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ಕೆನರಾ ಬ್ಯಾಂಕ್ ಪ್ರವರ್ತಿಸಲಾಗುವ ಸರ್ಕಾರಿ ಸ್ವಾಮ್ಯದ ಶಿಷ್ಯಾಂಗ ಬ್ಯಾಂಕ್

**Karnataka Vikas Grameena Bank**

A Scheduled Bank Owned by Government- Sponsored by Canara Bank

ಪ್ರಧಾನ ಕಛೇರಿ : ಧಾರವಾಡ

Head Office : Dharwad

**Corrigendum-2 to GeM Bid Ref. no. GEM/2023/B/3224911 dated 04-03-2023**

Date: 24-03-2023

Sl. No.	Page No. of RFP	Clause No	RFP Clause	Bidder's Query	Bank's Response
1	25	Annexure-2 Bid Covering letter Format	If our offer is accepted, we undertake to implement HRMS under SAAS Model as per timelines mentioned in the RFP for each ordered locations.	Request bank to provide Location details from where the employee/s will access the application	The Application shall be hosted on Meity approved cloud and should be accessible through Internet from anywhere in India
2	126	Annexure-10 General Specifications	9. The bidder should provide storage space of at least 1GB per user for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc.	Request bank to amend the clause to "The bidder should ensure substantial space for users to accommodate document such as investment proof, investment declaration, ITR, Travel, medical bills etc. and its availability 24x7"	Refer Amendment

3	12	31.1	The successful bidder should ensure implementation of the entire solution within three months from date of PO.	Since the time required from date of PO to actual start of Project and finalisation of requirement varies and in that case, the actual time left for implementation is lesser than expected. Hence, request Bank to amend the clause as "The successful bidder should ensure implementation of the entire solution within three months from date of SRS signoff"	Refer Amendment
4	27	Annexure-3 Eligibility Criteria Declaration	h. Certification Requirements (as mentioned in the Scope of this RFP)	Request bank to clarify which point in scope needs to be referred or which certification/ documents are required to be submitted.	ISO certificates of the bidder and OSM, Meity certificate of the cloud service provider or any other relevant certificates required to be submitted as part of Eligibility criteria
5	26	Annexure-3 Eligibility Criteria Declaration	e. Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks (i.e. from 01/04/2019 to 31/03/2022)	Will bank consider ongoing implementation projects also as part of Eligibility.	Ongoing projects will be considered. Copy of Purchase order shall be submitted along with the technical bid.

6	26	Annexure-3 Eligibility Criteria Declaratio n	e. Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks (i.e. from 01/04/2019 to 31/03/2022)	We have implemented the proposed HRMS solution in scheduled comercial bank which is live since last 10 years. Will Bank consider this as an credential which can meet the eligibility criteria	Bidder to comply
7	15	36.1. Payment schedule will be as under	Payment stage a. Subscription cost Percentage of Payment -- Quarterly Condition/ Remarks -- Payment shall be made in Arrears after deducting LD if any & taxes	Since venodrs will be taking third party services for hosting the solution, in that case they have to make payment to vendors on monthly basis. Request bank to amend the clause Percentage of payment from Quaterly to <b>Monthly</b>	Refer Amendment
8	13 3	Annexure-17 Bill of Material	Table A Price details of Enterprise class HRM-Solution	Our HRMS solution is a single software with all the line items listed in Item description. Instead of giving per line item/ module wise pricing, Can we quote Subscription cost per year of all modules as one single Price.	Bidder to comply

9	6	Scope of Work: 8.2.1.	8.2.1. For smooth completion of project the Bidder should identify one or two of its representatives at Dharwad as a single point of contact for the Bank.	We assume that the resources are to be deployed at Dharwad office for support. Please clarify. In that case request bank to clarify the Timelines for deputing representative at Dharwad. (i.e. 1 year/ 5 years or any other). Also there is no provision for entering commercials for Onsite resource cost in commercial format. Request bank to add the same in commercial format.	The resources to be deployed at Dharwad are only during the implementation phase for requirement gathering, UAT etc. and shall be available in Dharwad till the completion of implementation
10	13 3	Annexure-17 Bill of Material	Table A Price details of Enterprise class HRM-Solution	We understand that banks current active users are 5,000 staff members at 646 Branches currently What is the Banks projected growth in number of users for next 5 years.	Bank's projected growth for the next 5 years is 6000 staff members including working and retired
11	32	Annexure-7	Non-Disclosure Agreement	Is Non-Disclosure Agreement required on stamp paper. If yes, What value of stamp paper required	Yes, Bidders shall submit on a Rs.200.00 Karnataka State stamp paper

