

# **RFP FOR PROVIDING CLOUD BASED HRMS SERVICES**

Reference No: BECIL/RFP/2021-2022/HRMS/01

(Dated: 31/12/2021)



## **BROADCAST ENGINEERING CONSULTANTS INDIA LIMITED**

**Head Office:** 14-B, Ring Road, I.P. Estate, New Delhi-110002

Tel: 011-23378823 Fax: 23379885

**Corporate Office:** BECIL BHAWAN, C-56/A17, Sector-62, Noida-201307

Tel: 0120-4177850 Fax: 120-4177879

**Email:** [ved@becil.com](mailto:ved@becil.com), **Website:** [www.becil.com](http://www.becil.com)

## BID SCHEDULE / GUIDELINES

S.No	Description	Details
1.	RFP No.	BECIL/RFP/2021-2022/HRMS/01
2.	Date of Issue of RFP	31/12/2021
3.	Last date of Submission of RFP	21/01/2022 till 1:00 P.M
4.	Date of Technical Opening of RFP	21/01/2022 till 3:30 P.M.
5.	Date of Presentation & Demonstration	Time & Date shall be co-ordinated individually to qualified bidders
6.	Date of Financial Opening of RFP	Shall be notified to qualified Bidders Later
7.	Address of: Purchase of RFP Document/ Submission of RFP/Opening of RFP	Broadcast Engineering Consultant Limited (BECIL) Corporate Office: BECIL Bhawan, C-56, A/17, Sector-62, Noida-201307 (Uttar Pradesh) Ph.0120-4177850 Fax.0120-4177879
8.	RFP Response Submission	<u>Tender (technical &amp; financial) to be submitted online on <a href="https://becil.euniwizarde.com">https://becil.euniwizarde.com</a>, &amp; Offline submission of 2 bid system - sealed envelopes</u> 1. (Tender Fee & EMD fees/exemption) 2. Financial Bid
9.	Tender Fee (Non Refundable)	<b>Rs.2,000/-</b> In the form of DD in favour of " <b>Broadcast Engineering Consultants India Limited</b> ", payable at New Delhi.
10.	Earnest Money Deposit (EMD)	<b>Rs.5,00,000/-</b> In the form of DD in favour of "Broadcast Engineering Consultants India Limited", payable at New Delhi. *EMD is to remain valid for a period of forty-five days beyond the final bid validity period. *No interest will be paid for the EMD. (Exemptions: As per Govt norms)
11.	Portal Registration Fee	Rs.2000/- + 18% GST through e-payment Gateway available on e-tendering website.
12.	Tender Processing Fee	As per e-tendering website for BECIL
13.	Contact details of ITI	Mr. Anshuman Thakur: 9355030616 Mr. Navneet Mishra: 9355030630 Mr. Anand Singh : 9355030602
14.	Helpdesk of ITI	011-4960060, 23710092 (From 10:00 hrs to 18:00 hrs)
15.	Period of Project	3 Months (Commissioning) + 3 Years Services
16.	Performance Bank Guarantee	The successful agency shall furnish a bank guarantee of the value 3% of the cost of project for a period of sixty days beyond one year from a nationalized bank to ensure the satisfactory performance of item supplied. The performance guarantee is to be submitted at the time of deployment/installation/ demonstration of equipment/ manpower. In case the performance of the services is not found satisfactory, the amount of bank guarantee will be forfeited & credited in BECIL's account.
17.	Validity of Proposal	180 days

Sd/-  
Sh. Ved Prakash Gupta

## 1. ABOUT BECIL

- 1.1 Broadcast Engineering Consultants India Limited (BECIL) an ISO9001:2008 certified, a Mini Ratna public sector enterprise of Government of India under Ministry of Information & Broadcasting, was established on 24<sup>th</sup> March, 1995 for providing consultancy services of international standards for broadcasting in transmission and production technology including turnkey solutions in the specialized fields of Terrestrial & Satellite Broadcasting, Cable, Manufacturing and various Information Technology (IT) related fields, including security, surveillance, acoustics & audio-video systems and smart cities.
- 1.2 BECIL is the professional platform which caters to all aspects of projects related to TV, Radio, Communication, IT, Security, Security and Manufacturing from concept to completion and from regulation to realization.

