

**REQUEST FOR PROPOSAL (RFP)  
FOR  
“DESIGN, DEVELOPMENT AND IMPLEMENTATION OF HUMAN RESOURCE  
MANAGEMENT SYSTEM (HRMS) FOR THE MEDICAL COLLEGES OF ASSAM UNDER  
MEDICAL EDUCATION & RESEARCH DEPARTMENT, GOVT. OF ASSAM”**

**Reference No: AHIDMS/HRMS/42/2022**

**Dated: 30/11/2022**

**Issued by:**  
O/o Project Director,  
Assam Health Infrastructure Development & Management Society (AHIDMS),  
4<sup>th</sup> Floor, Nayantara Super Market, Sixmile  
Guwahati-781022

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Disclaimer: This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their applications pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at in relation to the Consultancy that may not be accurate. The Authority may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

**NOTICE INVITING PROPOSAL**  
**GOVERNMENT OF ASSAM**  
**ASSAM HEALTH INFRASTRUCTURE DEVELOPMENT AND MANAGEMENT SOCIETY (AHIDMS)**  
**4<sup>th</sup> Floor, Nayantara Supermarket Complex, Sixmile, Guwahati - 781022**

Email: [pd-ahidms@assam.gov.in](mailto:pd-ahidms@assam.gov.in)

Website: [www.ahidms.assam.gov.in](http://www.ahidms.assam.gov.in)

Reference No- AHIDMS/HRMS/42/2022

Dated – 30/11/2022

Office of the Project Director, Assam Health Infrastructure Development and Management Society (AHIDMS), invites RFP from eligible reputed firms for “Design, Development and Implementation of Human Resource Management System (HRMS) for the Medical Education & Research Department, Govt. of Assam

**Key Information & Dates:**

<b>Date of issue of RFP</b>	01.12.2022
<b>Due date and time for submission of Pre-bid meeting queries in writing vide E-mail.(Pls give both excel and PDF)</b>	15.12.2022 till 14:00 Hrs E-mail: <a href="mailto:pd-ahidms@assam.gov.in">pd-ahidms@assam.gov.in</a>
<b>Pre-Bid Meeting</b>	15.12.2022 at 15.00 Hrs <b>Venue:</b> O/o Project Director, AHIDMS Society, 4th Floor, Nayantara Supermarket, Sixmile, Guwahati – 781022
<b>Last date and time of Proposal submission (Online)</b>	10.01.2023 till 11:00 Hrs
<b>Date &amp; Time for opening of technical proposal</b>	After 2 hrs from last date and time of bid submission.
<b>Date &amp; Time for opening of financial proposal</b>	To be notified once the technical proposal evaluation is complete.
<b>Address for Communication</b>	O/o Project Director, AHIDMS Society, 4th Floor, Nayantara Supermarket, Sixmile, Guwahati – 781022 Email :- <a href="mailto:pd-ahidms@assam.gov.in">pd-ahidms@assam.gov.in</a> <a href="http://www.ahidms.assam.gov.in">Website : www.ahidms.assam.gov.in</a>
<b>Tender Fee</b> (non-refundable)	<b>Rs 2,000/- (Rupees Two Thousand)</b> only in the form of online via e-portal <a href="https://assamtenders.gov.in">https://assamtenders.gov.in</a>
<b>Bid Security/EMD</b>	<b>EMD: Rs. 2,00,000/-</b> EMD shall be deposited through Online in e-tender portal i.e, <a href="https://assamtenders.gov.in">https://assamtenders.gov.in</a>

**Note:**

- (i) The above timelines are indicative, and AHIDMS reserves the right to change the timelines as per the requirement.
- (ii) In the event of any of the above-mentioned dates being declared as a holiday for the Proposal Inviting Entity then the event or activity shall be postponed to the next working day at the appointed time

- (iii) All applicants must furnish Bid Security and Tender Fee of the amount and in the manner as asked for. Proposal without Bid Security & Tender Fee shall be liable for rejection summarily.

**Sd/-**  
**Project Director,**  
**AHIDMS, Assam**

The RFP / proposals must be submitted within given timeline online through Public Procurement Portal (eProcurement) (<https://assamtenders.gov.in/nicgep/app>) in two bid system (Technical and Commercial Bid) separately along with company profile, clients' list. The detailed scope of work, terms & conditions and application form can be downloaded from <https://assamtenders.gov.in> & <https://www.ahidms.assam.gov.in>.

Applicants meeting the qualification criteria may be invited for presentation / proposal before the committee.

AHIDMS reserves the right to cancel this request for RFP and/or invite afresh with or without amendments, without liability or any obligation for such request for RFP and without assigning any reason. Information provided at this stage is indicative and AHIDMS reserves the right to amend/add further details in the RFP.

AHIDMS invites Request for Proposal (RFP) from autonomous Body/PSUs or firm/ company/ partnership/proprietorship firm for "Design, Development and Implementation of Human Resource Management System (HRMS) for the Medical Education & Research Department, Govt. of Assam".

The RFP Document contains the details of qualification criteria, submission requirement, brief objective & scope of work and method of evaluation etc.

## **1. BACKGROUND:**

Assam Health Infrastructure Development & Management Society (AHIDMS) has been created under Medical Education & Research Department, Govt. of Assam, with the principal goal to function as an apex autonomous body of the Government of Assam for planning, monitoring, coordination and/ or implementation of projects funded by JICA or any other externally financed /aided or by any other source in the Medical Education & Research Department sector as may be authorized by the Government of Assam from time to time. The society is registered under the Societies Registration Act 1860 with the registration no RS/KAM (M)/263/Z/511 of 2021-2022.