12		Annexure-11 Undertaking of Authenticity for implementation of HRMS under SAAS Model.	<p>We hereby undertake that all the components/parts/assembly/software's used in the Solution under the above like Hard Disk, Monitors, Memory etc. shall be original new components /parts /assembly /software only from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.</p> <p>We also undertake that in respect of Licensed Operating System/Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).</p>	<p>As the HRMS solution required by Bank is on SaaS, in which the Hardware, System Softwares are not procured, it is hosted on Data Centre. Under this the License required are not purchased, but they are procured on Per month basis.</p> <p>As per the undertaking required, it mentions about Hardware required is from respective OEM's only and License of Software to be produced to bank as and when required. Request bank to remove the Hardware and software license related clause from Annexure-11</p>	Bidder to comply
13	135	Appendix - A	3) Earnest Money Deposit (EMD)/Bank Guarantee in lieu of EMD.	Since the submission of bid is online, How do we submit the hard copy of Bank Guarantee.	The hard copy shall be sent by post to reach Bank's Head office within 5 days of bid submission date
14			General	Request bank to provide current and expected for 5 years, Number of Employees Live and Retired	Current Position: Live employees 3289+ Pensioners 1560. Expected for 5 years - 6000 including live and retired

15			General	Request bank to clarify types of payroll calculations required i.e. (PSU/Govt./CTC/Contract etc.)	As per IBA BPS/Joint note wage revigions in line with Public Sector Banks
16			Tender Fee/ Earnest Money Deposit	Our organisation is registered as a "Medium" entity under MSME Act of Govt, of India, Request Bank to waive off the tender fee & EMD as per GFR 2017 Guidelines - Rule No. 161 wherein it is mentioned that MSME's should be exempted from payment of tender fees and EMD	There is no tender fee. EMD is waived off for MSMEs
17	46	2. Performance Appraisal	2.1.1 Ø Balanced Score Card	Could you please clarify, how the scoring will be done, and if KVGB has any scorecard system available?	PAR will be assessed based on Key Area Responsibility which includes subjective areas 50 marks and objective areas 50 marks. Guidelines for preparation of PAR will be shared to the successful bidder
18	47	2. Performance Appraisal	2.19 The system should have direct integration to the training needs analysis which can be used as input in training calendar design as well as employee Nomination.	Please provide more details of the system to be integrated with and how the details are to be fetched for calendar for training	Recording training needs of every employee and same should be integrated with Training Module

19	48	2. Performance Appraisal	2.26 Competency Mapping	Could you please elaborate on how the competency mapping will be done	Bidder shall refer points 2.26.1 to 2.26.11 under Performance Appraisal module for details on competency mapping
20	52	3. Transfer and Promotion	3. Transfer & Promotions Module:	Could you please provide more details about the metrics that the system is expected to automatically suggest?	Bidder shall refer point no. 3.22 under Transfers and Promotions module
21	26	Annexure-3 Eligibility Criteria Declaration	c) The Turnover of the Bidder should be minimum Rs.10 Crores each year during last Three financial years (i.e. 2019-20, 2020-21 and 2021-22).	Bidder with valid MSE certificate(UDYAM) is exempted for years of experience and turnover.	Please refer GeM Bidding document
22	26	Annexure-3 Eligibility Criteria Declaration	d) The Bidder should have positive Net Worth as on 31/03/2022.	Bidder with valid MSE certificate(UDYAM) is exempted for turnover and net worth criteria.  (or)  Please amend the clause as below; The Bidder should have positive Net Worth as on in any one year in last three years.	Please refer GeM Bidding document

