

I/700981/2023

THE ANDHRA PRADESH STATE CO-OPERATIVE BANK Ltd.

(State Govt. Partnered Scheduled Bank)

Ref. No: ITD/F64/HR MODULE/2022

REQUEST FOR PROPOSAL

Invitation of Bids for HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) FULLY CLOUD BASED PLATFORM FOR PROVIDING, IMPLEMENTATION, MAINTENANCE AND MANAGEMENT for APCOB

HO: NTR Sahakara Bhavan, # 27-29-28, Governorpet, Vijayawada-520 002.

Url: <https://www.apcob.org> email: info.tech@apcob.org

Bids are invited for “**HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) for fully Cloud based**” for APCOB. The details of the tender are as under.

1. Invitation for Tender Offers

- a. The tender documents are available on our website www.apcob.org (for reference only) and the same can be

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downloaded.

- b. APCOB reserves the right to cancel the tender at any point of time without any intimation to vendors and also have the right to alter the scope of work, at any stage with suitable adjustment in charges payable.

INDICATIVE CRITICAL DATA SHEET

Application Fee (Non-refundable)	Rs. 5,000/-
Bid Security/Earnest Money Deposit (Refundable)	Rs. 10,000/-
Bid Submission Start Date	24.01.2023
Bid Submission End Date	31.01.2023, 6:00 PM
Technical Bid opening	01.02.2023, 10:30 AM
Commercial Bid Opening	Shall be intimated to Technically Qualified bidders.
Point of Contact for Bid Submission	Smt A Monica Dy. Gen. Manager (ITD) The A.P.State Co.op Bank Ltd., NTR Sahakara Bhavan, Governorpet, Vijayawada 520002 Phone: 0866 2429006 e-mail: info.tech@apcob.org
Address for Tender Submission	Smt A Monica Dy. Gen. Manager (ITD) The A.P.State Co.op Bank Ltd., NTR Sahakara Bhavan, Governorpet, Vijayawada 520002 Phone: 0866 2429006 e-mail: info.tech@apcob.org
Technical Clarifications	Mr. B Purna Reddy Chief Technology Officer (CTO) Phone: 0866-2429007, 089196 65957 e-mail: cio@apcob.org / purnabolla_itc@apcob.org

Bids shall be submitted only at APCOB communication address. Tenderers/Contractors are advised to follow the instructions provided on indicative critical data sheet.

Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relatives who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

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Bidders who have downloaded the tender from the **Bank's web site www.apcob.org** (for reference only) **shall not modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and APPLICATION FEE would be forfeited and tenderer is liable to be banned from doing business with APCOB.

Intending bidders are advised to visit again APCOB website www.apcob.org at least one day prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

APPLICATION Fee Payment/Tender cost

1. Application Fee/Cost of tender is to be deposited through DD in favour of "**APCOB**" payable at Vijayawada. Bidders are required to submit the instruments of APPLICATION FEE and EMD along with tender document.
2. The hard copy of original instruments in respect of cost of tender document, EMD should be put in envelope duly sealed must be enclosed with tender. The tender fee/ cost of tender shall be non-refundable.
2. Bids will be opened as per date/time as mentioned in the **Indicative Critical Data Sheet**.

Submission of Tender

All the pages of bid being submitted must be sequentially numbered by the bidder irrespective of nature of content of the documents before submitting.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

SEARCHING FOR TENDER DOCUMENTS

1. Bidders can visit APCOB website (www.apcob.org) and search for tenders under Tenders tab.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules.
3. The bidder should make a note of the point of contact assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

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1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule.

SUBMISSION OF BIDS

1. Bidders are advised to submit well in advance the bid so that they can avoid last minute hurry. Bidder will be responsible for any delay due to other issues.
2. The bidder has to sign and put seal on the required bid documents one by one as indicated in the tender document.
3. Bidder has to pay the tender fee /Application Fee as applicable and enter details of the instrument.
4. Bidder should prepare the APPLICATION Fee as per the instructions specified in the tender document. The original should be enclosed with tender.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the technical clarifications should be

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addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

REQUEST FOR PROPOSAL

Objective:

This RFP (Request for Proposal) is issued as a request for "Selection of an agency for **HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) for Fully Cloud based**" for APCOB.

1. THE CLIENT - APCOB

The Dy. General Manager (ITD), APCOB, Vijayawada, is inviting sealed tenders for **HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) fully Cloud Based. Invitation of Bids for Technical and Commercial. Both envelopes (Technical and Commercial Bids) should be enclosed in one cover and super scribe the cover as "Invitation of Bids for HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS)." As on date the employees in the Bank around 300.**

2. DEFINITIONS

"Applicable Law" - means all relevant laws in force and effect as of date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

"Bid Document" - shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

"APCOB"- The Andhra Pradesh State Cooperative Bank Ltd., Vijayawada

3. DISCLAIMER

The information contained in this bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of APCOB to Investors/Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided, by acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any purpose other than selection of a company for "**HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS)**".

The recipient agrees that it will cause its Directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the manner stated above. APCOB does not make any representation or warranty expressed or implied, as

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to the accuracy, authenticity, timeliness and/or completeness of the information contained in this tender document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document.

The APCOB also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this tender document. APCOB may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this tender document does not imply that APCOB is bound to select a Bidder and APCOB reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

4. INTERPRETATION

In this Tender Document, unless the context otherwise requires,

- a. For the purpose of this Tender Document, where the context so admits:
 - - The singular shall be deemed to include the plural and vice versa.
 - - Masculine gender shall be deemed to include the feminine gender and References to a “person” if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies, corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;
- b. References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.
- c. Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate

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legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.