The Society is headed by a Governing Body chaired by Hon'ble Minister Health & Family Welfare and having Senior Secretaries from all concerned department like Health, Finance, T & D, PWD, Power, Rural development, Revenue and PHE and the Executive Committee headed by the Chief Secretary and having representatives from different Directorates/Missions/Corporation of Health department and other departments. The Project Management Unit (PMU) is headed by the Project Director.

The AHIDM Society now intends to develop and implement a Human Resource Management System (HRMS) for the employees working in the Medical Colleges of Assam under the Medical Education and Research Department, Govt. of Assam. The HRMS application will comprise of various modules like Employee Master Management, Leave Management, Training Management,

Payroll Management, Electronic Service Record Maintenance, MIS reports for management/admin etc. Presently, there are 9 medical colleges in Assam viz, Gauhati Medical College & Hospital, Guwahati (GMCH); Assam Medical College Hospital, Dibrugarh (AMCH); Silchar Medical College & Hospital, Silchar (SMCH); Jorhat Medical College & Hospital, Jorhat (JMCH); Fakhruddin Ali Ahmed Medical College & Hospital, Barpeta (FAAMCH); Tezpur Medical College & Hospital, Tezpur (TMCH); Diphu Medical College & Hospital, Diphu (DMCH), Lakhimpur Medical College & Hospital, Lakhimpur (LMCH) and Dhubri Medical College, Dhubri. The HRMS would include all the technical and non-technical staff of all the Medical Colleges of Assam. It will also have the scope to add the employees for the upcoming Medical Colleges of Assam. Presently, there are approximately 7000 employees under the different medical colleges of Assam. The number of employees may subsequently increase to 10000 approximately.

### **AIMS & OBJECTIVES:**

The primary objective of the work is to develop and implement a Human Resource Management System for the Medical Colleges of Assam under Medical Education & Research Department, Govt. of Assam. In the current scenario, there is no system to capture the employee profiles of the Medical Colleges of Assam and hence no electronic database is maintained for the employees. This has caused lot of difficulties in fetching employee data whenever required and the entire process is carried out through a tedious manual process.

By developing a Human Resource Management System (HRMS), it would enable the management of several HR functions through the use of Information Technology. An HRMS aims to improve the productivity and efficiency of the business through the automation of manual and repetitive tasks.

In order to have a better control on the employee's data and minimize the manual activities, AHIDMS aims to develop a Human Resource Management System (HRMS) for the employees of Medical Colleges under the Medical Education & Research Department, Govt. of Assam.

## **2. RFP PROCESSING FEES:**

A non-refundable processing fee as mentioned in key information section.

**Bids received without RFP processing fees and EMD shall be liable to get rejected.**

## **3. VENUE & DEADLINE FOR SUBMISSION OF PROPOSAL:**

Proposal, in its complete form in all respects as specified in the RFP, must be submitted online on portal at the address specified herein earlier. Under exceptional circumstances and at its discretion, AHIDMS may extend the deadline for submission of proposals by issuing an amendment, to be made available on portal, in which case all rights and obligations of AHIDMS and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

#### 4. VALIDITY OF OFFER:

The offer for RFP as per this document shall be valid for a period of 180 days initially which may be extended further, if required.

#### 5. TERMS OF REFERENCE:

The detailed terms of reference are enclosed at (**Annexure-I**)

#### 6. INSTRUCTIONS TO BIDDERS:

Request for Proposal is to be submitted online on Assam State Public Procurement Portal (eProcurement) in the manner prescribed below: -

The RFP / proposals must be submitted online through Public Procurement Portal (eProcurement) (<https://assamtenders.gov.in>) in two bid system (Technical and Commercial Bid) separately along with company profile, clients' list. The detailed scope of work, terms & conditions and application form can be downloaded from <https://assamtenders.gov.in/nicgep/app> & <https://www.ahidms.assam.gov.in>.

All information as detailed below is to be submitted (Two bid system, Technical & Financial) in the Portal (eProcurement).

Bidders are expected to examine all instructions, forms, terms and other details in the RFP document carefully. Failure to furnish complete information as mentioned in the RFP document or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

#### 7. ELIGIBILITY CRITERIA:

Sl. No.	Eligibility Criteria	Supporting Compliance document
1.	The applicant could be an autonomous Body/PSUs or firm/ company/ partnership/proprietorship firm registered under the Indian Companies Act/partnership Act and who have their registered offices in India.	Copy of Certificate of incorporation and Partnership Deed, if any
2.	Firm should be in the business of providing similar HRMS for at least 5 years as on 31/3/2022.	Certificate by Company Secretary of the Bidder's organization or from director or from Practicing CA.
3.	Firm should not have incurred loss(es) in any of the last 3 consecutive Financial Years (FY 2018-19 & 2019-20, 2020-21)	Format-5 to be certified & validated by Chartered Accountant (CA) of the bidder's organization
4.	Bidder should have an annual turnover of Rupees 7 cores in any of the last 3 consecutive financial Years (FY 2018-19, 2019-20, 2020-21) from only consultancy Services	CA certified document with name of CA registration number, signature and stamp

	rendered in India	
5.	Bidder must have experience of Development of HRMS for 3 different Government/PSU organizations in last 10 years	1. Completion certificate or Satisfactory certificate from client 2. Work order copies
6.	The consultancy firm should possess CMMI level 3 onwards certification	Copy of Certificate to be enclosed.
7.	The Bidder should not have abandoned any work in the last five years; should not be blacklisted; should not have had any of its contracts terminated for failure to perform; should not have suffered from bankruptcy / insolvency or been a subject of any legal proceedings for these matters; should not have been involved in frequent litigations in the last five years.	Certificate signed by the Authorized signatory and self-attestation certificate
8.	PAN No. / Service Tax Registration Certificate	Copy of Certificate to be enclosed.

