



Strategy and Synergy for Security

EXPRESSION OF INTEREST(EOI)

FOR

IMPLEMENTATION AND MAINTENANCE

OF

HUMAN RESOURCE MANAGEMENT SYSTEM(HRMS)
INTEGRATED WITH FINANCE AND ATTENDANCE

IN

Society for Electronic Transactions and Security (SETS)

M.G.R. Knowledge city, CIT Campus,
Taramani, Chennai-600113

CONTENTS

S. No.	Chapter	Page No.
1.0	Letter of Invitation	3
2.0	Background	4
3.0	Objective	4
4.0	Broad Scope of Work	4
5.0	Instruction to Bidders	6-7
6.0	Evaluation Methodology	8
7.0	Pre-Qualification Criteria (PQC)	9
8.0	Technical Evaluation Criteria	10
9.0	Formats: 1. Declaration - Expression of Interest (Format – I) 2. Authorization Letter (Format – 2) 3. Undertaking with regard to Blacklisting (Format-3) 4. Undertaking with regard to Non-Litigation (Format – 4)	11-15

1.0 Letter of Invitation

Invitation of Expression of Interest

Society for Electronic Transactions and Security (SETS), Chennai invites sealed Expression of Interest (EOI) from experienced organisations for undertaking implementation and maintenance of Human Resource Management System (HRMS) integrated with Finance and Attendance.

The EOI Document containing the details of qualification criteria, submission details, brief objective & Scope of work and evaluation criteria etc. can be downloaded from website

Schedule for the Bidders is as under:

EOI Document Number	:	SETS/HRMS/EOI/2023-24/
Date of Publication	:	06 th October 2023
Last date/Time of submission	:	27 th October 2023 up to 3.00 pm
Last Date/Time of Submission by Extension	:	03 rd November 2023
EOI Opening Date/Time	:	03 rd November 2023 at 3.30 pm

The eligible Bidders may submit their responses in sealed envelope in the prescribed format as indicated in the EOI document.

Bidders meeting the qualification criteria shall be invited for presentation cum pitching before the evaluation committee of SETS which will be communicated later. Bid Document will be subsequently issued to the short-listed Bidders only.

Thanking you,

Yours faithfully,

CAAO
For SETS

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

2.0 Background

Society for Electronic Transactions and Security (SETS) an initiative of the Office of the Principal Scientific Advisor (PSA) to the Government of India having registered office located in Room number 525, TIFAC, Wing-A Vishwakarma Bhavan, Shaheed Jeet Singh Marg, New Delhi – 110016, and its operational headquarters located in M.G.R. Knowledge city, CIT Campus, Taramani, Chennai-600113.

3.0 Objective

Society for Electronic Transactions and Security (SETS), M.G.R. Knowledge City, CIT Campus, Taramani, Chennai-600113., invites Expression of Interest from experienced organizations with expertise in Software Development, Customization, Maintenance, Management and User support for Human Resource Management System integrated with Finance (hereafter referred as HRMS) for its Office in Chennai.

4.0 Broad Scope of Work

The entire scope of work covers from the stage of advertisement for recruitment and up to his/ her / retirement, including maintenance of e-Service book.

As part of the Human Resource Management System, the below modules has to be developed for SETS. Additional feature may be included during the time of presentation.

Indicative Modules to be implemented:

- Recruitment Management (Regular/Contractual)
- Employee Management
- Employee Self Service
- Attendance Management
- Leave Management Payroll/Salary Management
- Increment/Incentive/Ex- gratia/Other Benefits Management
- Store management
- Travel Management

The service record of each working employee has to be fed in the HRMS, to maintain e-Service book. This will include past office history of each employee, service book details entry and any other information which is deemed necessary.

