of opening of the tender is declared as holiday the tender will be opened on the next working day at the same time and venue.
5. The tender must accompany the Earnest Money Deposit of Rs. 50,000/- in the form of Demand Draft/ Bankers cheque in favour of “National Health Systems Resource Centre” payable at Delhi drawn on any Nationalized or scheduled Bank of Indian origin. Tenders not accompanied with prescribed Earnest Money will be summarily rejected.
6. The earnest money would be refundable to unsuccessful tenderer on finalization of the tender and shall carry no interest whatsoever.
7. Incomplete offer(s) not conforming strictly to the manner prescribed /offer not submitted on prescribed tender form or late/delayed tender shall not be considered and stand summarily rejected
8. The offers submitted would be governed by all the terms & conditions laid down in the prescribed tender form in addition to the terms & conditions indicated herein.
9. NHSRC reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Tenderers.

Principal Administrative Officer
NHSRC, New Delhi

INSTRUCTIONS TO TENDERERS

1. National Health Systems Resource Centre (hereinafter referred to as NHSRC), Principal Administrative Officer invites tenders under two bid system from Professional Service Providers (hereinafter referred as Service Provider) for Supply, Implementation & Maintenance of Human Resource (HR) Software.

2. If any agency is in a position to quote in accordance with the requirements of the Tender, they may submit their tender to this office in the prescribed tender form duly sealed and in the manner prescribed.

ADDRESS FOR CORRESPONDENCE

3. For all purpose of this contract the address of the tenderer mentioned in the tender shall be the address to which all communications to the Service Provider shall be sent, unless the Service Provider has notified a change by a separate letter sent by Registered Post with Acknowledgement-Due. The Service Providers shall be solely responsible for the consequence of an omission to notify a change of address in the manner aforesaid.

PRE-BID MEETING

4. A Pre-bid meeting will be held in the Conference Room of NHSRC, Baba Gangnath Marg, Munirka, New Delhi 110067 **at 1500 hrs on 9-Mar-2016** for clarifications required on any aspect pertaining to the Tender Document.

ELIGIBILITY CRITERIA

5.

A. The firm should:

(i) Be registered under Company's Act and should have an experience of at least two years in the field of Supply, Implementation & Maintenance of Human Resource (HR) Software.

(ii) Be registered with Sales and Service Tax Authorities with respective State Government /Government of India (As applicable)

(iii) Have good financial standing with average annual turnover more than Rs 75 lakh based on last two years audited balance sheet.

(iv) Have provided services for at least two years with Government/PSU/Reputed Private Companies in Supply, Implementation & Maintenance of Human Resource (HR) Software, as required in this tender. The agency should submit details of successfully providing similar services to at least 7 reputed clients in Government/PSU/Reputed Private Companies (during last two years) along with endorsement from the concerned Institutions

(v) The Agency should have at least 5 Technical Experts on their permanent rolls. Detailed profiles of 5 Experts should be enclosed.

B. Presentation:

All agencies who will meet the required documentation criteria will be asked to make a presentation on their original HR software and its functionalities of each module and this will be technically evaluated.

6. If the firm meets the above technical requirements **(5. A)**, they may apply with photocopies of all the documents as mentioned in supporting annexes.

List of Documents to be submitted (with Technical Bid)

7. The proposal should include the following:-

- (i) Covering letter clearly indicating the list of enclosures
- (ii) Original/downloaded tender document duly filled in, signed and stamped by the bidder or authorized representative of the bidder. In case the tender document has been downloaded, a DD of Rs. 500/- for “National Health Systems Resource Centre” payable at Delhi is to be attached.
- (iii) Technical Bid (Annexure I)
- (iv) Bid Security (Annexure II)
- (v) Details of IT Returns & PAN (Annexure III)
- (vi) Undertaking on Non-Judicial stamp paper of Rs. 50/- duly notarized and signed by the bidder or authorized representative of the bidder (Annexure IV)
- (vii) Declaration (Annexure V)
- (viii) Detailed Configuration and indicative cost of Server and any additional Hardware/Software required for installing the HR Software (Annexure VI)