23		Source Code	Source Code	<p>In our view the bank should also have following complete and undisputable right on the source code of the application:</p> <ul style="list-style-type: none"> <li>• it can be used only to maintain the software whose payment has been paid to the vendor</li> <li>• it cannot be duplicated in any form or sold or copied</li> <li>• it cannot be transferred to any third party</li> <li>• the customer is free to make modifications in the source code.</li> <li>• it can be used only to maintain the software whose fees has been paid to the vendor</li> <li>• it cannot be duplicated in any form or sold or copied</li> <li>• it cannot be transferred to any third party</li> <li>• the customer is free to make any modifications in the source code. However, in no way shall any change made change the IPR on the software.</li> </ul>	<p>Since Bank is looking for the HRMS solution in OPEX (Hosted) Model, Bank will not have access to source code. Any changes/modifications required or any new functionality has to be implemented, a change request will be raised with the successful bidder accordingly as per Bank's requirement</p>
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24		6. Purchase Preference (Centre)	<p>Bid reserved for Make In India products:  Procurement under this bid is reserved for purchase from Class 1 local suppliers as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a class 1 local supplier is denoted in the bid document 50%. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement</p>	It is requested that this clause be made very specific for Software only and not include services.	Bidder to comply
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25	3		1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications.	As an MSE bidder with a valid UDYAM certificate, are we exempted from submitting experience documents as required in other parts of the GeM document?	Please refer GeM Bidding document
26	3		4. 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.	We have experience in providing IT/ITES services to various Govt. departments/PSUs over the past 10 years. Can we meet the experience requirements by submitting work orders and completion certificates for our IT/ITES services?	Bidder to comply
27	page 6 of 14 2		Optional clause	There is an optional clause in GeM indicating 25%, but the RFP clause 7.3 indicates only 10%. Can you clarify this discrepancy?	Purchase order quantity can be increased or decreased by 25%
28	page 6 of 14 2		<b>8. Scope of Work:</b> 8.1. Bidder has to confirm compliance with the Scope of Work mentioned in Annexure-10.	Major scope of work given in Annexure-9, not in Annexure-10	Technical and functional requirements are given in Annexure 9, General Specifications are given in Annexure 10. Bidder has to comply with both

29			<p><b>8.2. Project Completion and Management</b>  8.2.1. For smooth completion of project the Bidder should identify one or two of its representatives at Dharwad as a single point of contact for the Bank.</p>	<p>Can you confirm whether the requirement is for the on-site deployment of one or two resources at Dharwad, and if so, what is the expected deployment duration?</p>	<p>The onsite deployment of resource is only during the implementation phase for smooth co-ordination till the completion of implementation</p>
30	Page 30 of 142		<p>Annexure-5 Authorization Letter Format</p>	<p>As bid submission is online through the GeM portal and opening will also be online, do we still need to submit this form?</p>	<p>Bidder shall submit all the documents as per the RFP document</p>
31	Page 26 of 142		<p>Annexure-3 Eligibility Criteria  b) Copy of agreement should be submitted and it should be valid for a period of 5 years from the date of submission of the bid.</p>	<p>During the bidding stage, can we request that the bid-specific OEM Authorization form be accepted, and that the bidder and OEM be allowed to submit the Agreement for a period of 5 years once the order is awarded.</p>	<p>OEM authorization letter is accepted</p>
32	Page 26 of 142		<p>Annexure-3 Eligibility Criteria  e) Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks (i.e. from 01/04/2019 to 31/03/2022)</p>	<p>As the requirement is for implementation of HRMS solution, we request you to amend the clause as bellow;  e) Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks/ <b>Any Co-operative bank/Private Organizations</b> (i.e. from</p>	<p>Please refer amendment</p>

				01/04/2019 to 31/03/2022)	
33	Page 12 of 14		Annexure 9 11.7.7 Sending emails to external faculty.	Can you confirm if KVGB will provide the E-Mail and SMS gateways?	SMS gateway has to be arranged and managed by the bidder. Bank can provide a dedicated email ID and mailbox
34	Page 4 of 9		Annexure 11 Contract Agreement 8. ORDER CANCELLATION/TERMINATION OF CONTRACT: 8.1. The Bank reserves its right to cancel the entire / unexecuted part of CONTRACT at any time by assigning appropriate reasons and recover expenditure incurred by the Bank in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:	We would like to request the removal of the phrase "recover expenditure incurred by the Bank in addition to."	Bidder to comply
35	Page 53 of 14		3.18 Should create standard career paths in the organization in terms of various possible moves from the current level / grade in the organization	Please provide more information/understanding on this.	Creation of standard career paths in the organization like: Office Attendant (M)- Office Assistant (M)- Officer Scale-I (Assistant Manager)- Officer Scale-II