- d. The headings and sub-headings are inserted for convenience only and shall Document. References to the word “include” and “including” shall be construed without limitation. Any reference today shall mean a reference to a calendar day including Saturday and Sunday.

5. DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every aspect will be at the bidder's risk and may result in rejection of the bid. APCOB shall at its sole discretion be entitled to determine the adequacy /sufficiency of the information provided by the bidder.

6. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and APCOB shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

7. SCOPE OF WORK

The broad scope of work is given below: -

References:

- HRMS platforms of different organizations.

Key requirements & Features:

1. Document Management:

HR solutions should include a complete directory of the employee profile that shall include

- a. Personal Information
- b. Job history
- c. Disciplinary history
- d. Leave history
- e. Performance feedback
- f. Training history
- g. Attendance reports: daily & monthly
- h. Encashment history

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HRMS shall provide an employee self-service portal, letting the employee to login and view the information relating to the employee as well as the information of the organization (as required) and the employee shall have the option to make requests and upload the documents concerned.

2. **Performance Management:**

Our organization has a predetermined format for the performance appraisal of the employee on annual basis, with KRAs, which is to be filled by the employee himself/herself, after which the reporting officer will award the marks to the employee and then after that a reviewing officer shall review the appraisal report and finalize the marks awarded to the employee.

The appraisal form submitted by the employee should move in the hierarchy stated above, as defined by the management for each department/branch, for which the Bank has defined proformas.

3. **Benefits Management:**

i) **Fixation of pay on Recruitment/Promotion:**

Fixation of Pay to the employee on recruitment/on promotions shall be as per the Policy & Fitment charts arrived in Wage Revision Agreement/s.

ii) **Increments:**

1. **Annual Increments:**

One increment will be given to the employee upon completion of each year of service on the first day of the month in which the increment falls due as per the service regulations of the Bank.

2. **Stagnation Increments:**

Stagnation Increments shall be as per the wage revision agreements entered into with the Staff Unions and Officers' Associations from time to time.

3. **Graduation Increments:**

All Staff Assistants who possess graduation qualification are eligible for sanction of two advance graduation increments in their scale of pay.

iii) **Special benefits on passing CPCB/JAIB/CAIB -**

1. In case of Staff Assistants, any employee who completes JAIB shall be given one increment and who completed CAIB shall be given two increments, from the date of acquiring such qualification.
2. In case of officers, any employee who completes JAIB and CAIB shall be given one increment for each of the examinations, from the date of acquiring such qualification.
3. All employees on acquiring CPCB level -I and Level-II such shall be granted one-time financial incentive/s as may be decided by the Board from time to time.
4. Professional Qualification Allowance (PQA)

iv) **Encashment -**

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- a. Leave Travel Concession (LTC) – the employee shall have the option to submit the request for the LTC claim as per the rules of the Service Regulations of the Bank.
- b. PL Encashment – the employee shall have the option to submit the request as per the rules of the Service Regulations of the Bank.

4. Time & Attendance management:

- Bidder shall provide interface to integrate existing Biometric system of the Bank with the HRMS solution.

This shall contain

1. Absence management
2. Calendar view
3. Leave request analysis
4. Over time tracking
5. Daily/Monthly attendance report.

5. Learning & Professional Development:

Training the employees is vital for keeping the work space up-to-date & this shall include:

- a. Nomination for the training programme
- b. Travel Plan
- c. Request for advance towards the travel (if any)
- d. Back to officer report – upon completion of the training
- e. Training history of the employee

All the employees who proceed on official tours/trainings have to submit the tour/travel plan approved by the competent authority before proceeding to the training/tour and shall be able to apply for the advance if required. The TA bill shall be submitted by the employee. The HRMS should facilitate this feature in the application.

6. Retirement/Resignation & Termination

7. Accrual of leaves

7.1 The following are the kinds of leaves that are being granted to the employees of our bank:

- i. Casual leave
- ii. Special Casual leave
- iii. Earned leave
- iv. Sick leave
- v. Maternity leave (in the case of married female employee)
- vi. Paternity leave (in the case of married male employee)
- vii. Extraordinary leave

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All the accruals/availing of the leaves shall be made as per the service regulations of the Bank.

8. **Asset Declarations:**

All the employees in the cadre of manager and above should submit their asset declaration form annually. The HRMS should facilitate this feature in the application.

2. **SPECIFICATIONS**

2.1 Functional Specifications/ Requirements: Broad categories of the functions to be available in the proposed HRMS are listed out as under:

1. Home (Dashboard)
2. Main menu

2.1.1 Home (Dashboard): Home page should contain the following columns:

- a. Default page which contain employee information, Claim status of till date, list of holidays, Last login details, Loan Balance, leave pending approvals, Pop up menu displaying Birthday wishes of an employee/ important announcement.
- b. Main menu should be displayed at the top of Home page

2.1.2 Main menu: The list of columns to be incorporated in the main menu are as follows:

1. Self Service
2. Manager self service
3. Change my password
4. Logout

* Employee Self Service - employee self-service shall enable the employee to access and update their information for ensuring that the data base is accurate and shall make the employee self-reliant to submit the requests on his own, duly submitting all the necessary documents to save the time spent by the HR staff on routine process.

- Expenses requests
- Leave requests
- Advances if any
- Encashment requests

All the requests submitted by the employee shall be routed to the staff/officers of the department to which the claim/request is concerned to.