Scope of Work and Deliverables

8. The work includes supply, implementation and maintenance of Human Resource (HR) Software at NHSRC Server. The detailed scope of work is as follows:-

8.1. To provide Human Resource Software with the following Modules:-

• **End to End Recruitment & On-boarding** – It should mandatorily include the following features:-

- Receiving of applications through online application form. Approximately 50,000 or more applications are expected to be received online annually.
- Creating the database with option of import to excel & Print the Application Forms
- Criteria based filtering / short-listing of applications
- Generating & sending Written Test / Interview call letters to candidates through email
- Generating & sending offer letters to candidates through email
- Complete On-boarding process

- **Attendance & Leave Management** (with options to generate printable online & MIS & reports)
- **Data Base Management & Employee Self Service (ESS)**
 - with a database capacity of minimum 500 Consultants
 - with access to users based at multiple locations
 - with options to generate online & printable MIS & reports
- **Employee Relation / Engagement**
- **Annual Performance Appraisal**
- **Training & Development**

8.2. The agency will have to provide customization of the modules, if required by NHSRC. No separate charges will be paid by NHSRC for initial customizations i.e till Going –live stage.

8.3. To Install the HR software on the NHSRC server. The agency will have to mandatorily provide the details of the required configuration and indicative cost of server and any additional Hardware/Software required for installing the HR Software. The indicative cost is **NOT to be quoted in the Financial Bid.**

8.4. Successful implementation of HR Software and go live phase. The entire process of Implementation to Go-live phase is to be completed within 30 days from the date of signing of contract.

8.5. Subsequent to Going-live, if any other customization is required, charges of the same will be paid to the agency on mutually agreed price not exceeding the Maximum Customization Cost.

8.6. To upload the existing NHSRC HR data of approximately 500 employees into the HR Software.

8.7. To provide initial Training to designated NHSRC staff and extend support as and when required, during the period of the contract.

8.8. To provide the updates and Annual Maintenance Support of the HR Software during the contract period.

8.9. To provide regular updates to NHSRC on launch of new modules and / or upgrades of software during the contract period.

8.10. To coordinate with the contracted agency by NHSRC for NHSRC website maintenance and NHSRC Server for the matters pertaining to the procured modules, with prior instruction/approval from the HR Division of NHSRC.

8.11. To provide at least two Admin logins/rights and 50 users access.

8.12. To submit all the documents, manuals, Soft copies and CDs related to the HR software and Licenses.

8.13. In case of any error in HR Software, the agency has to rectify the issue within 24 hours of reporting by NHSRC.

Right to Award Tender

9. NHSRC reserves the right to award tender to one or more than one bidder in part or full as and when felt necessary.

PREPARATION OF TENDER

10. The tenderer should submit the tender documents, including invitation to tender intact, without detaching any page or pages, duly filled in/completed and signed on each page of Tender Form including the Annexes.

11. In the event of the space on schedule form being found insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered serially, bearing the tender No. and should have full signature. In such cases reference to the additional pages must be made in the tender form.

SIGNING OF TENDER

12. The tender is liable to be rejected if incomplete information is given therein or if the particulars asked for in the Tender are not fully filled in. The sealed tender complete in all respects duly filled in and signed by the tenderer or by the authorized representative with stamp and seal of the tenderer / individual on all the pages of the tender. The tender should be signed by a competent authority of the agency, specifying the following:-

- (i) Whether signing as a "sole proprietor" of the firm or his attorney.
- (ii) Whether signing as a "partner" of the firm or their duly constituted attorney having Authority to bind all partners in all the matter pertaining to contract.
- (iii) In the case of companies and partnership firms registered under the Indian Companies Act, Indian Partnership Act and HUF the capacity in which signing, e.g., Secretary, Manager, Partner etc. or their duly constituted attorney and produce copy of document empowering him to do so.

