

Request for Proposal (RFP)

FOR

***DEVELOPMENT, IMPLEMENTATION &
MAINTENANCE***

OF

***HUMAN RESOURCE MANAGEMENT SYSTEM
(HRMS)
INTEGRATED WITH FINANCE***

IN

***BIOTECHNOLOGY INDUSTRY RESEARCH
ASSISTANCE COUNCIL
(BIRAC)***

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Biotechnology Industry Research Assistance Council

(A Government of India Enterprise)

1.0 Letter of Invitation

Request for Proposal

Biotechnology Industry Research Assistant Council (BIRAC), New Delhi invites Request for Proposal (RFP) from experienced Indian software agencies for undertaking development, implementation and maintenance of Human Resource Management System (HRMS) integrated with Finance.

Schedule for the agencies is as under:

RFP Number	:	BIRAC/HR&A/007/2018/ENQ – 023/RFP
Date of Publication of EOI	:	01 st July 2018
Presentation cum Pitching Date	:	08th Aug 2018

Agencies meeting the qualification criteria are invited for presentation cum pitching before the selection committee of BIRAC. Financial quotes will be subsequently obtained from the agencies short listed on the basis of TEC.

Thanking you,

Yours faithfully,

Head – HR & Admin

For BIRAC

Note: BIRAC reserves the right to cancel this request for proposal and/ or invite afresh with or without amendments, without liability or any obligation for such request for proposal and without assigning any reason. Information provided at this stage is indicative and BIRAC reserves the right to amend/add further details in the RFP.

2.0 Background

Biotechnology Industry Research Assistance Council (BIRAC) is a not-for-profit Section 8, Schedule B, Public Sector Enterprise, set up by Department of Biotechnology (DBT), Government of India as an Interface Agency to strengthen and empower the emerging Biotech enterprise to undertake strategic research and innovation, addressing nationally relevant product development needs.

3.0 Objective

Biotechnology Industry Research Assistance Council (BIRAC), 1st Floor, MTNL Building, 9 CGO Complex, **Request for Proposal** from experienced Indian software agencies with expertise in Software Development, Customization, Maintenance, Management and User support for Human Resource Management System integrated with Finance (hereafter referred as HRMS) for its Office in New Delhi.

4.0 Scope of Work

The Agency shall broadly undertake the activities, as per the details given below, the agencies may kindly note that this is only a reference list, but the modules shall comply with all the functional requirements of the HRMS :-

- 4.1 HRMS shall include, but not limited to Develop, Implement & Maintain Online HRMS Software – Integrated with Finance **on PHP Platform** (MySQL Database) for BIRAC Office at New Delhi.
- 4.2 The HRMS shall provide in-built application log history.
- 4.3 The HRMS software should be web-based. The hosting environment will be provided by BIRAC.
- 4.4 BIRAC has internal HRMS software developed on PHP Platform, that has certain modules i.e. Leave Management System, Travel Management System, Performance Appraisal system, Employee data management, etc. The agency shall provide a comprehensive platform in any of the following manner:-
 - Integrating the existing application on PHP Platform through incremental improvement and additional modules
 - or
 - Provide a de-novo application on PHP platform having all the requisite elements.
- 4.5 The Agency will be solely responsible for usage of any software while developing the integrated HRMS on PHP Platform.
- 4.6 The HRMS Software intended to be developed should be completely an integrated platform, with customization wherever required to cater the HR & Administration processes of BIRAC and should have the required depth, breadth and flexibility to provide on-line information access to all the designated users.
- 4.7 The HRMS shall have to be integrated with Tally ERP Version 9 currently being used in BIRAC by enabling two-way data flow as required by the software. The entire requirement for any integration with Tally ERP Version 9 and HRMS shall form part of the scope of work of this RFP document. Any subsequent modification or addition incidental to the primary requirement shall be carried out by the agency without any extra cost implication to BIRAC.

