



## **The Kerala State Financial Enterprises Limited**

### **NOTICE INVITING TENDER**

### **PROCUREMENT OF HUMAN RESOURCE MANAGEMENT SOLUTION AS SOFTWARE AS A SERVICE MODEL FOR KSFE Ltd.**

**RFP No: KSFE/IT/14061/2026/1/HRMS**

E-Tenders are invited from reputed vendors for **PROCUREMENT OF HUMAN RESOURCE MANAGEMENT SOLUTION AS SOFTWARE AS A SERVICE MODEL FOR KSFE Ltd.** E-tenders can be submitted through the website <https://etenders.kerala.gov.in>

Bid publishing date	17.00 hours on	09.01.2026
Bid download start date	17.30 hours on	09.01.2026
Last Date for Seeking clarifications	17.00 hours on	17.01.2026
Bid submission start date	17.30 hours on	09.01.2026
Bid submission closing date	17.00 hours on	31.01.2026
Date &time of opening of E-tender	10.00 hours on	02.02.2026

The company reserves the right to accept/reject any tender without assigning any reason whatsoever.

Thrissur

09.01.2026

**Dr. Sanil S. K**

**MANAGING DIRECTOR**


**Basic Details**

Organisation Chain	Kerala State Financial Enterprises Ltd		
Tender Reference Number	KSFE/IT/14061/2026/1/HRMS		
Tender ID	2026_KSFE_826869_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Service
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Online	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

**Payment Instruments**

Online Bankers	S.No	Bank Name
	1	SBI MOPS

**Cover Details, No. Of Covers - 2**

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Documents as per RFP Section 5.Eligibility criteria of the bidders (page no.20 to 23)
		.pdf	Signed copy of RFP
		.pdf	All annexures mentioned in RFP
		.pdf	Any other documents mentioned in RFP
2	Finance	.xls	BOQ
		.pdf	Future upgrades

**Tender Fee Details, [Total Fee in ₹ \* - 31,034]**

Tender Fee in ₹	29,500	
Processing Fee in ₹ (18.00% GST Incl.)	1,534	
Fee Payable To	Nil	Fee Payable At
Tender Fee Exemption Allowed	No	

**EMD Fee Details**

EMD Amount in ₹	6,48,000	EMD Exemption Allowed	No
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	Nil	EMD Payable At	Nil

[Click to view modification history](#)
**Work /Item(s)**

Title	Procurement of HRMS as SAAS model				
Work Description	Procurement of HRMS as SAAS model				
Pre Qualification Details	Refer tender documents				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	No				
Tender Value in ₹	6,48,00,000	Product Category	Miscellaneous Services	Sub category	HRMS
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	NA

<b>Location</b>	KSFE Head Office	<b>Pincode</b>	680020	<b>Pre Bid Meeting Place</b>	NA
<b>Pre Bid Meeting Address</b>	NA	<b>Pre Bid Meeting Date</b>	NA	<b>Bid Opening Place</b>	KSFE Head Office Thrissur
<b>Should Allow NDA Tender</b>	No	<b>Allow Preferential Bidder</b>	No		

**Critical Dates**

<b>Publish Date</b>	09-Jan-2026 05:00 PM	<b>Bid Opening Date</b>	02-Feb-2026 10:00 AM
<b>Document Download / Sale Start Date</b>	09-Jan-2026 05:30 PM	<b>Document Download / Sale End Date</b>	31-Jan-2026 05:00 PM
<b>Clarification Start Date</b>	09-Jan-2026 05:30 PM	<b>Clarification End Date</b>	17-Jan-2026 05:00 PM
<b>Bid Submission Start Date</b>	09-Jan-2026 05:30 PM	<b>Bid Submission End Date</b>	31-Jan-2026 05:00 PM

**Tender Documents**

<b>NIT Document</b>	<b>S.No</b>	<b>Document Name</b>	<b>Description</b>	<b>Document Size (in KB)</b>
	1	Tendernotice_1.pdf	NIT	50.03
<b>Work Item Documents</b>				
<b>Work Item Documents</b>	<b>S.No</b>	<b>Document Type</b>	<b>Document Name</b>	<b>Description</b>
	1	Tender Documents	RFP.pdf	RFP
	2	Other Document	NIT.pdf	NIT
	3	Other Document	Futureupgrades.pdf	Future Upgrades
	4	Other Document	addl doc seceq.pdf	Additional document
	5	BOQ	BOQ_1387205.xls	BOQ

**Bid Openers List**

<b>S.No</b>	<b>Bid Opener Login Id</b>	<b>Bid Opener Name</b>	<b>Certificate Name</b>
1.	anilkgsfe@gmail.com	Anil Kumar KG	Anil Kumar K G
2.	anithasoman080@gmail.com	ANITHA P S	ANITHA P S
3.	ajikkareem@gmail.com	aji k kareem	AJI K KAREEM

**Tender Properties**

<b>Auto Tendering Process allowed</b>	No	<b>Show Technical bid status</b>	Yes
<b>Show Finance bid status</b>	Yes	<b>Stage to disclose Bid Details in Public Domain</b>	Technical Bid Opening
<b>BoQ Comparative Chart model</b>	Normal	<b>BoQ Comparative chart decimal places</b>	2
<b>BoQ Comparative Chart Rank Type</b>	L	<b>Form Based BoQ</b>	No

**Tender Inviting Authority**

<b>Name</b>	Managing Director
<b>Address</b>	BHADRATHA MUSEUM ROAD THRISSUR

**Tender Creator Details**

<b>Created By</b>	ANITHA P S
<b>Designation</b>	Assistant Manager
<b>Created Date</b>	09-Jan-2026 04:35 PM



**Request for Proposal [RFP]  
For**

**PROCUREMENT OF HUMAN RESOURCE MANAGEMENT  
SOLUTION AS SOFTWARE AS A SERVICE MODEL**

**For**

**KERALA STATE FINANCIAL ENTERPRISES Ltd (KSFE Ltd)**

**TENDER NO:KSFE/IT/14061/2026/1/HRMS**

**Dated 9<sup>th</sup> January 2026**

**Issued By:**

**The Kerala State Financial Enterprises Ltd.**

**(A Government of Kerala undertaking)**

**Regd. Office: "Bhadhratha", Museum Road,**

**P.B.No: 510, Thrissur – 680 020, Ph: 0487-2332255,**

**E-mail: [etenders@ksfe.com](mailto:etenders@ksfe.com)**

Web site: [www.ksfe.com](http://www.ksfe.com)

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## **BID SCHEDULE**

<b>Sl No</b>	<b>Description</b>	<b>Details</b>
1.	Tender No. and Date	<b>KSFE/IT/14061/1/HRMS</b>
2.	Brief Description of the RFP	Procurement of Human Resource Management Solution as Software As A Service model
3.	Contact Details	<p><b>The Kerala State Financial Enterprises Ltd.</b>            Regd. Office: "Bhadratha", Museum Road,            Thrissur – 680 020, Kerala            Ph: 0487-2332255,            e-mail: <a href="mailto:etenders@ksfe.com">etenders@ksfe.com</a>            Web site: <a href="http://www.ksfe.com">www.ksfe.com</a></p>
4.	Bid Publishing Date	<b>17.00 hours on 09/01/2026</b>
5.	Application Fees (Not Refundable)	<b>INR 25,000/- + 18% GST</b>
6.	Earnest Money Deposit (Refundable)	<b>INR 6,48,000/-</b>
7	Bid download & Bid • Submission Start Date	<b>17.30 hours on 09/01/2026</b>
8.	Pre-bid queries	<ul style="list-style-type: none"> <li>➤ Pre-bid queries should be submitted as per Appendix-I.</li> <li>➤ Pre-bid queries to be sent by E-mail to <a href="mailto:etenders@ksfe.com">etenders@ksfe.com</a> and it must reach us on or before <b>17.00 hours on 17/01/2026</b></li> <li>➤ Queries reaching afterwards will not be entertained.</li> </ul>
9.	Last Date and Time for Submission of Bids	<b>17.00 hours on 31/01/2026</b>
10.	Date and Time of Opening of E-tender	<b>10.00 hours on 02/02/2026</b>

11.	Other Details	<ul style="list-style-type: none"> <li>➤ The bidders must fulfill the Prequalification Criteria for being eligible to bid.</li> <li>➤ No Suggestions or queries shall be entertained after pre-bid query end date .</li> </ul>
12.	Website for online RFP	<p><a href="https://etenders.kerala.gov.in">https://etenders.kerala.gov.in</a></p>
<p>The bidder has to remit the tender fee, EMD and submit Technical &amp; Commercial bid through the e-tender website online.</p> <p>Any amendments, modifications, Pre-Bid replies &amp; any communication etc. will be uploaded in the Kerala Government e-tender site <a href="https://etenders.kerala.gov.in">https://etenders.kerala.gov.in</a>. No individual communication will be sent to the individual bidders.</p>		

## **Disclaimer**

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of **Kerala State Financial Enterprises Ltd** (hereinafter termed as “KSFE Ltd” or “KSFE”), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms & conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the KSFE Ltd to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). This invitation document is for the exclusive use of the prospective vendors to whom it is delivered, and it should not be circulated or distributed to third parties. The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires.

Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. The KSFE Ltd makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. The KSFE Ltd does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent. Further, the KSFE shall not be liable for any person placing reliance on any source of information (other than this Invitation Document or as published in its website) and such person would be doing so at his/ her/ their own risk.

The KSFE Ltd in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be published on the Kerala Government e-tender site <https://etenders.kerala.gov.in> and it will become part and parcel of this RFP. This RFP is an invitation to offer and not an offer. The Bid submitted by the Prospective vendors shall constitute an ‘offer’, subject to acceptance by the KSFE Ltd. The Bidders shall submit their Bid in the manner set out herein.

The issuance of this Invitation Document does not imply that the KSFE is bound to select a Prospective Buyer(s) and the KSFE Ltd reserves the right to reject any or all the

proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of the KSFE Ltd shall be final, conclusive and binding on all the parties.

### **Abbreviations:**

BOQ	Bill of Quantities
DA/DP	Disciplinary Action/Disciplinary Proceedings
DC	Data Center
DPDP	Digital Personal Data Protection
DRC	Disaster Recovery Center
EMD	Earnest Money Deposit
HO	Head Office
HRMS	Human Resource Management System
IAD	Internal Audit Department
NJD	Non Joining Duty
OEM	Original Equipment Manufacturer
PSC	Public Service Commission
RFP	Request for Proposal (Interalia, the term “Tender” is also used)
RO	Regional Office
SDT	Special Deputy Thahasildar
SI	System Integrator
SLA	Service Level Agreement
VAPT	Vulnerability Assessment and Penetration Testing

<b>ANNEXURES (To be submitted with Part 1-Tecnical Bid)</b>
Annexure- 1 Eligibility Criteria Declaration
Annexure- 2 Bidder's Profile
Annexure- 3 Non-Disclosure Agreement
Annexure- 4 Self Declaration for a Non-Blacklisted Company
Annexure- 5 Undertaking for Information Security Compliance
Annexure- 6 HRMS implementation details
Annexure- 7 Key Differentiators of the solution
Annexure-8 Availability of required functionalities
Annexure-9 Support requirements
Annexure- 10 Compliance Matrix
Annexure-11 Data Centre Details
Annexure-12 Format of Agreement to be submitted along with bid
<b>ANNEXURES (To be submitted with Part-2 -Commercial Bid)</b>
Annexure- 1 Format of Commercial Bid

<b>APPENDICES</b>
Appendix I : Format for Sending Pre-Bid Queries
Appendix II: Proforma of Bank Guarantee for Contract Performance

## **1. INTRODUCTION**

### **1.1 About KSFE Ltd**

The Kerala State Financial Enterprises Limited, popularly known as **KSFE** came into existence in 1969, as a Miscellaneous Non-Banking Company (MNBC) owned by the Government of Kerala, started with the objective of providing an alternative to the private Chit promoters with a view to socialize the Chit fund business. The Company which started in a humble manner has now grown into an institution doing business worth over Rs.1,00,000 Crores annually, employing over 9000 persons directly and over 12000 persons indirectly with a network of 680+ Branches. The main activities of this Organisation are Chits, Sugama, Loans and Fixed Deposits.

### **1.2 Purpose of Bid**

To introduce the best practices and techniques in HR management and as part of technology transformation, KSFE intends to implement a new comprehensive Human Resource Management System(HRMS), in Software As A Service (SAAS) model, encompassing all the functionalities of HR operations. In this context, the Company invites sealed tenders from vendors who are experienced in implementing Cloud based SAAS HRMS application whose credentials can be validated through client references. The contract period for the agency will be for Six years from the date of execution of the agreement. Any extension will be based solely on the decision of KSFE

Interested vendors are requested to submit their proposals for the supply, customisation, deployment, integration, maintenance and support of a Cloud based SAAS HRMS application as per the Technical Specifications and Functional Requirements Specifications given in this document.

The proposed System should be Secure, with Low Latency and High Throughput. It should be responsive and should be able to accommodate the changes in regulatory/legal compliance requirements within the shortest possible time. The solution should conform to cyber security and regulatory standards issued by regulatory authorities/ CERT-IN. The solution must comply with DPDP Act 2023. The solution should be agile enough to

accommodate the regulatory changes issued by competent authorities (if any). Updates related to any major regulatory change should be applied within 15 days of such change without disruption of services. As per digital personal data protection bill 2023, the data fiduciaries are obligated to use data for only specific purposes after taking consent, so this functionality must be there as a de facto standard.

## **2. SCOPE OF WORK AND SUPPORT REQUIREMENTS**

- Customisation of the SAAS offer to meet the requirements spelt out in this RFP document and the Business Requirements Document prepared after conducting a detailed systems study. Customisation includes the additional software modules to be developed (if any) to meet the KSFE specific requirements, as KSFE is governed by policies and rules which are not generic but specific to KSFE.
- The contract period for the agency will be for Six years from the date of execution of the agreement. Any extension will be based solely on the decision of KSFE
- Implementation, testing, maintenance, support, feature enhancements, documentation, operations and management of applications supplied in the SAAS model through the entire contract period.
- The OEM shall provide quarterly product updates without any additional cost, with prior notification to KSFE. Any updates in respect of legal/regulatory changes and its compliance should be made available immediately without any additional cost .
- Integration with downstream and upstream systems not limiting to LDAP Server, Core Business Application of KSFE, Accounting applications, Document Management System, Biometric system, Income Tax Dept., SMS/EMAIL Servers, etc. through API integration to derive efficient use of the resources.
- Mobile application (Android and IOS) in synchronisation with web application downloadable from Play Store/App Store for smart phones/tablets with operating systems Android (10.0 & higher) or iOS (13.0 & higher). The Play Store and App store accounts will be provided by KSFE.
- Data should be transformed, enriched while integrating with end systems. Services should be secured with the latest available security features and protocols.
- The platform should have a strong database which should support high availability and should be highly scalable to support various workloads including month ends. Data should be always encrypted and should not be possible to be accessed by unauthorized

persons, such that data inside the HRMS system should be tamper proof even by the privileged users. Users should not be able to misuse the data which they are not supposed to access within the database. Database should be always auditable by an automated mechanism which will ensure all policies are met and super users should be alerted in case of any anomalies like updating, deletion or drop of any objects or data.

- Data ETL from the existing HRMS DB (MySQL) to the proposed System without any data loss (migration of master data and transactional data of the past 6 years).
- Server Administration (Cloud, Application, DB, Backup servers) during the contract period which includes but not limited to Application Deployment, Performance Monitoring and Tuning, Storage/Memory Management, Security Monitoring and Data back-ups.
- Software up-gradation, bug fixing and customisations during contract period.
- Providing user level and administrative level (software and system) training.
- Compliance with Personal Identity Information handling such as DPDP compliance.

A high level functional and technical requirements are provided in the respective sections of this document. The Bidder is at the liberty to undertake a detailed study and suggest additional functionalities and analytical features that their product can provide in line with the broad vision and strategy of KSFE.

The Implementation, Operations and Maintenance support requirements along with indicative level of support expected by KSFE have been outlined in the tables given in Annexure IX. The Bidder must state their ability to comply with the levels of support desired by KSFE or propose comparable alternatives, if any. KSFE reserves the right to change the support requirements, subject to negotiations, depending on business needs. The Bidder may indicate their response to the compliance requirements related to Integration and Data Management as given in Annexure X.

### **3. INSTRUCTION TO BIDDERS**

#### **3.1 Completeness of Response**

- a) Bidders are advised to study this RFP document carefully before submitting their proposals. Submission of a proposal in response to this RFP shall be

deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

- b) A bid shall be considered responsive only when the Bidder's response to this RFP is full and complete in all respects.
- c) Failure to furnish all the information required in this RFP or submission of a proposal not responsive to the RFP in all aspects will be at the Bidder's risk and may result in rejection of the Bidder's proposal.

### **3.2 Period of Validity of Bids**

Bids shall remain valid for 180 days from the date of opening of commercial bid prescribed by KSFE. A bid valid for a shorter period may be rejected by KSFE as disqualified.

In exceptional circumstances, KSFE may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by email. The bid security validity shall also be suitably extended. The Bidder may refuse the request without forfeiting his bid security. The Bidder granting the request will not be required nor permitted to modify his bid.

### **3.3 Modification and Withdrawal of Proposal**

No proposal may be withdrawn between the deadline for submission of proposals and the expiration of the validity period of the bids. The entire EMD may be forfeited if any of the Bidders withdraw their bid during the validity period.

### **3.4 Non-Conforming Proposals**

A proposal may be construed as a non-conforming proposal and ineligible for consideration if it does not comply with all requirements of this RFP.

