



Transparency International Bangladesh (TIB)

Request for Proposal (RFP)

Human Resource Management System

[Supply, Customization, Deployment, Integration, Maintenance and Support]

Issue date: 21-October-2020.

Last date for submission of proposals: 03-November-2020.

1.0 OVERVIEW

1.1 Background

Transparency International Bangladesh (TIB) is an independent, non-government, non-partisan, and non-profit organization with a vision of Bangladesh in which government, politics, business, civil society, and the daily lives of the people shall be free from corruption. In the context of the international movement against corruption, as the fully accredited national chapter in Bangladesh of the Berlin-based Transparency International (TI), TIB partners and cooperates with TI and its chapters worldwide. TIB is committed to values of democracy, justice, rule of law, transparency, accountability, integrity, and impartiality. TIB's mission is to catalyze and strengthen a participatory social movement to promote and develop institutions, laws, and practices for combating corruption in Bangladesh and establishing an efficient and transparent system of governance, politics, and business. As part of supporting its operations and processes, TIB wants to establish an effective HR management tool/ system that can support entire hire to retire management processes.

1.2 Purpose

The purpose of this RFP is to inform potential Bidders/partner for our requirement on Human Resource Management System (HRMS), the tool that can address all the necessary HR processes per Scope of Work (SoW) mentioned in section 4, and thereby solicit proposals for the supply, customization, deployment, integration, maintenance and support of an efficient and effective HRMS. Based upon the review and evaluation of proposals offered in response to this RFP, TIB may at its sole discretion negotiate and enter into contracts with one or more successful Bidders.

Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at the Bidder's exclusive discretion. While price will certainly be a consideration, it will not be the sole factor determining TIB's decision to award a contract in this regard. TIB reserves the right at its sole discretion to select or reject any or all Bidder(s) participating in the bid and will not be responsible for any direct or indirect costs incurred by the Bidders as a result of participating in this process.

1.3 Definitions

Throughout this proposal the following definitions are used:

- "Bidder" means an individual or Company that submits, or intends to submit, a proposal in response to the "Request for Proposal"
- "Service provider" means the bidder(s) awarded a contract resulting from this RFP.
- Contract means the agreement formed between TIB and the service provider as evidenced by an Agreement.
- "Contract document" means the agreement, the service provider's proposal document, the RFP and such other documents as listed in the agreement, including all amendments or an addendum agreed between parties.
- "Must", "Mandatory", "Required" or "shall" means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation.
- "De-identification" is the process of removing from data any information from electronic media that identifies a particular individual.
- "RFP" means this request for proposal including any amendments, attachments, and/or clarifications pertaining to RFP that may be issued prior to the closing date.
- "Should", "may" or "is desirable" means desirable but not mandatory functions or capacities. Bidders who can provide these functions or capacities may be evaluated favorably than those who cannot.

2.0 TERMS OF RFP

2.1 Acknowledgement

Please acknowledge the receipt of this document by sending an e-mail to rfp.hrms@ti-bangladesh.org. Please include the contact information for the person who will be responsible for completing the RFP.

Kindly note below the complete details of Transparency International Bangladesh (TIB):

Name -	Transparency International Bangladesh
off. Address -	MIDAS CENTRE (Levels 4 & 5), House No. 05, Road No. 16 (New) 27 (Old), Dhanmondi, Dhaka 1209



Telephone no. - +880 2 48113032, 48113033, 48113036
 Fax no. - +880 2 48113101
 E-mail - info@ti-bangladesh.org
 Website address- www.ti-bangladesh.org

2.2 Proposal Deadlines

Proposals to be considered valid must be received at the above Office Address not later than 03rd November 2020.

Proposals received after the time and date specified above may, at TIB's sole discretion, be rejected and will remain unopened, destroyed, and eliminated from consideration. Please do not send your RFP responses to any TIB employee. Responses sent to any other location other than the above address and email id will not be valid and as such, shall not be considered.

2.3 Further Inquiries and Questions Regarding RFP

All inquiries that arise regarding the RFP must be submitted in writing (via email) by close of business on 25th October 2020. Inquiries must be made only via e-mail and addressed to aahad@ti-bangladesh.org. No confidential information will be shared.

Bidder agrees to designate a focal person for all RFP and/or proposal related communications and clearly defined accordingly in the RFP response.

2.4 TIB's Obligation

The submission and receipt of proposals does not obligate TIB in any way in terms of any costs incurred by Bidders in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is TIB obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder's best interests. TIB makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, as-ordered agreements.

2.5 Proposal Evaluation

Proposals submitted shall be reviewed and evaluated by any person at the discretion of TIB's internal evaluation team, including non-allied and independent consultants retained by TIB now or in the future for the sole purpose of obtaining evaluations to proposals.

Bidders may be asked to further explain or clarify areas of their proposal in writing during the evaluation process.

2.6 Evaluation and Selection

TIB will evaluate each proposal received from the respective Bidder(s) from both financial and technical perspectives.