EARNEST MONEY

13. The Technical bid shall be accompanied by an Earnest Money of Rs. 50,000/- in the form of a Demand Draft issued by any Nationalized or Scheduled Bank of Indian origin in favour of the "National Health Systems Resource Centre" payable at Delhi. Tenders not accompanied by Earnest Money in the prescribed form, will be summarily rejected. The Earnest Money is liable to be forfeited in the event of the tenderer's failure after the acceptance of his tender to furnish the requisite security deposit by the due date without prejudice to any other rights or remedies of the NHSRC under the contract and law. In the event of the tenderer submitting the conditional tenders, the EMD of such tenderers will be forfeited. Earnest money will be refunded to all the unsuccessful tenderer as soon as practicable after decision on tenders and to successful tenderers after he has furnished a security amount prescribed in the Tender Documents. No interest shall be payable on the amount of earnest money in any case. Earnest money amount may be adjusted in the security deposit at the time of signing of the agreement if the Service Provider so desires.

SECURITY DEPOSIT

14. The successful tenderer shall furnish the Security Deposit of 7% of the total contract value towards performance for the Contract Period with NHSRC within 07 working days from the date of receipt of acceptance letter, in the form of Demand Draft issued by Nationalised Bank or Scheduled Bank in favour of the "National Health Systems Resource Centre" Payable at Delhi. If the tenderer fails to furnish security deposit within the specified period, it shall be lawful for NHSRC to cancel the contract at the risk & cost of the Service Provider. The security money will remain with NHSRC till one month after completion of the contract period.

15. If the tenderer fails or neglects to observe or perform any of his obligations under the contract, it shall be lawful for NHSRC to forfeit either in whole or in part, in its absolute discretion, the security deposit furnished by the tenderer or to appropriate the security deposit furnished by the tenderer or any part thereof in or towards the satisfaction of any sum due to be claimed for any damages, losses charges, expenses or costs that may be suffered or incurred by NHSRC.

16. In case the services, as mentioned in tender document are not delivered fully/partially as per schedule or during such extended time, the security deposit is liable to be forfeited and NHSRC may proceed under risk & cost to obtain the services from other parties.

17. Save as aforesaid, the security deposit will be refunded without interest to the Service Provider on due and satisfactory performance of the services and on completion of obligations by the Service Provider under the terms of contract and submission of clear "No Demand Certificates" by the Principal Administrative Officer, NHSRC concerned subject to such deductions from the security as may be necessary for making up the NHSRC's claim against Service Provider. No interest is payable on the amount of Security Deposit lying with the NHSRC in any form under the contract.

DELIVERY OF TENDER

18. The Original copy of the tender along with documents required under Technical Bid is to be kept in one sealed envelope along with Earnest Money Deposit (EMD) super scribed "A" - Technical Bid and the price Bid will be kept in another sealed envelope super scribed "B" - Financial bid. Both the bids then will be kept in a sealed cover and duly sealed and superscribed "Supply, Implementation & Maintenance of Human Resource (HR) Software" with Tender number and date indicated thereon.

19. In case tender is downloaded from the website the tenderer shall, along with the technical bid in the envelop super-scribed 'A' enclose a separate D.D. for Rs. 500/- in favour of the "National Health Systems Resource Centre" Payable at Delhi towards the cost of tender documents and also super scribe on the envelope 'THROUGH WEBSITE'. The inner covers as well as outer covers should be sealed and the tender number and date, name of the tenderer, phone number, E- mail, FAX etc. indicated thereon. The outer cover should also bear the address of the office.

20. All outstation tenders should be sent by Registered Post / Speed Post so as to reach the designated office within the stipulated date & time. NHSRC will not be responsible for

any postal delay and no plea in this regard will be entertained. Any tenders received beyond the stipulated time and date will not be considered. NHSRC reserves the right to reject any tender which fails to comply with the above instructions.

21. Tender may be dropped in Tender Box by hand kept in reception area of NHSRC office.

PERIOD OF OFFER

22. The offers shall remain open for acceptance for 180 days from the date of opening of the Technical Bid. Thereafter this period may be further extended by 30 days by the parties on mutual consent.

23. Any tenderer not keeping offers open for the prescribed period shall be summarily rejected and his EMD is liable to be forfeited.

OPENING OF TENDER

24. The tenderers may be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the schedule. If the date fixed for opening of tenders is subsequently declared a holiday, the tenders will be opened on the next working day following the holiday but there will be no change in the time for opening.