### **3.5 Right to Modify Submission Deadline**

KSFE may, at its discretion, extend the deadline for submission of proposals by issuing a corrigendum, in which case all rights and obligations of this RFP and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### **3.6 Award criteria**

KSFE will evaluate the Technical bids of the Bidders to determine whether the bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at KSFE's discretion. KSFE will award the contract to the bidder whose bid scores best in the QCBS evaluation methodology.

### **3.7 Right to Terminate the Process**

KSFE may terminate the RFP process at any time and without assigning any reason. KSFE makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by KSFE. The Bidder's participation in this process may result in KSFE selecting the Bidder to engage in further discussions and negotiations toward execution of agreement. The commencement of such negotiations does not, however, signify a commitment by KSFE to execute an agreement or to continue negotiations. KSFE may terminate negotiations at any time without assigning any reason.

### **3.8 Disqualification**

The bid is liable to be disqualified in the following cases or in case Bidder fails to meet the bidding requirements as indicated in this RFP:

- Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as a non-conforming proposal.
- The Bidder qualifies the bid with his own conditions.

- Bid is received in incomplete form.
- Bid is not accompanied by all the requisite documents.
- Information submitted in technical bid is found to be misrepresented, incorrect or false accidentally, unwittingly or otherwise, at any time during the processing of the Agreement (no matter at what stage) or during the tenure of the agreement including the extension period, if any.
- The commercial proposal is uploaded as part of the technical proposal.
- Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.

### **3.9 Right to Accept or Reject Any or All Bids**

- KSFE reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time before the award of the contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for its action.
- The acceptance of tender will rest with the KSFE, which does not bind itself to accept the best bid and reserves itself the right to reject any or all the tenders received without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- KSFE does not bind itself to accept the best or any tender and reserve to itself the right of accepting the whole or any part of tender and Bidder shall be bound to perform the same at the rate quoted.

### **3.10 Security Deposit**

The successful contractor will be required to furnish a Security Deposit in the form of a Bank Guarantee in the format provided in AppendixII for an amount equal to 5% of the total value of work order (rounded to the nearest rupee) for a period of 72 months with a claim period of further 6 months (i.e. 78 months from the date of commencement of contract). In the event of the contract being extended, the

contractor will have to submit a fresh bank guarantee covering the extended contract period as increased further by a period of 6 months for lodging the claim.

### **3.11 Pre Bid Queries**

In case the Bidder requires any clarification regarding the tender, they can email their **queries to the email id etenders@ksfe.com strictly in the prescribed format provided in Appendix I** on or before the last date given for the same. No further queries/clarifications on this tender would be entertained after that date. Reply to the queries will be published on the e-tendering site.

## **4. SUBMISSION OF BIDS**

The Bidders are required to submit their bids in two-parts i.e. Technical and Commercial through the E-Tender site <https://etenders.kerala.gov.in>

The Bidder has to remit the tender fee, EMD and submit the Technical & Commercial Bids online through the e-tender website. (Exemption will be allowed for EMD and Cost of tender form as per Kerala Government G.O.(P) No. 3/2021/SPD).

EMD of the successful Bidder will be returned after execution of agreement and after production of Performance Bank Guarantee. EMD of the unsuccessful Bidders shall be returned after the finalization of the successful Bidder. The cost of the tender form is non-refundable.

KSFE does not take any responsibility for any delay in submission of the online bid due to connectivity problems or non-availability of the website. No claims on this account shall be entertained. Incomplete tenders shall be liable for rejection without seeking any further clarification.

#### **4.1 Contents of the Technical Bid**

The Technical Bid is expected to contain documents in support of Bidder's eligibility to participate in the bidding process and documents required for technical evaluation. Every bid should be accompanied by the following documents

1. A response letter to this RFP containing Company background and key achievements with relevant documents.
2. An overview of the product (including high level design & architecture details and technologies adopted).
3. Documents supporting Bidder's eligibility and client references as per Section - 5 (Eligibility Criteria of the Bidders).
4. Bidder's Profile as per format given in Annexure II
5. Non Disclosure Agreement as per format given in Annexure III
6. Self Declaration for Non Black Listing as per format given in Annexure IV
7. Information security compliance as per format given in Annexure V
8. Details of HRMS implementation as per format given in Annexure VI.
9. Key solution differentiators, competitive advantage over other products, value additions and analytical features (as per format given in Annexure VII ).
10. A statement indicating the availability of functionalities as detailed in Section - 11 (Functional Requirements Specifications) as per Annexure VIII.
11. Bidders' response to support requirements as per Annexure IX (A) & (B).
12. Compliance Matrix as per Annexure X
13. DC and DR details as per Annexure XI
14. An agreement in the prescribed form (Annexure- XII) of the Store Purchase manual on Kerala Government stamp paper worth Rs.200/-(and a soft copy of the agreement shall be attached with the Technical bid).
15. Detailed implementation plan identifying the tasks to be completed, delivery schedule compliance, deviations if any, statement of risks and mitigation strategies.
16. A copy of the RFP document and corrigendum/amendments, if any, duly signed on all the pages as a token for agreeing with all terms and conditions of this tender.

17. Documentary proof required for technical evaluation of bids. (Refer to Section 6.2, Technical Evaluation).
18. If the Bidder is not an OEM, Manufacturer's Authorisation letter from OEM in favour of the Bidder, extending their full guarantee for fulfilling all terms and conditions of the tender and agreements on the letter head of the OEM.
19. Additional information, if any.

#### **4.2 Contents of the Commercial Bid**

The format of Commercial Bid is given in Annexure - I. The Bidder shall quote the price of application software which shall include the following components:

- A) One-time implementation cost inclusive of charges for:
  - ❖ Initial environment setup and SaaS tenant configuration
  - ❖ Initial configuration and customisation as per KSFE's requirements
  - ❖ User and administrator training
  - ❖ Data migration from legacy systems, including cleansing and validation
  - ❖ Integration with KSFE's existing applications and infrastructure

B) Monthly Subscription Charges for active users – the Bidder should quote per user Monthly Subscription charges for:

Active count of users > 5000 <= 7500

**Active count of users > 7500 <= 10000**

Active count of users > 10000 <= 12500

The quoted subscription charges should include the following components for the contracted period:

- ❖ Cloud platform administration and monitoring
- ❖ Environment management

- ❖ Application maintenance, updates, and upgrades
- ❖ Continued access to the hosted environment
- ❖ SLA-based technical support

**Note 1:** Based on the per unit rate quoted for “Monthly subscription for Active count of users >7500 <= 10000, total subscription cost for the contracted period will be calculated as **Unit rate\*9000\*72** ( 9000 being the current count of active users and 72 being the total contract period in months). This will be added with the one time implementation cost to arrive at the Total Financials of each bidder.

**Note 2: Apart from the cost items mentioned in A,B the bidder is also required to mention Man month rate for any additional feature/functionality development requested by KSFE in future beyond the current RFP Scope.**

Duly filled BOQ files should be uploaded to the e-tender website.

#### **4.3 General Instructions to Bidders for E-Tendering**

- a) Interested Bidders may submit the tender in the CPP portal (<https://etenders.kerala.gov.in>) and participate in the tender as per the instructions given therein, on or before the due date of the tender.
- b) Corrigendum/amendment, if any, shall be notified on the site <https://etenders.kerala.gov.in>.
- c) Directions for submitting online offers, electronically, against e-procurement tenders directly through the internet are available on the etenders website.
- d) The system time (IST) that will be displayed on the e-Procurement web page shall be the time considered for determining the expiry of the due date and time of the tender and no other time shall be taken into cognizance.
- e) Bidders are advised in their interest to ensure that their bids are submitted in the e-Procurement system well before the closing date and time of bid. The Bidder should ensure that EMD submission through e-tender has been completed successfully.

- f) Bids/Offers shall not be permitted in the e-procurement system after the due date/ time of tender. Hence, no bid can be submitted after the due date and time of submission has elapsed.
- g) No manual bids/offers along with electronic bids/offers shall be permitted and bid evaluation shall be based only on the electronic bids.
- h) No responsibility will be taken by KSFE and/or the e-procurement service provider for any delay due to connectivity and availability of the website. They shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- i) KSFE and/or the e-procurement service provider shall not be responsible for any direct or indirect loss or damages and or consequential damages, arising out of the bidding process including but not limited to systems problems, inability to use the system, loss of electronic information etc.

## **5. ELIGIBILITY CRITERIA OF THE BIDDERS**

KSFE will use the following as the minimum eligibility criteria for evaluating the Bidders. The Bidder fulfilling the following criteria only may respond to this RFP.

	<b>Category</b>	<b>Criteria</b>	<b>Supporting Documents to be submitted</b>
	<b>Bidder Company</b>	The Bidder should be a registered company in India under Companies Act 1956 / 2013 and should have been in operation in India for at least Ten years as on date of tender publication. The Bidder should have a valid PAN and GSTIN in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office to be provided,Copy of PAN card and GSTIN certificate.
	<b>OEM Presence in India:</b>	The OEM must have had a registered presence in India for at least 10 years as on date of tender publication.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office to be provided
	<b>Bidder's operation as a Software Service provider</b>	The Bidder should be an OEM or a System Integrator or an Authorized Partner of an OEM and should have at least 7 years of experience in design, development and implementation of HRMS Solutions as on date of tender publication. The proposed solution should be available as a COTS (Commercial off the shelf) SAAS solution and should meet the majority	Documentary proof (purchase order/customers certificates etc.) along with details as per format given in Annexure VI should be submitted. The Bidder should submit details like the name of the contact person along with his email id, phone number for verification.

	<p>of KSFE requirements with minimal customisation.</p> <p>Bidder must provide references of at least 3 clients for HRMS implementation either in On Premise/ SAAS model during the last 5 years, where the order value was Rs.50 Lakh or above. Multiple orders from the same vendor for the same purpose including enhancements shall be considered.</p> <p>Bidders shall also produce implementation certificates of the proposed solution (either On Premise/ SAAS model) from three clients, each having a minimum employee strength of 2000.</p> <p>The proposed solution should be running in at least 3 government/ financial institutions</p>	If the Bidder is not an OEM, Manufacturer's Authorisation letter from OEM in favour of the Bidder, extending their full guarantee for fulfilling all terms and conditions of the tender and agreements on the letter head of the OEM.
	<p>The Bidder should have a minimum of 250 IT Professionals in their payroll in India.</p>	Self-declaration of Bidders in the letter head duly signed by the authorized person.
	<p>The Bidder should have a professional team capable of handling varied aspects of the project including domain, architecture, design, development, testing, deployment and managing applications on cloud, server /network administration, project management and interfacing.</p>	A list of key personnel with their qualifications/experience along with the reporting structure should also be provided.
	<p>The bidder should confirm to deploy relevant people onsite in KSFE as and when required. A Project Manager is required to be based out of KSFE during the time till project sign off and make at least quarterly visits for at</p>	Letter from Bidders in this regard in the letter head duly signed by the authorized person.

		least one week till end of contract. They should also provide help-desk and adequate support staff including technicians for providing all types of support.	
		Bidder should be having minimum accreditation equivalent or higher of ISO:27001	Bidder should provide a valid ISO Certificate.
	<b>Bidder's Financials</b>	The proposed application vendor should have a minimum turnover of Rs.50Cr each in the last 3 years. The Bidder should have a positive net worth as per the audited financial statements during the last 3 financial years (2022-23, 2023-24, 2024-2025)	i) Copy of the audited Financial Statements for the preceding 3 years (2022-23 to 2024-2025). ii) Certificate from the Chartered Accountant mentioning the Annual Turnover & Net worth of last 3 years (2022-23 to 2024-2025).
	<b>Black Listing</b>	As on the date of submission of the proposal, the Bidder shall not be blacklisted by any Central Government Department in Government of India/ State Government Departments of any state/ PSU/PSE entities in the last 3 years. The Bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the requirements as per the tender, it shall provide details of the action(s).	A self certification in Company's letter head signed by the authorized Signatories should be attached as compliance with this condition.

	<b>Solution Hosting</b>	The bidder should either have OR deliver the service from a MeitY empanelled tier 3 or above Primary Data Centre with a back-up Secondary Data Centre.	Self-declaration signed by the Authorized Signatory confirming the availability of the primary and secondary data centers (Annexure XI) along with copies of MeitY certificates, Hosting Contract, proof of DPDG compliance and SLA proof from DC provider.
		All data centers should be geographically located in India. The bidder must provision BCP site & DR for ensuring the continuous availability of the solution. The BCP and DR should be in two different seismic zones.	Self-declaration signed by the Authorized Signatory

The above mentioned documentary proofs should be included in the technical bid. The bids of the Bidders who satisfy these pre-qualification criteria alone will be considered for technical evaluation.

## **6. EVALUATION AND COMPARISON OF BIDS**

The objective of the evaluation process is to select a reliable and experienced Bidder, capable of setting up a software platform, which best meets the identified requirements, all within a reasonable timeframe at the best possible cost. In addition, the Bidder must be willing and capable of providing ongoing maintenance that is responsive to the needs of KSFE in sustaining normal business operations. The selected System should be user friendly and easy to handle.

The bids of the Bidders who fulfil the pre-qualification criteria specified in Section - 5 (Eligibility Criteria of the Bidders) will be considered for further evaluation. The

evaluation may include demonstrations of the application software solution, reference calls and site visits.

## **6.1 Verification**

KSFE reserves the right to conduct a verification of the client references submitted by the Bidder. KSFE also reserves the right to conduct a verification of the quality management system in place, the development facilities, and the support infrastructure of the Bidder. KSFE will conduct all or any of these verifications to satisfy itself on the Bidder's capability to supply the software and services compliant with the requirement specifications defined in this tender. In the event of the verification revealing that a Bidder does not have the capability to supply the software and services compliant with the requirement specifications defined in this tender, KSFE may at its discretion reject the bid.

## **6.2 Technical Evaluation**

The technical evaluation process of the bids will be carried as per the technical evaluation criteria and also based on the Functional and Technical Requirement Specifications. Each bid will be given a technical mark out of a maximum of 100 marks as specified in the table below.

<b>Sl No</b>	<b>Tech. Criteria</b>	<b>Max. Score</b>	<b>Mark Distribution</b>	
1	Client references for HRMS implementation having a value	15	3 References available	5

	50Lakhs or above during the last 5 years.		More than 3 references available	2 marks for each additional reference (Max 10)
2	HRMS implementations in organisations having an employee strength of 2000 or more	15	3 implementations with client reference	5
			More than 3 implementations with client reference	2 marks for each additional reference (Max 10)
3	HRMS implementations in organisations having an employee strength of 5000 or more	5	2.5 Marks for each reference ( Max 5)	
4	HRMS implementations in Govt.Departments/Organisations/PSUs/Banks in India (organisation specific customisations)	15		3 Marks for each reference (Max 15)
5	ISO Certifications	5	Equal or higher certification of ISO 27001	2
			Equal or higher certification of ISO 27001,ISO 9001	3
			Equal or higher certification of ISO 27001,ISO 9001, ISO 27701.	5

6	Technical team	5	Qualified and experienced team of employees with a certified cloud architect	5
7	Availability of required functionalities	10	Based on the 'Availability Status' given in Annexure VIII: Availability of Functionalities	10
8	Demonstration of the proposed solution. (Details mentioned below)	30		30
<b>Total</b>		<b>100</b>		

**Product Demo - Scoring Criteria:**

Sl No	Criteria	Max Mark
1	Understanding of the Proposal, Project Objective, volume of work and the clarity in the process	10%
2	Scope of Customization based on the RFP	15%
3	Innovativeness of the solution proposed and add-ons	10%
4	Project customization & Implementation Timelines and product support	10%
5	Quality Control Procedures adopted by the bidder to ensure uninterrupted service	5%
6	Product Suitability	50%
<b>TOTAL</b>		<b>100%</b>

The bids should contain documentary evidence such as Copies of Certificates, Work Orders and Successful Work Completion Certificates from clients (with name, email id and phone no. of contact person), Client testimonials, high level product design and architecture details etc. to facilitate the technical evaluation process. The schedule for technical presentation will be communicated later to the Bidders who qualify pre-qualification criteria.

### **6.3 Commercial Evaluation**

The Bidders scoring at least 70 marks in the Technical evaluation will be considered for commercial bid opening. The date and time of the commercial bid opening will be communicated to all the technically qualified Bidders.

### **6.4 Selection of Bidder**

The method of selection of successful Bidder is based on Quality cum Cost Based Selection (QCBS) criteria. A weightage in the ratio 70:30 will be given to quality (Technical score) and cost (Commercial bid amount) respectively to arrive at the Combined Technical and Financial Score (CTFS). The Bidder with the highest final score will be considered as the successful Bidder.

The following equation would be used to calculate the CTFS of the bids based on the technical score and commercial bid amount.

$$\text{CTFS} = (C_{\text{low}}/C)X + T/T_{\text{high}}(100-X)$$

C = Commercial bid amount

$C_{\text{low}}$  = The lowest of all the bid amounts among the responsive bids

T = Technical score awarded to the bid

$T_{\text{high}}$  = The technical score achieved by the bid that was scored best among all responsive bids

X = Weightage for the cost (i.e. 30)

The Bidder offering the desirable solution with the best price will be selected.

## **7. DELIVERY SCHEDULE**

1. The entire project should be completed within 6 months from the effective start date of contract with minimum required Subscriptions for development/ implementation and testing.
2. The Warranty Support shall be provided by the bidder for a period of One Year Period post Go Live of the entire software supplied at no additional cost to KSFE.
3. The bidder shall provide Maintenance and Service Support (L1, L2 & L3) for the remaining period of the contract . All bug fixing activities and 25 man-days of developmental works/ad-hoc report generation in each year has to be carried out during this period without any additional cost.
- 4.