Following will be the minimum eligibility criteria. Each participating firm should possess all the following eligibility criteria.

**b) Additional Criteria:**

1. Proposed solution of bidders should preferably be open-source solutions.
2. The bidder is expected to develop the solution in Agile Methodology
3. Proposed solution to come with complete transparency including the Source Code for Customization.
4. The proposed application to be multitenant and multi-location structured and the policies can be globally and locally managed for all the required functions and processes.
5. The Bidder should also have SLA based 24/7 x 365 days' support center located in India with minimum 75+ support team members.
6. The proposed bidder should be ready to deploy additional manpower during the deployment phase.
7. Selected bidder shall deploy manpower at Guwahati and project locations as & when required beyond 3 months from the date of 'Go Live'.

**Note: Responses not meeting the minimum eligibility criteria will be rejected and will not be evaluated further and no communication will be entertained in this regard.**

**c) The Bidder represents and warrants that:**

- a. All information provided in response to the RFP is true and accurate in all aspects as on the date of submission of the Bid and if post the procurement of the Bid, any circumstances occur which would render any such information inaccurate, the Bidder shall immediately inform the Client and the Service Receiver about the same;
- b. No additional permit, consent or approval or of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party or any other entity or person whatsoever is required by the Bidder, except for listed ones which have or will be duly obtained;



- c. It has exercised due diligence, and sought and obtained all required information including details of the infrastructure and connectivity available at each center and satisfied itself about all matters required for submitting a Bid under the RFP;
- d. It will not be relieved of any of its obligations under the Definitive Agreement, as a result of (i) its failure to review the RFP, or any definitive documents; or (ii) its failure to request from the Client any information or documents that as an experienced solution provider it should have otherwise requisitioned;

#### **8. TIME PERIOD:**

The Service Provider Agencies' (SPA) services shall commence with effect from the date of issue of the work order. The HRMS portal should be made live within 6 months from the date of issue of work order. The SPA should be liable to provide post implementation support to all the implementing agencies up to 5 years from the date of final implementation of the portal.

#### **9. PERFORMANCE SECURITY/PERFORMANCE BANK GUARANTEE:**

Successful bidder need to submit 5% of quoted amount as performance security in the form of Bank Guarantee/FDR/DD/NEFT in the name of Project Director, AHIDMS. Initial validity, at the time of contract for the purpose of contracting shall be 70 months from the date of award of contract.

#### **10. EXECUTION OF SLA:**

The successful bidder should execute Service Level Agreement (SLA), which would include all the services and terms and conditions of the services to be extended and as may be prescribed by the society.

#### **11. EVALUATION CRITERIA AND METHOD OF EVALUATION:**

- i Screening of RFPs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- ii RFP will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and presentation / proposal to the selection committee whose decision will be final.
- iii Agencies who qualify as per the minimum eligibility conditions shall be invited to make a presentation to a committee show-casing their proposal and brief about execution strategy with proposed manpower, financial and operational planning. Firm need to submit details for scoring and eligibility criteria including CVs of team and details for Approach & Methodology. Once pre-qualification is done, firms meeting minimum eligibility criteria shall be called to present their approach & methodology, infra, manpower, operational & financial plan. Accordingly, marks shall be allotted for this section.
- iv AHIDMS will take up references and reserves the right to pay due attention to the Bidder's past performance elsewhere and any past experience or any associated stake holder.
- v Only bidders who meet the eligibility criteria shall be evaluated for scoring purpose. Final selection of the vendor shall be done on the basis of QCBS method. In which 70% weightage shall be given

to the technical and 30% weightages shall be given to the financials.

**vi Technical Scoring Criteria:**

Ref	Criteria	Requirement	Maximum Score
1	<b>Experience in development of HRMS in Govt./PSU in last ten years</b>	a. Minimum 3 such works- 50% b. 4 to 5 such works- 70% c. 6 to 7 such works- 90% d. More than 7 such works- 100%	<b>25</b>
2	<b>Turnover</b>	Average Annual Turnover for last three Financial Years a. Minimum Rs. 7 Cr - 50% b. More than Rs.7 Cr to Rs.10 Cr Years -70% c. More than Rs.10 Cr to Rs.15Cr Years -90% d. More than Rs.15 Cr years- 100%	<b>20</b>
3	<b>CMMI certification</b>	CMMI Level 3 – 50% CMMI Level 4 – 70% CMMI Level 5 and above – 100%	<b>10</b>
4	<b>Proposed approach &amp; Methodology (presentation including manpower, operational &amp; financial plan)</b>	1.Overall execution Strategy – <b>10 marks</b> 2.Timelines – <b>5 marks</b> 3.Planning – <b>5 marks</b>	<b>20</b>
5	<b>User friendliness of existing functional HRMS (Presentation &amp; Testing of different modules)</b>	Bidder need to give demo of their current HRMS Software in front of the committee members 1. Employee Information Management - 4 2. Leave management including Mobile App - 4 3. ACR/Performance report module - 4 4. Attendance & Payroll module - 4 5. MIS/Reports for Admin/Management - 4 6. Any other additional component - 5	<b>25</b>
<b>Total Points Scored</b>			<b>100</b>

\*Bidders, meeting minimum eligibility criteria, shall present the same at AHIDMS. Firm Need to submit details for scoring and eligibility criteria including Approach & Methodology. Once prequalification is done, firms meeting minimum eligibility criteria shall be called to present their approach & methodology, manpower, operational & financial plan. Accordingly, marks shall be allotted for this section. Similarly, the bidders have to demonstrate the existing functional HRMS module developed by the bidder for accessing the user friendliness of the modules.