25. After evaluating the technical bid, the financial bids of only technically qualified Service Provider will be opened in presence of all the technically qualified Service Provider or their authorized representatives who may wish to be present at the time of opening of financial bids on a date and time to be notified subsequently. Financial bids of the parties who do not qualify in technical bid will not be opened.

FINANCIAL BID

26. The Service Provider shall quote the Financial Bid as per the format given in Annexure VII. Conditional Financial Bid will be summarily rejected. Taxes as applicable shall be paid extra. Tax deduction at source (TDS) shall be governed as per prevailing IT rules.

ACCEPTANCE OF TENDER

27. NHSRC reserves the right to accept or reject any or all tenders without assigning any reason whatsoever and is not bound to accept the lowest tender and reserves the right to scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Service Provider.

28. On finalization of tender NHSRC will communicate acceptance of the tender by way of letter of memorandum by Fax/E-mail/speed post etc. which will conclude a binding contract between the parties and the tenderer shall act upon such acceptance letter. The successful tenderer will get 07 days from the date of receipt of the acceptance letter issued by NHSRC to remit the Security Deposit and sign the agreement

DURATION, TERMINATION & EXTENSION OF THE CONTRACT

29. The contract would be valid till 31st March 2017 unless it is curtailed or terminated by NHSRC owing to deficiency of service, breach of contract, reduction of work etc. The contract can be terminated by NHSRC giving a notice period of 10 days. The contract shall automatically expire unless extended further by the mutual consent of Service Provider and NHSRC. The contract for “Maintenance of Human Resource (HR) Software” may be extended further up to a period of two years, on same terms and conditions, at the rate quoted in financial bid in Annexure VII subject to extension of NHSRC post 31st March 2017.

TERMS AND SCHEDULE OF PAYMENT

30. The payment to the contracted agency will be made as per the following schedule:-

Instalment	Details	Percentage of Total Amount to be released
I	On signing of contract	30 %
II	After installation of HR Software on NHSRC server	30 %
III	On successful customization & implementation of HR Software, uploading the existing NHSRC data into the HR Software, completion of training to designated NHSRC Staff and making it Go-live without errors	40 %

CORRUPT PRACTICES

31. The tenderer shall not offer or give or agree to give any person in the employment of the NHSRC any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the containing or execution of the contract or any other contract with the purchaser or NHSRC or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the NHSRC. Any breach of the aforesaid condition by the tenderer or anyone employed by him or acting on his behalf whether with or without the knowledge of the tenderer or the commission of any offence by the tenderer shall entitle the NHSRC to cancel the contract and all or any other contracts with the tenderer and recover from the tenderer of the amount of any loss arising from such cancellation.

TECHNICAL BID

(To be kept in cover super scribed 'A'- Technical Bid)

Parameters	
1. Name of the owner/firm/Trust etc. with following details :- (i) Permanent Address (ii) Correspondence address (Delhi, Ghaziabad, Faridabad, NOIDA , Greater NOIDA and/or Gurgaon area) (iii) Phone number and Fax number (iv) E-mail address (v) Website address	
2 Details of Registration : (i) Regn No. (ii) Registered Office:	
3. PAN EPF NO: Service Tax Registration No.	
4. Furnish the following documents: (i) Copy of Registration Certificate for providing the Service (ii) Financial Status : (a) Bank Statement for last 2 years (b) P&L A/C and Balance Sheet for the last 2 years (c) IT Returns for last 2 years (iii) Bid Security (EMD) – Annexure II (iv) IT Return and PAN Number - Annexure III (v) Undertaking - Annexure IV (vi) Declaration - Annexure V (vii) Detailed Configuration and Indicative cost of Server and any additional Hardware/Software - Annexure VI	(Mention Yes or No as applicable)

5. Financial turnover of the tendering Company / Firm / Agency for the last 2 Financial Years:

Financial Year	Amount (in Rs.)	Remarks, if any

6. Detailed profile of 5 Experts should be enclosed.

7. Give details of successfully providing similar services to at least 7 reputed clients in Govt., Public Sector Institutions or reputed private organization (during last two years) along with endorsement from the concerned Institutions

Sl No	Details of the client along with address, telephone and FAX numbers	Amount of Contract (in Rs)	Duration of Contract	Certified copies of Contract / Work Order

Signature of Tenderer / Authorized Signatory

Note:

In case the space above is found insufficient, additional information can be annexed on separate sheet of papers and the page number of these papers may be mentioned in the relevant column / columns above. All such additional pages should be signed by the tenderers or his authorized representative.