Sl No	Milestone	Completion Date
1	Award of Contract	T1
2	Signing of Agreements, Providing Performance Bank Guarantee	T2=T1+ 10 days
3	Business Requirements Document	T3=T2+15 days
4	Software Customisation and Data Migration, Testing and Integration testing	T4 = T3 + 125 days
5	UAT and Sign Off	T5=T4+15 days
6	Application Security Audit by CERT-In empanelled auditor and Performance/Load testing	T6=T5+15 days

7	Submission of Application Knowledge Documents and User Manuals	T6
8	Go-Live of the application Software & Start of Warranty Period of One Year	T6

Note:

1. If any of the benchmark dates happens to be a holiday then the next working day will be considered. The timelines shall be based on a five-day week.
2. If CERT-In empanelled audit agency notifies longer duration for security testing KSFE shall be notified of this and the delivery schedule could be amended accordingly.

## **8. SERVICE LEVEL AGREEMENT**

The successful Bidder has to enter into a Service Level Agreement(SLA) for Service Support as per the terms and conditions of the Tender Document and covering the scope of work and technical requirements. The purpose of this SLA is to clearly define the levels of service which shall be provided by the Bidder to KSFE for the duration of this contract. SLA will form an integral part of the contract and will be signed along with the agreement. This SLA section provides for the minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The SLA has been logically segregated into 2 categories viz. Implementation SLA and Operations and Maintenance SLA.

### **8.1 Implementation SLA**

The time line for the implementation and penalty for delay are defined in the Implementation SLA.

S	Milestone	Completion Date	Penalty for Delay

1	Award of Contract	T1	
2	The signing of Agreements, Providing Performance Bank Guarantee	T2=T1+ 10 days	
3	Business Requirements Document	T3=T2+15 days	If the delay extends beyond the SLA threshold, then a penalty of INR 500/day of delay shall be levied
4	Software Customisation Data Migration, Testing and Integration testing	T4 = T3 + 125 days	
5	UAT and Sign Off	T5=T4+15 days	Rs 10,000 for each calendar day of delay attributable to the bidder, The maximum delay allowable is limited to 100 calendar days. Thereafter the order may be cancelled at KSFE's discretion.
6	Application Security Audit by CERT-In empanelled auditor and Performance/Load testing	T6=T5+15 days	
7	Submission of Application Knowledge Documents and User Manuals	T6	
8	Go-Live of the application Software & Start of Warranty	T6	

(Timelines shall be as per five-day week.)

## 8.2 Operations and Maintenance SLA

The operations and maintenance SLA is to define the levels of service expected to be provided by the successful Bidder. The application support team shall be available on a 24x7 basis (Hours x Days) during the Operations and Maintenance phase.

The service requirement for maintenance is classified into various priorities and the expected response/ resolution time is based on the priority.

Priority	Description
Priority 1	Any incident that affects critical HR operations like payroll processing
	Normal HR operations cannot be conducted at all
Priority 2	Any incident that affects the operation of one end user
	The operations can get affected due to a main element or a sub-element used by the end-user
Priority 3	Any issue that does not have an impact on the normal HR activities
	Requests opened for performance improvements
Priority 4	Any other incident not falling under the above categories

A web based **ticketing system** has to be provided to report any issue and track its resolution. The service level expected for each type of priority is outlined below.

Priority	Response Time (once an incident is reported)	Resolution Time	Penalty for Delay

Priority 1	30 Minutes	4 Hrs	Rs. 750 per hour or part thereof exceeding mutually agreed schedule.
Priority 2	45 Minutes	8 Hrs	Rs. 250 per hour or part thereof exceeding mutually agreed schedule.
Priority 3	60 Minutes	Within next working day	Rs. 250 per day exceeding the mutually agreed schedule.
Priority 4	90 Minutes	Within next 2 working days	Rs. 250 per day exceeding the mutually agreed schedule.

‘Response Time’ is the time it takes to acknowledge an end-user issue in a non-automated way. It is measured from the time an Incident record is created through any means, until the time that the customer is advised their problem has been received and is being addressed. Specifically, Response Time is measured from the time from Incident creation until the ‘Work-in-progress’ status update of the ticket with assigning of the ticket to a specific engineer.

‘Resolution Time’ is the time it takes to resolve an end-user issue or answer their question. It is measured from the time an Incident record is created through any means, until the time that the end-user is advised that their problem has been resolved. Specifically, Resolution Time is the time from Incident creation until the ‘Resolved’ status update of the ticket.

**Note:** The total penalty for a given quarter for different priority issues as described above will be capped to 10% of Quarterly bill. If the same for a given quarter exceeds 10% of the quarterly bill, the service will be treated as poor and KSFE at its discretion may terminate the contract.

## **9. PAYMENT TERMS AND SCHEDULE**

A minimum of 50 user subscriptions must be offered without any financial obligations during all the phases of the implementation lifecycle till Go Live of the system along with all the functionalities.

Post implementation, the payment of the monthly subscription fees for the user subscriptions of HRMS shall be paid quarterly in arrears basis after deducting any applicable penalty as per SLA terms for the quarter.

## **10. GENERAL CONDITIONS**

These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

### **10.1 Standard**

The software solution supplied under this Contract shall conform to the standards mentioned in the Requirement Specifications and when no applicable standard is mentioned, such a standard shall be, the latest issued by the concerned institution.

### **10.2 Use of Contract document and Information**

The Bidder shall not, without KSFE's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of KSFE in connection therewith, to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The Bidder shall not without KSFE's prior written consent, make use of any document or information forming a part of this tender except for the purpose of performing the contract.

Any document forming a part of this tender, other than the contract itself, shall remain the property of KSFE.

### **10.3 Bidder Utilization of Know-how and Personnel for Competitors**

KSFE will request a clause that prohibits the Bidder from using any information or know-how gained in this contract, if awarded, for another organisation whose business activities are similar in part or whole to any of those of KSFE anywhere in the world without the prior written consent of KSFE.

### **10.4 Performance Security**

Within 10 days after the receipt of notification of award of the contract from KSFE, the successful Bidder shall furnish performance security to KSFE, which shall be equal to 5 percent of the total bid price (TCO for 6 years) in the form of a bank guarantee bond (in the format given in Appendix II) from a nationalized/ scheduled commercial bank as per the norms laid by the RBI. This security should be valid for the entire duration of the project.

### **10.5 Installation, Commissioning and Acceptance**

The Bidder shall be responsible for the installation of the software at the destination sites, as selected by the Company and for making them fully operational.

The acceptance test, which involves the operation of the complete solution, shall be conducted by the Bidder in the presence of the Company officials and/or its authorized representatives and/or any other team or agency nominated by it. All expenses for special devices, if any, for commissioning and acceptance of the System shall be borne by the Bidder. The Bidder shall describe in advance the tests to demonstrate the correct working of the application software supplied both individually and as an integrated solution.

The above test shall demonstrate the satisfactory operation of the application software/s as an integrated whole covering the full range of the solution and shall be conducted by the Bidder wherever necessary, to simulate all input and output functions on the test configuration. All test facilities required shall be made available by the Bidder.

### **10.6 Incidental Services**

Customisation of the proposed application software and delivery of associated documents shall be made by the Bidder in accordance with the terms specified by KSFE

in their notification of award. The successful Bidder may be required to furnish detailed admin, operational and end-user manuals for each unit of the software supplied. Documentation to be supplied by the successful Bidder shall include software design documents, requirements specification documents, deployment architecture document, unit testing and integration testing documentation.

### **10.7 Change Orders**

KSFE may at any time, by a written order given to the Bidder make changes within the scope of the contract in any one or more of the following:

- a) Designs or specifications to be supplied under the contract that are to be specifically developed for KSFE;
- b) The place of delivery; or
- c) The service to be provided by the Bidder.

If any such change causes an increase or decrease in the cost of, or the time required for, the Bidder's performance of any part of the work under the contract, whether changed or not changed by the order, an equitable adjustment change shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any claims by the Bidder for adjustment under this clause must be asserted within thirty days from the date of the Bidder's receipt of the KSFE's change order.

### **10.8 Warranty**

The warranty period will start after successful testing and implementation (Go Live) of the entire software supplied, and will continue for a minimum period of one year.

### **10.9 Contract Amendment**

No variation in or modification of the terms of the contract shall be made except by a written amendment signed by the parties.

## **10.10 Assignment**

The Bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with KSFE's prior written consent. The permission, if any, of KSFE has to be taken before the award of the contract.

## **10.11 Sub Contract**

The Bidder shall notify KSFE in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the Bidder from any liability or obligation under the contract.

## **10.12 Implementation Penalty Clause**

If there is any delay in the implementation of the System due to Bidder's fault from the schedule furnished by the Bidder and accepted by the KSFE, KSFE will recover 1% on the total cost of the software from the software Bidder for each completed week of delay. This recovery will be subject to an upper limit of 10 %. Thereafter the order may be cancelled and the amount paid may be recovered with 1% interest per month. Any deviations from the norms would be treated as a breach of the contract and dealt accordingly by KSFE.

## **10.13 Liquidated Damages**

In the event of failure of the Bidder to secure acceptance by the KSFE, within thirty (30) days after installation/arrival at site, it is agreed that KSFE reserves the option to recover from the Bidder as liquidated damages and not by way of penalty for the period after the said thirty days, until acceptance, a sum equal to five percent (5%) of the value of the Contract for each month of the failure of Bidder up to a maximum deduction of ten percent (10%), to secure acceptance or part thereof, without prejudice to KSFE's other remedies under the contract.

## **10.14 Force Majeure**

The Bidder shall not be liable for forfeiture of his performance security, liquidated damages on termination for default, if and to the extent that, his delay in performance or

other failure to perform his obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of KSFE either in its contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify KSFE in writing of such conditions and the cause thereof. Unless otherwise directed by KSFE, the Bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **10.15 Termination for Default**

KSFE may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the contract in whole or part:

- a) If the Bidder fails to deliver any or all of the goods/services within the time period(s) specified in the contract, or any extension thereof granted by the KSFE; or
- b) If the Bidder fails to perform any other obligation(s) under the contract.

In the event KSFE terminates the contract in whole or in part, KSFE may procure, upon such terms and conditions as it deems appropriate, goods/services similar to those undelivered, and the Bidder shall be liable to KSFE for any excess costs for such similar goods/services. However, the Bidder shall continue performance of the contract to the extent not terminated.

#### **10.16 Termination for Insolvency**

KSFE may at any time terminate the contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to KSFE.

## **10.17 Termination for Convenience**

KSFE may by written notice sent to the Bidder, terminate the contract, in whole or in part at any time of his convenience. The notice of termination shall specify that termination is for KSFE's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

## **10.18 Arbitration**

KSFE and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

If, after thirty (30) days from the commencement of such informal negotiations, KSFE and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

In the case of a dispute or difference arising between KSFE and the Bidder relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by KSFE and the other to be nominated by the Bidder or in case of the said arbitrators not agreeing, then to the award of an umpire to be appointed by the arbitrators in writing before proceedings to the reference, and in case arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India/ Institution of Engineers, India. The award of the arbitrators, and in the event of their not agreeing, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers, India shall be final and binding on the parties.

The Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings.

The venue of arbitration shall be the place from where the contract is issued i.e. Jurisdiction of Kerala High Court.

## **10.19 Applicable Law**

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of courts at Thrissur.

## **10.20 Notices**

Any notice by one party to the other pursuant to the contract shall be sent in writing or by email and confirmed in writing to the address specified for that purpose in the contract. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

## **10.21 Joint Responsibilities, SI & CSP / SAS OEM Obligations**

### **10.21.1 JOINT RESPONSIBILITIES**

- a) Nominate Coordinators as nodal contacts to represent the organization and promote interface so as to plan, implement, monitor, day-to-day interactions and review the various activity schedules from time to time.
- b) Details of project planning and scheduling in phases.
- c) Conduct detailed Study of the entire HR processes/system.
- d) Draw the attention of the KSFE Nodal Team & SI Nodal Team in case of any interface or operational problems.
- e) All attempts will be made to ensure that developments and projects are accomplished to a very high degree of quality, with parsimony of time.
- f) Each Party shall make its respective Contributions to the Project.
- g) Each Party confirms that it will act in good faith when complying with its respective obligations under this RFP.
- h) A nodal officer each at SI and KSFE will be appointed at the beginning of the project and will carry out the task as defined under 10.21.2 and 10.21.3 respectively.
- i) KSFE may plan periodic training activities in coordination with Onsite SI's Team functioning at KSFE. End User Training will be provided by on-site

SI's Team to the concerned nominated users of KSFE. KSFE and On-site SI's Team shall keep a log of attendance, training provided and feedback. All necessary infrastructures, logistics for end user training would be taken by KSFE.

#### **10.21.2 NODAL OFFICER (SI)**

- a) Coordination with SI's internal team(s) and onsite team at KSFE to meet the project objectives. Coordination activities may be held either in-person or online.
- b) Coordination with KSFE's Nodal Team for all necessary project activities as defined in the project plan in the interest of the project.
- c) Coordination with OEM for and during the implementation and post implementation support of the project.

#### **10.21.3 NODAL OFFICER (KSFE)**

- a) Steering the KSFE & onsite team to meet the project objectives.
- b) Reviewing the documents being released to SI for necessary configuration (vide master data, user information, HR processes/functions information etc.)
- c) Closely coordinate with concerned stakeholders of the project along with SI's Nodal Officer to ensure effective HRMS implementation.

#### **10.21.4 PROGRESS MEETING & DOCUMENTATION**

- a) Progress reports would be provided at such frequencies as will be agreed from time to time.
- b) Progress meetings to discuss progress reports and other relevant issues will be held fortnightly or at such other frequencies as agreed by the parties. Only minutes approved by both the parties will be treated as an accurate record of such meetings.
- c) These progress meetings would be held through online/offline mode as the case may be depending upon the prevailing situation(s).

- d) SI/OEM shall provide all Documentation in English Language.
- e) The Business Requirement Document should be submitted within 15 working days of Signing of the Contract.
- f) The User Acceptance Test (UAT)/User Verification Procedures should be submitted prior initiation of UAT and training activities respectively.
- g) The final version of User Manuals will be submitted within 30 days of successful completion of the Commissioning / go live activity.
- h) The Business Requirement Document shall be the final basis for Scope of Work.

SN	Document Name	Contents	Standard Used
1	Project Plan	Schedule of Deliverables as per Annexure-I	Microsoft Project Plan / MS Excel
2	Business Requirement Document	Identification of to-be HR functions/ processes/ systems considering the as-is and incorporating the industry's best practices. It should contain the requirement specifications basis the Scope of Work of this Project as detailed in Annexure-I and as per the study of KSFE's HR processes/systems/functions by the SI	As per the documentation standards of SI
3	User Acceptance Test (UAT)/User Verification	User Acceptance Test (UAT)/User Verification Procedures and Draft of User Manuals	As per the Standards of the SI

	Procedures and Draft User Manuals.		
4	Final User Manuals	Final User Manuals	As per the Standards of the SI
5	All User and Training Manuals	All User and technical Manuals including Technical and Functional Know How, SOPs for the systems and processes etc.	As per the Standards of the SI

## **10.22 Engineering Changes**

The Bidder agrees to incorporate necessary changes and advancements to the system, provided by him from time to time keeping in view the advancement in technology in his own product line, shortcomings of the system, and any changes required for improving the overall efficiency of the system or to keep it up to date with the changing government rules/policies.

## **10.23 Prices**

The prices quoted for the software and services shall be firm throughout the period of contract and shall not be subject to any variation.

## **10.24 Deduction**

Payments shall be subject to deductions (such as TDS), if any, as per the tax rules.

## **10.25 Taxes and Duties**

The Bidder shall be entirely responsible for all taxes, duties, license fees, Octroi / local levies and demurrage charges etc., incurred until delivery of the contracted goods & services to KSFE. If there is any reduction in duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to KSFE.

## **10.26 Continuing support**

Bidder shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all Bidder-supplied software to meet the requirements of the applications as specified in the tender.

## **10.27 Manuals, Data and Information**

Complete information relating to installation, maintenance, service, support, and troubleshooting of supplied software should be supplied by the Bidder.

## **10.28 Compliance**

The Bidder need to adhere to all legal, statutory and regulatory requirements as notified by the Government of India from time to time

## **10.29 Limitation of Liability**

Bidder's cumulative liability for its obligations under the contract shall not exceed the contract value and the Bidder shall not be liable for incidental, consequential, or indirect damages including loss of profit, saving, or data.

## **10.30 Confidentiality**

Bidder understands and agrees that all materials and information received from KSFE for the implementation and support of the HRMS solution will be considered as confidential and are valuable assets of KSFE and are to be considered as KSFE's proprietary information and property. Bidder will treat all material and information provided by KSFE with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by KSFE without KSFE's prior written approval.

Bidder shall not be liable for disclosure or use of any materials or information provided by KSFE or developed by Bidder which is:

- a. Possessed by Bidder prior to receipt from KSFE, other than through prior disclosure by KSFE, as documented by Bidder's written records;

- b. Published or available to the general public otherwise than through a breach of Confidentiality; or
- c. Obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to KSFE; or
- d. Developed independently by the Bidder.

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify KSFE and allow KSFE a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause KSFE irreparable harm, may leave KSFE with no adequate remedy at law and KSFE is entitled to seek injunctive relief.

KSFE does not wish to receive the confidential information of Bidder, and Bidder agrees that it will first provide or disclose information which is not confidential. Only to the extent that KSFE requests confidential information from Bidder will Bidder furnish or disclose confidential information. Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of two years following the initial date of disclosure.