Minimum 75 marks required to qualify for the next stage. Financial bid shall only be considered if bidder achieves 75 marks or above from above criteria.

Financial bid shall only be uploaded in the e portal only. Financial bid shall contain the details as per annexure II.

For the technical scoring bidders individual score will be converted to given weightage after multiplying with 0.7.

For financial weightage lowest bidder will get 100 score and accordingly other bidders score will be converted into percentile.

Selection method under this tender will be QCBS (Quality cum cost base selection method). 70% weightage shall be given for technical criteria and 30% weightage shall be given to financial bid.

**vii Financial evaluation shall be carried out as under:**

Maximum score (100) being provided to the bidder offering lowest rate (L1). Commercial score =  $(100 * L1) / L$  (Bidders offer).

The contract shall be awarded to the vendor with highest combined score calculated using formula as under:

Combined Score = (technical score assigned to the bidder x 0.7) + (Commercial Score of bidder as per above formula x 0.3)

Example: Vendor A got 95 marks in technical and offers Rs 25, 00,000 in financial bid.

Vendor B got 80 marks in technical and offered Rs 20, 00,000 in financial bid.

Commercial Score of A =  $100 * 20, 00,000 / 25, 00,000 = 80$  Commercial Score of B =  $100 * 20, 00,000 / 20, 00,000 = 100$

**Ranking:**

Combined Score of A =  $(95 * 0.7) + (80 * 0.3) = 90.3$

Combined Score of B =  $(80 * 0.7) + (100 * 0.3) = 86.00$

Contract will be awarded to the vendor A.

**12. MILESTONES PAYMENT TERMS AND TIMELINES:**

Sl.No	Tasks/Activities	Deliverables	Activity Start Timeline from the date of signing the contract (T)	% of Payment
1	Requirement Gathering/Analysis	BRS/URS	T + 30	7
2	Preparation of Product Backlog	Product Backlog with Sprint	T+60	8

		Backlogs with definitive User Stories		
3	Dry Run Sprint	Development time speculation	T + 67	0
4	First Active Sprint	First release of any module/functionality with business value	T+77	0
5	Final Sprint in Sprint Backlogs	First release of the complete HRMS product with all functionalities envisioned in the URS.	T + 187	35
6	System Integration Testing (of the first release of final product) and required fixing and changes, if any	SIT test results conducted on the complete HRMS application. And submission of test reports	T +200	7
7	User Acceptance Testing	UAT shall Start after the First Sprint Review Meeting and shall continue for each incremental release (that is, after each Sprint Review Meeting) .  However, the payment release for this component shall be along with SIT payment.	T + 200	7
8	Hands-on Training of the Department employees on the use of HRMS application	The training should start after the first sprint to enable users for UAT. User manuals on the application and reverse KT checklist Payment along with UAT payment	T + 200	7
9	Security audit for the complete solution from STQC or Cert-IN empaneled vendor	Certified Security audit report	T + 290	9
10	Data entry and digitization	Data entry and digitization	2 months after go-live	10

		of service records of employees of the medical colleges of Assam detailed at but not limited to Annexure III.		
11	Post implementation support	Post implementation support to all the implementing agencies (Medical Colleges of Assam)	Upto 5 years from T + 200. 2% payment will be released at the end of the year based on performance certificate from the head of the Institutions ( Medical colleges where the software solution will be implemented)	10

### 13. LIQUIDATED DAMAGE:

In case of delay in Service Delivery, a Liquidated damage @ 0.2% of the contract price for every 7 (seven) days of delay shall be imposed and the corresponding amount shall be deducted from the bill(s). Maximum penalty will be 10%. Upon reaching 10% penalty, contracting authority may decide for termination of the contract.

### 14. TERMINATION CLAUSE

The tender inviting authority (TIA) after giving 30 days clear notice in writing, expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv), may terminate the Contract after giving reasonable opportunity of being heard to the Service provider.

- (i) If the Service Provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the TIA may subsequently approve in writing.
- (ii) If the Service Provider becomes insolvent or bankrupt.
- (iii) If, because of force majeure, service provider is unable to perform a material portion of the services for a period of more than 30 days: or
- (iv) If, in the judgment of the TIA, the Service Provider is engaged in corrupt or fraudulent practices in implementation.

The Service Provider shall be liable for penalty, either in case of premature termination as per the clause above clause or suo-moto abandonment of the contract by the Service Provider. And in such case the penalty shall be recovered by forfeiture of performance security and full recovery of the payment made till the date of termination.

#### **14. CONFLICT OF INTEREST:**

Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform AHIDMS, detailing the conflict in writing as an attachment to this Bid.

#### **15. CONDITION UNDER WHICH RFP IS ISSUED:**

The RFP is not an offer and is issued with no commitment. AHIDMS reserves the right to withdraw RFP and or vary any part thereof at any stage. AHIDMS further reserves the right to disqualify any bidder, should it be so necessary at any stage.

#### **16. FORCE MAJEURE**

For purposes of this clause, Force Majeure means an event beyond the control of the successful bidder and not involving the bidder's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non-performance or delay in performance. Such events may include, but are not restricted to, acts of the Tender Inviting Entity either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management, and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify client in writing of such conditions and the cause thereof within twenty one days of occurrence of such event. Unless otherwise directed by CLIENT in writing, the bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.