Bid Security (EMD)

Tender Item No. _____ Due for opening on: _____

Name of the Service _____ Bid Security (EMD) as required by this Tender Enquiry (T/E No. _____) is being submitted in the form of Demand Draft/ pay order/ favouring the “National Health Systems Resource Centre” payable at Delhi and duly discharged in his favour in advance.

Details of Demand Draft/Pay order attached:

No. _____ Dated _____

Drawn on (Bank) _____

Amount _____

Signature of Bidder
(Prop/Partner/Authorized Signatory)

Name & Address with Seal of the firm

Income Tax Return & PAN Number

Tender Item No. _____ Due for opening on:

Name of the Service _____

Self-Attested Copies of IT Return & PAN Number, as required by this Tender Enquiry (T/E No. _____) is being submitted along with this tender as per details given below: -

Details	Remarks
Copies of Income Tax Returns for the Assessment Years (for last two years)	
Copy of Permanent Account Number	
Copy of Service Tax Registration Number	
Copy of VAT/Sales Tax Registration Number, if any	

Signature of Bidder
(Prop/Partner/Authorized Signatory)

Name & Address with Seal of the firm

UNDERTAKING

(To be submitted on Rs. 50/- Stamp Paper)

Declaration by the Bidder

I/We _____ hereby declare that:

1. I/We am/are the Service Provider of Supply, Implementation & Maintenance of Human Resource (HR) Software with required Competence.
2. I/We do hereby offer to provide the Services for Supply, Implementation & Maintenance of Human Resource (HR) Software at the prices and rates mentioned in the Financial Bid.
3. I/We agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
4. I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.
5. I/We agree for the all clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no effect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
6. I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.
7. The tender document has been downloaded from the official website i.e. www.nhsrcindia.org for bidding purpose and is a true copy of the original.
8. I/we hereby undertake that none of my relative (s) is/are employed / engaged in NHSRC.
9. I/we have not been black-listed by any agency.

Signature of Bidder
(Prop/Partner/Authorized Signatory)

Name & Address with Seal of the firm

DECLARATION

1. I, _____ Son/Daughter/Wife of Shri _____ Proprietor/Director/Authorized signatory of the Company/Firm/Agency , mentioned above, is competent to sign this declaration and execute this tender document

2. I have carefully read and understood all the terms and conditions of the tender for providing services towards Supply, Implementation & Maintenance of Human Resource (HR) Software and undertake to abide by them