Nothing contained in this contract shall limit the Bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

### **10.31 Jurisdiction**

For all legal purposes, jurisdiction of the tender shall be at Thrissur.

#### **10.32 Period of Contract**

This contract shall be for an initial period of 72 months from the go live date (of the entire software supplied) unless renewed or extended for a longer period. KSFE reserves the right to extend (after the expiry of the original contract) the period of the contract further for any period not exceeding 3 months at a time or till the next tender is finalized. The terms and conditions for the extended period will be the same as that for the existing one.

#### **10.33 Exit**

Either party will have the right to terminate the contract by giving at least 90 days' notice in writing to the other party to expire at the end of the initial period or at any time after that after fulfilling the provisions relating to intellectual Property and Knowledge Transfer.

#### **10.34 Reverse Transition**

Upon termination or expiry of the contract, the Bidder shall provide all KSFE data in open, machine-readable formats, assist in the transition to a new service provider, furnish schema and documentation, maintain service continuity until migration, and destroy all KSFE data with notarised certification. The Bidder shall retain no copies. All obligations shall survive termination and non-compliance shall constitute a material breach.

### **11. FUNCTIONAL REQUIREMENTS SPECIFICATIONS**

The proposed System should be able to manage all HR related activities of KSFE which follows the Kerala Service Rules (KSR) regarding the service conditions of its employees. The proposed solution should be capable of Employee Lifecycle management and should record all events during the entire service of employees from recruitment to retirement. The following features are expected in the solution offered

and the Bidder may submit a statement indicating the availability of the same in the prescribed format (Annexure VIII).

<b>Integrated HRMS–Functional Requirements Specification</b>	
<b>1. Organisation Structure Management</b>	
<b>Process</b>	
1.1 Details of the Organisation	
1.2 The Organisation structure / Hierarchy	
1.3 Branch Gradation	
1.4 Provision for Creation of new offices/Merging of Offices	
1.5 Provision for Organisational Restructuring	
1.6 Provision for different types of offices like Branch, Regional Office, SDT, JAD, H.O. etc.	
1.7 Classification based on location	
<b>Report</b>	
1.1 Organisation structure and reporting structure	
1.2 Office list (Category/Gradation/Region/District wise etc.)	
<b>2. Recruitment &amp; Employee Onboarding</b>	
<b>Process</b>	
2.1 Strength on the basis of Staff norms	
2.2 Actual Positioning	
2.3 Provision for identifying vacancies	
2.4 Recruitment through various channels (PSC, Emp. Exchange, Direct recruitment)	
2.5 Capturing/ uploading PSC advice details – Provision for loading the recruit's details through Excel/ XML/ text file/ manual entry	
2.6 Issue of Appointment orders	
2.7 Provision for extension of joining date	
2.8 Allotment of employee ID for the new recruits	
2.9 Capturing of caste / community details of the new recruits and their category of appointment	
2.10 Capturing of disability details of the new recruits	
2.11 Employee portal to update data for newly joined employees which would in turn be authorized	
2.12 Facility to upload documents/credentials in soft format.	
2.13 Provision for document verification for the new recruit	
2.14 Tracking for fulfillment of various requirements related to joining viz., fitness certificate, testimonials verification.	

2.15	Provision to manage/track police verification process.
2.16	Facility to track probationers due for confirmation and send reminders for requisite performance appraisal reports on completion of other requirements for confirmation such as PSC verification, Police verification.
2.17	Provision to manage Probation declaration & confirmation as per rules.
2.18	Provision for updating employee profile information
2.19	Document checklist at the time of joining.
2.20	Facility to automatically transfer the information collected from the recruits into employee master once the Emp ID is allotted from the staging area.
2.21	Provision for reporting details of recruits who were not joined to PSC. (NJD)
2.22	There should be provision to record approved vacancies, indent made for recruitment, shortfall / Allotment received, joined/not joined/withheld for want of information.
2.23	Provision to capture detailed information of the applicant/candidate
2.24	The system should support co-ordination of induction training of new recruits
2.25	Provision for generation of eligibility list for recruitment under compassionate grounds
2.26	Maintaining records during probation.
<b>Reports</b>	
2.1	Report on Sanctioned manpower strength
2.2	Details of list of reported/not reported candidates
2.3	Report for list of candidates for whom extension of joining time was given
2.4	Report to track list of probationers due for confirmation and send reminders for Performance appraisal report for confirmation
2.5	Report on Police verification
2.6	Region wise/ district wise/branch/cadre/designation wise distribution of manpower
<b>3. HR Data Bank</b>	
3.1	Employee Profile - Provision for capturing/displaying the complete personal information including Family details, Educational Qualification, Previous employment/experience and Service Related details.
3.2	Capturing of details of official information of the employee as well as Dependents & Nominee for PF, Gratuity and other welfare schemes.
3.3	Recording Master details in E Service Book- History data for each employee to be maintained from the date of joining.
3.4	Provision for verification and correction by auditors.
3.5	Completed number of years of service(Posting wise)to be displayed
3.6	Assignment/modification of job roles-maintaining historical data

3.7 Provision for capturing the percentage of disability in the case of PWD employees.
3.8 Biodata should display the confirmation details, caste details recruitment category and police verification details
3.9 Probation/Confirmation details of employee
3.10 Capture of blood group and severe health issues, medical claim details to be interlinked
<b>Reports</b>
3.1 Cadre wise women employee count
3.2 Cadre wise men employee count
3.3 Retirement forecast
3.4 Biodata
3.4.a in standard format
3.4.b with last 3/5 years performance
3.4.c with Disciplinary Actions/Disciplinary proceedings /Staff accountability details
3.4.d with appreciation/adverse comments
3.4.e with career progression
3.5 Biodata to be viewed in the browser and PDF version to be available.
3.6 Single Bulk biodata display/print based on the list in the order provided in the input

<b>4. Attendance &amp; Leave Management</b>
<b>Process</b>
4.1 Provision should be given to maintain all types of leave as per Kerala Service Rules
4.1.1 Earned Leave(EL)
4.1.2 Half Pay Leave
4.1.3 Commuted Leave
4.1.4 Leave not due
4.1.5 Leave without allowance Extraordinary leave (medical and non-medical)
4.1.6 Special leave/ Special Casual Leave
4.1.7 Maternity Leave(ML)/Paternity Leave(PL)
4.1.8 Disability Leave/ Hospital Leave

4.1.9	Child Adoption Leave
4.1.10	Casual Leave(CL)
4.2	System should have the provision to create new leave type.
4.3	System should have the ability to allow department heads to view team calendar before leave approval
4.4	Based on the type of leave, the system should have the provision of uploading the requisite medical certificate of the employee based on his cadre
4.5	The system should credit EL based on number of days worked (1:22 days of working for non-permanent/part-time employees and 1:11 for permanent employees) with a configurable accrual limit based on designation/cadre and send emails to employees on the same.
4.6	The system should display the maximum permissible limit of leave as per the type of leave and provision should be made so as to limit the number of days of leave to that.
4.7	System should have provision to apply for leave encashment
4.8	System should display the maximum permissible leave for encashment and number of times it is permissible. It should restrict employee from applying if it is not within permissible criteria
4.9	System should take care that the monetary benefit of promotion of an employee on EL/ HPL shall be granted only on assumption of new charge on promotion
4.10	System should have provision for deferment of leave
4.11	The system should credit HPL annually based on number of days worked (1:20 days of working) who has continuous 3 years of completed service.
4.12	System should ensure that Leave salary be equal to half of the pay
4.13	System should have provision to debit twice the HPL for each commuted leave
4.14	System should display the maximum LND applicable (360 days in entire service)180 days at a time with MC & 90 days without MC
4.15	System should have provision for applying for LWA if no other leave is available on credit. Should also display the maximum limit of 30 days eligible at a time
4.16	System should have the provision for disability leave and should allow only within 3 months of occurrence to which it is attributed and display the maximum period permissible i.e 12 months in ordinary course and 24 months under special circumstances
4.17	Should have provision for the female employees to apply for ML who joins the organisation within 180 days of expected delivery. It should have provision for capturing the date of expected delivery.
4.18	Should display the permissible limit of 180 days of ML at a time
4.19	Should display the permissible limit of not exceeding 6 weeks for miscarriage and 45 days for hysterectomy.
4.20	Should permit to apply leave only as per permissible combination of

	leave. Maximum limit of leave applicable in combining should also be displayed.
4.21	Should have the provision for child adoption leave similar to the conditions of maternity leave. Provision to capture the age of the child adopted and number of surviving children should be there.
4.22	Should have the provision for child adoption leave similar to the conditions of maternity leave. Provision to capture the age of the child adopted and number of surviving children should be there.
4.23	All the eligibility of leaves/accruals are to be parameterized
4.24	The system should store record on the lapsed EL for any future consideration if any(EL leave balance in excess of 300 days)
4.25	Facility to store other types of absence from duty due to on-duty, joining time etc. separately.
4.26	Provision for enabling the office bearers of different unions/association to apply for the Special Leave which is eligible only to these members and the no. of days of special leave they are eligible for and provision to sanction the same upto the limit entered.
4.27	During the approval of any leave, system should prompt the number of employees who are already on leave during the same period.
4.28	The system should be able to identify all public holidays as well as holidays declared by Government/local holidays(applicable to certain offices only) and to be taken into account when leave is calculated.
4.29	The system should have the provision of leave approvals granted post facto and highlight such cases
4.30	The system should maintain leave rules for availing leave, encashment of leave, accrual of leave, lapsing of leave, ceilings for accumulation of leave etc. for each categories of employees
4.31	Provision to sanction encashment of leave accrued at the time of retirement/ resignation/death of an employee - i.e., on exit and sanction of permitted percentage of leave at the time of resignation.
4.32	The system should maintain leave rules on pre-fixing and suffixing with other leave/holidays and barred combination of leave
4.33	The system should support exception work flows to support leave requests and sanction/rejection by competent authority
4.34	The system should maintain rules on minimum and maximum no of days at a stretch in a specific type of leave and track any deviations in leave request cases
4.35	Provision to differentiate leave types which will be considered for active service and inactive service for the purpose of credit to ordinary leave balance

4.36	Link leave management to payroll for recoveries in case of regularisation of absence by post-facto sanction of leave without pay or with half-pay for payment of encashment of leave
4.37	Provision to sanction all the back dated leave applications with a procedure for re-calculation of EL/HPL due to resultant change in active working days.
4.38	Capability of record keeping and maintenance of historical data
4.39	Provision to integrate the time management with existing biometric attendance
4.40	The system should interface between attendance captured with that of leave record
4.41	Capability to provide the Department head consolidated status of present/absent employees working under him/her.
4.42	Capability to intimate the reporting officer when an employee goes on unauthorized leave (unmarked attendance)/returns back from unauthorized leave/extends leave/reports in the middle of the sanctioned leave period(along with appropriate reduction in sanction)
4.43	The system should be able for auto workflow escalation if manager not approving within specified number of days.
4.44	Ability to generate alert to reporting officer if someone remains absent without approval for more than a particular no. of days and enable reporting officer to send notice to the employee, if necessary. Letter should be generated by the system itself and automatic mail should go.
4.45	The system should support online application submission, approval/rejection after recommendation by appropriate authority, processing by the Leave Section and approval by competent authority and intimation of status of leave application
4.46	The system should have leave cancellation, leave extension/amendments advancement and postponement of leave
4.47	Facility for cancellation/modification of leave wherever permitted as per the existing provisions - automatic credit to balance if accepted by competent authority.
4.48	Cancellation is to be available as per the configuration.
4.49	The system should allow users to view leave balances on any date (past, current or future)and prospective leave should be based on approved, leave pending approval.
4.50	System should have the provision for providing leave as per their eligibility for the employees who are not confirmed.
4.51	4.51 Provision of calculate the number of days of leave availed by any employee for the purpose of confirmation and active service norms.
4.52	The system should be able to have leave requests altered at any stage, even after the leave has been approved, or after the leave was taken, only for

admin user.
4.53 Maintenance of leave register(service sheets) for all types of leave for all employees
4.54 Leave (counting or not counting for increment/Qualifying Service).
4.55 4.55 Provision for generation of list of employees availing leave which affects the salary payment of the employee during a month and linkage to salary module.
4.56 Provision to freeze the leave balance of those employees on LWA on various grounds
4.57 Maintenance of leave calendars for different types of leave
4.58 The system should process leave encashment as per predefined process
4.59 Provision to get the list of employees sanctioned with leave to visit abroad
4.60 Facility for automatic generation of Leave Balance at start of new Calendar Year for all leave types
4.61 Automatic updating of leave balance before an employee proceeds on Maternity Leave, Suspension
4.62 Automatic updating of leave balance when an employee joins after Deputation / availing leaves like ML or after Suspension.
4.63 Generation of eligible quotas during the specified periods for specified leave as per company policy
4.64 Facility is needed where debit of leave should happen in real time and should be dynamic as soon as leave is authorised.
4.65 Facility for recasting of leave after probation.
4.66 Facility to check gender, marital status in case of Maternity Leave
4.67 Entire attendance history of any employee to be made available with custom filters
4.68 Whenever LOP /LWA is marked and authorised, employee's Payroll should be altered accordingly.
4.69 If employee joins before completion of sanctioned leave, system should permit change of leave by the manager and appropriate re calculation of leave to be done.
4.70 Employee wise recording of lapsed EL, after an employee has reached the max no. of days permissible for EL accumulation.
4.71 Provision for updating any earlier unannounced holiday (rescheduling holiday)
4.72 Provision for Department/offices to update joining date for employees on completion of any type of leave

4.73	Attendance entered using biometric to be captured from Biometric database ( On Implementation of the Same) and accordingly absence/ present status of the employee to be updated. Unmarked attendance to be treated as pending status enabling the employee to update for leave.
4.74	On submission of leave by the employee, the system will enable for approval based on the approval matrix
<b>Reports</b>	
4.1 Generation of reports as on the beginning of each year in January, containing the details of employees not availing any category of leave during the preceding calendar year.	
4.2 The system should record leave availed and balance leave calculation at any point of time and support report generation employee wise, grade wise etc	
4.3 Provision for generation of list of employees availing leave which affects the salary payment of the employee during a month and linkage to salary module.	
4.4 Provision of generation of reports on various permutations and combinations as per the company's requirement as also the reports as available in the existing leave module.	
4.5 Report on Leave availed during probation period for the purpose of confirmation of employee.	
4.6 A report of LWA to be generated for convenience of payroll section at the end of the month	
4.7 Facility to generate report for attendance clearance report for retirees/ Resignation	
4.8 Date wise and month wise statistics on Leave applications processed	
4.9 Balance of all leave as on date	
4.10 EL encashed report	
4.11 Provision of on-screen display/ generation of reports on various permutations and combinations as per the company's requirement as also the reports as available in the existing leave module.	
4.12 The period of unauthorized absence and leave without allowances under medical/ non medical ground beyond the prescribed leave should be linked to terminal benefit like gratuity, to arrive at the eligibility	
4.13 Provision to process one or more day encashment to contribute to C.M. D R.F/other with all validations (letter to be generated)	
4.14 Facility to generate reports of 'blood donation' made by the employees during a particular period basing on the leave taken for that purpose.	
4.15 Capability to provide the Manager consolidated status of present/absent employees working under him/her.	
4.16 Centralised monitoring screen for corporate office to monitor various stages of leave application pending	

4.17	The system should record leave availed and balance leave calculation at any point of time and support report generation employee wise, grade wise etc
4.18	Report on employees absent without approval for more than a particular no. of days branch wise/ office wise
4.19	Consolidated grade wise/region wise leave on any given date.
4.20	Listed of employees whose leave duration of any type has expired and joining not yet updated in the system.
4.21	Alert 1 week in advance about employees whose earned leave is expiring in the next 1 week.
4.22	Report of employees on special leave
4.23	Graphical representation of employee attendance captured from biometric
4.24	Graphical representation of employee on leave-branch wise/office wise/cadre wise

<b>5. Promotion Process</b>
<b>Process</b>
5.1 Promotion is a process where all employees are to be included
5.2 Facility to support full promotion processes of all cadres Capturing the channel of promotion-cadre promotion/ normal
5.3 System should be able to generate the list of eligible candidates for promotion. System should be able to capture required eligibility norms as per company rules, to be parameterized, to identify employees for normal promotion/ non cadre promotion. To capture details like date, Grade/ fixation of new pay etc. Call letter will be generated and sent to the employee.
5.4 System should be able to generate seniority list
5.5 System should support in conducting the promotion test after from generation of list of eligible candidates, to facilitate in applying for promotion, issuing hall tickets, capturing marks, announcement of results, incorporating results of tests conducted in the past based on the rules applicable and publication of the result of the tests.
5.6 Should generate the list of eligible employees due for promotion
5.7 Should be able to generate promotion order , provide a provision for acceptance of promotion/relinquishment by the employee
5.8 The system should allow defining rules on % of vacancies to be filled as per various rules.
5.9 System should generate vacancy list which in turn should be approved by the management. Whatever is approved by the Management should be taken as final vacancy.