Personal information:

Employee details - Personal, Education qualifications, Address, Family,

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previous employment particulars (if any), particulars of the security deposit, trainings, particulars of the - position held in the organization, scale of pay, annual increments & placement/transfer, disciplinary proceedings, special achievements, leave record, particulars of the encashments made - PL/LTC, particulars of loans Last Check in Details.

Service events:

This shall include:

1. Appointment
2. Probation
3. Regularization
4. Transfers
5. Promotions
6. Punishments
7. Suspensions
8. Deputation

Manager self-service: The provision of accessing the Manager Self Service should be provided only to senior officials.

The brief descriptions of the columns to be incorporated in the services mentioned in the self-service Tab are as under:

- I. **Leave Requests:** Leave requests from the employee should be displayed and upon approval/rejection, the status should be forwarded to concerned employee.
 - II. **Organization chart:** Should contain the organogram chart.
 - III. **Event Calendar:** All the scheduled events should be displayed.
 - IV. **Grievance Request:** Grievance Request of the employee should be displayed.
 - V. **Attendance Dashboard:** Present day attendance status, on time status, late status of the employees should be displayed.
2. **Change my password:** Employee can use this feature to change his password.

I. Salary Payments:

1. **Monthly Salary process** - (i) Regular
(ii) Supplementary (LOP/Stop salary cases)

Pay-slip components:

Scale of pay (Basic Pay), Stagnation increments, Dearness Allowance, House Rent Allowance, Special Allowance, City Compensatory Allowance (CCA), Learning Allowance (LA), Transport Allowance, Graduation Pay/Professional Qualification Pay (PQP), Fixed Personal Pay (FPP), FPA-HRA, FPIIP, Special Pay (Staff Asst. completed more than 15 years' service, Assistant Cashier, Jamedar, Daftari, (Driver), Allowance (Branch Manager, Key, Physically Handicapped, System Administrator, etc.)

2. Leave Encashment:

Employees can encash Earned Leave not exceeding 15 days in one year and 30 days for two calendar years, provided the employee had not availed the encashment facility in the previous year and receive salary in lieu thereof, at

the rate he/she is eligible on the date of surrender (as per SSR).

Employees can also encash Earned Leave not exceeding 5 days in a calendar year at the time of any festival of employee's choice in addition to the regular encashment (as per SSR).

3. Over Time Wages (for awards staff):

Wages @ twice for Over Time subject to maximum of 10 hours per month and additional hours will be converted into C-Offs subject to maximum 10 days per year.

4. Computation of Pay revision arrears/ Arrears report.**5. Provident Fund (Exempted Trust):****6. Employee Master Data with PF Code and UAN****7. Individual Contribution cards - Year wise with the following fields:**

- a. Employee contribution, Employer contribution, Voluntary employee contribution.
- b. Details of loans (Refundable or Non-Refundable) outstanding/availed.
- c. Interest opening balance, interest accrued during the year, interest closing balance.
- d. Segregation of contributions as Taxable and Non-Taxable

3. Trust Fund (Consolidated) with following fields:

- a. Employee contribution, Employer contribution, Voluntary employee contribution.
- b. Details of loans (Refundable or Non-Refundable) outstanding/availed.

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c. Interest opening balance, interest accrued during the year, interest closing balance.

4. ***Interest application for declaration of rate of interest - yearly.***

5. ***Loans to members for different purposes as prescribed by EPFO***

a. Refundable

b. Non-Refundable

c. Loan ledger

6. ***PF final Settlements to members (Superannuation/VRS/Death/ Termination, etc.).***

7. ***Reports:***

a. Pension Contributions of members' payable to EPFO.

b. Monthly ECR Return.

c. Any other report as required by the Trust from time to time.

II. Employee Perks & Allowances:

A) Payment of Allowances based on the declaration:

1. **Newspaper:**

Declaration to be submitted by the employee in the month of April, every year and a fixed amount will be paid on monthly basis, based on the cadre.

2. **Conveyance/Fuel allowance:**

Declaration to be submitted by the employee in the month of April, every year and amount will be reimbursed to the employee every month based on the cadre and fuel rate, if employee is having own vehicle in his/her name otherwise consolidated lump sum amount will be paid.

3. **Mobile Bill:**

Declaration to be submitted by the employee in the month of April, every year and a fixed amount will be paid on monthly basis, based on the cadre.

4. **Entertainment allowance:**

Declaration to be submitted by the employee in the month of April, every year and a fixed amount will be paid on monthly

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basis, based on the cadre (DGMs & above).

5. Washing Allowance:

Declaration to be submitted by the employee in the month of April, every year and a fixed amount will be paid to the employee on monthly basis.

6. Brief case/Leather Bag:

A fixed amount will be paid to all the employees once in 3 years based on the cadre upon the self-declaration submitted by the employee.

7. Furniture Allowance:

A fixed amount will be paid to all the employees once in 3 years based on the cadre upon the self-declaration submitted by the employee.

8. Leave Travel Concession - Encashment:

Declaration to be submitted by the employee for opting to encash the facility, he/she will be entitled to receive a lump sum equivalent to 100% of notional train fare for the admissible distance by the entitled class, subject to deduction of admissible tax at source. Un availed block can be clubbed with the subsequent block (max: 2 blocks) for the purpose of encashment as decided by the bank from time to time.

9. Books/Magazines/Journals:

A fixed amount will be paid to Officers (DGM & above cadres) once in a year as per the cadre (as decided by the bank from time to time) on submission of declaration.