A committee will evaluate technical proposals based on the mandatory criteria detailed herein. The evaluation of each proposal will be done according to the following weightage:

- (i) Company's reputation, legal compliance =>20%
- (ii) Technical proposition and specificity of the solutions proposed =>50%
- (iii) Price =>30%

TIB's decision on evaluation shall be final and binding on all Bidders. Financial bids of only technically qualified bidders will be opened and assessed. TIB will award the contract/order to the Bidder(s) fulfilling all the technically necessary criteria and possessing the best techno-financial proposition against the requirement.

TIB reserves the right to divide/split the order between more than one qualified bidder to meet its requirement. TIB also reserves the right to scrap the entire tender process in the absence of a satisfactory proposal.

TIB reserves the right to conduct a Reverse e-Auction after the completion of the RFP process, the schedule of which will be intimated later to all the pre-qualified bidders.

The only information regarding status of the evaluation of proposals that the TIB will give to any inquiring Bidder shall be whether or not that Bidder has been selected for awarding a Contract. TIB may, at its sole discretion, inform any inquiring unsuccessful Bidder of the reason(s) why it was not awarded the bid.

2.7 RFP Terms and Conditions Applied to Final Contract

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at TIB's sole discretion, part of the final contract (the "Contract") between TIB and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify TIB in writing of the impairment. If the Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

2.8 Terms Binding on Bidder

Following the date for submission of proposals, and prior to Contract award, the RFP shall be binding upon the Bidder in all respect for a period of 180 days.

2.9 Hold Harmless

In submitting a proposal, the Bidder understands that TIB will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.

TIB reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be most appropriate and advantageous in meeting the specifications of the RFP. In addition, TIB reserves the right to add or waive any requirements contained in this RFP at its sole discretion with regard to proposals submitted. TIB's decision on award of Contract shall be final and binding on all Bidders.

TIB shall be at liberty to cancel the RFP/ Reverse Auction process at any time, before ordering, without assigning any reason.

2.10 Confidentiality Provision

The terms of this RFP, the information provided by TIB herein and all other information provided by the Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by the Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of TIB and upon the written agreement of the intended recipient to treat the same as confidential.

2.11 RFP Schedule

Listed below are the key steps and dates for this RFP process:

TIB distributes RFP to Bidders – 21st October 2020,
Bidders' deadline for submitting queries – 25th October 2020,
Bidders' deadline for submitting responses to RFP – 03rd November 2020.

2.12 Declaration

The bidder is required to voluntarily disclose at the time of bidding if any of its sister concerns/ group companies/ relatives are directly or indirectly participating in this RFP.

2.13 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub-contracting done by the Bidder.

2.14 Joint Proposal

Two or more companies may submit a joint proposal in a consortium to undertake the work. Such a proposal must be submitted in the name of one member of the consortium, hereinafter referred to as the "lead organization". The lead organization will be responsible for undertaking all negotiations and discussions with and be the main point of contact for TIB. The lead organization and each member of the consortium will be jointly and severally responsible for the proper performance of the contract.

2.15 Acceptance of Proposals

TIB reserves the right to modify the terms of the RFP at any time at its sole discretion and the same will be uploaded on its website www.ti-bangladesh.org. The bidders have to remain updated about the same from the website and TIB will not be responsible for such information not being noticed or downloaded by the bidder. Subsequent to the submission of proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder not to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. TIB is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria and be ensuring value for money.

2.16 Liability for Errors

Since TIB has made considerable efforts to ensure an accurate representation of information in this RFP as per its current understanding of the requirements, the information contained in this RFP will serve as a guideline for Bidders. The information is not guaranteed or warranted accurate by TIB, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Bidders from forming their own opinions and conclusions with respect to matters addressed in this RFP. In the event TIB finds that the objectives of the intended system is better achieved by processes/procedures other than those mentioned in this document, TIB shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders for such changed/modified processes at its

sole discretion.

2.17 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

2.18 Ownership of Proposals

All documentation, including proposals, submitted to TIB will become the property of TIB.

2.19 Use of Request for Proposal

This document or any portion thereof, is the property of TIB and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

2.20 Bidder Exception Notice

If the Bidder believes that either the process or evaluator is biased or partial (either for or against) then Bidder is to provide Notice of this exception (in writing) to TIB for analysis and action.

2.21 Delay in performance of the obligations by the Bidder

The short listed Bidder(s) must strictly adhere to the Schedule, specified in the Agreement to be executed between TIB and the Bidder(s) for performance of the obligations arising out of the Agreement and if any part of the contract is not satisfactorily performed within a reasonable time, TIB may proceed to do the work at Bidder's risk and expenses without prejudice to any other contractual rights, which TIB may have against Bidder in respect of any such nonperformance.

2.22 Termination of Contract

If the vendor or contracted party out of this RFP intends to terminate this contract before the completion of the service period, or in case of failure to submit the final product(s) within the agreement period, TIB shall be entitled to a full refund of any payment paid by TIB to the vendor or contracted party.

3.0 PROPOSAL PREPARATION

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are requested to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of the proposal.