In case due to a Force Majeure event the CLIENT is unable to fulfill its contractual commitment and responsibility, CLIENT will notify the successful bidder accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

Bidder shall indemnify upto the value of contract for any error of contractor or its representative. All claims regarding indemnity shall survive the termination or expiry of the contract. Service provider shall provide indemnity upto total contract value.

#### **17. RESOLUTION OF DISPUTES**

If dispute or difference of any kind shall arise between the Tender Inviting Entity and the bidder in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the bid document, either the Tender Inviting Entity or the bidder may give notice to the other party of its intention to commence arbitration, as provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India.

Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., Guwahati, Assam.

#### Applicable Law & Jurisdiction of Courts

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

All disputes arising out of this bid will be subject to the jurisdiction of courts of law in Guwahati / High Court of Assam.

**FORMAT – 1**  
**PROPOSAL APPLICATION**

To,  
Project Director,  
Assam Health Infrastructure Development & Management Society,  
4<sup>th</sup> Floor, Nayantara Supermarket, Sixmile Guwahati-22

**Sub: Online Submission of “RFP for selection of suitable agency for Design, Development and Implementation of Human Resource Management System (HRMS) for the medical colleges of Assam under Medical Education & Research Department, Govt. of Assam**

Dear Sir/Madam,

In response to the Invitation for Expressions of Interest (RFP) published for the above purpose, we would like to express our interest to carry out the above proposed task. Pls find enclosed following in our proposal:

1. Applicant’s Request for Proposal as per Format-1.
2. Organizational Contact Details as per Format-2.
3. Experience of the organization as per Format-3.
4. List of last successfully completed (3) projects Format-4.
5. Financial strength of the company as per Format-5.
6. Additional information as per Format-6.
7. Declaration as per Format-7.

Sincerely Yours,

Signature of the applicant

[Full name of applicant]

Stamp.....

Date:

Encl.: As above

Note: Upon successful online submission of RFP response on the bidders Portal (e Procurement). A hard copy of authenticated/certified RFP bid document uploaded on portal must be submitted to the AHIDMS office on or before the last date of submission.



**FORMAT-2**

**ORGANIZATION DETAILS**

<b>Sl. No</b>	<b>Particular</b>	<b>Details</b>
1.	Name of Organization	
2.	Main areas of business	
3.	Type of Organization Firm/ Company/ partnership firm registered under the Indian Companies Act/ the partnership Act	
4.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details Thereof.	
5.	Address of registered office with Telephone no. & fax	
6.	Address of offices in i) Guwahati ii) Kolkata iii) All major metro cities	
7	PAN No in the name of Firm	
8	GST Registration No	
9	Empanelment with other Govt. Organizations, if any	
10	Contact Person with telephone no. & e-mail ID	

Signature of the applicant

[Full name of applicant]

Stamp.....

Date:

**FORMAT – 3**  
**EXPERIENCE CRITERIA**

<b>Experience in Related Fields</b>				
<b>Overview of the past experience of the Organization in all aspects related to Human Resource Management System. (Completion certificate or satisfactory certificate with project cost for ongoing project need to be submitted along with the work order.)</b>				
Sl. No.	Items	Number of Assignments during last 10 years	Order Value of each assignment in Lakhs of Rs. (Enclose copy of each Order)	Mention the name of Client/ Organization (Enclosed completion certificates)
1.	Experience of assignments of similar nature including deployment & implementation			
2.	Any projects 100% funded and governed by state or central govt. shall be considered under Government project. Any project funded by Public sector undertaking will be considered under PSU head Experience.			
<p>Decision of Evaluating Committee in ascertaining “similar nature” and “similar assignment” will be final.</p> <p><b>Kindly attach Completion /satisfactory certificate from the clients along with the order copy.</b></p> <p>Signature of the applicant Full name of the applicant Stamp &amp; date</p>				

**FORMAT – 4**

<b>Part – Data as per Eligibility Criteria</b>					
Sl. No	Name of theProject	Area of the project	Cost of theProject	Date of Commencement	Date of Completion
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Signature of the applicant

Full name of the applicant

Stamp & Date

**FORMAT – 5**

**Annual Turnover Certificate**

*(In the letterhead of the CA Firm)*

The Annual Turnover of M/s \_\_\_\_\_ for the past three financial years are given below and certified that the figures as given below are in conformity with the audited statement of accounts and other statutory returns (i.e. Income Tax & GST) and are true and correct

<b>Sl. No</b>	<b>Financial Year</b>	<b>Annual turnover from similar business (Rs. in lakhs)</b>
1	2018-19	
2	2019-20	
3	2020 -21	
<b>Average Annual Turnover</b>		

**The Average Annual Turnover in last three financial years is Rs .... Lakhs (in words)**

**We also certify that M/s .....is in business of Software development and implementation for last .....years.**

Date:

Signature of Auditor/ Chartered Accountant

Place:

(With Official Seal)

FRN.:

UDIN: xxxxxxxxxxxxxx

**FORMAT – 6**

<b>Additional Information (if any)</b>		
1. List all enclosures related to the previous sections.		
<b>S. No.</b>	<b>Description</b>	<b>No. of pages</b>

2. Additional information to support the eligibility.

Signature of the applicant

Full name of applicant

Stamp & Date

**FORMAT -7**  
**DECLARATION BY THE APPLICANT**  
**(AFFIDAFIT)**

*(To be typed in a non-judicial stamp paper and duly attested by Notary Public)*

I, \_\_\_\_\_ Proprietor/ Partner /Director/Authorised Signatory of M/s \_\_\_\_\_  
\_\_\_\_\_ hereby declare that the information given and documents furnished as part of this proposal in response to the (Ref No. xxxxxx) is true and correct to the best of my knowledge & belief.

