Open E-Tender No: NMRC/IT/2024/340"Engagement of System Integrator for Implementation,Migration and Management of HRMS, Email Services & Website for NMRC

Pre Bid meeting Date: 09.09.2024 (11:30 Hrs)
Place : Conference Room , Noida Metro Rail Corporation Ltd ,Sec-29 Noida -201301

1. M/s XtraNet Technologies Pvt. Ltd.

S.No	Clause No.	Existing Provision of RFP	Query Received	Clarification by NMRC
1	3.3.1 Earnest money deposit(EMD)	3.3.1 Earnest money deposit(EMD) a. The tenderer shall furnish, as part of its e-Bid, an e-Bid security/ EMD as stated in Data Sheet in form of RTGS/NEFT only in favor Noida Metro Rail Corporation Limited in the A/c No. mentioned in Data Sheet. The scanned copy of RTGS/NEFT receipt of Security/ EMD with transaction Id certified by the same bank must be enclosed along with the e-Bid. Tender without Earnest Money in the prescribed form, will not be accepted.	Request to department kindly allow EMD in Bank Guarantee form also.	No Change in RFP Conditions
2	4. Section 4: Eligibility, Evaluation and Selection Process	b. The Bidder should have a minimum experience of having satisfactorily and successfully completed similar works during last 7 (Seven) years period ending last day of month previous to the one in which the bids are invited should be either of the following: i. One similar completed work costing not less than the amount equal to Rs.1.14 Crore (Rs One Crore Fourteen Lakh Only) OR ii. Two similar completed works each costing not less than the amount equal to Rs.71.23 Lakh (Rs Seventy One Lakh Twenty Three Thousand only) OR iii. Three similar completed works each costing not less than the amount equal to Rs. 56.98 Lakh (Rs Fifty Six Lakh Ninety Eight Thousand Only) Definition of Similar Works- "Design, development, Implementation of web based HRMS Software Application/ project and GIGW (Guidelines for Indian Government Websites and Apps) based Website development work in any Government/Government Undertaking / PSU" AND "Providing Datacenter management/Cloud Services in any Government Department /Government Undertaking/PSU Sector."	b. The Bidder should have a minimum experience of having satisfactorily and successfully completed similar works during last 7 (Seven) years period ending last day of month previous to the one in which the bids are invited should be either of the following: i. One similar completed work costing not less than the amount equal to Rs.1.14 Crore (Rs One Crore Fourteen Lakh Only) OR ii. Two similar completed works each costing not less than the amount equal to Rs.71.23 Lakh (Rs Seventy One Lakh Twenty Three Thousand only) OR iii. Three similar completed works each costing not less than the amount equal to Rs. 56.98 Lakh (Rs Fifty Six Lakh Ninety Eight Thousand Only) Definition of Similar Works- "Design, development, Implementation of web based HRMS Software Application/ project/ **any software Application** and GIGW (Guidelines for Indian Government Websites and Apps) based Website development work in any Government/Government Undertaking / PSU" AND "Providing Datacenter management/Cloud Services in any Government Department /Government Undertaking/PSU Sector."	No Change in RFP Conditions
3	4. Section 4: Eligibility, Evaluation and Selection Process	b. The Bidder should have a minimum experience of having satisfactorily and successfully completed similar works during last 7 (Seven) years period ending last day of month previous to the one in which the bids are invited should be either of the following: i. One similar completed work costing not less than the amount equal to Rs.1.14 Crore (Rs One Crore Fourteen Lakh Only) OR ii. Two similar completed works each costing not less than the amount equal to Rs.71.23 Lakh (Rs Seventy One Lakh Twenty Three Thousand only) OR iii. Three similar completed works each costing not less than the amount equal to Rs. 56.98 Lakh (Rs Fifty Six Lakh Ninety Eight Thousand Only) Definition of Similar Works- "Design, development, Implementation of web based HRMS Software Application/ project and GIGW (Guidelines for Indian Government Websites and Apps) based Website development work in any Government/Government Undertaking / PSU" AND "Providing Datacenter management/Cloud Services in any Government Department /Government Undertaking/PSU Sector."	Please confirm that similar experience meanse one project which includes the web based HRMS Software Application, GIGW based Website development work and Datacenter management/Cloud Services. OR bidder can submit the similar experience of any one mentioned above.	No Change in RFP Conditions