3.1 Proposal Format

Evaluation of proposals is made easier when Bidders respond in a consistent manner. The response must contain the following information, in addition to the information that the Bidder is willing to provide on its own.

- Bidder's name and address, telephone number, email address and a contact person.
- One-page letter of introduction identifying the Bidder and signed by the person or persons authorized to sign and bind the Bidder to statements made in the proposal stating:
 - That the proposal meets the requirements of the RFP,
 - That the bidder undertakes, on its own behalf and on behalf of its possible partners and contractors, to provide the goods/services in accordance with the terms of the Request for Proposal (RFP), and its accompanying documents, for the amount set forth in the attached Financial Proposal,
 - The number of days for which the proposal is valid (from the date of closing of the RFP).

The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. This document has to be uploaded and mapped with this corresponding Schedule.

- Copy of updated Trade License or registration certificate to legally work in Bangladesh
- Copy of TIN Certificates
- Copy of VAT Registration Certificate
- Bank A/C Details and Bank Solvency Certificate
- Relevant experience/performance certificate from reputed organizations (minimum three different organizations along with their contact persons' telephone numbers & e-mail addresses).
- Proof of minimum 5 (five) years of experience in development, supply, installation, deployment, and maintenance of web based/software based HRMS and or similar solutions.
- Any additional information, brochures, etc., can be provided at the discretion of the Bidder and should be clearly labeled and provided.

All proposals must be emailed no later than November 3, 2020 to rfp.hrms@ti-bangladesh.org. Each Bidder must also submit one hard copy and one electronic copy (preferably PDF) of the proposal on a CD. The proposal must be clearly marked **"Response to RFP for Human Resources Management System"** with a postmark no later than November 3, 2020 and addressed/delivered to:

Attn. Mr. Abdul Ahad FCMA
Director-Finance & Administration
Transparency International Bangladesh
MIDAS CENTRE (Levels 4 & 5),
House No. 05, Road No. 16 (New) 27 (Old),
Dhanmondi, Dhaka 1209

Any proposal received after the due date will be considered and will be disqualified. Any decision to extend the submission date will be at the sole discretion of TIB.

Proposals received after the time and date specified above may, at TIB's sole discretion, be rejected and will remain unopened, destroyed, and eliminated from consideration. Please do not send your RFP responses to any other TIB employee. Responses sent to any other location other than the above address and email id will not be considered.

Proposals must be submitted in accordance with the instructions contained in the RFP and must include all information and materials requested in the RFP. Bidders are cautioned that proposals that do not follow the form required by, or contain the information requested in, the RFP shall be subject to rejection without review.

Bidders may include any additional information and material they wish; however, such material (e.g. alternative services and/or features) shall be identified in a separate attachment ("Attachment"). Any such attachment shall identify the applicable RFP Section or Subsection to which it is responsive and shall be incorporated into and be made a part of the proposal.

An authorized officer of the Bidder or other person authorized to bind the Bidder in this matter must sign the returned proposals.

3.2 Submission of Tender

Technical Proposal

In this section, the bidder should include all relevant information for effectively evaluating the proposal, including information relating to coverage of TIB's needs and requirements, as specified in the RFP, proposed timeline, resources dedicated partially or fully to the project. The Technical Proposal shall contain no price or cost information.

The Technical Proposal must include the following sections:

a) Understanding of the Requirements for Services, including Assumptions

Include any assumptions as well as comments on the services as indicated in the Technical Specifications, or as the Bidder may otherwise deem necessary.

b) Proposed Approach, Methodology, Timing and Outputs

Any comments or suggestions on the technical specifications, as well as the Bidder's detailed description of the manner, in which it would respond to the technical specifications.

c) Proposed Project Team Members

The curriculum vitae of the senior professional members of the team including their specific responsibilities with regard to this project, relevant experience, and qualifications.

Financial Proposal

The Bidder's **separate** price component must contain an overall quotation in BDT.

The Financial Proposal shall be accompanied by a cover letter duly signed by an authorized representative of the Bidder, confirming the following:

(a) the price; and

(b) the period of validity of the bid.

The Financial Proposal must contain a summary of the total cost for the services proposed as well as a proposed schedule of payments, all of which must be expressed and will be made in the currency of the proposal.

Cost (as mentioned above, based on the software used), the development and maintenance cost/year should be separate.

TIB will first open the technical bid and on evaluation of the technical bid, the Financial bid will be opened only for the bidders who qualifies in the technical bid.

Please note the following:

- 1) Documents requiring signature/s should be scanned in (.pdf) format.
- 2) All pages of the proposal shall be numbered in the format 'Page X of Y'.
- 3) All proposals shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract.
- 4) The proposal and supporting documents should be in PDF, or Microsoft Office compatible format.
- 5) The responses to the functional requirements should be submitted in the structure provided in this RFP.
- 6) The proposed timeline project plan should be either in MS Project MPP, XLS or PDF format.
- 7) The master copy of the "Technical Proposal" shall be submitted through the tab marked "Technical Proposal"
- 9) The master copy of the "Financial Proposal" shall be submitted through the tab marked "Financial Proposal"

There will be no automatic confirmation of receipt as the proposals are only opened after the closing date.