5.10	Ability to define additional rules specific to service in terms of suspensions/disciplinary actions
5.11	Should provide transfer / promotion / confirmation history of employees. Provision to track manpower / transfer details for reserved categories (SC/ST/OBC etc.)
5.12	The system should allow defining promotion eligibility criteria for each grade/ cadre based on tenure
5.13	System should support Online application for promotion test as per the criteria
5.14	Facility to store data related for conducting written tests/interview.
5.15	System should have the provision to display the list on the basis of the cut off marks decided by the organisation from time to time.
5.16	The system should allow work flow of written test schedule involving communication with external agency.
5.17	The system should support advising Salary fitment on promotion. The fitment made should automatically go to payroll module
5.18	Ability to capture the list of candidates attended the test
5.19	Support issue letters to candidates who refused promotion/not attended interview etc.-
5.20	The system should maintain and track retirements, resignations , other vacancy positions
5.21	The system should maintain resource profiles available with the company based on the qualification
5.22	. Download of call letter
5.23	. Interview schedule preparation
5.24	. Allotment of candidate for interview

<b>Reports</b>
5.1 List of eligible candidates
5.2 List of rejected candidates
5.3 List of successful candidates, with respect to written test individually and combined
5.4 List of non-participating candidates in written test
5.5 The system should support preparation of lists of eligible candidates based on user- defined criteria
5.6 The system should generate written test and interview-based merit lists

5.7 The system should capture interview / Group Discussion / marks and generate list of candidates selected for promotion based on the user-defined criteria
5.8 The system should support preparation of seniority cum merit list.
5.9 Ability to capture the list of candidates attended the test
5.10 The system should be able to generate reports on shortlisted employees, employees attending written tests /interviews, Test / Interview scores, gradewise/cadre wise Promotions made, by transfer promotions, promotion refusals with reasons. List of relinquished employees etc
5.11 Report on selected list / Q list.
<b>6. Staff Transfer</b>
<b>Process</b>
6.1 The system should have automation of transfer process and related workflow with facility to configure transfer criteria/ norms. Should capture transfer request details which shall include transfer Request with options.
6.2 The system should identify vacancy posts identified /approved on the basis of business review.
6.3 Incorporating request transfer details of employees and facility to generate Q list of eligible candidates for transfers based on criteria fixed.
6.4 Details like relieving Date, Reporting date, date of taking charge, etc should be drawn. Needs to record details of discrepancies noted while taking over the charge, details of Temporary transfer etc.
6.5 While arriving the actual manpower list based on the years of completion of prescribed years, the system should be capable of informing the details of employees on leave viz maternity leave / Loss of Pay / Unauthorized Absence etc.
6.6 Identification of vacancies and preparation of transfer list based on the rules prescribed from time to time.

6.7 Provision to track manpower/transfer details of employees sought transfer on different grounds specified. If transfers are outside the parameters of the policy, reason for that should be captured in mandatory field.
6.8 The system should generate transfer list based on the criteria specified.
6.9 The system should maintain full transfer history of employee including name of the branch/office, date of joining, date of relieving etc
6.10 Maintain transfer and posting information on employee promotion

6.11 .The system should facilitate logging of employee transfer request which should follow the automated workflow for sanction if any, from the competent authority
6.12 .Linkage of transfer for auto incorporation in the payroll
6.13 Transfer/redeployment/deputation/attachment of officers based on requirement/sanction strength of different department/office including appeal against transfers.
6.14 The system should support online updating of joining details from the new place of posting.
6.15 . The system should track relieving/joining delays and generate reminder letters for the controlling authorities to follow upon the transfer implementation.
6.16 Date of taking over charge of branch/office has to be recorded and linked with TA bill module along with manager's relieving certificate date
6.17 . Provision to maintain transfer details on cases to be considered on priority basis as per transfer norms like compassionate/or any other reasons and provision to generate such list against the compassionate grounds and generation of transfer over due case if any.
6.18 Provision to record the transfer orders cancelled/deferred/modified
6.19 . Provision to record Relieving & reporting dates including extensions.
6.20 .Provide transfer/promotion/confirmation history of employees
6.21 . Provision for recording intra-departmental movement in case of HO / RO and change of job role within the department/offices.

6.22 .Provision to record Transfer Grievances / appeals
6.23 . Should maintain number of transfer requests rejected, number of transfer requests/rejections upheld and reason for the same etc
6.24 . Maintenance of request transfer registers for officers and facility to generate list of eligible candidates for transfers based on criteria fixed.
6.25 Transfer process needs to be parameterized by linking with transfer policy by incorporating criteria for transfers.
6.26 .The system should have facility for Transfer/redeployment of officers based on requirement/sanction strength of different Parameters.
6.27 System should automatically stop the salary for the subsequent month if the Employee does not report at the new place of posting with in a stipulated time decided by Management.
6.28 Provision to update relieving in bulk
<b>Reports</b>

<p>6.1 Head count report, vacancy head count report, report on when transfer request is triggered, report on whether destination branch is having vacancy.</p> <p>6.2 For each branch/ administrative office, for given branch, incoming, outgoing queue and active/inactive employees list are needed.</p>
<p>6.3 A report would be created to facilitate in tracking relieving/joining delays and generate reminder letters for the controlling authorities to follow up on the transfer implementation.</p>
<p>6.4 System to record the handing over and taking over charge of branch/office dates With provision to record remarks, if any.</p>
<p>6.5 Report on effected transfer post wise, age wise, gender wise, place wise, district wise, region wise.</p>

<b><u>7. Terminal Benefits</u></b>
<b>Process</b>
7.1 Exit Process : The System should manage the retirement of an employee on superannuation and other modes of exit.
7.2 Managing the resignation process requires capturing request and its processing verifying liabilities/commitments if any. The notice period also has to be taken care of.
7.3 Provision to report the exit due to demise.
7.4 Provision to manage the exit of an employee by dismissal process.
7.5 Terminal Benefits : The System should manage the terminal benefits eligible for employees at the time of exit.
7.6 There should be provision for calculation and disbursement of gratuity and leave salary on account of terminal surrender of earned leave.
7.7 Recovery towards liability from terminal benefits.
7.8 Disbursement of terminal benefits after deducting IT as per rules.
7.9 Gratuity : The System should manage payment of gratuity as per Gratuity Act.
7.10 Gratuity Trust : The number of maximum members of trust members should be configurable (present maximum is 6).
7.11 Before disbursement of gratuity, the system should be able to capture details of Disciplinary proceedings/Audit & Vigilance Clearance/Clearance from Recovery departments/ Clearance from other departments/ Branches
7.12 Extraction of all relevant details like last drawn Basic Pay, Personal Pay, DA and Service details/LOP/leave details for calculation of eligible gratuity.

7.13	Calculation of gratuity arrears due to increments sanction with retrospective effect and pay revision. In the same way provision to be made for recovery of any excess payment.
7.14	Provision for capturing ineligibility for gratuity with reason
7.15	Provision for handling of gratuity in case of dismissals etc.
7.16	Provision to alert regarding ineligibility for gratuity in case of employee
7.16.a	With less than 5 years of service
7.16.b	LOP/LWA without Medical Certificate cases

<b>Reports</b>
7.1 Provision to generate data of employees who has received gratuity for a specific period with details of calculation/payment. Provision may be made to generate reports of Gratuity settled based on Emp code., date of settlement and between two dates. The system should generate all types of reports between two dates. The system should generate all types of reports/registers related to Gratuity management.
7.2 Provisions to be made in punishment cases, details relating to Notices, form M etc
7.3 Generation of reports, Notes, minutes, Receipts, Gratuity calculation reports, Checklist, covering letters, Form L etc
7.4 Generation of Letter intimating eligible amount of gratuity / details of years of service and the calculation details.
<b>8. Welfare/Benefit schemes</b>
8.1 Education Scholarship : The System should be able to implement staff welfare programs in the organization like Education Scholarship for the children and spouse of employee. The application for scholarship has to be captured along with certificates as attachments. Processing of application on the basis of eligibility conditions and disbursement of eligible amount is required. Scholarship amount varies in relation to the course of study.
8.2 Reimbursements : There should be a System to manage the reimbursement of health expenses incurred by the employee. The System should capture the requests for reimbursement along with required forms/documents and bills as attachment. Requests received should be processed based on Company's policy. The System should maintain a list of approved hospitals by the Company for the purpose of reimbursement. Parameters such as minimum period of hospitalization, items eligible and their limits, criteria regarding members of the family have to be considered

	<p>during processing. There should be a provision for advance payment and later on its adjustments on submission of bills is required. The System should also handle exemptions granted in special cases. There should be a System to capture requests for medical allowance and disbursement of the same based on prevailing rules. There is a designation wise upper limit for medical allowance. Provision for fresh request in every financial year is required. System should be able to capture Spectacle allowance request. Request should be processed based on rules related to disbursement of spectacle allowance. There is a designation wise limit for this and the same should be implemented.</p>
8.3	<p><b>Bonus and Performance Incentive :</b> The System is expected to perform calculation of bonus based on bonus act. It should be adaptive to the changes in the act from time to time. Festival Allowance is paid to employees who fall outside the purview of bonus eligibility criteria. There should be a provision for performance incentive calculation and disbursement. A certain percentage of previous years's wage is disbursed as incentive with a designation wise limit. The criteria for performance incentive calculation may vary from time to time and the System should take care of this. Option for recovery from incentive is required and its accounting in the concerned office has to be taken care of as in the case of payroll. An estimate of amount disbursable as Bonus/ Festival Allowance/ Performance Incentive has to be prepared based on different criteria. Maintenance of the statutory Bonus Register is also required.</p>
8.4	<p><b>Festival Advance :</b> The System is expected to manage disbursement of festival advance during festival season. The eligibility criteria and the rules regarding amount of advance has to be implemented. The System should capture the request from employees. The processing of requests and disbursement have to be managed. The recovery of advance has to be managed. <u>Provision for premature closure is also required.</u></p>
8.5	<p><b>Loan Schemes :</b> The System should be able to provide the required inputs to manage various loan schemes offered by the Company to the Employees such as House Loan, Vehicle loan and Mangalya Loan. The loan processing and disbursement are managed by the Business application of the Company. Integration is required to provide the data of loan-eligible employees by applying the relevant rules and to make salary deduction of EMI.</p>
8.6	<p><b>Leave Travel Concession :</b> The System should be able to implement the guidelines issued by Government of Kerala regarding LTC. There should be a System to capture the requests from employee along with the submission of bills as attachments.</p>

<p>The System should process the requests enforcing the rules regarding eligibility criteria and applicable limits.</p>
<p>8.7 Welfare scheme after retirement : The System should manage the disbursement of allowance to retired employees during festival season through a branch of their choice. There should be provision to change the opted branch before publishing/ finalizing the disbursement advice. Periodic revision of the allowance is has to be considered. The System should have provision for the monthly disbursement of Special welfare allowance to retired employees. All stages of this such as application, processing, disbursement has to be taken care of. Provision for periodic update of Life certificate is envisaged.</p>

<b>9. DA/DP Details</b>	
<b>Process</b>	
	9.1 System should enable capturing of explanation called against an employee with a provision to upload the explanation details and capture the reply date as well as copy of reply.
	9.2 Details of disciplinary cases initiated& completed against the employees like Reference number, date and duration of disciplinary proceedings, Place of misconduct, Type of charges, Type of Punishment imposed, Punishment order number& date. Capture details of legal cases against an employee or filed by an employee against the KSFE. Provision for generation of the relevant data in the form of statements. Should form part of the biodata of the employees. Capture other details like date of charge sheet, date of suspension, revocation, explanation date, reply date.
	9.3 Capture details of the dealing officer such as Disciplinary authority, enquiring authority /Enquiry presenting officer /Management representative, Defence representative etc.
	9.4 Capability to define a presenting officer, enquiry officer, Disciplinary authority, Appellate authority and reviewing authority.
	9.5 Ongoing disciplinary actions (live disciplinary cases yet to be concluded against The employee)capture details of irregularity in addition to provisions already available.
	9.6 Generation of standard/user defined-show cause notice/Chargesheet/Suspension Order/Note & Order for appointment of Disciplinary Authority/Competent Authority and capture the response from concerned employee.

9.7 Maintenance of data in respect of all disciplinary action cases of all employees. Maintaining record of disciplinary action of all category of employees of KSFE on whom penalty/punishment has been awarded by respective Disciplinary authority.
9.8 Capability to move data from one stage to another the system and it should support to capture the enquiry proceeding and findings of enquiry officer
9.9 Capability to capture work flows for disciplinary proceedings.
9.10 Maintenance of record on suspension cases. Including date of Suspension, date of revocation and date of reporting for duty/Generation of reports on all suspension cases date wise/employee wise/ cadre wise.
9.11 Maintenance of all Appeal cases and their connected reports
9.12 Maintenance of data in respect of disciplinary action cases of all officers—Maintenance of records in respect of all cases under investigation/contemplation, enquiry and noting the periodic progress made
9.13 Provision to link Punishments to Payroll
9.14 For payment of subsistence allowance in case of suspension
9.15 Capability to enforce reduction freezing of Basic Pay/increments/ other allowances/benefits on account of punishment from the date of service of order with cumulative and non-cumulative effect.
9.16 Capability to restore original Basic Pay/Benefits/Allowances on account of Up holding of appeal/ review of punishments of reduction in pay scale.
9.17 Capability to effect another punishment like reduction of pay/stages etc. Where Salary is already under effect of punishment like with holding of increment/reduction in stages
9.18 Maintenance of registers and compilation of periodic statements about pending cases, suspension cases including revocation of suspension, cases dismissed, punishments awarded etc. age-wise, grade wise , stage-wise, penalty-wise, date-wise and Cases of less than six months and more than six months need to be generated with Reference to the date of the charge sheet
9.19 Maintaining data of cases pending in Courts, High Court, Labour Courts, Labour Commissioners, criminal cases, CBI cases, Police cases in respect of employee category wise and generation of periodic reports
9.20 History of Show Causes/Disciplinary Action like date reported, nature of charge, action taken, action date, resolution process of all officers-Office/Department wise and also in consolidation

9.21 Facility to provide Online audit/Other Clearances
9.22 Capability to categorise a case as pending/contemplated/DP may arise/closed and Auto-generation of DP clearances based on current status and based on the Category.
9.23 Classification of case forwarded by IA Department for onward submission to Disciplinary department.
9.24 Various Search options i.e. on date, for a period employee code, name, requested and status etc.
9.25 Check number of cases handled by particular Enquiry Officer/Management Representative.
9.26 Capture information for submitting notes before promotion committee for review of disciplinary cases/status
9.27 RecordofCaseswherefraudisinvolvedandtheirreportingtoregulatoryauthority
9.28 Record of Cases other than those where fraud/ willful intention is involved.
9.29 Pending disciplinary cases in respect of officers/executives deputed else where.
9.30 Capture data of pending court cases
9.31 Capture data of Employees of doubtful integrity
9.32 Data in different time-frequencies/or cumulative or on quarterly basis.
9.33 History of disciplinary action like date reported, nature of charge, action taken, action date, resolution process of all employees
9.34 Record of employees involved in Fraud
9.35 Review of suspension cases
9.36 Progress of pending disciplinary cases to HR dept
9.37 Provision for capturing decisions taken in physical file into electronic format
9.38 Provision to capture the case data in detail without space constraints
9.39 Provision to generate reports—date wise/period wise/Emp code wise/cases status Wise
9.40 Provision for issue of explanation letters
9.41 Enabling the employee to submit the reply
9.42 Provision to capture first stage advise—Disciplinary authority
9.43 Provision to capture charge sheet issued by the Disciplinary authority
9.44 Provision for capturing the submission of the reply
9.45 Provision to capture the details of the note to DA

9.46 Provision for capturing the Enquiry Order
9.47 Provision for record the issue of Suspension Order with link to Pay rolls
9.48 Provision to capture Details of Enquiry/Proceedings—Enquiry Officer
9.49 Provision for capturing the Submission of Enquiry Officer
9.50 report
9.51 Provision for capturing the Punishment order—Link with Pay
9.52 Provision for restoration in employee status/pay details on completion of Punishment
9.53 Provision for Tracking suspension cases /cessation cases
9.54 Provision to capture ongoing disciplinary cases and details
9.55 Summary report with DP clearance for promotion/NOC/Retirement/VRS/Resignation
9.56 Provision for registering complaints received against staff and action taken
9.57 System to be made capable of providing the Dashboards for all the DA/DP cases based on the predefined timelines for each of the stages the case is pending.
9.58 Tracking of each of the DA/DP cases against the employee stage wise needs to be enabled.
9.59 Details of order of the stages and the minimum and maximum time permitted at each stage will be disclosed during the time of implementation.

Reports
9.1 Report is to be generated for the maintenance of registers and compilation of periodic statements about pending cases, suspension cases including revocation of suspension, cases dismissed, punishments awarded etc. RO wise, age-wise, grade wise, stage-wise, penalty-wise, date-wise and Cases of less than six months and more than Six months need to be generated with reference to the date of the charge sheet
9.2 Maintaining data of cases pending in courts, High Courts, Labour Courts, criminal cases, Police cases in respect of employee category wise and generation of periodic reports
9.3 History of disciplinary action like date reported, nature of charge, action taken, action date, resolution process of all officers—Department/Office wise and also in Consolidation
9.4 Cases where fraud is involved and the reporting to regulatory authority

9.5 Generation of all DP Vigilance /Non-Vigilance cases based on age of pendency/ grade wise/ separate data for officers.
9.6 Generation of reports on all suspension cases age wise/employee wise/grade wise.
<b>10. Payroll and Income Tax ( Centralised Tax module)</b>
<b>Process</b>
10.1 Capability to maintain a single central payroll repository and be able to run and access payroll in a centralized or decentralized manner. System to generate salary of all the employees. The salary is determined by bipartite settlement And Salary revision to employees varies as and when revision is implemented.
10.2 The dearness allowance is a variable and is determined by the living index declared from time to time. HRA, calculation as per the percentage based on location/centre. All other allowances such as person specific, area Specific and job specific needs to be included.
10.3 DA rates (including history) to be maintained.
10.4 Provision to pay arrears of salary due to salary revision/belated sanction of increments/regularization of leave etc.
10.5 Provision to make all recoveries from salary like Income Tax, Loan recoveries, PF, NPS, GSLI, SLI, GIS, GPAIS, LWF dues, Society recoveries, Bank recoveries, LIC premiums, / Professional Tax. Provision to handle recoveries on account of Court Order etc
10.6 Integration with other modules. Provision to integrate with Core Business Application / any other software of KSFE. To ensure seamless flow of data. Integration with Leave Module for effecting salary recoveries for LWA with MC without MC, Long leave, LWA for personal matters etc.
10.7 Promotions/Fitment on promotions
10.8 Reduction of pay on account of Punishments / any other disciplinary actions which has financial implications.
10.9 Support configuration and parameterization of different pay components including facility to add / modify / delete pay components. Flexibility to factor in all the new components / provisions as per pay revision agreement.
10.10 Necessary update to be provided for payroll processing in case of any changes/ new updates in the Tax rules by Government of India
10.11 Calculation of TDS based on Income Tax rules. Provision to change the rules as and when notified by the GOI. Support for e-filing the TDS data, quarterly filing, Form26 AS etc.
10.12 Provision to include payments other than salary such as EL encashment, bonus, festival allowance, performance incentive, arrears, salary paid/TDS by previous employer(if any) etc. for TDS calculation.