### **Part I—General Information**

- a) Complete RFP document can be downloaded from e-Tender portal of BECIL (<https://becil.euniwizarde.com>) and BECIL website ([www.becil.com](http://www.becil.com)).
- b) Technical Bid & Financial Bid will be submitted concurrently duly digitally signed on the website <https://becil.euniwizarde.com>.
- c) It is mandatory for all the applicants to have Class-III Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying Agency.
- d) **Two BID SYSTEM**, Technical bid with Tender Fee & EMD deposit/exemption to be placed in a single sealed envelope super scribed with tender reference No and date of opening, & Financial bid sealed in another envelope super scribed with tender reference No and date of opening, so as to reach Broadcast Engineering Consultant India Limited 56A/17, Block 'C', Noida-201307 (UP) before scheduled time on prescribed tender opening date. **Hard copy of any other tender document shall not be accepted.**

## 2. RFP NOTICE

- 2.1 Broadcast Engineering Consultants India Limited (BECIL) invites online/**e-tender** RFP from agencies having proven experience and ability in the area of providing Cloud based HRMS Services. The bidders are advised to submit **single sealed envelope containing two sealed envelopes**, one super scribed as "**Payment for Tender Fess & EMD Fees**" & other super scribed as "**Financial Bid**".
- 2.2 Two bid sealed envelopes, must be submitted & addressed to: Mr. Ved Prakash Gupta, Deputy General Manager, Broadcast Engineering Consultants India Limited, C-56/A-17, Sector-62, Noida-201307 (UP)
- 2.3 The RFP must be submitted in English language only with a font size of 12. All the documents including the supporting documents/enclosures etc. must be fully

legible. Supporting documents if in a language other than English must be accompanied by a certified English translated document. The English version shall prevail in matters of interpretation. RFP documents which are not legible shall be rejected.

- 2.4 Each bidder shall submit only ONE RFP response through our online tendering portal either by herself/himself.
- 2.5 The bidder shall bear all costs associated with the preparation and submission of RFP response and BECIL will in any case be responsible or liable for those costs, regardless of the conduct or outcome of the RFP process.
- 2.6 In case the bidder has any doubt about anything contained in the RFP document, she/he shall seek clarification within **7 days** of issue of RFP. Except for any written clarification by Shri. Ved Prakash Gupta, (DGM) BECIL via email to **ved@becil.com**, no written or oral communication, presentation or explanation by any other employee of BECIL shall be taken to bind or fetter BECIL under the contract.
- 2.7 The Management of BECIL reserves the right to amend or withdraw any of the terms and conditions mentioned in the RFP Document or reject any or all the bids without giving any notice or assigning any reason. The decision of the Chairman and Managing Director, Broadcast Engineering Consultants India Limited in this regard shall be final and binding on all.
- 2.8 EMD may be exempted for those firms who claim such exemptions under any government schemes/policies.

### **3. SUBMISSION OF RFP**

- 3.1 **RFP, complete in all respects, must be submitted over our online tendering portal “<https://becil.euniwizarde.com>” on or before the due date.**
- 3.2 BECIL may, at its own discretion, extend the date for submission of RFP. In such a case all rights and obligations of BECIL and the Bidders shall be applicable to the extended timeframe.
- 3.3 As the RFP can be submitted only up to the defined date and time, there can't be any late bids.
- 3.4 The bidders submitting their “RFP Processing Fee, EMD & Financial Bid” through courier/by post should also ensure that their DD's & Financial Bid are received on the said address by the stipulated date and time. No time extension for couriers/sent by post shall be granted and BECIL will not be responsible for any postal delays/loss/non-receipt thereof.
- 3.5 The RFP response has to be submitted online over our e-tendering portal <https://becil.euniwizarde.com>. Bidder may also submit their bids by hand in BECIL office in Noida in case there is any glitch in online submission **with prior notice to BECIL.**
- 3.6 At any time prior to the last date for receipt of RFP, BECIL may for any reason, whether at its own initiative or in response to a clarification requested by a

prospective bidder, modify the RFP Document by an amendment. The amendment will be notified on BECIL's website <http://www.becil.com> and <https://becil.euniwizarde.com> should be taken into consideration by the prospective bidders while preparing their RFP response.

3.7 In order to give prospective bidders reasonable time to take the amendment into account in preparing their RFP response, BECIL may at its discretion, extend the last date for the submission of RFP response. No RFP may be modified subsequent to the last date for receipt of RFP response.

3.8 **The RFP bid shall be ignored**, if complete information is not given there-in, or if the particulars and data (if any) asked for are not filled in/not submitted.