The selected bidder has to carry out the below tasks as part of the HRMS:

- HRMS application.
- Update/Modify the HRMS application as and when required.
- Payment integration for Recruitment process.
- Integration with existing biometric device.
- Hosting of HRMS application in webserver of the bidder.
- Maintenance of the HRMS application.
- Training to the SETS employee.
- Entering of all official data of each working staff, right from joining to till date.
- Describe how the functional requirements will be translated into technical implementations
- Complete Implementation, Testing & Integration of the software.
- User end Training.
- Go Live & Roll Out
- Maintenance
- Bug-Fixes and End-User Problem Resolution
- New Development and Enhancements
- Technical & Administration support
- Quality and Security Assurance
- Data backup
- The bidder shall be a legal entity, registered as a Company/LLP/Society/partnership firm/ proprietorship firm under respective acts in India.
- The bidder must be registered in India with taxation and other administrative authorities
- The bidder should have provided similar services to atleast five (5) immediate preceding years
- The bidder has to be profitable and should not have incurred loss in three consecutive FY (FY 2020-21, 2021-22 & 2022-23)
- The bidder should have completed similar kind of work in any one Central Govt./State Govt./PSUs/Govt. bodies in India in preceding 3 years
- The bidder should not have been blacklisted by any Central /State Government / Public Sector Undertaking, Govt. of India.
- The bidder should have a registered office in India and must have an established office in Chennai.
- The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this EoI and in the execution of agreement.

5.0 Instructions to Bidder

Bidder may visit the official website of SETS India <http://www.setsindia.in/> to understand the activities carried out by SETS.

Submission Details

The Expression of Interest shall be submitted in a sealed envelope super scribed with “EXPRESSION OF INTEREST (EOI) FOR IMPLEMENTATION & MAINTENANCE OF HUMAN RESOURCE MANAGEMENT SYSTEM INTEGRATED WITH FINANCE”.

Documents to furnish

Bidders are requested to go through all pre-qualification requirements, scope of work for execution & requirements w.r.t technical / financial capabilities for acceptance and submission of documents for verification by SETS. Documents to be furnished are:

- Letter of Authorization as per the Format - 2
- EOI document with each page duly stamped and signed by the Authorized signatory.
- Declaration- Expression of interest as per the Format – I
- Supporting documents---as mentioned in Format 1
- MSME Certificate (if applicable)
- Any other information which bidder may like to provide.
- SETS reserves the right to call for any clarifications confined in the broad scope, wherever such a clarification become necessary for proper judgment in evaluation.
- Address of Submission/communication

The sealed envelope should be addressed to :
The Chief Administrative and Accounts Officer (CAAO)
Society for Electronic Transactions and Security (SETS)
M.G.R. Knowledge city, CIT Campus,
Taramani, Chennai-600113

Deliverables

The broad components of the assignment are as follows:

- Implementation of HRMS software integrated with Finance.
- Start date – date of issuance of the letter of award
- Expected date of Go live – maximum Two (02) months or earlier to the above.
- Maintenance- for a period of 05 years.

Amendment to the EoI

At any time prior to the last date for receipt of proposals, SETS, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their proposals, SETS may, at its discretion, extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI. The bidder is required to visit the SETS website for any changes or amendments in the EOI before submitting their Expression of Interests.

Confidentiality and Nondisclosure

Any software/hardware material, product specifications, designs, financial information, documents, training material, courseware, syllabus, schedule etc. shall be deemed to be in private domain and it shall not be made public or shared with any other party without the prior written consent of the party which owns it.

In the event of any of the parties becoming legally compelled to disclose any confidential information, such party shall give sufficient notice to the other party so as to enable the other party to seek a timely protective order or any other as appropriate relief. If such an order or other relief cannot be obtained, the party being required to make such a disclosure shall make the disclosure of the confidential Information only to the extent that is legally required of it and no further.

Undertaking of the Agency

The agency shall undertake that it is under no contractual restrictions of legal disqualification or other obligations which will prohibit from entering into agreement and that the statement and particulars herein contained in this EOI and in the relevant and supporting documents to this EOI are correct.

Rejection Criteria

The application is liable to be rejected if:

- The proposal is not submitted as per the requirements indicated as above.
- Not in prescribed format.
- Not properly stamped and signed as per requirements.
- Received after the expiry of due date and time.
- Offer is received by any other means apart from hardcopy.
- All relevant supporting documents are not furnished with the PQC.
- The proposal shall be substantially responsive without any material deviation, failing which the proposal shall be summarily rejected.