10.13 Calculation of salary arrears for different Bi-partite periods; Calculation of salary arrears on revision of salary under pay revision.
10.14 Support to define pay structure at various levels
10.15 Support final settlement of salary based on attendance marked, any other due etc. for the employee who have resigned/retired/deceased
10.16 Ability to support multiple reruns, if necessary, after resetting, before final payroll Generation
10.17 Support main, supplementary and partial payroll run
10.18 Support Bipartite Settlements/salary/allowances revision arrears calculation with Provision for reconstruction of history files for future calculations.
10.19 Support location-based payroll run Problem/error tracking of payroll run, priority list for recovery and maintenance of un recovered amount with facility of fix future instalments of recovery
10.20 Support to view pay details of current month, pay history, net amount paid, unpaid deductions—employee wise and month wise, financial year wise
10.21 Capability to define various formulae and ability to link them to other calculation formulae/elements such that when the rule change only the component which has undergone and each change will be effected (example HRA/Officiating allowance etc)
10.22 Ability to maintain PF/VPF details against each employee.
10.23 Facility to indicate tax able earnings, deduction priority, carry over of unpaid dues, Partial recovery
10.24 Facility to be provided to identify items to be part of perquisites and those Perquisites amounts are eligible for TDS
10.25 Monthly salary payment calculations and generation of related reports, salary slips, deduction lists, vouchers, tax challans etc. (as per the user-defined criteria)
10.26 Pay fixation for all cadres on promotion/annual increments/reduction of pay on Account of reversion/punishments
10.27 Facility to maintain tax rates, standard deduction, investment, etc as per the prevailing rules.
10.28 Facility to update tax rates, PF, PTAX, LWF as and when the rule changes.
10.29 Professional tax deductions with exemptions, arrears and generation of related reports and challans. Professional Tax will vary from place to place and facility to Deduct appropriate tax based on centre from salary.
10.30 Calculation of income tax as per rate slabs& on projected income taking into account all incomes like salary, EL encashment, incentive, and any other in come declared by the employee

10.31 Facility to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically update the salary record and tax calculation by the system. Provision to upload proof of investment and store it centrally in electronic form after authorization by competent Authority
10.32 Generation of all types of statutory reports of taxes like Form16 and Form 24 in the user defined format (16AA, 12BA and 27A)
10.33 Generation of employee's individual tax return
10.34 Generation of E TDS data
10.35 Tax rules should be configurable without any additional cost
10.36 Calculation of income tax forecast for each employee based on the employee declaration of savings as well as proof basis etc.
10.37 Facility to allow income tax exemption & deductions Support calculations of loss of pay, half pay, etc. and consequent adjustment in income tax payment etc.
10.38 Provision to recover other charges as defined and configured by the user
10.39 Support leave encashment and retirement benefits with consequent tax Adjustments
10.40 Facility for all requests of new loan requests to be initiated by the employee.
10.41 System should validate the necessary conditions based on the predefined parameters.
10.42 The above opening can be restricted, and user can be enabled/disabled
10.43 Closure of loans can also be initiated by the employee himself. System will Calculate the appropriate interest and validate the balance available in the salary account.
10.44 Provision to create advance such as festival advance
10.45 Payment of medical allowances, recovery and taxation (if any) thereon
10.46 Should be able to made Housing loan recovery and any other loan recoveries, recovery initiated by outside agencies, court recoveries etc and up dation of it.
10.47 Facility to upload proof of savings / investments under 80C through self-service portal. Facility to upload all documents in support of claim for exemptions under various sections of Income Tax Act. Submission of data under sec 12bb.
10.48 Facility for capturing PAN/AADHAR/PRAN details
10.49 Support recovery of all other types of loans with reports like recoveries made, Overdue list etc

10.50 Support calculation and payment of incremental arrears with consequent tax Adjustments
10.51 Support calculation and payment of salary arrears as per the industry level settlements with tax adjustments
10.52 Provide an impact analysis tool for analysis of impact of salary revision
10.53 Support payment of arrears calculated in user defined instalments or in lump sum
10.54 Support payment of subsistence allowance in case of suspended employees and Facility for rephasing various staff loans when on loss of pay and suspension
10.55 Support reimbursement with regard to conveyance, medical Payment of deputation allowance. Provision to define any other Welfare measure from front end and define rules.
10.56 Support deduction of Employee contributions to PF, VPF
10.57 Support calculation of Employer contributions to PF, Automatic flow of PF related recoveries.
10.58 Support passing of account in entries for salary payments and maintenance of Related books of accounts, registers. Generation of month wise, quarter wise, half year and year wise statement of accounts. Reports should be made available.
10.59 Provision for accounting where salary is returned back. Provision for accounting TDS in case of return of salary.
10.60 Support automatic stoppage of salary in case on superannuation, Death, resignations, dismissal, LOP
10.61 Support to update the salary details based on the punishment order, and also restoration of the salary based on the punishment order.
10.62 Generation of monthly reports like officer/department wise pay register, pay slips, report of deductions made for professional Tax for accounting and remittance at Office Level. All the reports to be made available for viewing and taking print out at the offices.
10.63 Facility to adjust following types of employee leave with the payroll
Casual Leave
Earned Leave
Half pay Leave
Maternity Leave
Special Leave
Special Casual Leave in lieu of joining time
Absence without leave

Special Casual leave
Special leave
Commutted leave
Leave without allowances with/without medical certificate
10.64 Facility for automatic Voucher generation for tax calculation.
10.65 Audit trails to capture batch modifications to employee payroll information
10.66 Online page to enable each employee to view/print his pay slip/Income tax estimation.
10.67 Facility for various loan deductions through salary like Housing loan, Vehicle loan, Mangalya loan, Festival advance and provision to upload loan instalment demand Centrally, and automatic flow of recoveries towards PF loan to Pay Module.

10.68 Facility for calculation and payment of officiating allowance and temporary special pay as per no. of days that employee has officiated from the sanctioning authorities.
10.69 The system should perform tax computation and it should be handled as per Income Tax Act without any need for repeated manual calculations. The tax slabs, rates and surcharges should be maintained by the system and the tax should be computed automatically.
10.70 Should compute various benefits provided to our employees such as Leave Travel Allowance, Medical Reimbursement, reimbursements And general expenses. Eligibility, computation and taxability should be considered.
10.71 Employees should readily be able to see the above-mentioned details online along with their payroll details on their employee profile
10.72 The system should compute the Provident Fund, Contributions and Professional Tax for all offices where applicable at the correct frequency
10.73 The system should capture/access all types of loan details of an employee and the outstanding balance overdue if any.
10.74 The system should facilitate perquisite tax calculations as per tax laws and the reports
10.75 The system should support passing of accounting entries for salary payments and maintenance of related books of accounts, registers. Generation of month wise, quarterly wise, half-yearly and yearly statements of accounts.
10.76 The system should be configuring various tax rules(e.g.Income tax, Professional taxes etc.) announced by Govt. from time to time.
10.77 The system should calculate and deduct Income tax, Professional tax etc., at the time of: Accrual and Payment

10.78 The system should support for all statutory reports/tax returns, based on, but not limited to Classification of Taxes, Accounting entity, location, state and nature of transaction (User modifiable format)
10.79 Provision to Manually adjust tax able earnings (in case of income from other sources, investments etc.)
10.80 Facility to upload the over all salary head so employees in case of non-connected branch (for which fixed format has to be generated by vendor)
10.81 Facility to provide the authorization for any type of posting in payroll.
10.82 Income tax & estimation reports should be generated on monthly/user defined periodicity basis along with confirmation reports.
10.83 Addition/subtraction clause to be included for pay elements i.e. special allowance.
10.84 Bilingual pay slip generation is required to be created.
10.85 Ability to run pay roll multiple times before finalization
10.86 Ability to create variance report after pay roll finalization
10.87 Pay slip view able from mobile device
10.88 Festival advance reports for individuals and department wise is required to be generated.
10.89 Increment processing & releasing of increment of employee to be made automatically the system must also allow manual intervention for effecting correction, if any
10.90 Generation of perquisite calculation reports (Interest, car, furniture etc.)
10.91 Facility for Generation of taxes intimation report as and when required
10.92 Facility for Generation of Member wise festival advance report.
10.93 Facility for Generation of Leave Encashment report (Daily report and member Wise report)
10.94 Facility for the declaration and details of dependents.
10.95 Increments, sanction/reduction/restoration of increments/ basic pay in punishment cases, shifting of the date of increment due to LOA etc.,
10.96 Salary attachment in case of Court Orders
10.97 Starting & stopping deduction.
10.98 Provision of Suspending and Restoring deduction of particular Court order on Receipt of another order.
10.99 The system should display the status of the salary calculations
10.100 Scope for multiple times test run of salary, before finalization to ensure Accurate pay computation
10.101 The system should have the ability to take deductions in the current period or any pay period or periods selected, in any user defined

10.102.	Maintaining the start and stop dates for deductions on the employee master file on user defined employee
10.103	Facility to effect mass changes on deduction amounts, example staff welfare fund deduction, Subscriptions to Association/Sports clubs
10.104	Reversal of deduction, to be included in next salary if incorrectly withheld or supplementary run
10.105	Deduction of amount is determined by amount of earnings, percent of Earnings
10.106	Prioritization of deduction based on the separate priority numbers allotted to the deductions (statutory/non-statutory)
10.107	Ability to be prompted by system when employee status changes on account of grade change / transfer
10.108	Automatic update of salary data base for changes in employee record without interfering with salary processing (e.g. promotions in the middle of month)
10.109	The system should have the provision for back dated calculations and should have the provision to suspend salary runs (cases of salary not drawn). Provision for deletion/disable of salary for chronic leave takers from the main salary
10.110	The system should have the ability to reflect salary adjustments in correct pay Period for over time as well as leave adjustments
10.111	The system should have the capability to deduct the loans and advances in subsequent pay periods with a single transaction
10.112	The system should have the ability to maintain the salary information i.e. Record of all pay of all activity for each employee for a user specified period
10.113	The system should have the ability to link with punishments i.e. Suspension Should result in subsistence allowance(user defined)
10.114	The system should have the provision for arrears calculation on account of salary revision, refitment, reinstatement, retrospective release of increments/allowances
10.115	For retired employees Provision for salary arrears calculation including gratuity, Calculation of Income Tax and Professional Tax during retirement
10.116	The facility to support provisions of IT as applicable to different financial years
10.117	The facility to store the income tax computation of past 3 to 5 years data along With the current year.
10.118	The system must capture at least following insurance details: Policy Number, Risk Covered, Name of the insurer, Period of insurance, Premium paid, Terminal value of settlement

10.119 Loan EMI deduction must be directly linked with monthly salary Computations
10.120 Linkage with Super annuation desk for recovering outstanding balances at the time of superannuation and settlement thereof.
10.121 System should ensure capturing of salary related details including TDS
10.122 The system should support calculation of with held salary of relevant period and also recover the salary which was released earlier for that period based on leave sanctioned
10.123 The system should calculate salary for the employees who are on long absence on actual attended days
10.124 Employee Liability Register : There should be a System for reporting the liability of employees from various sources such as Internal Auditors, RO/Branches and Departments. A liability register shall be maintained which contains all details. Based on it there should be a provision for recovery from salary/ arrears/ other payments. Details of recoveries made have to be updated and closure of liability has to be monitored.
10.125 Employees' Provident Fund : The System should be able to make deduction from salary towards the contribution to EPF in accordance with the provisions EPF Act. The System should manage Employee/ Employer contribution, EPS contribution and Voluntary contribution. Request for voluntary contribution has to be captured and implemented. System should manage all works related to EPF such as deduction, remittance and filing of return, tracking delayed remittances, EPF contribution from arrears and filing of its return, Statutory forms 3A, 6A, preparation and filing of revised forms on payment of arrears (3A). Provision for updating UAN by csv import is required. The System should generate ECR file, which can be directly uploaded to EPFO portal.
<b>Reports</b>
10.1 Monthly remittance letters.
10.2 Monthly deduction report Member wise & Member cum Beneficiary wise
10.3 Capability to map with any new pension scheme
10.4 Calculation of Tax on Terminal Benefits/Leave encashment.
10.5 Defining the tax rules to determine employees' tax liability as per changes by the Central Govt.,/local statutory legislation for arriving at the actual tax liability of employee
10.6 Automatic calculation and deduction of tax.
10.7 Ability to generate payroll/salary register for current month and previous months.

10.8 Projection of the tax liability of an employee for the period within a tax calendar and providing tax planners to the employee
10.9 Report on exemptions and rebates as per the Income Tax Rules
10.10 Report on exemptions and rebates medical exemptions as per IT Rules
10.11 The system should have the provision for generating user defined reports
10.12 Facility to generate the salary projections every quarter and provide display and Print the same

10.13 Facility to generate the statutory reports or user need based reports as and when Required as per statute/as per user
10.14 Tax deducted for employee for given month
10.15 Rent paid details
10.16 Other Income for Form 8 (1) for deduction u/s 80 DDB
10.17 Tax investment report year-wise TDS at source year – wise Annexure to form 12 C
10.18 Salary paid for full year (IT Review -Projection )Annexure 2 form No.8E
10.19 Annexure 2 form No.8 E Arrears or advance salary
10.20 Form for sending particulars of income u/s 182 (2B) for year ending 31 March
10.21 Form 8BA List of users
10.22 Tax deducted for the FY early tax paid details
10.23 Form 24 Q deduction details report Form 24Q salary details report Form 24 Q section 8 report
10.24 Form 24 Q section 16 report
10.25 Form 24 Q section 80 report Form 24 Q section 88 report Income Tax for FY
10.25.a Provision to generate the following reports related to E-TDS Details of challans Remitted
10.25.b Particulars of deductees
10.25.c Challan-wise reports (for particular challan with details of TDS remitted through that challan)
10.25.d Reports 27 A -Report for filing of TDS returns Details of employees with PAN Particulars
10.26 Details of salary particulars with investment/rebate details
10.27 Report on perquisite details paid to the employees

10.28 Salary calculation error/negative earnings/subsistence/ un recovered/no salary report, slab-wise professional tax recovered report
10.29 Report on PF deductions recovered from the salary to be submitted to PF section
10.30 Report on various other recoveries deducted from the salary to be submitted to Various sections
10.31 Previous Months Un paid salary pay in the current month as Arrears Salary
10.32 With holding & Release of Salary
10.33 Provision to capture the details of salary paid/EPF contribution to employees on deputation.
10.34 Control Reports: comparison of current month salary cadre wise, Head wise with Previous month and generation of salary data.
10.35 Consolidated TDS
10.36 Should have the facility to get data from various sources of income like Salary, Pension, Taxable Gratuity, Medical Expenses, Encashment, Travel Expenses, perquisites, Income Tax Savings etc. to arrive at the Income tax.
10.37 Increment sanction data for all grades
10.38 Transfer details tracking to stop salary for those who have not yet joined
10.39 Pension and gratuity section data (Last 10 months average salary)
10.40 LOP validation program
10.41 ELencashment program
10.42 Generation of Salary reports—Department wise, grade wise, Office wise, consolidated.
10.43 Generation of pay slips, Income Tax projections to be made available through staff service portal etc.
10.44 The system should give Statutory reports relating to PF, IncomeTax, ProfessionTax, Bonus, whether they are monthly, half yearly or annual should be available.
10.45 The system should support all types of report generation such as:
10.45.11.Check list summary of changes made in each payroll cycle
10.45.22.Report on earnings and deductions employee wise/region wise
10.46 Tracking report on challan submission, statutory returns submissions
<b>11. Training &amp; Development</b>