#### 4. OPENING OF RFP

4.1 BECIL shall convene RFP opening sessions on as per schedule. One representative from each bidder may participate. Authorization will be required for attending bid opening.

#### 5. OBJECTIVE

BECIL requires services of a cloud based HRMS as per scope mentioned in this document to reduce manual errors & to process fast. Hence, we are looking to select an agency having experience providing the services in this area.

#### 6. SCOPE OF WORK

S.No	Modules	Features Included	Description
i.	Core HR	Create Organization structure (multi-company configurations)	Ability to define Complete Organization structure as Enterprise, Company, Business unit, department, sub-department, designation, grade and level
		Create Roles	Ability to define role and responsibility as per org-structure
		Grant access rights	Ability to grant 3 layers of access rights as Page access, Data access and CXO Access
		Employee database	Ability to Manage employees and to create new employee database
		Announcements (text, rich media, video)	Ability to post any announcement of organization, be it text driven, media or video
		HR Handbook (HR policies, Forms, Videos)	Ability to publish/share Hr polices and video with employees
		Generate general Letters	Ability to use General letter templates
ii.	Time Office	Auto shift (shift rotations policy)	Ability to create Multiple shifts, which can be mapped to company, branch, department and grades.
		Multi Holiday calendar	Ability to create Holiday calendars create for different purposes.
		Manage attendance	Ability to create different attendance policies as per location, departments, designations and so on..
		Overtime & Comp-off	Ability to calculate Overtime on the basis of punch time and as per company defined policy, Compensatory off rules for working on week off and holidays.
		Manage Leaves - auto leave credit	Ability to create Multiple leave policy which can be mapped to company, branch, department and grades.

S.No	Modules	Features Included	Description
		Auto attendance Arrears	Ability to auto calculate the attendance arrears with a buffer of 3 months.
		Auto attendance Schedule	Ability to schedule custom attendance process.
		Geo-tagging, geo-fencing	Ability to use Geo-tagging or Geo-fencing attendance through mobile app
		Biometric integration	Ability to integrate existing Bio-metric device, in-order to fetch daily punch-in and punch-outs.
iii.	<b>Payroll</b>	Manage multiple pay groups	Ability to define multiple pay-component, create multiple pay -groups and then map it as per requirement.
		Auto CTC breakups	Ability to auto calculate the CTC break-ups, as per rule defined.
		Process Salary	Ability to process Payroll for multiple locations/projects from a single login
		Increment & Attendance arrears	Ability to calculate Various arrears such as Process New Joining, Salary Increment and Attendance correction.
		Reimbursements	Ability to auto generate Salary reimbursement from the system or as per company policy (Part of CTC).
		Income tax, Investment Declaration	Ability to calculate / generate, All income tax and investment declarations.
		Loans & Advances	Ability for Employees to raise loan and advance requests as per organization rule and eligibility defined.
		Statutory compliance	Ability to check all statutory compliances are in place or not as per the government latest norms.
		Returns & Challans	Ability to Auto generate all chalans after salary processing.
		F&A Settlements	Ability to Complete & carried out, through the portal
iv.	<b>Mobile App</b>	Execute Tasks	As a Manager/HR/Employee you can execute various tasks such as confirming an employee, accepting their various requests and so on.
		Initiate Requests	Ability to use mobile App to raise multiple requests by employee such as leave, loan, on-duty, reimbursement, resignation, attendance regularization, restricted holiday and can also mark their attendance.
		Company wall	Ability to stay engaged with all the activities and announcements happening in organization.
		Notifications	Ability to see announcements and tasks as Push notification on Mobile App
		Edit Profile	Users can anytime edit their profile by login through Mobile app
		View letters, Salary slip	Download/view anytime all your lifecycle driven letters and pay slips
		Attendance Calendar	Can keep a track on daily check-in and check-out, complete attendance calendar is available on mobile app
v.	<b>Tally Integration</b>	Integration of this HRMS with existing Tally software to ease in payment procedures	
<b>Additional Features Required:</b>			
vi.	<b>Vendor wise listing of manpower deployed w.r.t respective projects</b>		
vii.	<b>EPF, ESI payment deadlines notification on Dashboard, e-mail, message</b>		
viii.	<b>EPF, ESI payment gateway</b>		

## 7. PROJECT SCHEDULE:

- Delivery of licenses with-in 15 days of the agreement.
- Implementation and Roll-out within 3-4 months after delivery of the licenses.
- Integration with Tally should be done within two months after rollout of the solution
- Deployment of onsite resource(s) after Go-Live of the solution.