10. Any other allowances/benefits extended to the employees as decided by the Bank from time to time.

B) Reimbursement of expenses incurred based on the bills:

1. Annual Health Check-up:

Medical check-up/diagnostic expenses incurred to be reimbursed

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once in a calendar year on submission of claim along with the relevant bills and reports. This facility is also extended to spouse of the employee

In the case of Male employee - above 40 years as decided by the bank from time to time

In the case of Female employee - 35 years & above as decided by the bank from time to time

Maximum permissible amount for male and female members as decided by the bank from time to time.

2. Spectacle Allowance:

Cost of Spectacles incurred to be reimbursed once in a calendar year on submission of claim along with valid prescription and relevant bills. Maximum permissible amount as decided by the Bank from time to time.

3. Children Education Allowance:

Children Education Allowance to be paid once in an academic year on submission of claim along with fee receipts (Term fee/Tuition fee) issued by recognized School/College/University based on the eligibility as per the cadre.

Maximum 2 children from KG to PG.

4. Uniform and liveries to Sub-Staff:

Five (05) Pairs of Uniform will be provided to Sub-staff for every 2 years and stitching charges will be reimbursed as decided by the Bank from time to time.

Cost of one (01) pair of sandals/shoes will be reimbursed for every calendar year as decided by the Bank from time to time.

Cost of one (01) woollen sweater/coat and one (01) rain coat for every three (03) years will be reimbursed as decided by the Bank from time to time.

5. Leave Travel Concession:

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An employee can undertake travel availing of Leave Fare Concession/LTC and claim reimbursement up to his/her entitlement by submitting the relevant bills, subject to eligible class fare.

Local conveyance of actuals on declaration by the employee will be reimbursed subject to a maximum amount decided by the Bank from time to time.

6. Transfer Travelling Allowance:

When an employee is transferred by the Bank from one station to another station (Outside the urban agglomeration of Vijayawada) or on retirement, he/she shall be reimbursed travel expenses in respect of himself/herself and his/her family members as per the entitled class and also eligible to draw a lump sum amount as per his/her cadre for expenses connected with packaging, local transportation, insuring the baggage etc. prescribed in the Wage Revision Agreement, from time to time.

In the case of retirement, the employee has to declare Home Town or place of settlement for claiming travelling allowance on his/her retirement.

7. Travel Bills (Official Tours/Trainings):

a. *Travel plan approval/ Approval of Tour Programme*

A tour can be undertaken by an employee only after prior sanction in writing has been obtained from the authority competent to sanction such tour.

b. *Sanction of Advance*

An employee, who is required to go on tour in connection with the Bank's work, may draw advance to meet his/her travelling and halting expenses on making an application in prescribed form.

c. *Final claim*

The employee should submit his Tour Travelling Allowance bill at the earliest, but not later than seven days from the date of his/her reporting to duty at the headquarters on return from tour, together with a declaration or such other evidence as may be specified by the Bank in support of the amount of

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expenditure incurred, as claimed in the relative bill.

Upon sanction of the claim, amount will be reimbursed after adjusting the tour advance, if any.

8. Domiciliary Medical Bills:

Domiciliary Medical Expenses (DME) will be reimbursed on monthly basis to the employee and dependent family members upon submission of claim along with valid prescription and relevant medical bills and reports.

The claimant has to be submitted a fresh medical certificate certifying the illness, for every 2 years (frequency as decided by the bank from time to time), either from a Government Doctor (not below the rank of Civil Surgeon) or from a certified MBBS doctor duly countersigned by Government Doctor.

9. Any other allowances/benefits extended to the employees as decided by the Bank from time to time.

III. Staff Loans:

1. Housing Loan
2. Vehicle Loan
3. Educational Loan
4. Clean Over Draft
5. Festival Advance

IV. Statutory Reports:

1. Quarterly Report - 24Q with PAN numbers for filing of e-TDS return.
2. TDS Report
3. Form-16
4. Form 5A - Professional Tax
5. PF Reports
6. NPS Reports

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7. Gratuity Report - on retirement
8. Leave Encashment Report - on retirement

V. MIS Reports:

1. Employee Master details - Customized Report
2. Promotion details
3. Pay details
4. Yearly Pay Report
5. Increment details
6. Annual increment report
7. Pay slips
8. Salary bill - monthly, yearly customized report (Bank wise, Branch wise)
9. Encashment Report
10. Salary Deductions Report - Deduction wise customized report
11. Allowances Report - Allowance wise customized report
12. Arrears Report
13. Adjustment Report
14. Loans Report - Customized Report
15. Loan ledger - Customized Report
16. Pay Revision Report
17. Yearly Income Tax Report - Customized Report
18. Any other report required by the Bank from time to time.

8. CLARIFICATION ON BID DOCUMENTS

All prospective bidders requiring any clarification on the bid documents may request/forward their clarifications/queries to the Point of contact of APCOB, before the last date of seeking clarifications. Copies of consolidated queries of bidders and response of APCOB will be issued by APCOB as addendum in the website, only if the clarifications requested for, are considered appropriate by

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APCOB.