3.3 Notification of Changes

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals.

3.4 Changes to Proposed Wording

The Bidder will not be permitted to change the wording of its proposal after submission to TIB. No words or comments will be added to the general conditions or detailed specifications unless requested by TIB for the purposes of clarification.

3.5 Bidder's Expenses

Bidders are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with TIB, if any.

3.6 Currency and Taxes

Prices quoted are to be:

- In Bangladeshi Taka, both in figure and words.
- In preparing Financial Proposals, bidders should carefully note that VAT & Tax will be deducted from the bill as per Government rules & regulations.

3.7 Completeness of Proposal

By submission of a proposal, the Bidder warrants that all components required to manage the program have been identified in the proposal or will be provided by the service provider at no charge.

4.0 SCOPE OF SERVICES

The scope of services that need to be provided by the successful Bidder, hereafter referred to as Service Provider can be broadly classified in the following areas:

4.1 JOB PORTAL

User/Applicant Features
<p>Creation of applicant profile</p> <ol style="list-style-type: none"> 1. Candidates upload their personal data once and can apply to multiple jobs using a single profile 2. Users can return to and update all sections of their personal history form at any time 3. System supports recording of extensive applicant information as needed (personal information, detailed educational history, detailed work history, international experience, languages, other skills, references, etc.) 4. Users can view and print their completed CV in HTML, PDF or Word format 5. Users may upload their photos and delete them at any time 6. Option for prescreening of candidates on initial profile page (for example, so that candidates who are older than the maximum employment age do not spend unnecessary time entering their information) 7. To minimize fake profiles, a SMS with a security code must be sent to the candidate's mobile number and the candidate is supposed to enter the given code correctly to activate his/her profile. <p>Application process</p> <ol style="list-style-type: none"> 1. Users can view job openings posted to the organizational internet and intranet 2. Users may apply for more than one post at one time 3. Fields that are required to complete an application can be clearly flagged 4. Candidates can view the status of their application online 5. Candidates receive an automated response via email after application is complete 6. Notifications and emails can be inserted at certain points in the recruitment process for additional user interaction <p>Communications</p> <ol style="list-style-type: none"> 1. Applicants can email/share a link to a post announcement from the Internet site to friends or associates <p>Usability</p> <ol style="list-style-type: none"> 1. Users may request their username and password via the system 2. Frequently Asked Questions (FAQ's) are tailored specifically to the actions to be completed on page where the user is working. Context sensitive help is available for each page, with instructions for each element on any given page
HR Administrator/Internal User Features
<p>Creating vacancy announcement</p> <ol style="list-style-type: none"> 1. HR can enter and edit vacancy announcement details 2. Ability to narrow job creation and candidature to include all or only certain criteria 3. Filtering of prospective candidates by adding additional questions to the application form (for example, to assess specific skills or experience, educational details, motivation, 'fit' and desire to work for the organization)

4. Accommodates different levels of posts and their pay scales (for example, Director, Professional, General Service, Experts, Internships)
5. Option for online support of internal process for clearing vacancy announcement
6. Online spellchecking of long text fields

Application handling / candidate assessment

1. Online job status tracking, from creation of the vacancy announcement through to hiring
2. Internal and external candidates rostered in the same system
3. Automatic system handling of application closing dates based on specifications set by administrator
4. Internal or special candidates (who already work with selected institutions) may be flagged and identified as internal, external or candidates from selected institutions
5. System allows for assessing candidates based on criteria defined by administrator, and indicates levels attained via the assessments
6. Ability to administer tests live online through the system. Administrators can design test form, define test start and end of time period during which candidates must log on to take the test, and submit their answers
7. Ranking of candidates' suitability based on a set of screening questions uploaded for each specific position advertised
8. HR and other staff reviewing an applicant can enter comments online as needed
9. System supports screening and search processing based on criteria defined by administrator
10. Ability to view list of posts for which an applicant has previously applied
11. System can set up and record selection process milestones, e.g. if a candidate was shortlisted or took a written test
12. Online shortlisting and selection of candidates
13. Candidate evaluation against post requirements, results in a most likely to meet qualifications list
14. Candidates output in portable format for assessing and for shortlisting (MATRIX)
15. System logging of transactions with applicant's dates/times of applications, most recent visit, assessment ratings, hiring decisions, etc.
16. System supports the processing of resumes in multiple languages (desirable)
17. Record of applications from each candidate and related outcome is provided
18. System can automatically assign an applicant number

Data retrieval and viewing options

1. Ability to search on almost all fields and criteria of the candidate's application through a downloadable matrix
2. Ability to view candidates, showing a per vacancy list of the candidates for use in a selection process, or all details for an individual candidate
3. Automated export of selected applicant data to CSV format as well as a customized Google Sheet/Excel based tool to allow for advanced analysis.
4. Sort or extract elements of an application by sections or subsection. For example: users can choose to view and print out information on an applicant's area of expertise
5. Search criteria can be refined, and search queries can be saved for future reuse
6. System provides the ability to search existing rosters for qualified candidates for new needs that may arise (desirable)
7. Search results can be sorted by degree of relevance
8. Ability to export data from the system to standard office software applications
9. Statistics of candidates and general statistics can be generated dynamically
10. Ability to generate reports showing the status of recruitment efforts within the organization (desirable)