## 8. QUALIFICATION/ELIGIBILITY CRITERIA FOR BIDDERS

### Pre-Qualification Criteria (PQ)

S.no.	Eligibility Criteria	Supportive Documents for Supporting the eligibility Criteria
1	Bidder Should have an Indian Registered company under Companies Act 1956 or 2013/ Proprietorship Firm and Should have been in existence for more than 5 years as on 31/03/2021	Copy of Certificate of Incorporation / partnership to be submitted Copy of Work Orders/ Completion
2	Bidder Should have an office in Delhi / NCR	Relevant document stating the existence of the office Space/ Undertaking of opening of office with-in 30 days from awarding of project.
3	Bidder should have Annual turnover of minimum <b>15 Crore</b> for last three (3) financial year with positive net worth (2017-18, 2018-19, 2019-20)	Copy of P&L and balance sheet for past 3 year and CA certificate for the same.
4	The bidder must have successfully undertaken the projects in software development with minimum value of at least <b>10 Crores in last three years and a single order for amounting of Rs.5 Cr</b> in Central/State Government department/PSU in India in last three years	Copy of Work Order/ agreement & completion certificate
5	PAN, GST, EPF, ESIC, ISO 9001, CMMI Level 5 registration needed.	Copy of Valid registration certificates.
6	In the event of the Bidder submitting any false credentials, the Tenderer shall be blacklisted for 5(five) years.	An NOTORIZED affidavit in this regard has to be submitted on a stamp paper of Rs.100/-
7	The Bidder should not have abandoned any of their contracts for government or any other public sector undertaking during last five years anywhere in the country.	An NOTORIZED affidavit in this regard has to be submitted on a stamp paper of Rs.100/-
8	The Bidder should submit an undertaking (On non-judicial stamp of Rs 100/- duly notarized) that has neither been boycotted or blacklisted by any government Institution/PSU for supplies desired/ intended in this EOI	An NOTORIZED affidavit in this regard has to be submitted on a stamp paper of Rs.100/-
9	Consortium bidding is not allowed.	Self-Declaration
10	Bidder has minimum <b>3</b> government experience	Copy of Work order/agreement
11	The Bidder should have <b>at least 15</b> technically qualified professionals on its payroll.	Certificate from Director / HR Head

**QCBS**

S. No.	Eligibility Criteria	Max Marks
1	The Bidder should have Prior experience within software development in India <ul style="list-style-type: none"> <li>• For Experience of &gt;=7 years = 10 Marks</li> <li>• For Experience &gt;= 5 years and &lt; 7 years = 5 Marks</li> <li>• For Experience &gt;= 3 years and &lt;5 years = 2 Marks</li> </ul>	10
2	The Bidder has executed government projects of Software development, implementation etc. across India in last 3 years with Project <ul style="list-style-type: none"> <li>• Value &gt;= INR 15 Crore = 10 Marks,</li> <li>• Value &gt;= INR 8 Crore and &lt; INR 15 Crore = 5 Marks</li> <li>• Value &gt;= INR 5 Crore and &lt; INR 8 Crore = 2 Marks</li> </ul>	10
3	The Bidder must have valid certificates for <ul style="list-style-type: none"> <li>• CMMI 5, ISO 9001, ISO 27001 &amp; ISO 20000 = 10 Marks</li> <li>• CMMI 5, ISO 9001 &amp; ISO 27001 = 7 Marks</li> <li>• CMMI 5, ISO 9001 = 5 Marks</li> </ul>	10
4	The average annual Turnover of Bidder from software development in the last 3 financial years (2017-18, 2018-19, 2019-20) <ul style="list-style-type: none"> <li>• For Turnover &gt;=INR 30 Crore= 20 Marks</li> <li>• For Turnover &gt;= INR 20 Crore and &lt;INR 30 Crore = 15 Marks</li> <li>• For Turnover &gt;= INR 15 Crore and &lt;INR 20 Crore = 10 Marks</li> </ul>	20
5	The Bidder has experienced Professional manpower capable of executing software projects <ul style="list-style-type: none"> <li>• Man Power &gt;=75 = 10 Marks</li> <li>• Man Power &gt;= 30 and &lt; 75 = 5 Marks</li> <li>• Man Power &gt;= 15 and &lt;30 = 2 Marks</li> </ul>	10
6	The Bidder have experience in software development in government in India <ul style="list-style-type: none"> <li>• Government Clients &gt;=7 = 10 Marks</li> <li>• Government Clients &gt;= 5 and &lt; 7 = 5 Marks</li> <li>• Government Clients &gt;= 3 and &lt; 5 = 2 Marks</li> </ul>	10
7	Technical Presentation and Demonstration  Proposed Solution and its components, Work Plan, Approach & Methodology for completion of Work. Technologies Used, Clear and unambiguous narration of Exit Management activities of the Bidder	30
	<b>Total</b>	<b>100</b>