Disclaimer

- SETS shall not be responsible for any late receipt of applications for any reasons whatsoever.
- SETS reserves the right to reject all applications without assigning any reasons thereof.
- To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the SETS without assigning any reasons thereof.
- To include any other item in the Scope of work at any time after consultation with Bidders or otherwise.
- SETS reserves the right to reject all the EOIs without assigning any reasons.

6.0 Evaluation Methodology

- Screening of EOIs shall be carried out as per Pre-Qualification criteria mentioned in the EOI document and based on verification of documents submitted.
- All eligible Bidders who fulfill the Pre-Qualification Criteria (PQC) shall be invited for an EOI meet and shall be provided a brief about SETS.
- All eligible Bidders shall be required to make a presentation cum pitching to the Evaluation Committee-SETS showcasing their competence on a stipulated date & time. The Committee shall assess and evaluate the Bidders on the parameters as mentioned in the EOI document under the Technical Evaluation Criteria (TEC).
- Each bidder shall be assigned scores based on the marks obtained under each parameter as given under the technical evaluation criteria. Bidder scoring 60 marks or more would be shortlisted.
- Shortlisted Bidders shall be issued Bid document and shall be required to submit the financial proposal.
- The financial proposal shall be opened on stipulated date and time, in the presence of the Bidders.

7.0 Pre-Qualification Criteria (PQC)

The following will be the minimum Pre-Qualification Criteria (PQC). Responses not meeting the minimum PQC will be summarily rejected and will not be evaluated further:

S.No.	Pre-Qualification Criteria	Supporting Documents Required
1.	The bidder shall be a legal entity, registered as a Company/ LLP/ Society/ partnership firm/ proprietorship firm under respective acts in India.	Self-attested copy of Company Incorporation Certificate from ROC/Partnership deed etc.
2.	The bidder must be registered in India with taxation and other administrative authorities	Self-attested Copy of GST Registration or GST exemption certificate/ PAN Card
3.	The bidder should have provided similar services to atleast five (5) immediate preceding years	Self-attested Copy of the work orders and letter of successful completion from the client
4.	The bidder has to be profitable and should not have incurred loss in three consecutive FY (FY 2020-21, 2021-22 & 2022-23)	Certificate from the Chartered Accountant of the Organization/Audited Balance sheets for last three financial years, Income Tax return
5.	The bidder should have completed similar kind of work in any one Central Govt./State Govt./PSUs/Govt. bodies in India in preceding 3 years	Self-attested Copy of the work order and letter of successful completion from the client
6.	The bidder should not have been blacklisted by any Central /State Government / Public Sector Undertaking, Govt. of India.	Undertaking on the Letter Head of the Bidder duly signed & Stamped by Authorized Signatory (As per format – 3)
7.	The bidder should have a registered office in India and must have an established office in Chennai.	Electricity/Telephone Bill or any other supporting document stating the address duly certified by the Owner/Authorized Representative of the Company
8.	The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this EoI and in the execution of agreement.	Undertaking on Bidder's Letter Head, duly signed and stamped by the Authorized Signatory (As per format – 4)

8.0 Technical Evaluation Criteria

S. No.	Technical Evaluation Criteria (Documentary Evidences are to be attached as the scoring will be done based on the submitted)	Max Scores	Score Evaluation
1	The firm / Company Experience in the field of IT Services / Software Development	10	Minimum 3 years = 05 Between 4 and 6 years = 07 Between 7 and 8 years = 09 More than 9 years = 10
2	Average Annual turnover in the last 3 financial years (2020-21, 2021-22 & 2022-23)	10	Minimum 3 Crores = 05 Between 4 and 6 Crores = 07 Between 7 and 8 Crores = 09 More than 9 Crores = 10
3	The bidding firm / company should have developed, implemented and maintained HRMS working software for Central Govt./ State Govt. / PSUs/ Govt. bodies in India and the project value not less than 6 Lakhs which have been supported, maintained for minimum 3 years.	10	Minimum 2 Projects = 04 Between 3 and 5 Projects = 06 Between 6 and 8 Projects = 08 Above 9 Projects = 10
4	At least one of the implemented HRMS site should have minimum 250 users.	10	Minimum 250 users = 03 Between 251 and 500 users = 05 Between 501 and 750 users = 07 Above 751 users = 10
5	Profile and strength of manpower to be deployed for this assignment	10	At least 1 person = 03 Between 2 and 3 persons = 05 Above 5 persons = 10
6	After-sales support satisfaction (Supporting documents shall be attached from clients)	10	Minimum 3 clients = 5 Between 4 and 5 clients = 7 Above 7 clients = 10
7	Software requirement	10	<ul style="list-style-type: none"> • Security Audit Certificate for Software = 5 • Any other relevant certificates = 5
8	Understanding of the objectives of the assignment: The extent to which the Bidders' approach responds to the objectives of the projects, key challenges identified for successful completion of the project, best practices and manner in which proposed software to be approached to respond to the objectives, Change Management	10	Evaluation on the basis of blue print. Submit the relevant document in technical bid.
9	Presentation	20	To be announced later
Total		100	