9. ELIGIBILITY CRITERIA

1. Applicants must carefully read the eligibility criteria provided below. Proposals of only those Applicants who satisfy these conditions will be considered for evaluation process. To be eligible for evaluation of its Proposal, the Applicant shall fulfil the eligibility criteria given below.
2. The Eligibility Criteria will apply to the Bidder along with its Affiliates / Group companies/member firms working under the common brand name, should have neither failed to perform any agreement during the last three years, as evidenced by imposition of a penalty by an arbitral or a judicial pronouncement or arbitration awarded against the Applicant or its Affiliates or its member firms, nor been expelled from any project or agreement nor had any agreement terminated for breach by such Applicant or its Affiliates or member firms.
3. The bidder must be registered under Indian Companies Act 1956 and having IT Operations for minimum period of 3 Years. Certified copy of the Certificate of Incorporation issued by the Registrar of Companies and Certificate of Commencement of business issued by the Registrar of Companies to be enclosed.
4. Bidder must have its own valid PAN No. and GST Registration No. TIN & CIN.
5. During last 3 (Three) years the bidder should not have been blacklisted from participating in bid by Govt/other Organization. An undertaking to this effect is to be submitted by the bidders. If subsequently the bidder's undertaking is found to be incorrect the tender/order if placed on the bidder with reference to this tender shall be cancelled.
6. Bidder should have successfully completed the implementation of minimum of 3 HRMS solutions in Banks/Financial Institutions/Insurance Companies/PSU/Government Organizations in the last 3 years and a minimum of 2 HRMS solutions should have been live for at least 1 year prior to the date of issue of this RFP.
7. Average Annual financial turnover during the last / Previous 3 years ending 31st March of 2022 should not be less than 40 Lakhs.

Note: Bid without a valid APPLICATION FEE will be rejected outright.

10. SPECIAL TERMS AND CONDITIONS

- APCOB shall reserve the right to verify the operation and performance of project by the bidder and the bidder shall permit APCOB to do so. The APCOB will evaluate the information submitted by the bidder with regard to bidder's capacity. The bidder cannot subcontract the work at any stage without prior written approval from the APCOB.
- The job would be awarded to the L1 bidder, whosoever declared as

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L1 bidder, as per the criteria defined in the item rate BoQ/tender document.

- Rates quoted in the item rate BoQ should be valid for the complete contract period as no changes in the price bid would be considered at a later stage.
- The bidder cannot make any amendment in the Technical Bid /Commercial Bid; neither can he impose any condition. All such bids will be rejected at the discretion of APCOB.
- The agency will submit the invoice supported by complete description of work and rate payable as per job order. Further the invoice should also be supported with detail of documents serial/date wise, with hard/soft copies without duplication containing exact number of pages.
- The invoice should contain PAN No., GST No., Job Order no. and address of the bidder when the payment has to be made.
- **Response time:** The response time of bidder to attend any complaint upon receipt of the complaint/ information from the user should not be more than twenty-four hours.

The Severity Levels as given below shall be used to categorize application support calls or problem raised.

Severity Level (C/H/L)	Response time for resolution	Average Target Resolution/ Work Around Time	Average Quarterly Adherence Target	Particulars
Critical-Severity Level (1)	30 Minutes	Resolve within 2 working hours or provide a work around within 2 working hours	<85%>	A critical application is unavailable causing severe impact on the business. No. alternative or work around is available. Severity -1 affect an entire system /

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				functions, majority of application users
High Severity Level (2)	2 Hours	Resolve within 4 working hours or provide a work around within 4 working hours	<85%>	The application is unavailable or severely degraded causing impact to one group of users or one [or more] important functionality is unavailable. However, certain business functions continue. Functions partially not available resulting in restricted Capabilities
Low-Severity Level (3)	8 Hours	Resolve the issue with 24 working hours	<80%>	Limitation to certain user operations, with no immediate effect on overall business operation. Operations continue to work - around available.

- The Bank reserves the right to alter/modify/cancel the bid process without assigning any reason at any stage.
- HRMS solution should be provided to Bank under perpetual license model. Bank has a right to use the application even after expiry of the agreement for the purpose of the Bank.

11. PROCESSING FEE

- I. The application fee is non-refundable.
- II. The EMD is non-interest bearing.
- III. The successful bidders' EMD will be discharged upon expiry of "Offer Validity Period" or upon receiving of Performance Guarantee. EMD of unsuccessful bidders shall be refunded after finalization of Tender.
- IV. The EMD will be forfeited, "If a bidder withdraws his bid during the

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period of validity or in case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions”.

12. UNDERTAKING

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required, since no deviation will be acceptable to APCOB.

13. BID PRICES

- I. The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format. The financial offer may be submitted keeping in view the terms and conditions of this bid document.
- II. The bidder shall include payment of all dues such as taxes & other statutory dues, not specifically mentioned in the specification but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. Though not mentioned in the bid document extra charges if any shall be paid by the bidder only.
- III. All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

14. PERIOD OF VALIDITY OF BID

I. Extension of Period of Validity

In exceptional circumstances, APCOB may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. A Bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

II. Amendment of RFP

At any time prior to the deadline for submission of proposal, APCOB may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document and it will be notified.

15. MODIFICATIONS/ SUBSTITUTIONS/ WITHDRAWAL OF PROPOSALS

No proposal shall be modified, substituted, withdrawn by the applicant after the proposal due date. Any alteration / modification in the proposal or additional information or material supplied subsequent to the proposal due date, unless the

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same has been expressly sought for by the authority, shall be disregarded.

16. ACCEPTANCE & WITHDRAWALS

The right of final acceptance of the tender is entirely vested with APCOB who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of APCOB to communicate with rejected Bidders. After acceptance of the tender by APCOB, the Bidder shall have no right to withdraw his tender, or claim higher price.

17. APCOB'S DECISION TO BE FINAL

The final decision would be based on the technical capacity and pricing. APCOB does not bind itself in selecting the firm offering lowest prices alone. The tender shall be submitted neatly and all corrections, over -typing shall be attested with seal and full signature. APCOB reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason. Tendering/Subsequent award of job shall not in any way entitle the vendor to have any exclusive rights and privileges.