**\*Bidder obtaining 50 and above out of 70 in technical criteria (without Technical Presentation and Demonstration) would be eligible to get call for technical presentation & Demonstration.**

**\*Bidder after technical presentation & Demonstration, obtaining 75 and above out of 100 would be eligible for Financial bid opening.**



## **FINANCIAL BID EVALUATION**

- The Financial Bids of the technically qualified bidders will be opened on the notified date in the presence of bidder representatives.
- The bidder with lowest Financial Bid (F1) will be awarded 100% score.
- Financial Scores for other than F1 bidders will be evaluated using the following formula:  
Financial Score of a Bidder (Fm) = {(Financial Bid of F1/Financial Bid of the Bidder) X 100} %  
(Adjusted to two decimal places)

**Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.**

**The bid price will be including of all taxes and levies and shall be in Indian Rupees.**

**Errors & Rectification:** Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

## **TECHNICAL BID EVALUATION**

Similar to the ranking of Financial Proposal, for calculating the final Technical Score (Tm) proposals

- The bidder with Highest Technical marks (T1) will be awarded 100% score
- Technical Score of the Bidder(Tm)= {(Technical marks of T1/ Technical marks of the Bidder) X 100} % (Adjusted to two decimal places)

## **COMBINED EVALUATION OF TECHNICAL & FINANCIAL BIDS**

The technical and financial scores secured by each bidder will be added using weightage of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.

The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.

In the event the bid composite bid scores are "tied", the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project Composite score of the Bidders for the bid shall be worked out as under.

**Proposals will finally be ranked according to their combined technical (Tm) and financial (Fm) scores as follows:**

$$S = Tm \times Tw + Fm \times Fw$$

Where **S is the combined score**, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal, which shall be 0.70 and 0.30 respectively

**(I) BILL OF MATERIAL (BOM)**

S. No.	Item Particulars	Unit	Qty. (A)	Duration (B)	Unit Cost (includi ng tax) (C)	Total Cost (A*B*C)
1	Annual subscription charges against Solution License Cost including hosting cost at cloud & remote support.	Per User Per Year	10,000	3 Years		
2	Implementation, Training & rollout	Lumpsum	1	-		
3	Integration with Tally cost	Lumpsum	1	-		
4	Deployment of One Onsite dedicated resource with minimum qualification of Graduate having experience of 3 to 5 years for initial Functional Support.	Per Resource Per Month	1	12 Months		
<b>Total Cost Including Tax</b>						

**Please Note: -**

- ✓ Bids will be evaluated based on the **total cost** (mentioned below at- *ii Payment terms, S. No. 1 – 4*) given by the vendor.
- ✓ Bidders need to quote the prices **including of all taxes**
- ✓ Initially the order will be given for three years for 10,000 employees.
- ✓ Department may increase or decrease the no. of resources and tenure for functional support at the discovered rate if required.
- ✓ License Validity will start from Go-live.

## (ii) Payment Terms

S. No.	BOQ Items	Payment Milestones
1	Annual subscription charges against Solution License Cost including hosting cost at cloud & remote support.	i. Payment for the Licenses will be done after delivery & go-live (50% on delivery & 50% after go-live) on yearly basis. (As per actual licenses)
2	Implementation, Training & rollout cost	i. 40% of this Item cost will be paid on Preparation & Approval of process mapping document. ii. Next 40% payment will be done on successful User Acceptance. iii. Final 20% payment will be done on successful Go-Live.
3	Integration with Tally	i. 100 % on successful integration of Tally with the solution.
4	Deployment of Onsite resource.	i. Payment for the resource deployment will be done on Quarterly basis.

### 9. BIDDER CODE OF CONDUCT AND BUSINESS ETHICS

BECIL is committed to its 'values & beliefs' and business practices to ensure that companies and Bidders, who supply goods, materials or services, will also comply with these principles.