Communications

1. System sends confirmation/acknowledgement(s) to applicants via email
2. System correspondence can be sent to all candidates, or to applicants to a specific vacancy, or to candidates meeting other criteria defined by the administrator, or to an individual candidate.
3. The system maintains a history of correspondence sent per job and per candidature
4. Ability to create contact and distribution lists from information in the system (desirable)
5. System allows view of applicant feedback, comments, or questions (desirable)
6. Users seeking to submit online queries are first taken to a screen encouraging them to review relevant FAQ files, thus reducing the volume of queries sent to HR staff (desirable)
7. Online mail merges can be implemented using contact information stored in the system (desirable)
8. Administrators can forward a vacancy announcement via email to an applicant or a group of applicants

Usability

1. Ability to print information from any form or view
2. System allows the ability to review job applications/resumes and perform all other administrative functions
3. System supports access by an unlimited number of staff members, including administrators in various global locations.
4. Frequently Asked Questions can be modified and added to by administrators at any time
5. Possibility for online help screens for system administrators, if desired

Other

1. System supports varying levels of rights and access to views of data and modification of data
2. Administrators can edit, create, and delete reference data for system fields (standard correspondence text, dropdown lists such as nationalities, languages, status types, grade levels, etc.) (desirable)
3. System supports the archiving of candidates who have not completed their candidature or who are not suitable for the organization's needs
4. Features to support data cleaning (elimination of duplicate information, nonstandard data)
5. Modular design allows system to be translated into as many languages as necessary
6. Relevant measures ensuring data security should be taken. Sensitive personal information of applications and HR employees must be encrypted using state-of-art technologies.

4.2 Online Proctored Examination Solution

Proctoring solution:

The proctoring solution provided by the vendor should have the capability of conducting live invigilation in all the three scenarios:

- a. Human based remote-manual scenarios
- b. AI based auto-proctoring scenarios
- c. Hybrid (combination of the above two)

Capture, report and cease/allow to cease the instances of cheating during the exam, including (but not restricted to) the following:

- a. Trespassing identification
- b. Additional device detection
- c. Examinee-movements and biological breaks
- d. Facial distractions
- e. Impersonation
- f. Browsing away from test window (unless required for the test)

Other required features of solution:

- a. Provide a capability to capture, demonstrate and archive cheating instances.
- b. Able to efficiently handle contingencies of power and network disconnectivity.
- c. Possibility of 1:30 proctoring; thus, permitting multiple Proctors/supervisors to oversee the same subset of candidates.
- d. Operate with minimal technical and bandwidth requirements; compatible with in-built microphones and speakers as well as wired and Bluetooth headset.
- e. User friendly UI for all functionalities; including (but not restricted to) identification verification, proctor assignments, mass uploads, etc.

Examination portal:

The portal provided by the vendor will have the capabilities for an efficient conduct of examinations; with features including (but not restricted to):

- a. A robust and expansive access control
- b. Examination time flexibility
- c. Multi-authority level access
- d. Ability to support different formats of questions
- e. Support for downloading the question bank in a standard format, and uploading questions from a file of standard format
- f. Support randomization of questions, and simultaneous versions of question papers
- g. Create and archive extensive retrievable log records including examination progress and sequence of answering, and Audit Logs of each session to be available – IP Address, Username, Date and Time Stamp for in/out – for joining a single or multiple session
- h. Provide evaluation options including auto, manual and hybrid
- i. User friendly UI for all functionalities; including (but not restricted to) examination setting, candidates with special needs, mass uploads, etc.

4.3 HR Modules

Sr. No.	Platform	Requirement
I	Core HR (HRMS & Database management)	Must
II	Employee Self Service (ESS)	Must
III	Manager Self Service (MSS)	Must

IV	AOP Management	Must
V	Hiring Management System	Must
VI	On-boarding Management	Must
VII	Leave & Attendance Management	Must
VIII	Confirmation Management	Must
IX	Performance Management System (PMS)	Must
X	Compensation Management	Must
XI	Exit Management	Must
XII	Query Management System (QMS)	Must
XIII	Grievance Management System	Must
XIV	Rewards & Recognition Management	Must

4.4 Core HR

- Centralized core HR system for employee data management with facility to assign access to defined users by Super admin
- Option for adding/deleting/changing the database by identified users
- Data validation mechanism for variable fields
- Option to search employees, view / update organization structures
- Option for assigning access levels (Basic/Moderate/All) for reports to defined users
- Automated Headcount Reports, Attrition reports, MIS reports, Ad-hoc HR reports on selected parameters for defined users
- Option for external system integration through FTP or any other mechanism
- Option for uploading bulk changes in the system
- Option for generate and update Electronic Personnel File