The price offered by us in the financial proposal shall remain valid for a period of 180 days from the due of submission of the proposal. In case we withdraw our proposal or bid any time before its validity then our EMD shall be liable for forfeiture by the proposal Inviting Entity (i.e. AHIDMS).

We hereby declare that there is no Vigilance/CBI pending/contemplated against us (including trustee, director, partner or key officials, etc.) at the moment.

I/We have not been black-listed or debarred by the AHIDMS or by any government (State/Central) agencies/bodies, PSUs or Urban Local Bodies from participating in tender, which is in effect for the time being.

I/we agree to the AHIDMS forfeiting the Earnest Money Deposit and/or Performance Security Deposit and blacklisting us for a minimum period of 3 years, if any information furnished by us proved to be false at the time of evaluation or at a subsequent date by the Client during the currency of the contract; or in case of non-performance of the contractual obligations. This action would be in addition to other legal recourses available to the Client under the law of the land.

I offer to provide the service as per the prescribed terms and conditions and at the rates as quoted by us in the price bid (submitted separately), if the contract awarded to us.

Dated:	Name & Signature
Place:	Proprietor/Partner/Director/Authorised Signatory
	Name of the bidder

**ANNEXURE-I**  
TERMS OF REFERENCE (ToR)

**FOR SELECTION OF SUITABLE AGENCY FOR “DESIGN, DEVELOPMENT AND IMPLEMENTATION OF HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) FOR THE MEDICAL COLLEGES OF ASSAM UNDER MEDICAL EDUCATION & RESEARCH DEPARTMENT, GOVT. OF ASSAM”**

Assam Health Infrastructure Development & Management Society (AHIDMS) has been created under Medical Education & Research Department, Govt. of Assam, with the principal goal to function as an apex autonomous body of the Government of Assam for planning, monitoring, coordination and/ or implementation of projects funded by JICA or any other externally financed /aided or by any other source in the Medical Education & Research Department sector as may be authorized by the Government of Assam from time to time. The society is registered under the Societies Registration Act 1860 with the registration no RS/KAM (M)/263/Z/511 of 2021-2022.

The Society is headed by a Governing Body chaired by Hon’ble Minister Health & Family Welfare and having Senior Secretaries from all concerned department like Health, Finance, T & D, PWD, Power, Rural development, Revenue and PHE and the Executive Committee headed by the Chief Secretary and having representatives from different Directorates/Missions/Corporation of Health department and other departments. The Project Management Unit (PMU) is headed by the Project Director.

The AHIDM Society now intends to develop and implement a Human Resource Management System (HRMS) for the employees working in the Medical Colleges of Assam under the Medical Education and Research Department, Govt. of Assam. The HRMS application will comprise of various modules like Employee Master Management, Leave Management, Training Management, Payroll Management, Electronic Service Record Maintenance, MIS reports for management/admin etc. Presently, there are 9 medical colleges in Assam viz, Gauhati Medical College & Hospital, Guwahati (GMCH); Assam Medical College Hospital, Dibrugarh (AMCH); Silchar Medical College & Hospital, Silchar (SMCH); Jorhat Medical College & Hospital, Jorhat (JMCH); Fakhruddin Ali Ahmed Medical College & Hospital, Barpeta (FAAMCH); Tezpur Medical College & Hospital, Tezpur (TMCH); Diphu Medical College & Hospital, Diphu (DMCH), Lakhimpur Medical College & Hospital, Lakhimpur (LMCH) and Dhubri Medical College, Dhubri. The HRMS would include all the technical and non-technical staff of all the Medical Colleges of Assam. It will also have the scope to add the employees for the upcoming Medical Colleges of Assam. Presently, there are approximately 7000 employees under the different medical colleges of Assam. The number of employees may subsequently increase to 10000 approximately.

**AIMS & OBJECTIVES:**

The primary objective of the work is to develop and implement a Human Resource Management System for the Medical Colleges of Assam under Medical Education & Research Department, Govt. of Assam. In the current scenario, there is no system to capture the employee profiles of the Medical Colleges of Assam and hence no electronic database is maintained for the employees. This

has caused lot of difficulties in fetching employee data whenever required and the entire process is carried out through a tedious manual process.

By developing a Human Resource Management System (HRMS), it would enable the management of several HR functions through the use of Information Technology. An HRMS aims to improve the productivity and efficiency of the business through the automation of manual and repetitive tasks.

In order to have a better control on the employee's data and minimize the manual activities, AHIDMS aims to develop a Human Resource Management System (HRMS) for the employees of Medical Colleges under the Medical Education & Research Department, Govt. of Assam.

### **SCOPE OF WORK:**

The scope of the work includes the following:

#### **A. SOFTWARE DEVELOPMENT**

1. Requirements gathering from the department officials on the information checklists, workflows, approval hierarchy, leave management process, compliance requirements and necessary nodes of integration or any other component which is felt necessary by the department or as mentioned in Annexure 3 whichever has the broader scope
2. Formulation of a crisp Business Requirement Specification (BRS) or User Requirement Specification (URS) document. Preparation of the Product Backlog based on the BRS/SRS for the Human Resource Management System. Subsequent finalization of the Sprint Backlogs with definitive User Stories.
3. Elaborate User Acceptance testing of the HRMS solution;
4. Deputation of a resource with extensive agile experience from the selected bidder as the Product Owner and allocation of a dedicated Scrum Team.
5. Project Management through Product Owner and Scrum Master.
6. Training, knowledge transfer and hand holding on the HRMS application to the concerned teams from the Medical Colleges under Medical Education & Research Department, Govt. of Assam and to the IT Team of AHIDMS on the usage of the HRMS application.
7. Complete System Integration testing after full product release and extensive User Acceptance testing of the same.
8. Post release of the full product, support on the application for 5 years. During this phase, maintenance, support and change-management to be provided.
9. The Application should be deployed in the **Assam State Data Centre with disaster recovery plan.**
10. The application should possess Software security license certification which should be audited by a Govt. Recognized third party. The license should be submitted within 3 months of deployment of the full release of the HRMS portal.