9.1 **Bribery and corruption:** Bidders are strictly prohibited from directly or indirectly (through intermediates or subcontractors) offering any bribe or under gratification in any format any person or entity and/or indulging in any corrupt practice in order to obtain or retain a business or contract.

9.2 **Integrity, indemnity & limitation:** Bidder shall maintain high degree of integrity during the course of its dealings with business/contractual relationship with BECIL. If it is discovered at any stage that any business/contract was secured by playing fraud or misrepresentation or suspension of material facts, such contract shall be voidable at the sole option of the competent authority of BECIL. For avoidance of doubts, no rights shall accrue to the Bidder in relation to such business/contract and BECIL or any entity there of shall not have or incur any obligation in respect thereof. The bidder shall indemnify BECIL in respect of any loss or damage suffered by BECIL on account of such fraud, misrepresentation or suspension of material facts.

9.3 **Reporting Misconduct:** Bidders are required to report any misconduct/violations/improper demands from BECIL employees to the Chief Vigilance Officer /Director (O&M)/CMD. All communication in this regard should be directed only to above as per below mentioned email ids;

**Chairman and Managing Director: george@becil.com**

No Communication shall be encouraged to any other authority/external sources in this regard.

## 10. Liquidated Damages / Penalty

### 10.1 Delay in achievement of Go-Live

- a) If the selected agency fails to achieve Go-Live of the HRMS within the corresponding Delivery Period and any extension thereof, unless such failure is due to force majeure situation or due to BECIL's default, liquidated damages (LD) shall be imposed by BECIL on the selected agency.
- b) In case of delay in achievement of Go-Live for HRMS, the LD shall be calculated as 2% (two per cent) of the value of the Configuration and Implementation charges of HRMS (excluding GST) in respect of which the delay in delivery has occurred for each month or part thereof of delay, subject to a maximum value of 10% of the value of the Configuration and Implementation charges of HRMS (excluding GST). GST on LD shall be recovered in addition to the LD amount.

### 10.2 Failure to maintain the required Uptime

- a) For each Contractual Year, the Liquidated Damages shall be computed as follows:

Sl. No	System Uptime (to be computed on an annual basis)	Liquidated Damages amount
1	>= 98%	Nil
2	>= 95% but < 98%	1% of the Annual Licensing Charges for the applicable year
3	>=90% but < 95%	2% of the Annual Licensing Charges for the applicable year
4	< 80%	3% of the Annual Licensing Charges for the applicable year and AMC would be liable to termination at the discretion of BECIL

**Note:** Excluding of Scheduled Maintenances downtime

**Uptime Calculation:**

$$\text{Up-time} = \text{MTBF} / (\text{MTBF} + \text{MTTR})$$

Where MTBF = Mean Time between Failures, MTTR = Mean Time to Repair.

Uptime Calculation	Maximum hours allowed downtime per year
98%	175
95%	438
94%	525
93%	613.2
92%	700.8
91%	788.4

The formula mentioned here shall be applicable in case there is NO other mutually agreed tools or methodology to calculate the downtime and uptime. However, BECIL may consider any system generated data for the same.

**Illustration for calculation of Uptime**

An **example** could involve that HRMS application that experiences 5 outages in a 30-day period. The outage times (time of detection to time the asset is back to production) are 24, 51, 79, 56 and 12 minutes. The MTTR for this 30-day period is 44 minutes. That is the average time between the detection of the issue to the recovery of the asset.

$$\text{MTBF} = \text{Total uptime} / \# \text{ of Outages}$$

$$\text{Uptime} = \text{MTBF} / (\text{MTBF} + \text{MTTR})$$

Consider the following scenario: Your system is supposed to be up and running 705 hours in a month considering 98% uptime, but it wasn't working for 25 of those hours. It's only been available for 680 hours, and a total of one failure occurred in this month. Using above uptime formula, we'll first calculate MTBF by taking  $705 - 25 / 1 = 680$ . Next, we'll calculate MTTR by taking  $70 / 1 = 70$  Hours. So, to calculate uptime, the formula would be like this:

$$\text{Uptime} = \text{MTBF} / (\text{MTBF} + \text{MTTR})$$

$$\text{Uptime} = 680 / (680 + 25) = 0.96 \text{ (96\%)}$$

\* Year is considered as 365 Days, Month is 30 Days & 24 Hours a Day for computations.

b) GST on LD shall be recovered in addition to the LD amount.