4	4.3.1(4)	The bidder should have experience of Onsite deployment IT manpower in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year. For >1 Project &<= 3 Project:05 Marks For >3 & Above: 10 Marks Work order with Completion certificate from the client department	**As current financial year i.e 24-25 is ongoing so requesting to please consider the work experience from previous financial years only and allow the IT manpower experience from seven years.** The bidder should have experience of Onsite deployment IT manpower in any Central/State Government / Government Undertaking / PSU Sector in last **Seven** financial years ~~including current financial year.~~ For >1 Project &<= 3 Project:05 Marks For >3 & Above: 10 Marks Work order with Completion certificate from the client department	Refer Corrigendum-1
5	4.3.1(5)	The bidder should have experience of managing, configuring and installing servers in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year For >1 to 3 Project:05 Marks For >3 Above: 10 Marks Work order with Completion certificate from the client department	**As current financial year i.e 24-25 is ongoing so requesting to plaese allow the work experience from previous financial years and also allow the experience of managing, configuring and installing servers from private client also.** The bidder should have experience of managing, configuring and installing servers in any Central/State Government / Government Undertaking / PSU**/Private** Sector in last **Seven** financial years ~~including current financial year~~ For >1 to 3 Project:05 Marks For >3 Above: 10 Marks Work order with Completion**/Phase completion** from the client department	Refer Corrigendum-1
6	4.3.1(6)	Bidder must have experience of security audit form Cert-IN Empanelled agencies in last three financial years including current financial year: 5 Project = 3 Marks 6 to 10 Projects = 5 Marks Above 10 Project = 10 Marks	**The asked project count of experiecne of scurity audit of application is high, requesting to please reduce it and allocate the marks as under.** Bidder must have experience of security audit form Cert-IN Empanelled agencies in last **seven** financial years ~~including current financial year:~~ 1 Project = 3 Marks 2 Projects = 5 Marks 3 Project = 10 Marks	Refer Corrigendum-1
7	4.3.1(8)	The bidder should have experience of HRMS Solutions in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year For >1 to 3 Project:05 Marks For >3 Above: 10 Marks Work order with Completion certificate from the client department	**As current financial year i.e 24-25 is ongoing so requesting to please consider the work experience from previous financial years only.** The bidder should have experience of HRMS Solutions in any Central/State Government / Government Undertaking / PSU Sector in last **Seven** financial years ~~including current financial year~~ For >1 to 3 Project:05 Marks For >3 Above: 10 Marks Work order with Completion**/Phase completion** certificate from the client department	Refer Corrigendum-1
8	4.3.1(9)	The bidder should have experience of GIGW (Guidelines for Indian Government Websites and Apps) based website development/designing work in any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year For >1 to 3 Project:03 Marks For >3to 5 Projects: 05 Marks For >5 Above: 10 Marks	**We request to please allow the website development experience form previous 7 years and allocate the marks as under:** The bidder should have experience of GIGW (Guidelines for Indian Government Websites and Apps) based website development/designing work in any Central/State Government / Government Undertaking / PSU Sector in last **ten** financial years ~~including current financial year~~ **For 1 Project:03 Marks** **For 2 Projects: 05 Marks** **For 3 Projects: 10 Marks**	Refer Corrigendum-1

9	2.4.2.3	2.4.2.3 Annexure-A (KEY DATES LINKED TO PAYMENT MILESTONE)	**As hardware component needs to be purchased by OEM and its not the part of the service so requesting to please release the hardware payment seperatly as under:** 1. Supply of hardware at NMRC premises-80% of hardware cost 2. Installation and configuration of hardware - 20 % of hardware cost	No Change in RFP Conditions
10	2.3 Scope of Work	NMRC currently is having its various applications run and managed by third parties and some of which are on cloud. These applications include HRMS (Human Resource Management Software) and NMRC Website Management which are on cloud based model and are currently managed by third party. Apart from it NMRC is having its own E-mail server in house and is managed by NMRC.	Request you to department kindly provide the list of legacy applications along with technology stack and details of Database along with total data size that need to be migrated on new solution.	HRMS : Dot Net (Data base 150 GB Approx) NMRC Website : MVC Dot net (DataBase : 50 GB approx.),
11	2.3 Scope of Work	NMRC currently is having its various applications run and managed by third parties and some of which are on cloud. These applications include HRMS (Human Resource Management Software) and NMRC Website Management which are on cloud based model and are currently managed by third party. Apart from it NMRC is having its own E-mail server in house and is managed by NMRC.	Please confirm that old application will be discarded after implementation of new system or bidder need to enhance/develop the required feature in existing application.	As per RFP Conditions
12	2.3 Scope of Work	NMRC currently is having its various applications run and managed by third parties and some of which are on cloud. These applications include HRMS (Human Resource Management Software) and NMRC Website Management which are on cloud based model and are currently managed by third party. Apart from it NMRC is having its own E-mail server in house and is managed by NMRC.	Please share the technology stack with OEM/vendor details.	Already covered at S. No 10
13	General	DR	Kindly confirm- 1. DR is also part of the RFP or not ? 2. If yes, where is it need to set up on-premises or cloud ? 3. It should be Active -Active (100 % mirror image)or Active -Passive 50 % mirror image)of DC ?	Presently DR is not planned at this stage.However redundancy at Server level is required.
14	General	Onsite Manpower work station	Who will provide the Work station (laptop/desktop, Internet etc.) to the onsite Technical support executive.	Please refer RFP
15	General	Number of users	Please provide the total no. of users for Application and no of concurrent users also for the same (module wise if possible)	Approx 600 users
16	General	Training	Please provide the details of total number of users for training and size of batches	Approx 600 users