- 4.8 The software developed should be able to generate query based reports and all reports should be exportable to different formats like pie charts, graphs, excel, word and pdf etc.
- 4.9 The software developed should be able to generate Office Orders/Memos and other related documents, germane from the modules.
- 4.10 The software developed should be fully responsive on all devices equipped with SMS integration
- 4.11 The software should provide Dashboard/Employee Self Service Interface with employee calendar, internal messaging and notification features.
- 4.12 The agency has to integrate with the Biometric Attendance Machine(s) and provide the Compatibility Index in case BIRAC has to undertake upgradation of the biometric system.
- 4.13 The software should support Atleast Two Hundred Only (200) users and should have the capacity of up-scalability.
- 4.14 The Agency shall handover the complete source code along with the relevant licenses a fortnight prior to Go live.
- 4.15 The Agency shall provide necessary manuals, reference handbooks and End user training.
- 4.16 The agency shall provide Security Audit Certificate from CERT-IN empaneled agency.
- 4.17 Identify & Recommend the best practices to identify amendment that can be incorporated in the current HR & Administration online processes of BIRAC.
- 4.18 The Agency will be responsible for complete development, implementation, integration, testing, Go Live & Roll Out of the software in timely manner.
- 4.19 The Agency should be responsible for successful migration of Legacy Data.
- 4.20 The Agency shall be responsible for Maintenance of the software for a period of 2 years with Technical & Administrative support. The issue shall be resolved in the shortest possible time mutually decided with BIRAC. The support can be extended onsite/off-site depending on the criticality of the issue.
- 4.21 Dedicated team of the agency shall visit BIRAC on regular basis or on call from BIRAC for smooth development and implementation of HRMS system.
- 4.22 The Agency should be responsible for Bug-Fixing, Testing, End-User Problem Resolution and Enhancements in existing modules.
- 4.23 Any other related work ancillary to the scope stated above.
- 4.24 The modules are required to be developed in 3-phased manner as given below, the development of Phase-II and Phase-III modules will be undertaken subsequent to the completion of Phase I and its successful Go-live.

S.No	Phase-1	Phase-II	Phase-III
1	Employee Master/Employee Lifecycle with change history	Performance Appraisal	Fixed Assets Inventory Management
2	Payroll Management	Recruitments & Induction	Expense Register
3	Leave and Attendance Management	-	-
4	Training Management	-	-
5	Travel Management	-	-

5.0 Instructions to Agencies

5.1 Agencies may visit the official website of BIRAC India <http://www.birac.nic.in/> to understand the activities carried out by BIRAC.

5.2 Documents to carry

Agencies are requested to go through scope of work for execution & TEC requirements for acceptance and submission of documents for verification by BIRAC. Documents to be furnished are:

- i. Letter of Authorization as per the Format - I
- ii. Supporting documents in original and photocopy both---as mentioned in TEC
- iii. Any other information which agency may like to provide.
- iv. BIRAC reserves the right to call for any clarifications confined in the broad scope, wherever such a clarification become necessary for proper judgment in evaluation.

5.3 Address for presentation cum pitching

Biotechnology Industry Research Assistance Council (BIRAC)
1st Floor, MTNL Building, 9 CGO Complex,
Lodhi Road
New Delhi – 110003 (INDIA)

5.4 Deliverables

The broad components of the assignment are as follows:

- Development and implementation of HRMS software integrated with Finance.
 - Start date – date of issuance of the letter of award
 - Expected date of Go live of phase I – maximum Hundred & Five (105) days or earlier to the above.
 - A grace period of fifteen (15) days may be considered by BIRAC, in case the agency request for the same in writing for a valid reason.
 - End user training shall be delivered to the designated users subsequent to Go-Live.
 - The changes required after Go-Live will have to be implemented by the agency without any extra cost.
 - Phase –II & Phase – III will be undertaken subsequent to the completion of phase – I and its successful Go-live
- Maintenance- for a period of 02 years from the date of error free Go-live of the phase completed.

5.5 Amendment to the RFP

At any time prior to the date of presentation, BIRAC, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective agency, modify the RFP document by an amendment. In order to provide prospective agencies reasonable time in which to take the amendment into account in preparing their proposals, BIRAC may, at its discretion, extend the date of presentation and/or make other changes in the requirements set out in the RFP. The agency is required to visit the BIRAC website for any changes or amendments in the RFP.

5.6 Special consideration for MSME & Start Ups

If the bidding entity is registered under (i) Micro & Small Enterprises at District Industry center or Khadi and Village Industry Board or Coir Board or National Small Industry Corporation or Directorate of Handicrafts and Handlooms or any other body specified under “Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012” & (ii) Start-Ups registered under DIPP (as per G.S.R. 501(E)) it will be exempted from the prior experience & financial criteria.

The participating agencies who qualifies any of the above aspect shall be allowed **L1+15%** margin of purchase preference in the Price Bid for the purpose of evaluation. After giving such margin, if more than one agency stand on equal Price Quote, then the agency having more relevant experience can be considered for award of contract.

5.7 Conflict of Interest

The agencies shall not receive any remuneration in connection with the assignment except as provided in the “Service and Confidentiality Agreement”.

5.8 Warranty of the agency

The agency shall warrant that it is under no contractual restrictions of legal disqualification or other obligations which will prohibit from entering into agreement and that the statement and particulars herein contained in this RFP and in the relevant and supporting documents to this RFP are correct.

5.9 Governance of the engagement

The successful agency shall be issued Letter of Award (“LOA”) along with the Service and Confidentiality Contract (“CONTRACT”). The terms of this RFP, LOA and the Contract shall govern the terms of engagement of the agency at BIRAC

5.10 Governing Law and Jurisdiction

The Laws of India shall govern the RFP subject to exclusive jurisdiction of the Courts of Delhi.