18. AWARD CRITERIA

- I. Preliminary Scrutiny: APCOB will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. APCOB may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and APCOB reserves the right for such waivers.
- II. The quote received will be first evaluated for completeness and responsiveness. Only those bids which are found to be responsive, will be considered for technical evaluation, those bids which are technically qualified will be considered for financial bid opening. Non-responsive/Non-complete bids shall be summarily rejected and no communication of the same will be obligatory on the part of APCOB.

19. PERFORMANCE SECURITY

Within thirty (30) days of the receipt of Notification of Award / Letter of Intent from the Bank, the successful bidder shall furnish the Performance Security of the value of 10% of the total contract value in the form of Demand Draft (DD) or Bank Pay Order in the favour of "The Andhra Pradesh State Cooperative Bank Ltd" (APCOB) payable at Vijayawada.

This Performance Security shall be non-interest bearing and shall be refunded preferably within 90 days from the delivery of the HRMS up to the satisfaction of

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the Bank, subject to it not being forfeited in full or deducted in parts or full on account of any penalty imposition by APCOB.

20. CONFIDENTIALITY

20.1. Banks' Confidential Information: - All information relating to Banks' that is known to be confidential or proprietary, or which is clearly marked as such, shall be held in confidence by the vendor and shall not be disclosed or used by the vendor except to the extent that such disclosure or use is reasonably necessary to the performance of the Work.

20.2. Vendor Confidential Information: - All information relating to the vendor that is known to be confidential or proprietary, or which is clearly marked as such, will be held in confidence by Client and will not be disclosed or used by Client except to the extent that such disclosure or use is reasonably necessary to the performance of Client's duties and obligations.

20.3 Vendor Shall agree that the development of the Software/application (but excluding Developer Tools) is "work made for hire" within the meaning of the Copyright Act of 1957, as amended from time to time, and that the Software/application shall be the sole property of Bank. "Developer Tools" means the materials, information, trade secrets, generic programming codes and segments, algorithms, methodologies, processes, tools, data, documents, notes, programming techniques, reusable objects, routines, formulae and templates that:

- a) are developed prior to the Software and utilized by Developer in connection with the Software;
- b) are designed to perform generalized functions not specific to the particular requirements of Client or the Software;
- c) do not contain any of Client's Confidential Information or other information or items provided by Client;
- d) cannot reasonably be expected to provide Client an advantage over its competitors.

20.4 Vendor shall, maintain confidentiality and property rights including intellectual property rights defend and indemnify the Bank against all third party claims of infringement of intellectual property including patent, trademark, copyright, trade secret or industrial design rights arising from use of products or any part thereof at its own cost in including the warranty period and in the event of settlement claims, the Bank shall settle the claim and recover from the vendor by issuing notice and vendor shall pay the amount to the Bank.

21. PROJECT TIME LINES AND PENALTY:

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1. The complete HRMS solution as per the detailed Scope of Work shall be provided within 3 (three) months from the date of acceptance of work order.
2. Failure to provide the solution within the stipulated period of 3 Months from the date of acceptance of work order will result in imposition of penalty of 2% of the total contract value for a maximum of one month of delay and 5% of the total contract value per each month from 5th month until the complete scope of work is provided.

22. TAXES AND DUTIES

The prices (including all taxes, duties, etc. but excluding Service tax and/or GST) quoted in the bid shall hold good and shall be binding on the bidder, notwithstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the bidder shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time if any within the period from last date of bid submission to the original completion date of the Contract. Reimbursement of any new tax or variation of existing tax, introduced during last date of bid submission to the original completion date of the Contract shall be paid in actual on submission of documentary evidence.

The extended period of Contract for the purpose shall only be considered on merit.

23. NOTIFICATION OF AWARD & SIGNING OF CONTRACT WITH PURCHASER

The Bidder whose Bid has been accepted shall be notified of the award by APCOB, by registered letter, fax or by official mail. The Bidder shall acknowledge in writing, the receipt of the Letter of Indenter Notification of award of work and shall send his acceptance to enter into the Contract within five (5) days from the receipt of the Letter of Intent notification of work award. Bidder shall also enter into the agreement with APCOB within 7 days of acceptance.

24. EXPENSES FOR THE CONTRACT

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by the APCOB.

25. FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the contract shall be strictly adhered to and

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violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of APCOB.

26. TERMINATION FOR DEFAULT

The company may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor, terminate this contract in whole.

- i. If the contractor fails to deliver the software and perform services within 3 months from the date of acceptance of work order.
- ii. If the contractor fails to perform any obligation(s) under the contract.
- iii. If the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the purchaser may authorize in writing) after receipt of the default notice from the company.'

27. GOVERNING LAW

The laws of Republic of India shall govern the Tender Document and the Contract.

28. SUBMISSION OF BIDS

Bid should be submitted only by

- Bidder who has downloaded the tender from the APCOB Website and shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and APPLICATION FEE would be forfeited and bidder is liable to be banned from doing business with APCOB.
- Bidders are advised to visit again APCOB website at least 1 day prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
- The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.
- The two separate envelopes containing the Technical and Commercial Offer should be simultaneously submitted along with two original instruments (Application Fee and EMD). Please note that if any envelope is found to contain both technical and commercial offer, then that offer shall not be considered.

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- If the envelopes are not sealed and marked as indicated above, the Bank will assume no responsibility for the Tender's misplacement or premature opening.
- The envelopes duly sealed along with EMD and Application Fee should be submitted on or before * Date* at the address mentioned in the indicative critical data sheet

Signing and Submission of Tender

The technical offer of the RFP response should be submitted in two copies.

Participation in the Tendering process implies giving consent to all the terms, conditions and other requirements contained in any part of the Tender document.