## B. DATA ENTRY AND DIGITIZATION:

Data entry and digitization of service records of employees of the medical colleges of Assam detailed at but not limited to Annexure III.

### KEY TASKS TO BE CARRIED OUT BY THE SERVICE PROVIDER AGENCY (SPA) AND THE DELIVERABLES TO BE SUBMITTED:

The key tasks to be carried out by the SPA during the work period are:

Sl.No.	Tasks/Activities	Deliverables
1	Requirement Gathering/Analysis	BRS/URS
2	Preparation of Product Backlog	Product Backlog with Sprint Backlogs with definitive User Stories
3	Dry Run Sprint	Development time speculation
4	First Active Sprint	First release of any module/functionality with business value
5	Final Sprint in Sprint Backlogs	First release of the complete HRMS product with all functionalities envisioned in the URS.
6	System Integration Testing (of the first release of final product) and required fixing and changes, if any	SIT test results conducted on the complete HRMS application. And submission of test reports
7	User Acceptance Testing	UAT shall Start after the First Sprint Review Meeting and shall continue for each incremental release (that is, after each Sprint Review Meeting) .
8	Hands-on Training of the Department employees on the use of HRMS application	The training should start after the first sprint to enable users for UAT. User manuals on the application and reverse KT checklist
9	Security audit for the complete solution from STQC or Cert-IN empaneled vendor	Certified Security audit report
10	Data Entry and Digitization	Data entry and digitization of service records of employees of the medical colleges of Assam detailed at but not limited to Annexure III.
11	Post implementation support	Post implementation support to all the implementing agencies (Medical Colleges of Assam) for a period of 5 years including change management.

- Any change/modifications requested should be implemented within 20 days. Otherwise penalty as mentioned in the RFP document will be applicable.

The Service provider will submit the above mentioned reports/documents to the Client (i.e. Project Director, AHIDM Society) during the work period, both in soft and in hard copies. The soft copies shall also include all the data compilation sheets, analysis done by the SPA etc, A final copy of the report should be submitted to the Client. All the reports and documents shall be in English language and in mutually agreed formats. Also, after submission/completion of each deliverable the SPA may be asked to make a presentation/demo to the client at a mutually agreed date, time and venue. The brief details about the facilities and abilities required for the proposed HRMS is attached at annexure III. However, final scope of work for the software development will be decided post award of the tender after mutual discussion and understanding of the requirement.

## Annexure-II: Financial Proposal

### Financial Bid Format

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*(This form must be submitted only using the official letter head of the firm/agency).*

RFP no.:

Our Reference: No.....Dated.....

To,

The Project Director

Assam Health Infrastructure Development & Management (AHIDM) Society,  
4<sup>th</sup> Floor, Nayantara Super Market. Khanapara, Guwahati- 781022.

Sub: Proposal for design, development and implementation of Human Resource Management System (HRMS) for the medical colleges of Assam under Medical Education & Research Department

1. We, the undersigned, hereby submit our bid.
2. In submitting our bid we make the following declarations:
  - (a) **No reservations:** We have examined and have no reservations to the RFP document;
  - (b) **Conformity:** We offer to provide service in conformity with the RFP document and in accordance with the specifications specified in the RFP document;
  - (c) **Bid Validity Period:** Our bid shall be valid for the period of 180 days, from the deadline fixed for the Quotation submission;
  - (d) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any type of corrupt, fraudulent, collusive, coercive, or obstructive practices, and we will strictly observe all the laws against fraud and corruption in force in India including the "Prevention of Corruption Act 1988."
  - (e) I/We have read and understood the detailed terms & conditions mentioned in the proposal and shall abide by it in case being invited for the award of contract.
  - (f) It is hereby declared that particulars furnished herewith are true and correct as per my/our knowledge and belief. In the event of any particulars are found to be false, I/We shall be liable to such consequences/lawful actions as the PD, AHIDM Society wish to take.

Sl.	Particulars	Total cost in Rs.	GST in Rs	Total cost incl. GST in Rs.
1.	Cost for HRMS system as per the Scope of work mentioned in the RFP document. (Inclusive of all including change management, remuneration of Key experts & all other related cost)			
2.	Annual Maintenance Cost after the 5 years of post-implementation period. (including change request)			

Total Amount (in words.).....

Yours faithfully,

(Authorized Signature)

Name & Title of Signatory\_\_\_\_\_

In the capacity of *[insert legal capacity of person signing the Letter of Quotation]*

Name of Bidder

\_\_\_\_\_

Telephone no.\_\_\_\_\_

Address\_\_\_\_\_

Dated on \_\_\_\_\_ day of \_\_\_\_\_ *[insert date of signing]*

### Annexure III

**List of tentative facilities and abilities needed for the proposed HRMS are as follows.** The final scope of work for the software development etc., will be decided post award of the tender after mutual discussion and understanding of the requirement from the concerned department of Govt. of Assam.