2. M/s Oasys Cybernetics Pvt. Ltd

S.No	Clause No.	Existing Provision of RFP	Query Received	Clarification by NMRC
1	E. User Training and Support:	☐ Provide ongoing training for HR staff and system users to ensure they are familiar with the HRMS features and functionalities. Training when and as required by NMRC officials.	a) How many users are to be trained ? B) What will be the frequency for the ongoing process ? C) Will training be held at multiple locations and would it involve travel ? D) What are the levels of training required ?	Approx 600 users
2	F. Integration with Other Systems:	☐ Ensure seamless integration with other organizational systems, such as payroll, time and attendance, and benefits administration. ☐ Update integration protocols when necessary to accommodate changes in other systems.	a) What are the systems to be integrated ? B) Will the department share the APIs for integration ?	Refer RFP Document
3	L. Additional Development ☐ Payroll, GPF, Gratuity	☐ Employee Record (List, Updating, Print) ☐ Code Updating ☐ Pay Roll System ☐ Report Printing & Query ☐ DA Arrear ☐ GPF ☐ Bonus ☐ Head wise reports (Monthly, Quarterly, Yearly or Custom Date) ☐ Leave ledger ☐ Retirement Benefits ☐ Last Pay Certificate (in case of Transfers) ☐ Employee Loans and Advances ☐ Income Tax Computation, Form 16, etc ☐ Gratuity Module ☐ Claim Settlement Reports ☐ Any other relevant task	a) What are the modules existing at present ? B) Will there be additional modules required ? C) Will the functionality for the modules be general ? In case of specific requirements, need the functionality details.	A) Existing HRMS has Appraisal, Medical Bills, Leaves, Payroll, Salary, Claim Settlement Modules etc. B) Additional Modules could be developed as per the need of the organization on mutually agreed terms and conditions. C)Refer RFP Document
4	2.4.2.3 Annexure-A (KEY DATES LINKED TO PAYMENT MILESTONE)	02 Demonstration of Proto Type Software and deployment of Man Power at NMRC premises 30-45 days 10%	a) The SRS timelines are not mentioned ? Need to understand the timelines for SRS.	Refer RFP Document.
5	2.4.2.3 Annexure-A (KEY DATES LINKED TO PAYMENT MILESTONE)	03 Migration of NMRC Website, HRMS Solution and email solution 70-90 Days 20%	a) Need to understand the volume of data to be migrated. B) Will data cleansing be required ?	A) The estimated volume of data for migration is as follows: NMRC Website: 50 GB approx. HRMS: 150 GB approx. Email Solutions: 50 GB approx. Please note that these volumes may increase during the migration process. B) No.
6	2.4.2.3 Annexure-A (KEY DATES LINKED TO PAYMENT MILESTONE)	04 Development of Software / Applications for HMRS, NMRC Website, Email Services & its demonstration to NMRC 100- 120 days 20%	a) The time line mentioned are from the start T+100 days or it is from the previous timeline of Migration to development ? If it is 100 days from Migration then it is fine, but if it is 100 days after migration then it is very less as it leaves only 10-30 days time.	Refer RFP Document
7	2.13 SCOPE OF WORK DURING CAMC. The CAMC service will include:	2.13.10 Contractor will maintain and operate round the clock mobile no for fault reporting and communication.	a) What is the peek hours and off peek hours ?	peak hours and non peak hours is not mentioned in existing clause of RFP

This Minutes of Meeting is to be Stamped and signed by all prospective Bidders and will be part of Bid Submission