4.5 Employee Self Service (ESS)

- Web based & Mobile both
- Facility for employees to
 - Update their personal data
 - View leave balance, apply for leave with an approval framework
 - Apply for HR bona-fide letters with an approval framework
 - Manage goals / Key Responsibility Areas (KRA) and self-assessment with an approval framework
 - View / download archived historical documents, such as, but not limited to, appraisal letters, R&R letters, promotion letters etc.
 - Apply online resignations with approval framework
- Leave & Attendance
 - Option to upload documents in leave management
 - No leave to be applied on negative leave balance
 - Track time and attendance with ease
- Option for admin to update HR policies on the ESS
- Option to download user manuals to understand the process workflow of the system
- Auto reminders for pending actions on a periodic basis
- Provision to insert link to other internal / external portals
- Self-evaluation

4.6 Manager Self Service (MSS)

- Web based & Mobile both
- Approval framework to be incorporated for Managers in
 - Vacancy Management
 - Creating requisitions for hiring
 - Online candidate assessment
 - Leave & Attendance
 - Approval / rejection of leave requests
 - Confirmation
 - Approve / reject confirmation forms
 - Performance Management System (PMS)
 - Goal approval and assessment during the performance cycle
 - Bell Curve Dashboard feature
 - Goals cascading feature
 - Manager evaluation

- Skip approval
- e. Compensation Management
 - Increment inputs for subordinates
- f. Exit management
 - Resignation approval / rejection
 - Option to change Last Working Day
 - Online clearance
- iii. Auto reminders for pending actions on a periodic basis
- iv. Option to download reports, such as but not limited to, leave, attendance, PMS for their sub-ordinates
- v. Option to download user manuals to understand the process workflow of the system

4.7 Annual Operational Plan (AOP) Management

- i. Overall headcount basis function, sub function, designation-career level
- ii. Flexibility for
 - a. addition/deletion/update variable field for a position code
 - b. addition/deletion/update required nos. for position codes from backend
 - c. addition/deletion/update of position codes from backend
- iii. Each position code to be mapped with one employee code
- iv. Maintain an audit trail for changes in AOP management
- v. Linkage with the vacancy management (the gap should be appropriately reduced on offer made)
- vi. Availability of Dashboards & Reports
- vii. Availability of RAG (Required-Available-Gap)
- viii. Ad-hoc reports generation

4.8 Hiring Management System

- i. Requisition to be raised by defined users which are managed by Admin
- ii. Approval workflow to be in place
- iii. Recruiter would have to access to update the vacancy (position code / details). It should be linked with AOP Admin approval.
- iv. Recruiter will select the sources of hiring & second level of source (Company Internal Website/Company External Website)
- v. Application short listing feature (based on keyword) to be in place
- vi. Interview scheduling feature on multiple levels and tagging of assessors by admin
- vii. Online feedback & selection from assessors should be available
- viii. Online offer generation & offer acceptance
- ix. Online pre-boarding & document collection after offer acceptance along with the facility for uploading the documents on the system
- x. Recruiting Dashboard
- xi. Automated mailers at various stages of hiring
- xii. Duplicity check of profiles
- xiii. Candidate experience survey
- xiv. Assessments to be triggered basis defined roles
- xv. Reference check facility should be available

4.9 On-boarding

- i. Online on-boarding & employee code generation - conversion from candidate to employee
- ii. Employee code to be automatically generated and sent to identified stakeholders
- iii. Trigger mail alert to defined users for employee joining on the day of joining
- iv. System to give alert in case no resignation acceptance from previous employer
- v. Trigger from system to all stakeholders in case of change in date of joining
- vi. Trigger conversion from candidate to employee on the date of joining
- vii. Appointment letter generation from the system with digital signature and sent to employee over email and stored in employee's online file. Acceptance by the employee on system. Management Information System (MIS) to be generated
- viii. Auto trigger intimations to all stakeholders in cases of "No show"

4.10 Leave & Attendance

- i. To be linked with ESS for employees
- ii. Swiping system/biometric/geo-tagging to maintain daily logs of ins and outs of employees
- iii. Integration with external system for maintaining attendance details
- iv. Daily logs from swiping system to be ported on HR system for marking attendance
- v. Option to upload logs from external systems through File Transfer Protocol (FTP) or any other mechanism
- vi. Alerts to be sent to defined users in-case of any failure to port files onto HR system
- vii. Abscond process to be initiated for employees for consecutive absenteeism
- viii. Availability of option for defined users to apply leave on behalf of employees
- ix. Auto reminders to be sent to employees who have not marked the attendance
- x. Monthly reminders through mails for consolidated absents for the month
- xi. Feature to change the yearly leave calendar from front-end
- xii. Feature to change the holiday calendar for employees
- xiii. Auto tagging of holidays for new joined employee
- xiv. Upload facility for location wise holiday calendar
- xv. Carry forward of leaves to be populated automatically
- xvi. Change of carry forward of leaves rules to be available at front end
- xvii. Leave type creation flexibility at frontend
- xviii. Monthly mail to be sent to employees for leave balance
- xix. Option for vacation rules including rest and recreation leave, acquired compensatory leave
- xx. Leave allocation on the basis of Date of Joining
- xxi. Access to leave + attendance to identified users and managers from their respective locations
- xxii. Option for movement application and approval
- xxiii. Feature to add/change the roster, event declaration, staff notice and auto adjustment of leave
- xxiv. Reports & Dashboards:
 - a. Monthly attendance report including ins and outs and total Hours for all employees
 - b. Master roll report for all employees for a given month
 - c. Leave encashment report to be shared with defined users
 - d. Leave balance report for active and exited employees
 - e. Location wise holiday list report
 - f. Leave transaction reports