11.1 Provision to maintain and track the training budget under different training heads (such as inhouse/external, with in India/over seas training)
11.2 Training needs from performance appraisal, employee requests, department requests received in pre defined format to be considered during training demand Planning
11.3 The system should be capable of capturing qualification/training completed by the employee externally or prior to joining the organisation. This should include trainings attended internally as well this information should be imputable by the employee/ Personnel Dept.
11.4 The system should have accept/reject/hold capability for the registration received. System should also be capable of obtaining online approval by the competent authority.
11.5 Capability to record competency development needs basis competency assessment Done during appraisal process
11.6 Capability to publish training calendar for inhouse and other external trainings Within organisation/external training/ Overseas training.
11.7 Capability to prepare an inventory of national and international training institutes for different verticals (specialized training, behavioural training etc) Linked to training needs assessed
11.8 The system should allow viewing of the calendar details/external trainings available including details on course content, location, no. of days, target group etc
11.9 The system should be capable of capturing external training which has been scheduled, in progress and finalised
11.10 The system should facilitate self-nomination with due approvals from reporting officer.
11.11 The system should facilitate generation of note for nomination approval from competent authority and track status of approved training nominations
11.12 The system should generate training letters and emails to be issued to the Training institute, participating employee and reporting officer
11.13 Capability of generating letters through print/browser/email/mobile with features of online confirmation, cancellations, explanation for non attendance as well as communication on re-scheduling of training courses
11.14 The system should maintain minimum and maximum number of Candidates per course.
11.15 Provision to create wait list as per course class size and auto enrolment features in Case of cancellations
11.16 Provision to record reason for non-attendance and permission granted thereby and also recovery of notional cost for non-attendance without valid reason.
11.17 Provision to maintain employee feed back on training attended and consolidate participant's feedback for evaluation on the course and faculty

	effectiveness.
11.18	The system should capture details of courses held at different centres, batch-size, Faculty and participant details, participant attendance details, feed back and evaluation
11.19	The system should capture and maintain number of personnel trained - month wise, cadre wise, RO, inhouse-external training wise, training category wise etc and categories like Sex, Gen/SC/ST/OBC/PWD(VH/OH/HH), Religion etc
11.20	The system should maintain a single history of all the training programs taken by The user whether they are class room training or self-study through E-Learning
11.21	Capability to monitor post training utilization in the area trained through Reporting officer feedback taken online
11.22	There should be a facility to update the employees' profile upon his/ her successful completion of the training programme and in accordance with the provisions of Recruitment, Induction, Training, Placement, Promotion, Transfer and Exit Policy provisions from time to time. (The system should automatically update the Profile and no manual intervention needed)
11.23	The system should enable KSFE to improve and leverage the knowledge, skills, and abilities of the employees. It should facilitate Management to use competency data for recruiting, performance and development, training and succession planning activities.
11.24	The Software shall support a three-level classification of training courses: program, module and course level.
11.25	Course level details should include number of sessions, maximum / minimum employees that can be enrolled, maximum wait listed employees, and based on mapping module and program should be automatically updated.
11.26	Enrolling an employee into a program could be on the basis of prerequisites or by an organisational policy that details eligibility parameters. Eligibility parameters could be years in service, exposure in different business verticals, trainings undergone in recent past, cadre/grade in management, or such other employee profile determining parameters.
11.27	Facility for storing the reference material for a program, module or a course with details such as author name, available at(venue), publications etc should be provided.
11.28	Training objectives for program, module, and course should be definable. Session details for capturing the number of sessions to break up into training time should be captured.
11.29	Training Needs from Performance Appraisal Report, mentors and Self are Considered and linked to a suitable training program.

11.30	Capability to prepare and publish training calendar and seek nominations/recommendations online.
11.31	Capability of conducting in-house/external/customized training programme Based on the training need analysis.
11.32	Support the process of Induction training for new recruits by integrating with the recruitment module. Provision to generate letters for trainings
11.33	Facility to support preparation of yearly (or user defined )training calendar
11.34	Provision to enroll at individual level as well as at group level
11.35	Provision to maintain minimum and maximum number of trainees per course and create waiting lists if enrolments exceed maximum number of trainees
11.36	Provision to auto enroll wait listed trainees
11.37	Identify competencies that employees gain from completing a course and provide For automatic update of employee competency inventory
11.38	Generate and email training letters to trainees, including course confirmation, cancellation, and re scheduling
11.39	Facility to record test results conducted as a part of the training certification
11.40	Record and review trainee feed back for various parameters viz.,, training facility, instructor, and course materials
11.41	Provision to evaluate post training utilization
11.42	Provision to record reasons for non-attendance.
11.43	Ability to capture individual components of training expenditure such as in house, External within India etc for maintaining training costs.
11.44	Facility to access training details of a particular staff by only entering employee Number and/or name/or qualification detail.
11.45	Facility to access name of employees who have gone for a particular training.
11.46	List of staff along with their total number to be segregated based on different Criteria like:
11.46.1	Sex:Male/Female
11.46.2	Religion: Hindu, Muslim, Christian, Parsi, Sikh etc.
11.46.3	SC,ST,OBCetc.
11.46.4	Category: Physically handicapped etc.
11.46.5	Age wise, grade wise, cadre wise & department wise list of staff.
11.46.6	Retirement for next 05 years.
11.47	Training including need analysis and feed back assessment
11.48	Training Need

11.49	Facility to capture inputs for—Training Need Analysis(TNA)from employees through Self Service Module for the purpose of creating a training plan.
11.50	Data base of job profile and Training Cards
11.51	Identify training needs based on TNA and recommendations in Performance Appraisal system
11.52	Facility to generate list of employees to be trained and the area of training based on recommendations by competent authority
11.53	Support the process of recording the training requirements identified by Trainees / Employee groups / Training establishments.
11.54	Receipt of requests from officers for specific training programme
11.55	Training Calendar & Design of Course
11.56	Track and schedule courses for both in-house and external courses.
11.57	Scope to add programmes outside TNA
11.58	Details of calendar of programmes
11.59	Reminder to officers for not submission of feedback
11.60	Participation Details
11.61	Provision to capture details of courses held at different centres, batch-size, faculty and participant details, participant attendance, feedback and evaluation
11.62	Displaying cases of repeat participation trainee-wise during a specified period
11.63	Facility to enter data/text and generate programme-wise participation certificates.
11.64	In the data base of programme attended introduce separate folders for(i)workshops
11.65	/seminars and(ii)Training programmes/Exposure visits
11.66	Sending them mails
11.67	Whether in case of controllable items, expenditure exceeded budget allocation

Report	
11.1	Capability to record and review trainee feedback for various parameters viz. training facility, faculty and course material and generate consolidated report for information of the management online.
11.2	Support preparation of summary reports based on feedback and evaluation
11.3	Generation of all types of related reports and dynamic querying facility across the Functionalities
11.4	System should generate following reports:

11.5 Details of candidates who participated in training programs, department- wise, centre-wise, cadre-wise, grade-wise-quarterly, half-yearly, yearly and cumulative, Institution-wise.
11.6 Maintenance of history on number of personnel trained– monthly,quarterly,half- yearly, yearly and cumulative – department-wise / region- wise/ Office-wise/ for officers/category-wise etc.
11.7 Maintaining training history (training cards)of all employees with effective dates including programs cancelled/not attended with reasons– automatic updates once Attendance is marked.
<b>12. Performance Appraisal</b>
12.1 Performance Appraisal mechanism capable of managing different rules for different cadre of employees.
12.2 Performance appraisal on completion of the probation period.
12.3 Performance appraisal before promotion.
12.4 Periodic performance appraisal.
<b>13. General Requirements</b>
13.1 Employee Self-service portal: The System should have an Employee portal having Two/Three factor authenticated login. Availability of mobile app (both IOS & Android) is also required. There may be a provision for employees for updating their profile with approval at higher levels. The portal/app should enable employee to place leave requests uploading required documents and also to submit their claims for various allowances such as medical allowance, spectacle allowance, charge allowance etc. and to view the status of their claims. Employees should be able to view/download their pay-slips/ salary details. There should be a facility for 'IT declaration' and an IT calculator. Employees should be able to view the leave and service details. Employees should be able to view notifications and alerts. The mobile app should support geo fencing and geo tagging features.
13.2 Notification : The System should have a facility for notifications and alerts. Employees should be able to view/ download Internal Circulars/ Order / HR policies. Broadcasting of messages should be possible
13.3 An AI chatbot with natural language processing capability as a virtual assistant to automate HR tasks and answer employee queries instantly.
13.4 Proactive dashboard in areas like performance monitoring
13.5 Employee Survey/Poll : It is desirable that the System has a feature for conducting a survey or poll among employees.

13.6 Data migration : The System is expected to have a utility for the migration of all data available in the existing HRMS DB. Tools for data integrity and consistency checking are also expected.
<b>14. HR Information System</b>
14.1 The System should be able to generate reports for MIS purposes.
14.2 Reports to meet statutory obligations.
14.3 Generation of customized reports.
14.4 The reports should be exportable to different formats (csv, Excel, pdf).
14.5 Exception reports.
14.6 Availability of a report writer tool enabling the end user to create desired reports.
14.7 Generating reports/ certificates with digital signature and encryption.
14.8 Provision to design and generate ad-hoc reports.
14.9 Provision to export data in csv/excel format to support ID card printing.

## **12. TECHNICAL REQUIREMENTS SPECIFICATIONS**

### **1. Interoperability**

The technology landscape of the KSFE is expected to expand to cover and support different business requirements. The system architecture of the proposed solution should be able to interface and support the existing applications to ensure better interoperability across KSFE.

### **2. Performance Metrics**

Generally every service should respond within 2 sec other than reports and batch processing scenarios. Meaning, User experience, Quick response and average response time less than 2 seconds. The following performance parameters are stipulated for the web portal and mobile applications.

Name			Max Response Time

	Concurrent Users	Application Launch	Read Operation	Write Operation	Generating Report	Batch Operations (1000 Records)
Web/Mobile applications	400	< 6 Sec	<=1 Sec	<= 5 Sec	<=30 Sec	<=1500 Sec

For any responses > 5 sec, the System should provide feedback indicating when it expects to be done.

### 3. Security

The security requirements of HRMS application cover the following areas such as Validation and Encoding, Authentication and Session Management, Access Control, Error Handling, Logging, Connections to External Systems, Encryption, Secure Configuration and Specific Vulnerabilities. The application shall not include any of the flaws described in the current “OWASP Top Ten Most Critical Web Application Vulnerabilities. Security test report and any exceptions to the certification status shall be fully documented with the delivery.

**Secure Deployment:** The bidder should either have OR deliver the service from a MeitY empanelled DPDP compliant tier 3 or above Primary Data Centre with a back-up Secondary Data Centre of similar stature. The default configuration of the software shall be secure. All data centers should be geographically located in India. The bidder must provision BCP site & DR for ensuring the continuous availability of the solution. The BCP and DR should be in two different seismic zones.

**Data Security at System Layer:** It is very important that security is planned at every layer like Data API, Process API and Experience API as described above. The System handles high security private data and they are to be encrypted at application level before storing to the database. All Government guidelines regarding handling/storing sensitive personal data should be followed.

### 4. Browser/Mobile App Compatibility

The System should be device and browser agnostic and should be responsive and optimised for various browsers such as Chrome, Firefox, Edge and Safari. The mobile app should support the operating systems Android (10.0 & higher) and iOS (13.0 & higher). The UI should be rich in features. Every input control

needed proper validation/sanitization and no loose text should be allowed. No vertical or horizontal scrolling preferred except reporting interfaces.

## **5. Reporting**

Analytics frameworks and ad hoc reporting configurations are needed. New generation technologies are to be adopted so that reports are available in a short time. Reporting systems can have scheduled pre-processing tools configured such that every report can be rendered faster. The reports should be printer friendly and should be able to export to formats such as csv, xls and pdf.

## **6. Access control / Audit logs**

There should be a strong security mechanism for preventing unauthorized access, controlling various levels of Access / Authorization / Approval with password, Audit trail/logs. It is expected to have file based audit logs which are searchable and usable for cyber forensic analysis. Application logs have to be separately maintained for auditing and reviewing. Retention policy for Application logs should be 13 months quick retrievable and persistent in cold storage after archival. Robust error handling logs and provision to implement log monitoring tools should be available.

## **7. Secure Connection Links**

All URLs should be SSL encrypted channels (HTTPS). All APIs should have token based access only through https. Roles and authorization are must for every level for each APIs. OWASP security fixes and advice are to be incorporated at various levels.

## **8. Alerts and Monitoring**

The application should support configuring alerts and monitoring. These alerts should be configurable to receive through email/sms. Security readiness like tracking Login attempts, password theft, identity theft etc. needed to be monitored and those are to be alerted to take appropriate actions. This kind of system should work offline and alert the concerned as immediately as possible and auto terminate the session.

## **9. Application Integrations**

The System should provide integrations to external systems like LDAP Server, Core Business Application of KSFE, Accounting applications, Document Repository, Biometric system, Payment gateway, Income TaxDept., SMS/Email servers. Every external system integration should have a wrapped API layer with a security around it. API specification needed to be managed and shared before implementation using RAML or Open API standards.

## **10. Authentication, Authorization and Role Management**

HRMS should integrate with enterprise LDAP server for Authentication, Authorisation and Role Management.

## **11. Email, SMS, Push Notifications**

A common requirement for the application is the ability to send notifications to users on omnichannels.

## **12. Disaster Recovery Servers**

Services and Database needed disaster recovery plan and should adopt faster switch in between the live to backup and vice-versa. Appropriate Database and application clustering/distribution techniques should be adopted. There needed a mechanism for auto switching to a disaster recovery site with DB level integration to come back from DR to the main data centre.

## **13. Data Handling & Backup**

The proposed solution should provide faster data storage and retrieval, audit history Maintenance, Data purging, Query Module, Backup and restoration, Disaster handling/recovery. The System should support automatic backup (with configurable frequency) and provide alerts to see the success/failure. If any backup failure occurs that has to be logged and alerted to the respective user. The proposed solution should support clustering on database and application tier for high availability. The Application should provide APIs from day one to integrate the same with ERP/Core Application of KSFE. The proposed solution should have a unified dashboard to get a 360 degree view of its DB and Application.

## **14. DPDP Compliance**

- The proposed solution should have full compliance with the Digital Personal Data Protection Act, 2023 ('DPDP Act') and all rules, notifications, standards, and directives issued thereunder. Non-compliance shall be treated as a material breach of contract.”

- The proposed solution shall provide product-level support for notice, consent acquisition, consent withdrawal, processing limitation, and data principal rights including access, correction, erasure, grievance redressal and data portability, as mandated under the DPDPA.”
- The Bidder acknowledges its role as ‘Data Processor’ for HRMS-related processing and shall process personal data only under documented instructions of KSFE and only for the specific purposes stated in the contract.
- The successful Bidder shall execute a Data Processing Agreement (DPA) aligned to the DPDPA prior to processing any personal data. The DPA shall survive expiry or termination of the primary contract.”
- The Bidder shall not collect, store, retain, analyze, share, or further process personal data for any secondary purpose, behavioral profiling, analytics resale, or commercial exploitation without explicit written approval of KSFE.
- All personal data shall be stored, processed and retained only within India. Cross-border transfers are prohibited unless explicitly permitted under applicable law and approved in writing by KSFE
- Bidder shall provide documented evidence that hosting infrastructure is physically located in India and is compliant with DPDPA controls.
- The Bidder shall notify KSFE of any personal data breach, security incident or unauthorized disclosure within 24 hours, and shall co-operate fully with forensic investigation, reporting, and remediation.
- Data retention shall conform to KSFE’s archival policy. Upon expiry/termination, the Bidder shall delete all personal data and provide notarised destruction certificates within 30 days while enabling lawful data recovery/export.
- The HRMS solution must support electronic consent acquisition, consent logging, consent versioning and consent withdrawal workflows aligned to DPDPA requirements.
- The proposed solution shall incorporate privacy-by-design and privacy-by-default principles, including minimisation, role-based access controls, audit logs, encryption at rest, encryption in transit and secure default configurations.
- The solution shall provide a mechanism to track and record grievance redressal requests from data principals as required under the DPDPA, including timestamping, escalation workflows, and closure tracking.
- The Bidder shall maintain auditable logs and documentation of data processing activities, including categories of data processed, purpose, storage locations, access logs, and retention periods.
- The Bidder shall not engage sub-processors, subcontractors or third-party service providers to process personal data without prior written approval of KSFE. The

Bidder shall ensure legal back-to-back DPDP compliance obligations on all approved sub-processors.

- The KSFE reserves the right to conduct audits of security, data privacy, hosting, operational controls and statutory compliance of the Bidder and its sub-processors. Refusal of audit constitutes material breach.
- Non-compliance with DPDP obligations, breach handling failures, cross-border transfer violations, or misuse/excess processing shall attract financial penalties, indemnification claims and may lead to termination for default.
- The solution shall have minimum security controls including encryption, access control, MFA, audit logging, vulnerability remediation and CERT-IN reporting standards.

## 15. Health Check

Application should have an admin level dashboard and metrics (either application level or cloud service level) to see the health of all services running.

## 13. ANNEXURE

### Annexure I: Commercial Bid Format

**Table 1: Considered for commercial evaluation**

<b>SI No</b>	<b>Item Description</b>	<b>Qty</b>	<b>Rate</b>	<b>Total Amount in figures for the entire contract period (INR)</b>	<b>Total Amount in words for the entire contract period</b>
<b>a</b>	<b>b</b>	<b>c</b>	<b>d</b>	<b>e</b>	<b>f</b>
1	<b>One-time implementation cost ( including cost for initial environment setup and SaaS tenant configuration, configuration and</b>	1		(c*d)	

	customisation as per KSFE's requirements,User and administrator training,Data migration from legacy systems including cleansing and validation,Integration with KSFE's existing applications and infrastructure)				
2	Monthly Subscription Charge for a single user falling under the slab for active user counts greater than 7,500 and less than or equal to 10,000	<b>6,48,000 (9000*72)</b>		<b>(c*d)</b>	
3	<b>TOTAL COST for Commercial Bid Evaluation (1+2)</b>				

**Note:**

1. Duly filled BOQ files should be uploaded in the E Tender website.
2. Cost should include all taxes other than GST.

**Table 2: Not Considered for commercial evaluation**

Sl No	Item Description	Amount in figures (INR)	Amount in words
1	Monthly Subscription Charge for a single user falling under the slab		

	for active user counts greater than 5000 and less than or equal to 7500		
2	Monthly Subscription Charge for a single user falling under the slab for active user counts greater than 10,000 and less than or equal to 12,500		
3.	Man month rate for any additional feature/functionality development requested by KSFE in future beyond the current RFP Scope.		