					(Manager)- Officer Scale-III (Senior Manager)- Officer Scale-IV (Chief Manager)- Officer ScaleV (Assistant General Manager)
36	Pa ge 53 of 14 2		3.22 The system should support preparation of lists of eligible candidates based on user- defined criteria	Please provide more information on user defined criteria types eg: employee service of more than 3 years tenure in the same location list ,or anything that sort ?	System should be capable of preparing the eligible candidates for transfers, internal promotions etc. on user defined criteria. For example: 1) An Officer's maximum term in one Branch/Office is 3 years, an Office Assistant and Office Attendant max. term in one Branch/Office is maximum of 5 and 7 years respectively. Transfer guidelines will be shared with the successful bidder. 2) For promotions there are specific guidelines which will be shared with the successful bidder

37	Page 54 of 142		3.33 The system should support advising salary fitment on promotion. The fitment made should automatically go to payroll module.	Need more understanding on Salary fitment after every promotion with respect to various job roles	There are separate set of guidelines from IBA, for fitment on promotion depending on the scale of promotion. Same will be shared with the successful bidder.
38	Page 54 of 142		3.42.7 Provision to generate employees who have requested for a given town with special weightage for user defined criteria. Cancellation of request of the employee as per the option of the employee	Need more information on this requirement	Option for modifying the Request transfer as General transfer and General transfer as Request transfer
39	Page 55 of 142		3.42.20 The System should be able to review employees' qualifications and skills to identify the best qualified candidate to send on deputation.	Need more understanding on the the process , the system is capable of showing the list of employees and the skill set.	System should be able to generate specialized staff details based on their educational and certificate courses
40	Page 96 of 142		7.1.58: Calculation of liabilities of employee.	Need more information on checking the liabilities of employees.	System should have an option for recording of direct and indirect liabilities of employees by himself/herself
41	page 98 of 142		7.48.43 Analytical and Forecasting tools relating to Pension	Need more information, what kind of forecasting tools are required.	Calculation of Gratuity (As per Service Regulation act and Gratuity act), PL encashment as per the guidelines. The specific guidelines will be shared with the successful bidder

42	Page 59 of 142		3.46.15 Roster for officers/Employees	Need more information on roaster list creation	Roster of officers/employees is with respect to reservation of posts in a cadre for different categories. Sample reservation roster is available in Bank's website for reference.
43	Page 27	Point (e) Eligibility Criteria (Annexure 3)	Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks (i.e. from 01/04/2019 to 31/03/2022)	We request you to consider that the Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks/NBFCs/Private Companies in India and Outside India (i.e. from 01/04/2019 to 30/06/2023)	Please refer amendment
44	Page 13	Clause 31.1	The successful bidder should ensure implementation of the entire solution within three months from date of PO.	In general, this kind of project requires 5 to 6 months for complete installation, configuration and implementation, hence we request bank to consider implementation period within six months from date of PO	Please refer amendment

**Amendments:**

S l. N o. .	P a g e N o. o f R F P	Claus e N o	Existing Clause	Modified Clause																																
1	1 2 6	Annexure-10 General Specifications	9.The bidder should provide storage space of at least 1GB per user for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc.	9.The bidder should provide storage space of at least 1GB per user for storing document such as investment proof, investment declaration, ITR, Travel, medical bills etc. and its availability 24x7																																
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3	2 7	Point (e) of Eligibi lity Criteri a (Anne xure 3)	Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks (i.e. from 01/04/2019 to 31/03/2022)	Proposed Solution should have been implemented in any Scheduled Commercial Banks/RRB/Private Banks/Co-operative Banks/NBFCs with a minimum staff strength of 1000 employees (i.e. from 01/04/2019 to 31/03/2022)						
4	1 2	31.1	The successful bidder should ensure implementation of the entire solution within three months from date of PO.	The successful bidder should ensure implementation of the entire solution within three months from date of SRS Sign off.						

All the other instructions and terms & conditions of the above GeM bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 24-03-2023

Place: Dharwad

General Manager