6.0 Evaluation Methodology

- 6.1 All eligible agencies shall be required to make a presentation cum pitching to the Selection Committee-BIRAC showcasing their competence on a stipulated date & time. The Committee shall assess and evaluate the agencies on the parameters as mentioned in the EOI document under the Technical evaluation criteria (TEC).
- 6.2 Each agency shall be assigned scores based on the marks obtained under each parameter as given under the Technical evaluation criteria. Agency scoring 60 marks or more would be shortlisted.
- 6.3 The agencies shall provide the contact details (as per the format 3) of any two organizations where they have successfully completed similar assignment for reference check.
- 6.4 Agencies shortlisted after the TEC shall be communicated to submit the financial proposal in sealed envelope as per the format - 2.
- 6.5 The financial proposal shall be opened on stipulated date and time , in the presence of the representatives.
- 6.6 The agency with the lowest quotation (L1) shall be awarded the work.
- 6.7 Special consideration will be given to MSMEs and Startups as per clause 5.6 indicated above.
- 6.8 Liquidated Damages
If there is delay in attainment of activity milestone except due to force majeure, the agency will be subject to 2% of the cost deduction from quotation corresponding to the respective phase.

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7.0 Technical Evaluation Criteria

Sl. No.	Technical Evaluation Criteria (Documentary Evidences are to be attached as the scoring will be done based on the submitted documents)	Scores (max:100)
1.	Past Experience	20
2.	Proposed approach, methodology & work plan. (A detailed presentation of the process flow with specific timelines to complete Phase I, within stipulated timeframe)	20
3.	Description of the sub-modules or the associated components against each main module	20
4.	Proposed duration of maintenance of the software beyond the prescribed duration of 2 years in the scope of work.	10
5.	Profile and strength of manpower in the organization	05
6.	Ease of use of the software (the agency should present demo GUI implemented in other organizations)	05
7.	Creativity to output (Reports etc.)	10
8.	CMMI Level	05
9.	Any other rewards or recognition on HRMS software	05

8.0 Formats**FORMAT - 1****Authorization Letter**

(To be submitted in original on Agency's Letter Head)

To,

The Head-HR & Administration,
 Biotechnology Industry Research Assistance Council (BIRAC)
 1st Floor, MTNL Building,
 9 CGO Complex,
 Lodhi Road, New Delhi.

Subject : Letter for Authorized Person

Dear Sir / Madam,

This has reference to the Request for Proposal for Development, Implementation and Maintenance of HRMS integrated with Finance in BIRAC.

Mr./Miss/Mrs. _____ is hereby authorized to give presentation for EOI No. _____ on behalf of M/s _____ (Agency Name).

The specimen signature is attested below:

Name: _____

(Specimen Signature of Representative) _____

Signature of Authorizing Authority

Name of Authorizing Authority & Designation:

Company Seal:

Format – 2**(TO BE SUBMITTED ONLY BY TEC SHORTLISTED AGENCIES)****Price Bid**

(To be submitted in original on Agency's Letter Head)

Phase – I			
S.No.	Modules	Price (in Figures)	Price (in words)
1	Employee Master		
2	Payroll Management		
3	Leave and Attendance Management		
4	Training Management		
5	Travel Management		
Total (A)			

Phase - II			
S.No.	Modules	Price (in Figures)	Price (in words)
1	Performance Appraisal		
2	Recruitments & Induction		
Total (B)			

Phase - III			
S.No.	Modules	Price (in Figures)	Price (in words)
1	Fixed Assets Inventory Management		
2	Expense Register		
Total (C)			

	Price (in Figures)	Price (in words)
Maintenance cost for a period of 02 years from the date of error free Go live of the phase completed.		
(Total D)		

Total Price (Exclusive of all taxes) (A+B+C+D) : _____

Amount in Words : _____

NOTE:

- a Rate against each item shall be quoted in all 4 sections of the Price Bid Format.
- b In case if a single column is left un-filled the Price Bid may not be considered for evaluation.
- c The Agencies will not indicate separate discount, discount if any should be merged in the quoted rates.
- d If there is any discrepancy between words and figure, the amounts in words shall prevail and will be adopted for evaluation.
- e Duties, taxes and other levies payable as per the statute should not be included in the bid. The price bid shall be quoted exclusive of the applicable taxes.
- f For the purpose of evaluation the sub totals of all the four sections i.e. A+B+C+D be taken
- g The Lowest quote arrived on the basis of the above will then be considered as L1.
- h Special consideration will be given to MSMEs and Startups as per clause 5.6 indicated above.
- i After giving special consideration, if more than one agency stand on equal Price Quote, then the agency having more relevant experience can be considered for award of contract.

Contact Details

(To be submitted in original on Agency's Letter Head)

1) Name of the organization:_____

Name of the contact Person:_____

Designation:_____

Contact Number & Mail Id: _____

2) Name of the organization:_____

Name of the contact Person:_____

Designation:_____

Contact Number & Mail Id: _____