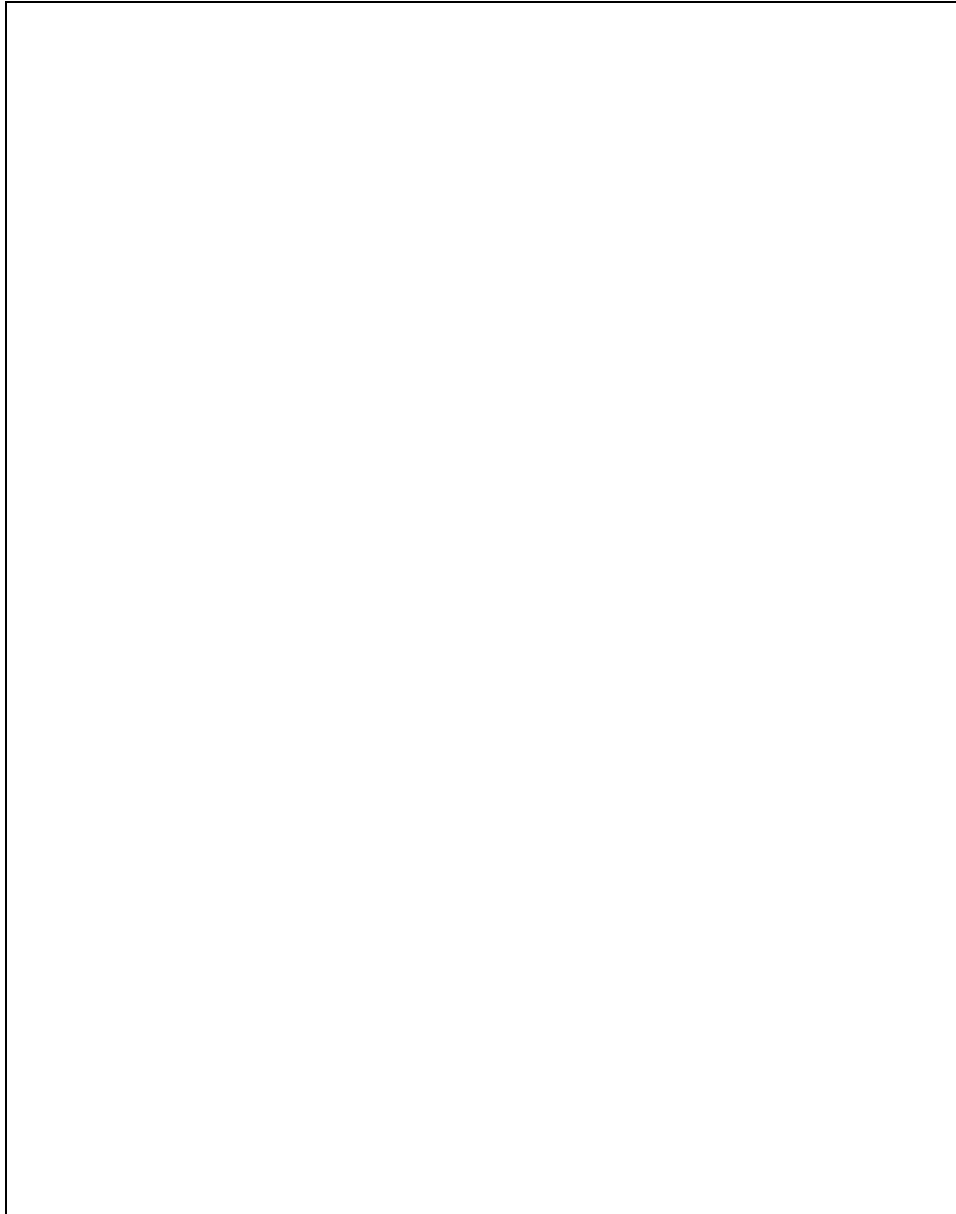
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date:
Place:

Full Name:
Seal

Detailed Configuration and Indicative cost of Server and any additional Hardware/Software required for installing the HR Software

A large, empty rectangular box with a thin black border, occupying the central portion of the page. It is intended for the user to provide detailed configuration and indicative cost information for the server and any additional hardware/software required for installing the HR software.

FINANCIAL BID
(To be kept on Cover Subscribed 'B' - Financial Bid)

Supply, Implementation & Maintenance of Human Resource (HR) Software

Sl No	Item	Amount (in Rs)
1	<u>Module-wise Price</u>	
	(i) End to End Recruitment & On-boarding	
	(ii) Attendance & Leave Management	
	(iii) Data Base Management & Employee Self Service (ESS)	
	(iv) Employee Relation / Engagement	
	(v) Annual Performance Appraisal	
	(vi) Training & Development	
	Sub-Total	
2	License Cost, if any	
3	Implementation Cost, if any	
4	Maximum Customization Cost	
	GRAND TOTAL	

Note:

- (i) Cost to be quoted exclusive of taxes. Taxes as applicable, will be admissible
- (ii) In the financial bid format, the rate shall be quoted in Indian Rupees both in figures and in words. In case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding on the agency

Signature of Bidder
(Prop/Partner/Authorized Signatory)

Name & Address with Seal of the firm