**11. SERVICE LEVEL AGREEMENTS (SLA) DURING PERIOD OF MAINTENANCE AND SUPPORT –**

- a) The Service Provider shall carry out all support related services for HRMS on a realtime basis for a period of 3 (three) years (“Contract Period”) from 3 months after the date of achievement of “Go-live”.

**Annual Support shall include**

- i. Patch upgrade
  - ii. Support in product configuration: Service Provider to provide both Onsite and Remote support, as may be required, to resolve all implementation, operational and production issues
  - iii. User Trainings to all the relevant stakeholders (existing and new users)
- b) Remedial Support in case BECIL end-users encounter difficulties in HRMS application, regulatory requirements that impact the provided solution to the organization need to be incorporated as an enhancement or a patch and should be provided to BECIL at no additional cost during the period of the contract
- c) Yearly license renewal Period shall be for a total period of 3 (Three) years and shall be extended year wise (annually) based on the satisfactory performance and at the sole discretion of BECIL.
- d) Yearly license renewal period can be extended beyond the aforementioned period of 3 (Three) years to another 1 (one) year on satisfactory performance as per mutually agreed rate.
- e) Updates will be installed by Service Provider’s staff or automated processes. Updates will be scheduled to minimize disruption to BECIL’s end users. All updates will be installed within 30 days of public release. Neither Service Provider nor BECIL shall unreasonably delay installation. Updates to related documentation will be provided in electronic form.
- f) The proposed HRMS Systems including the availability of services & support must ensure 95% Uptime. The system should be capable of generating reports regarding down time/complaint resolution time and the period of non-availability should be clearly separated with specific reason like network down time, server down time, manpower service failure, etc.
- g) Under Remedial Support, the Service Provider shall respond and resolve BECIL’s requests/issues on all working days 9am to 6pm. The Maximum Response Time and Maximum Resolution Time depending upon the type of Issue are mentioned below:

Issue Category	Description	Maximum Response Time (calculated from the time of logging of ticket)	Maximum Resolution Time (calculated from the time of logging of ticket)
Critical	Critical issue is defined as one that produces an emergency situation in which the HRMS application is substantially or completely nonfunctional or inoperable for normal business activities.	2 Hours	6 Hours
NonCritical	Non-Critical issue is defined as one that produces a detrimental situation in which the HRMS application is usable, but materially incomplete. Performance (throughput or response) of the HRMS degrades substantially such that there is a severe impact on use under reasonable loads; One or more mainline functions or commands is inoperable; or the use is otherwise significantly impacted.	8 Hours	24 Hours

## **12. TERMINATION BY NOTICE OF CLIENT**

In case,

- i. Agency fails to discharge its obligations under the Agreement,
- ii. Agency fails to comply with the notices
- iii. There is a change in the constitution of Agency without the approval of the Client
- iv. Becomes bankrupt or makes a general assignment for the benefit of his creditors
- v. Of death or retirement of any of the partners of the Agency
- vi. If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- vii. If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

Then, Client may suspend all or part of the Services or terminate the Agreement by notice of at least 30 days to Consultants who shall immediately make arrangements to stop the Services and minimise expenditure.

If a satisfactory reply is not received within 7 days of receipt of the notice by Consultants, Client may by further notice terminate the Agreement within 30 days of the Client's former notice.

However in case of listed above point **no. iv** Client may terminate the Services of the Consultants immediately by giving 14 days notice to Consultants.

After termination, Client may complete the project by whatever method may be deemed expedient and recover the expenses from Consultants. In such a case, Consultants shall not be entitled to receive any further payment

## **13. OTHER TERMS & CONDITIONS:**

- 13.1 Firm/Organization should have unblemished past record and must not have been declared ineligible for corrupt and fraudulent practices either indefinitely or for a period.
- 13.2 Bid will not be accepted after the date and time fixed for receipt as is set in notification or subsequent extensions if any. Our Online tendering portal shall accept bid only up to designated time.
- 13.3 Relevant documents in proof should be uploaded wherever required.
- 13.4 Firm should have GST, Service Tax & Income Tax registrations, PAN, other necessary Registration (furnish proof).
- 13.5 Firm should submit copies Income returns submitted for Last three years.
- 13.6 Firm should submit copies GST Certificate from the Authorities.
- 13.7 BECIL has sole right to accept or reject any bids. If required BECIL may reject all bids received without assigning any reason.
- 13.8 Firm/Organization on successful selection should execute an MOU with BECIL about the project. In case of dispute in the MOU, decision of CMD, BECIL will be binding on both parties.