The Tender shall be typed or written in indelible ink as instructed in respective parts and shall be signed by the vendor or person or persons duly authorized to bind the vendor to the Contract. The person or persons signing the Tenders shall initial all pages of the Tenders.

Any interlineations, erasures, or overwriting shall be valid if only they are authenticated by full signature of the person signing the Tenders. Proposals for Technical Bid and Commercial Bid are to be sealed in separate envelopes and submitted to the address given below. All the envelopes must be super-scribed with the following information:

- Type of Offer (Technical or Commercial)
- Due Date
- Name of Vendor

ENVELOPE - I (Technical Offer-T.O.):

The Technical Offer should be complete in all respects and contain all information asked for, except prices. The T.O. should include all items asked for in the attached Annexure-I. The technical offer should not contain any price information. The T.O. should be complete to indicate that all products and services asked for as quoted. Where available, the vendor should clearly indicate the product code/part no. For example, the Technical Offer should mention that AMC charges are included in the Commercial Offer, without mentioning the actual amounts in the T.O.

ENVELOPE-II (Commercial Offer-C.O.):

The Commercial Offer (C.O.) should give all relevant price information in Indian Rupees and should not contradict the T.O. in any manner.

These two envelopes containing the Technical and Commercial Offer should be

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simultaneously submitted. Please note that if any envelope is found to contain both technical and commercial offer, then that offer shall not be considered.

If the envelopes are not sealed and marked as indicated above, the Bank will assume no responsibility for the Tender's misplacement or premature opening.

The envelopes duly sealed should be submitted on or before * Date* at the address mentioned in the indicative critical data sheet.

29. VALIDATION OF INTERLINEATIONS IN BID

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

30. RESPONSIBILITY OF BIDDER

If the outer envelope is not sealed and marked as required, APCOB will assume no responsibility for the Bid's misplacement or premature opening.

31. REJECTION OF BID

The Bid Document shall be submitted in the form of printed document. Bids submitted by Telex, fax or email would not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

32. LATE BIDS

Any bid received by APCOB after the deadline for submission of bids prescribed by APCOB, will be summarily rejected and returned unopened to the Bidder. APCOB shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

33. ANNOUNCEMENT OF BIDS

The Bidder's names, bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the time of opening. No bid shall be rejected at bid opening, except for late bids.

34. BIDS NOT CONSIDERED FOR EVALUATION

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

35. OPENING OF COMMERCIAL BIDS

Commercial Bids will be opened and compared at the specified date and time. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by the APCOB at the Commercial Bid opening.

36. CLARIFICATION OF BIDS

To assist in the evaluation, comparison and an examination of bids, APCOB may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, APCOB reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder.

37. COMPLETENESS OF BIDS

APCOB will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

38. RECTIFICATION OF ERRORS

Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his APPLICATION FEE may be forfeited.

39. REJECTION OF BID

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by APCOB and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the bidder.

40. Exit Clause- Fully cloud environment-to be complied by the Successful Bidder

Service Levels:

The Vendor understands the importance of HRMS application and that it would require commitment of financial and technical resources for the same, for the tenure of contract under this RFP. The Vendor therefore agrees and undertake that an exit resulting due to expiry or termination of Contract under this RFP or for any reason whatsoever would be a slow process over a period of three (3) months, after the completion of the notice period, and only after completion of the Vendors obligations under a reverse transition mechanism. During this period of Reverse Transition, the Vendor shall continue to provide the Deliverables and the Services in accordance with the contract under this RFP and shall maintain the agreed Service levels. The Bank shall make payment for these services as per terms and expects that the successful Vendor to adhere to the following minimum service Levels:

- Any fault/ issue/ defect failure intimated by Bank through any mode of communication like call/e-mail etc. communication channels are to be

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acted upon, so as to adhere to the service levels. Business/ Service Downtime and Deterioration shall be the key considerations for determining "Penalties" that would be levied on the Successful Vendor.

- Time bound problem addressing team (onsite/offsite) for the complete contract period to be ensured for smooth completion and execution.

Vendor to arrange for updation required in the system to meet the changes suggested by RBI/ NABARD/ regulatory authorities/Bodies towards compliance as part at no extra cost to Bank for the entire contract period. Any delay in meeting the timelines would result in penalty.

Transfer of Information assets and Other requirements to be complied by the Successful Bidder:

The Selected Bidder shall be allowed to continue work on the information assets for the duration of till the exit management period, which may be a three months period from the date of expiry, or termination of the Agreement, if required by Bank wishes to do so. During this period, the Selected Bidder shall transfer respective Information assets in compatible condition

1. Continuity and performance of the Services at all times including the duration of the Agreement and post expiry of the Agreement is a critical requirement of the Bank. It is the prime responsibility of the Selected Vendor to ensure continuity of service at all times of the Agreement including exit management period and in no way any facility/service shall be affected/degraded under any circumstances. Further, the successful Bidder is also responsible for all activities required to train and transfer the knowledge to ensure similar continuity and performance of the Services post expiry of the Agreement entered.
2. At the end of the contract period or upon termination of contract, the Bidder is required to provide necessary hand holding and transition support to ensure the continuity and performance of the Services to the complete satisfaction of Bank.
3. The Bidder has to ensure CSP provider shall not delete any data at the end of the agreement (for a maximum of 90 days beyond the expiry of the Agreement) without the express approval of the Bank.
4. During the exit/transition management process, it is the responsibility of the Successful Bidder to address and rectify the problems with respect to migration/portability.
5. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with Bank.
6. During the contract period, the Bidder shall ensure that all the documentation required by Bank for smooth transition including configuration documents are kept up to date and all such documentation is handed over to the Bank during the exit management process if any.
7. The Success Bidder has to facilitate providing reposts like ISO 27001:2013 or current version i.e. 27001:2022, SOC1/SOC2 reports etc., for Compliance and Audit purpose from the respective service provider periodically as and when required by the Bank.
8. The Successful Bidder has to facilitate the Regulatory Authorities like RBI/NABARD officials, I S Auditors desire to visit the DC/DR in case of need as per the requirement.