## **Annexure II : Bidder's Profile**

**[Should be submitted on Company's Letter Head  
with Company Seal and Signature of the Authorised  
Person]**

Reference No:

Date:

To

The Managing Director  
Kerala State Financial Enterprises Limited (KSFE)  
Reg. Office: "BHADRATHA"  
Museum Road, P.B.No: 510  
Thrissur-680 020

Dear Sir,

Sub: RFP for .....

Ref: RFP No..... / .....dated.....

<b>Sl. No</b>	<b>Particulars</b>	<b>Response</b>
1	Full Name of the Bidder Firm / Company	
2	Constitution (Firm / Private Ltd Co. / Public Ltd Co.)	
3	Date of Incorporation and/or Commencement of Business	
4	Certificate of Incorporation (CIN) No.	
5	Firm / Company's Head Office / Corporate Office Address	
6	Firm's / Company's Website address	
7	Registered Office Address	
8	Particulars of the Primary Contact Person (Authorized Signatory of the Bidder	Name
		Designation
		Address for Correspondence
		Phone Number (Landline)
		Mobile Number
		Email address

9	Particulars of the Secondary Contact Person (Authorized Signatory of the Bidder)	Name	
		Designation	
		Address for Correspondence	
		Phone Number (Landline)	
		Mobile Number	
10	Turnover For Last Three Financial Years		
11	Net Profit For last three financial years		
12	Net Worth of the firm for Last Three Financial Years		
13	Total number of employees in the organization		
14	Domestic Customer Base (Number of Clients in India)		
15	Size of the Support Staff for the proposed services		
16	Details of Support Centers in India/Kerala		

Signature of the Authorized Signatory with Company Seal.

Name of the  
Authorized  
Signatory :  
Designation :  
Company / Organization :

Place : Date :

### **Annexure III : Non-Disclosure Agreement**

**[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]**

Reference No:

Date:

To

The Managing Director  
Kerala State Financial Enterprises Limited (KSFE)  
Reg. Office: "BHADRATHA"  
Museum Road, P.B.No: 510  
Thrissur-680 020

Dear Sir,

Sub: RFP for .....

Ref: RFP No..... /.....dated.....

WHEREAS, we,....., having Registered Office at ....., hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP.

WHEREAS, the Bidder understands that the information regarding KSFE's IT Infrastructure shared by KSFE in their Request for Proposal is confidential and/or proprietary to KSFE, and

WHEREAS, the Bidder understands that in the course of submission of the offer for the subject RFP and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on KSFE's properties and/or have access to certain plans, documents, approvals or information of KSFE; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce KSFE to grant the Bidder specific access to KSFE's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to KSFE, unless the Bidder has first obtained the KSFE's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by KSFE or, prepared or produced by the Bidder for the purpose of submitting the offer to KSFE for the said solution, will not be disclosed during or subsequent to submission of the offer to KSFE, to anyone outside KSFE.

The Bidder shall not, without KSFE's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of KSFE in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to KSFE and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Signature of the Authorized Signatory with Company Seal.

Name of the Authorized Signatory :

Designation:

Company / Organization:

Place : Date :

**Annexure IV: Self-Declaration for a Non-Blacklisted Company**

**[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]**

Reference No:

Date:

To

The Managing Director  
Kerala State Financial Enterprises Limited (KSFE)  
Reg. Office: "BHADRATHA"  
Museum Road, P.B.No: 510  
Thrissur-680 020

Sub: RFP for .....

Ref: RFP No..... / .....dated.....

**Non-Blacklisting Declaration**

Dear Sir,

This is to notify that our firm, <SI/Bidder name> intends to submit a proposal in response to the invitation for the subject RFP In accordance with the above, we declare that:

- a. We are not involved in any kind of major litigation that may have the impact of affecting or compromising the delivery of Hardware/ Software/Services/Solution as required under this assignment.
- b. We are not ineligible/blacklisted/banned/debarred by any Central/State Government of India/agency of Central/State Government of India/Public Sector Undertaking/any Regulatory Authorities in India for any fraudulent activities.

Signature of the Authorized Signatory with  
Company Seal.

Name of the Authorized Signatory :

Designation :

Company/Organization :

Place :

Date :

## **Annexure V: Undertaking for Information Security Compliance**

**[Should be submitted on Company's Letter Head with Company Seal and Signature of the Authorised Person]**

Reference No:

Date:

To

The Managing Director  
Kerala State Financial Enterprises Limited (KSFE)  
Reg. Office: "BHADRATHA"  
Museum Road, P.B.No: 510  
Thrissur-680 020

Dear Sir,

Sub: RFP for .....

Ref: RFP No..... /.....dated.....

Dear Sir,

We hereby undertake that the proposed solution/hardware/ software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done) during the entire contract period. If, any case reported, shall be fixed by us without any additional cost to KSFE on immediate basis.

Further, we undertake that the Software/Hardware/ Solution & Services which will be delivered or provided under this Agreement do not infringe any IPR such as Patent, Utility Model, Industrial Design, Copy Right, Trade Secret, Mask Work or Trade Mark.

We also hereby agree to comply with the Information and Cyber Security Controls as per KSFE's and Regulatory Authorities, IT Security Guidelines on an ongoing basis and regulatory/legal guidelines and directives related to Service Provider/Outsourcing issued by regulators/legal entities from time to time. The Service Provider shall provide access to the regulators, legal authorities, KSFE and KSFE appointed auditors for Onsite/Offsite Supervision.

We ensure that Outsourced Critical IT Services are subjected to the annual IT Audit/ Technology Risk Assessment process by an independent professional agency as approved by the local government or regulator at no extra cost to KSFE.

We abide by all clauses of KSFE's Cyber Security Controls which will be part of the NDA/SLA signed with KSFE at the time of award of Contract.

Yours faithfully,

Signature of the Authorized Signatory with Company  
Seal.

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :



### **Annexure VI : HRMS Implementation Details**

Sl No	Client details& Name of contact person, phone no.	Project Details	Total No.of Employees	Value of Project	Whether completed	Date of Completion	Whether documentary proof submitted

Note: Purchase order and certificate of successful completion from the client should be submitted. If the application is under implementation, the stage of completion shall be certified.

### **Annexure VII : Key Differentiators/ Value Additions/ Analytical Features of the Product**

SL No	Differentiators/Value Additions/Analytical features	Intended Benefits	Reference of other projects attempted earlier with the proposed features

### **Annexure VIII: Availability of Functionalities**

The board functional categories of required functionalities as specified in Section - 11 is given below. The Bidder should go through the detailed list and mark accordingly.

Sl No	Broad Functional Category	Availability Status *	Remarks
1	Organisation Structure Management		
2	Recruitment & Employee Onboarding		
3	HR Data Bank		

4	Attendance & Leave Management		
5	Promotion Process		
6	Staff Transfer		
7	Terminal Benefits		
8	Welfare/Benefit schemes		
9	DA/DP Details		
10	Payroll and Income Tax ( Centralised Tax module)		
11	Training & Development		
12	Performance Appraisal		
13	General Requirements		
14	HR Information System		

\* The 'Availability Status' column may be filled with values **Y,D,C** or **N** which indicate the status as below

Availability Status	Bidder Input Values
<b>Readily Available:</b> All required feature list (as given in Section 11) under a functional category is readily available and will be provided by the Bidder	<b>Y</b>

<b>Customization required :</b> One or more items under the required feature list (as given in Section 11) under a functional category needs customisation and the Bidder will make available these within the delivery time line	C
<b>Needs Development :</b> One or more items under the required feature list (as given in Section 11) under a functional category needs Development effort and the Bidder will make available these within the delivery time line	D
<b>Not Available :</b> One or more items under the required feature list (as given in Section 11) under a functional category is not available and will not be provided by the Bidder.	N

**Note :** The Bidder is expected to include the customization/Development effort required to provide the functionality in the price quoted, therefore the cost should include all the requirements where the Bidder's response is Y,C or D.

## **Annexure IX : Support Requirements**

The Bidder should define the and level of support, degree of responsibility and deviations, if any, during implementation period and after go-live in the formats (A & B) given below.

### **Annexure IX (A) : Implementation Support**

Activity	Support Requirement	Bidder's Response
Installation/ Implementation	Installation, configuration, testing and hosting of the software in the public cloud.	
Training	User-level and Administrative level Training for the end-user in operating the application software.	
Documentation	Operation manuals and user manuals for each module.	
Modifications/Change Requests	New requirements that are not covered under original scope.	
Testing [Acceptance & performance]	Provide on-site functional and technical support for acceptance testing and performance testing under prescribed load conditions.	
Initial Operations	On-site and telephonic support	

## **Annexure IX (B) : On-going Support**

Activity	Support Requirement	Bidder's Response
Warranty	Warranty support for a minimum period of one year. Minor customisation/changes and all bug fixing activities are expected during this period without any additional charges.	
AMC	AMC support for a minimum period of 5 years after the expiry of the warranty period. All bug fixing activities and 25 man-days of developmental works/ad-hoc report generation in each year has to be carried out during this period without any additional cost.	
Availability	Full support on a 24x7 basis (Hours x Days) to be provided to ensure that the operations are carried out with minimal disruptions.	
Initial Response	As specified under section <b>8.2: Operations and Maintenance SLA</b>	
Major Repair	As specified under section <b>8.2: Operations and Maintenance SLA</b>	
Guaranteed Operations	Bidder shall provide all technical support necessary to meet all critical processing cycles	
Training	Functional and administrative level training shall be given to HR and IT staff	
Updates and Documentation	As part of ongoing support, automatically upgrade the system on any new releases free of cost and provide updated technical and functional manuals.	

## **Annexure X : Compliance Matrix**

The Bidder may indicate their response(Yes/No) regarding the compliance with requirements in respective areas in the format given below.

<b>Sl No.</b>	<b>Integration</b>	<b>Y/N</b>
1	HRMS application should be able to integrate with other in house applications both custom and COTS applications.	
2	Integration platform should have well-built adapters/connectors to integrate with these systems (Upstream and downstream systems)	
3	Utmost security should be considered for integration platforms as it is going to be hooked with some of the critical applications in the organisation. The platform should adhere to the latest security guidelines and measures for integrations.	
4	The integration layer should be able to transform the data according to the requirements of the downstream applications.	
5	Integrations/services should be orchestrated such that the HRMS can seamlessly connect to multiple applications	
6	The Integration platform should support continued operations of the HRMS application irrespective of any downtime/error in downstream applications	
7	Data flowing through the integration platform should be securely stored and backed up in an event of unavailability. This helps in managing memory and CPU usage for long running processes or processes waiting for response.	
8	The integration platform should be able to show live instances of transactions in real time.	
9	The platform should be able to translate protocols which can be understood by other applications.	
10	The platform should have inbuilt capabilities like in memory management for processing integrations quickly.	

11	The platform should be able to monitor and manage SLAs so that the end system can process the data in the stipulated time.	
12	The platform should be able to allow, assign and enforce API policies at runtime.	
<b>Sl. No.</b>	<b>Data management &amp; Database Related</b>	<b>Y/N</b>
1	The proposed Database should support near zero downtime and near zero data-loss.	
2	Database nodes should be possible to be added to the High-Availability cluster without any downtime.	
3	Data entered into the HRMS application should be secured during rest and in motion.	
4	HRMS Database should encrypt database exports to securely relocate data to other encrypted databases.	
5	The HRMS Database should be able to manage the keys in wallet or security Vault and the system should be able to Encrypt data quickly with system-generated keys or use own encryption keys with the bring-your-own-key	
6	HRMS database should have a centralized audit repository and activity monitoring.	
7	Databases should enforce security policies to control access and monitor activities within databases.	

## **Annexure XI : Data Centre Details**

Reference No:

Date:

**To**

**Managing Director, Kerala State Financial Enterprises Ltd (KSFE),  
"Bhadhratha", Museum Road,  
Thrissur – 680 020,**

Dear Sir,

Sub: RFP for .....

Ref: RFP No..... /.....dated.....

Dear Sir,

With reference to the notice Inviting Tender <Insert Tender ID>, I/We have gone through the tender documents issued to us. I/We hereby confirm the availability of the MeitY empanelled DPDP complaint tier 3 or above primary and secondary data centers.

I/We also confirm that all data centers are geographically located in India. I/We hereby assure the provisioning of BCP site & DR for ensuring the continuous availability of the solution and the BCP and DR are in two different seismic zones.

The details are furnished below for your reference.

Description	Provider	Location	Tier Classification
Primary DC			
Secondary DC			

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Signature of the Authorized Signatory with Company Seal :

Name of the Authorized Signatory :

Designation :

Company / Organization :

Place :

Date :

**Annexure XII : Format of Agreement**

(On INR 200 stamp paper)

**Agreement**

Articles of agreement executed on this the .....day of ..... Two Thousand Twenty two **BETWEEN** the Managing Director, KSFE Ltd., (hereinafter referred to as "KSFE") of the one part and Sri.....  
.....  
..... (H.E. Name and address of the tenderer) (Hereinafter referred to as "the bounden") of the other part.

**WHEREAS** in response to the Notification No.....dated..... the bounden has submitted to KSFE a tender for the ..... the specified therein subject to the terms and conditions contained in the said tender;

**WHEREAS** the bounden has also deposited with KSFE a sum of Rs.....as earnest money for execution of an agreement undertaking the due fulfilment of the contract in case his tender is accepted by KSFE.

**NOW THESE PRESENTS WITNESS** and it is hereby mutually agreed as follows:

1. In case the tender submitted by the bounden is accepted by the KSFE and the contract for ..... is awarded to the bounden, the bounden shall within ..... days of acceptance of this tender execute an agreement with the KSFE incorporating all the terms and conditions under which the KSFE accepts his tender.

2. In case the bounden fails to execute the agreement as aforesaid incorporating the terms and conditions governing the contract, the KSFE shall have power and authority to recover from the bounden any loss or damage caused to the KSFE by such breach as may be determined by the KSFE by appropriating the earnest money deposited by the bounden and if the earnest money is found to be inadequate the deficit amount may be recovered from the bounden and his properties movable and immovable in the manner hereinafter contained.

3. All sums found due to the KSFE under or by virtue of this agreement shall be recoverable from the bounden and his properties movable and immovable under the provisions of the Revenue Recovery Act for the time being in force as through such sums are arrears of land revenue and in such other manner as the KSFE may deem fit.

In witness whereof Sri..... (Name and designation) for and on behalf of the KSFE and Sri..... the bounden have hereunto set their hands the day and year shown against respective signatures.

Signed by Sri..... (date).....

In the presence of witnesses:

1. .....

2. .....

Signed by Sri..... (date).....

In the presence of witnesses:

1.....

2.....

**Appendix- I**  
**Prebid query format**

KSFE Tender for PROCUREMENT OF HUMAN RESOURCE MANAGEMENT SOLUTION AS SOFTWARE AS A SERVICE MODEL				
Tender ID:				
Pre-bid queries				
Company Name	SI No	RFP page ref	RFP Verbatim	Request/Query

**Appendix II**  
**Form of Bank Guarantee for Security Deposit**  
**GUARANTEE BOND PRESCRIBED BY**  
**THE GOVERNMENT OF KERALA**  
**(To be used by Nationalised Banks)**

In consideration of the Managing Director of Kerala State Financial Enterprises Ltd., (hereinafter called the KSFE ) having agreed to exempt (Contractor's name and address) [hereinafter called "the said Contractor (s)" from the demand, under the terms and conditions of an agreement dated ..... made between..... and..... for..... (hereinafter called "the said Agreement") of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a bank guarantee for ` ..... [Rupees .....(in words)..... only]. We, ..... Bank Limited (hereinafter referred to as "the Bank"; do hereby undertake to pay the KSFE, an amount not exceeding ` ..... (Rs. In words) against any loss or damage caused to or suffered or would be caused to or suffered by the KSFE, by reason of any breach by the said Contractor (s) of any of the terms or conditions contained in the said agreement.

1. We ..... Bank Limited do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the KSFE stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the KSFE by reason of any breach by the said Contractor of any of the terms or conditions contained in the said Agreement or by reason of the Contractor's failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ` ..... (Rs. In words).....

2. We ..... Bank Limited further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the KSFE under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged of till .....(Office / Department) certified that the terms and conditions for the said Agreement have been fully and properly carried out by the said Contractor (s) and accordingly discharges the guarantee. Unless a demand or claim under this guarantee is made on us within two years from the period fixed or extended (if the agreement / supply order specifically provides for such extension of time) for the due performance of the contract by the Contractor we shall be discharged from all liability under this guarantee thereafter.

3. We ..... Bank, Limited further agree with the KSFE that the KSFE shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the KSFE against the said Contractor (s) and to forbear or enforce any of the terms and

conditions relating the said Agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor (s) or for any forbearance act or omission on the part of the KSFE or any indulgence by the KSFE to the said Contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

4. To give effect to this guarantee it shall be competent for the KSFE to act as though the Bank were the principal debtor.

5. It is hereby expressly agreed and declared that this guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any former or other guarantees or guarantee here to for given by the Bank to the KSFE and now existing uncancelled and that this guarantee is not intended to and shall not revoke or limit such other guarantee or guarantees.

6. We.....Bank Limited lastly undertake not to revoke this guarantee during its currency except with the previous consent of KSFE in writing.

Date .....day of ..... on Two thousand.....for ..... Bank Limited.