4.11 Confirmation

- i. Option for admin to define
 - a. Online approval workflow
 - b. Due date and period basis the policy of the organization
 - c. Assess to identified users
- ii. Auto generation of online confirmation form before 15 days of due date of confirmation
- iii. Automated confirmation letter generation & email with digital signature
- iv. Auto storing of the confirmation letter in the employee's online file.

4.12 Performance Management System (PMS)

- i. Option to update performance cycle duration (Full Year/H1/H2)
- ii. Option to choose a set of employees for whom a particular cycle will be available
- iii. Option to update rating scale, type of ratings & bell curve
- iv. Goal setting for all employees at the beginning of the year and auto creation for new joiners throughout the year in line with their role
- v. Creation of Goal library – option to add / delete / update in bulk performance cycle wise
- vi. Creation of goal-based role of the incumbent
- vii. Option to add/delete/update goal structure (type/measure/weightage etc.)
- viii. Option to upload goals by super user for certain roles
- ix. Option to auto add guiding principles/behaviors as defined for different levels
- x. Self-assessment by the employees and submission for approval
- xi. Manager to give rating & complete manager evaluation
- xii. Skip to approve
- xiii. Performance Sheet archives employee wise year on year basis
- xiv. Bulk letter creation & email with digital signature

- xv. To be linked with ESS for employees
- xvi. To be linked with MSS for managers
- xvii. Excel upload of final approved ratings by super user. Ratings & comments to be visible to employees only post upload of final rating.
- xviii. Once the super user uploads the rating, the same needs to replace the rating given by manager.
- xix. Auto mailers/reminders to be generated through system
- xx. Function Heads/Managers to see the status for their employees
- xxi. Capture recommendations for training and development
- xxii. Capture and process the recommendations for rewards such as merit increases, bonus, promotion, etc.
- xxiii. Capture poor performance and correction actions, provide periodic alerts as needed
- xxiv. Include a template and workflow for underperformance and Performance Improvement Plan
- xxv. Provide opportunity for multi-rater feedback to capture the strengths and weaknesses as assessed by peer groups, other managers, subordinates, and external stakeholders, allowing direct inputs from outsiders.
- xxvi. Provide analytical tools to review performance ratings across groups, center wide etc.
- xxvii. Provide automated workflow support for all aspects of performance management and for minimizing administrative overheads and use of paper.
- xxviii. Provide the possibility for integration with project management system for review of achievements and outputs.
- xxix. Provide comprehensive graphical overview for managers to quickly survey departmental key performance indicators (KPI)
- xxx. Capture data from feedback and coaching sessions and manage follow-up
- xxxi. Flexible form designing capability and to maintain a library of forms
- xxxii. Provide line managers tool and authoring aids such as pre-populated, configurable comment helpers and spelling and language sensitivity checkers to help managers avoid using inappropriate terms and to write better appraisals faster
- xxxiii. Send automated reminder notifications to ensure timeliness.
- xxxiv. Support the process for calibration of performance ratings.
- xxxv. Tracking and reporting for employee performance issues/disciplinary actions
- xxxvi. Integrate tracking of compliance to mandatory trainings and orientation in performance appraisal
- xxxvii. Adhoc report to be downloadable

4.13 Compensation Management

- i. Option for managing (add/delete/edit) master compensation structure for employees or set of employees
- ii. Assigning variable / incentive / bonus applicability to employees – individual or bulkupload
- iii. Tracking the change in compensation & variable / incentive / bonus applicability
- iv. Option to upload market benchmarking data
- v. Option to define compensation metrics
- vi. Option to assign access to defined users for respective functions/sub-functions
- vii. Option to upload / manage / track the appraisal budget
- viii. Option for users to update increment inputs
- ix. To be linked with MSS
- x. Bulk letter creation & email with digital signature/s

4.14 Exit Management

- i. Option for employees to apply resignation through system
- ii. Auto checklists for clearance to be opened for defined stakeholders
- iii. Facility for addition-deletion-update of stakeholders for clearance
- iv. Manager to have an option to change the Last Working Day (LWD) for the exiting employee
- v. System should check if the LWD is a working day
- vi. Notice period waiver option with manager with approval framework
- vii. Shortfall of notice period with value to be shown to exiting employee on screen
- viii. Defined user to view all pending clearance tasks on system and option to generate reports
- ix. Auto reminders for delay in closure of clearances
- x. Auto reminders to exiting employees for regularization of their pending leave
- xi. Option for generating relieving letter & service letters with digital signature
- xii. Option for uploading full and final (F&F) documents & Tax slips
- xiii. Option for sending the release letter, F&F sheet and other documents to employee who has exited by email using digital signature
- xiv. In-case of exit of a people manager, the skip manager should be tagged as new manager for applicable employees
- xv. Defined users to be updated with the status of new manager details
- xvi. Online consolidation and calculation of the dues from the clearances