- 13.9 Firm should submit the copies Certificate/Test reports from any Govt. Organization regarding quality of the product.
  - 13.10 The detailed RFP response must be submitted online at our online tendering portal.
  - 13.11 Vendors shall take necessary precautions to get registered in e- Procurement platform in a timely manner and submit their proposals before bid submission timelines specified in e-Procurement platform.
  - 13.12 At any time prior to the last date for submission of tenders, BECIL may modify the RFP and such modified RFP will be made available in e-Procurement web site and such modification shall be binding on all concerned. BECIL, at its discretion, may extend the last date for submission of tenders.
  - 13.13 The bid inviting authority may, at its discretion, extend the last date for submission of bid, in which case, all rights and obligations of the tendering authority and the vendors, subjected to the previous last date, will thereafter be subject to such extended last date.
  - 13.14 Any bid received by the bid inviting authority through any means /channel other than e-tendering platform will be rejected.
- .....



**PROPOSAL SUBMISSION COVERING LETTER**

**To,  
The Chairman and Managing Director  
Broadcast Engineering Consultants India Ltd  
BECIL BHAWAN, C-56, A/17, Sector-62  
Noida-201307 (UP)**

Dear Sir,

We, the undersigned on behalf of **(name of the agency)**, wish to submit our offer **(title of project)** in accordance with your Request for Proposal **(RFP reference)** dated **(insert Date)**. We are hereby submitting our Proposal, which includes a Technical Proposal and a Financial Proposal sealed under separate envelope.

We are also attaching the Tender FEE & EMD for INR ..... /- (Rupee ..... only) as a bank draft drawn on **[insert bank name, branch name and DD number, date]** in favor of Broadcast Engineering Consultants India Limited, New Delhi, payable at Delhi as required for the submission of bid.

We are submitting our Proposal in individual capacity. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to start the services with immediate effect or as stipulated in the work order.

We understand you are not bound to accept any Proposal you receive.

**Yours Sincerely,**

**Authorized Signature**

**[In full and initials and attach authorization to represent the company]**

**Name and Title of Signatory Name of Firm Address**

**SELF DECLARATION FOR THE CODE OF INTEGRITY**

**(on Bidder's Letter Head)**

I/We shall maintain a high degree of integrity during the course of my/our dealings business/contractual relationship with BECIL. If it is discovered at any stage that any business/ contract was secured by playing fraud or misrepresentation or suspension of material facts, I/We authorize BECIL to term such contract as voidable at the its sole option.

**Place:** \_\_\_\_\_

**Signature of Authorized  
Signatory on behalf of Agency**

**Date:** .....

**Address:** .....

**Mobile:** .....

**Email ID:** .....

**UNDERTAKING & ACCEPTANCE LETTER BY THE BIDDER**

**(On Bidder's Letter Head)**

I/We have carefully gone through the various terms & conditions and Scope of Work listed in the RFP for **"PROVIDING CLOUD BASED HRMS SERVICES"**. I/We agree to all these conditions and offer to provide our services/product for BECIL and submitting this RFP after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We hereby sign this undertaking in token of our acceptance of various conditions listed in the RFP Document.

**Place:** .....

**Signature of Authorized  
Signatory on behalf of Agency**

**Date:** .....

**Address:** .....

**Mobile:** .....

**Email ID:** .....

**Request for Proposal for “Providing Cloud based HRMS Services”****Reference No: BECIL/RFP/2021-2022/HRMS/01**

Details of the Bidder (Company)

	Name of the bidder	
	Address of the Bidder	
	Status of the Company	Public Ltd / Pvt. Ltd / Others
	Details of Incorporation of the Company [Attach copy of Incorporation certificate]	Date:
		Ref. #
	Details of Commencement of Business	Date:
		Ref. #
	Valid VAT registration no. [Attach certificate]	
	Permanent Account Number (PAN) [Attach certificate]	
	Name & Designation of the contact person to whom all references shall be made. (Power of attorney, copy of board resolution to be enclosed)	
1	Telephone No. (with STD Code) Mobile No.	
	E-Mail of the contact person:	
	Fax No. (with STD Code)	
	Manpower details	Technical Others

**Authorized Signatory****Bidder**