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BCP & DRP STRATEGIES-TO BE ENURED BY THE SUCCESSFUL BIDDER:

- In addition to the Primary DC, the Bidder is responsible for Disaster Recovery Services so as to ensure continuity of operations in the event of failure of primary data center and meet the RPO and RTO requirements. RPO should be less than or equal to 2 hours and RTO shall be less than or equal to 8 hours. In case of key data information shall have RPO of 30 minutes. There shall be asynchronous replication of data between Primary DC and DRDC and the CSP will be responsible for sizing and providing the DC-DR replication link so as to meet the RTO and the RPO requirements.
- The Primary DC and the DRC should be in different seismic zones

**ATHOTA
MONICA, DGM(AMA), DEPUTY
GENERAL MANGER-IV-AGC67**

Deputy General Manager (ITD)

Technical Response (Annexure I)

Ref No.

Date:

To
The Dy General Manager (ITD),
The Andhra Pradesh State Cooperative Bank Limited,
D.No.27-29-28, NTR Sahakara Bhavan,
Governor pet, Vijayawada - 520 002.

Dear Sir/Madam,

Sub: **HRMS for APCOB**- Submission of Proposal - Reg.Ref. No: **ITD/F64/HR MODULE/2022**, dated _____

S. No.	Description of Eligibility Criteria	Support Document required	Complied (Yes or No)
1.	Application Fee of Rs. 5,000	DD in original	
2.	EMD of Rs. 10,000/- Instrument details	DD in	

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		original	
3.	Bidder is registered as company in India as per Company Act 1956 and having IT Operations for minimum period of 3 Years.	Copy of Certificate of Incorporation should be submitted.	
4.	Bidder should be preferably having an ISO 9001:2008 certified company with valid certificate	Copy of Certificate to be submitted	
5.	Bidder should submit a self-declaration on its letterhead signed by the authorized signatories and stamp that they have not been debarred by any Government / Statutory / Regulatory / Banks / Insurance Companies / Financial Institutions in the past for any non-compliance or malpractices or delay etc.	Submit the Clean Track record declaration (Annexure III)	
6.	Bidder should have successfully completed the implementation of minimum of 3 HRMS solutions in Banks/Financial Institutions/Insurance Companies/PSU/Government Organizations in the last 3 years and a minimum of 2 HRMS solutions should have been live for at least 1 year prior to the date of issue of this RFP	List of clients duly supported by copy of Purchase Order	
7.	The Consulting firm should have in-house capability to take up assignment on their own. Joint and collaborative Bids will not be accepted.	Bidder in their company's letter head shall provide undertaking to this.	
8.	Submission of undertaking complying with all the conditions of the Contract and Technical Specifications of the Bidding Document, no deviation is acceptable.	Bidder in their company's letter head shall provide undertaking to this.	

Yours Truly

Authorized signatory of bidder

[Seal, Name and Signature of authority]

COMMERCIAL RESPONSE (Annexure II)

I/700981/2023

Ref No.

Date:

To

The Dy General Manager (ITD),
Andhra Pradesh State Cooperative Bank Limited ,
D.No.27-29-28, NTR Sahakara Bhavan,
Governor pet, Vijayawada - 520 002.

Dear Sir/Madam,

Sub: **HRMS** for APCOB – Submission of Proposal – Reg.Ref: ITD/ **ITD/F64/HR MODULE/2022**, dated _____

Total Price (Exclusive of all taxes): _____

Amount in Words: _____

Note:

1. The Agencies will not indicate separate discount, discount if any should be merged in the quoted rates.
2. If there is any discrepancy between words and figure, the amounts in words shall prevail and will be adopted for evaluation.
3. Duties, taxes and other levies payable as per the statute should not be included in the bid. The price bid shall be quoted exclusive of the applicable taxes.
4. The Lowest quote arrived on the basis of the above will then be considered as L1
5. If more than one agency stands on equal Price Quote, then the agency having more relevant experience can be considered for award of contract.

DECLARATION REGARDING CLEAN TRACK RECORD
(Annexure III)

To

The Dy General Manager (ITD),
The Andhra Pradesh State Coop. Bank Limited,
D.No.27-29-28, NTR Sahakara Bhavan,
Governor pet, Vijayawada - 520 002.

Dear Sir

I/700981/2023

Sub: **HRMS** for APCOB - Submission of Proposal - Reg

Ref: ITD/F64/HR MODULE/2022, dated _____

I have carefully gone through the Terms & Conditions contained in the Tender Reference No. _____. I hereby declare that my Company/ Firm/ Partners has not been debarred/ blacklisted by any Central or State Government/ Banks or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices during the past 3 years. I further certify that I am competent officer in my company to make this declaration.

Yours Truly

Authorized signatory of bidder
[Seal, Name and Signature of the authority]

BIDDER INFORMATION

1	Name of the Organization	
2	Year of establishment (enclose copy of certificate without fail)	
3	Registered office address	
4	Phone Number	
5	e-mail	
6.	Authorized Nominated person to participate in the bid process Name & Mobile Number and Office Phone Number	

Yours Truly

Authorized signatory of bidder
[Seal, Name and Signature of the Authority]