- xvii. Exit interview form to be shared with the employee at a defined frequency and shared with HR

4.15 Query Management System (QMS) – Must have

- i. To be linked with ESS for employees
- ii. Admin to define domain wise escalation matrix
- iii. Auto escalation to next level in case query is not resolved within timelines
- iv. Automated mailers
- v. Any other such feature

4.16 Grievance Management System – Must have

- i. To be linked with ESS for employees
- ii. Feature for anonymous grievance
- iii. Workflow for Service Level Agreement (SLA) based response with escalation matrix
- iv. Automated mailers
- v. Any other such feature

4.17 Disciplinary Action Management – Must have

- i. To be linked with ESS for employees and MSS for managers
- ii. Managers/Skip Managers/HR should be able to issue show cause notice through the system
- iii. Employee should be able to respond
- iv. HR should be able to put entry relating to investigation and outcome if applicable
- v. Automated mailers
- vi. Any other such feature

4.18 Rewards & Recognition Management – Must have

- i. Online R&R platform which is linked with external portals
- ii. Features for employees to accumulate points and redeem
- iii. Any other such feature

4.19 General Features (Must have)

- i. Ability to perform analytics and create ad-hoc customizable reports and dashboards
- ii. Availability of workflow enabled mobile app (Both IOS & Android)
- iii. Ability to feed transaction & summary level (People, Time, Geography, Department, etc.) data into external system, preferably a Business Intelligence Framework (BI framework) (into data warehouse using ETL)
- iv. Provide options to utilize hierarchy setup for SSO integration & report level filtrations into external BI systems
- v. Industry standard utilization of table/attribute construct (ACORD preferably) of data base
- vi. Ability to import and store historical data from existing legacy systems (different) and compatibility with old systems
- vii. Vendor support for data extraction /integration with EDW etc. and Single Point of Contact (SPOC) for MIS/BI related issues

4.20 Managed Services (Must have)

Availability of SLA based onsite / offsite support for admin users / employees

4.21 General Information

1. TIB reserves the right to audit the process, premises and manpower of the Service Provider at any point of time without any prior notice.
2. The service provider shall indemnify TIB against any acts of fraud committed by its staff/ vendor staff
3. The working hours and days for each Competent Personnel will be set by TIB during migration and implementation.
4. Billing Cycle will be monthly/ quarterly.
5. If the bidder provides any incorrect/wrong information during the bidding process and the project suffers due to the same, then TIB can take appropriate action against the bidder, to recover the damage.

Note: For any feature wherein additional cost/license is involved, please mention in the Deviation and capture Cost separately in Price bid.

5. FUNCTIONAL REQUIREMENT

The online system must meet TIB's key functional requirements as below.

Functional requirement		Importance
1	The system must be online, and web based and supported by a large variety of browsers without installation of plug-ins.	Must
2	The system is expected to be intuitive, documented, and user-friendly for both users and administrators.	Must
3	The system must be hosted externally , with secured storage and access to data.	Must
4	Data in the system will remain the property of TIB and database will be accessible to TIB if needed (such as through SQL request)	Must

6. EXPECTED OUTPUTS AND DELIVERABLES

The work will commence on the 11th November 2020 and be finalized by the 30th of April 2021. Below are the expected outputs and deliverables of the assignment:

No.	Milestone	Outputs / Deliverables
1	Inception report	Inception report-approach, work-plan and timeline on how the firm will deliver and conclude the assignment.
2	Job portal (live and fully functional)	Job portal deployed
3	Proctoring solution (live and fully functional)	Proctoring solution deployed
4	Roadmap/Plan on system design and function	Conceptualize HRMS system
5	Develop HR management modules (front and back-ends)	Fully function HR management system developed and ready to go live
6	Train staff on "how to effectively use" the HR management system	Deliver training on how to use the system and provide follow up technical and troubleshooting support
7	HR Management System (live and fully functional)	HR management system deployed on server and all bugs resolved.

Reporting

All documents, software (coding) and hardware generated or purchased under this service agreement will be the proprietary right (owned) by TIB.

No.	Outputs / Deliverables	Target Due Dates
1	Inception report	15 th November 2020
2	Job portal (1. Application solution 2. Sorting solution)	15 th December 2020 and 31 st December 2020
3	Proctoring solution	15 th January 2021
4	Roadmap/Plan on system design and function	15 th February 2021
5	Develop HR management system	15 th April 2021
6	Trainings successfully delivered	20 th April 2021
7	HR Management System (live and fully functional)	30 th April 2021