<b>Employee Master(EM)</b>	
1	Ability to maintain employee's name, date of birth, gender, blood group, citizenship, marital status, religion with individual login for the employees.
2	Ability to maintain an employee's education, certifications, degrees and any endorsements (professional membership), prior work experience
3	Ability to maintain service files documents in scanned form including proof of date of birth, domicile, bonds(if any), executed, disciplinary cases details, photograph, registration certificate number etc.
4	Ability to maintain previous (multiple) employment details like name of the organization, department, position held (designation), start/end dates, reason for leaving, last salary drawn, references, credential verification from previous employer for experienced staff and from parent nursing council for all nurses etc.
5	Ability to maintain employee's recruitment category like physically handicapped/ sportsperson/ ex-servicemen/ specialist etc.
6	Ability to maintain history of trainings attended (prior to joining & after joining) like name of the sector, subject, course, name of the Institution, month & year of training, duration of the course in days/weeks etc. (integrate with T&D)
7	Ability to maintain the awards for which nominated / received by the employee including the name of the award, year of award, in which discipline/field, date of receipt of award & special status/ privilege, if any, to be given to him for the award
8	Ability to maintain full transfer history of the employee including the current & new location / discipline/ department/ function, nature of transfer (self-initiated / govt initiated), date of joining and date of relieving at different locations, number of times cancelled but kept in abeyance etc., date of retirement
9	Ability to maintain details of suspended/terminated employees (reasons of suspension, time duration of suspension, restricted privileges etc.)
10	Ability to change employee job status such as trainee, probation, extended probation, confirmed, regular, contractual, suspended, resigned, terminated, expired, VRS, tenure
<b>Organization Management (OM)</b>	
11	Ability to display tree structure giving details of all unique role holders and reporting employees (defining reporting and reviewing relationship) – including reporting mechanism for a specific set of employees
12	Ability to maintain change in designations due to promotions and deputation and reflect the same in the organization structure (Integrate Promotion Module)
13	Provide facility to notify employee about promotion through configurable emails which can be triggered by HR
14	Ability to define multiple organizational structures (positions) and multiple reporting relationships and integrate with the respective employee data
15	Ability to enforce confirmation after every change made in the structure, changes to be made permanent only on authentication by authorized person
16	Ability to integrate administrative power definitions to work flows and approvals

17	Ability to enforce confirmation after every change made in the structure, changes to be made permanent only on authentication by authorized person
<b>Human Resource Policies, Rules &amp; Regulations (HR-PRR)</b>	
18	Ability to define all norms relating to medical advance and medical re-imburement in respect of employees and their dependents
19	Based on access rights, ability to view HR Policies & Procedures Handbook including list of infrastructure facilities for particular level of employees, authority for various approvals, special or additional powers for authorization
<b>Manpower Planning (MP)</b>	
20	Ability to view vacancy list & status of vacancy (Filled/vacant/abolished) (access limited to respective department only)
21	Ability to generate automated manpower charts according to the approved organization chart and the employee data currently placed on position.
22	Ability to view department-wise manpower strength by HOD (access limited to respective department only)
23	Ability to record the history of terminations, retirements, promotions, and transfer (attrition). Record to be
<b>Joining</b>	
24	Ability to maintain a checklist of documents required to be submitted at the joining stage.
25	Ability to auto-generate unique personnel number for each new employee
<b>ACR/Performance report</b>	
26	Ability to automate the process of ACR/Performance report
27	Ability to define the structure of Appraisal process
28	Ability to customize performance appraisal format as per hospital's specification or changes (including self-assessment forms)
29	Ability to capture appraisal documents during each stage of appraisal with workflow enabled review and approval
30	Ability to send intimation/alert to employees to fill their appraisal form
31	Ability to submit annual property return for the employees
<b>Payroll Management</b>	
31	Integration with the finAssam module of the GoA
<b>MIS reports</b>	
32	Ability to generate MIS reports for management/admin as per the user requirement
<b>Leave Management including development of mobile app</b>	
33	Ability to manage on-line application, tracking and approval of various kinds of leave through workflow logic and self-service.
34	Ability to define types of leaves: earned leave, compensatory leave, casual leave, sick leave, study leave, maternity all types

35	Ability to apply for leave under the appropriate category and state the reasons for it and once it goes for approval it, the number of remaining leaves should be updated in the portal
36	Ability to check the status of leave request
37	Ability to approve/cancel/modify leave requests by approval authority and notify the employee. The number of remaining leaves to be updated as required
38	Facilitate leave balances to be merged/ transferred/ credited through an accrual process in the system automatically based on user defined criteria
39	Ability to cancel leave application by the employee before the leave date or after the leave date with proper approval and update the balance leaves with a notification to the competent authority
40	Ability to intimate the controlling officer when an employee goes on unauthorized leave (unmarked attendance) / returns back from unauthorized leave/ extends leave/reports in the middle of the sanctioned leave period (along with appropriate reduction in sanction). Authorized personnel given authority to cancel unapproved leaves.
41	Provide facility to carry forward leaves to next financial year and create a leave bank
<b>Exit Management</b>	
42	Ability to support all types of separations – superannuation, resignations, death, medical unfitness, termination etc.
43	Ability to generate reference letter and experience certificate for exiting employees. Templates should be built in the system
44	Ability to generate separation orders from system in predefined formats (with free-text)
45	Ability to update employee master data on separation of employee indicating the type of separation

*# The final scope of work for the software development will be decided post award of the tender after mutual discussion and understanding of the requirement from the concerned department of Govt. of Assam.*

**Annexure IV**

**Pre bid Query Format**

<b><u>Sl no</u></b>	<b><u>Tender Clause No</u></b>	<b><u>Tender Clause</u></b>	<b><u>Deviations Required</u></b>	<b><u>Justification</u></b>	<b><u>Name of the prospective bidder</u></b>

**Bidders need to submit the above format in excel before the pre bid meeting for evaluation.**