Note: All the relevant document required for the technical scoring should be placed in the technical bid.

The participating agencies will be assigned a score out of a maximum of 100 points. Bidders with score of 60 and above out of 100 will qualify for the RFP. These “Qualified Companies”

will be issued the RFP.

Expression of Interest
(To be submitted on Agency's Letter Head)

To
The Chief Administrative and Accounts Officer (CAAO)
Society for Electronic Transactions and Security (SETS)
M.G.R. Knowledge city, CIT Campus,
Taramani, Chennai-600113

Subject: Submission of Expression of Interest (EoI) for implementation and maintenance of Human Resource Management System (HRMS) integrated with Finance and biometric attendance system.

Sir/Madam,

The undersigned having read and examined in detail all the EOI documents pertaining to your assignment; do hereby express the interest to do the work as specified in the scope of work.

S. No.	Description	Response
1	Name of the Bidder	
2	Address	
3	Name, designation & address of the person to whom all references shall be made	
4	Telephone No. (with STD code)	
5	Mobile No. of the contact person	
6	Email ID of the contact person	

The following documents are enclosed :

Letter of Authorization (As per Format – 2)
MSME Certificate (if applicable)

Pre-qualification criteria as per the details given below:

S. No.	Supporting Documents Required	Type of Document	Page number of the supporting document
1.	Self-attested copy of Company Incorporation Certificate from ROC/Partnership deed etc.		
2.	Self-attested Copy of GST Registration or GST exemption certificate/ PAN Card		
3.	Self-attested Copy of the work orders and letter of successful completion from the client		
4.	Certificate from the Chartered Accountant of the Organization/Audited Balance sheets for last three financial years, Income Tax return		
5.	Self-attested Copy of the work order and letter of successful completion from the client		
6.	Undertaking on the Letter Head of the Bidder duly signed & stamped by Authorized Signatory (As per format – 3)		
7.	Electricity/Telephone Bill or any other supporting document stating the address duly certified by the Owner/Authorized Representative of the Company		
8.	Undertaking on Bidder's Letter Head, duly signed and stamped by the Authorized Signatory (As per format – 4)		

I/we hereby declare that my/our EOI is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Authorised signatory)

Name:

Designation:

Seal:

Date:

Place:

FORMAT - 2

Authorization Letter

(To be submitted on Agency's Letter Head)

To

The Chief Administrative and Accounts Officer (CAAO)

Society for Electronic Transactions and Security (SETS)

M.G.R. Knowledge city, CIT Campus,

Taramani, Chennai-600113

Subject: Letter for Authorized Signatory

Ref. No. _____

Dear Sir / Madam,

This has reference to your above mentioned Expression of Interest for implementation and maintenance of Human Resource Management System (HRMS) integrated with Finance and biometric attendance system.

Mr./Miss/Mrs. _____

_____ is hereby

authorized to submit the EOI & attend opening of the above EOI

No. _____

on behalf of M/s _____

_____ (Organisation Name).

The specimen signature is attested below:

Name:

(Specimen Signature of Representative)

Signature of Authorizing Authority

Name of Authorizing Authority & Designation:

Company Seal:

FORMAT - 3

UNDERTAKING WITH REGARD TO BLACKLISTING
(To be submitted on Agency's Letter Head)

To
The Chief Administrative and Accounts Officer (CAAO)
Society for Electronic Transactions and Security (SETS)
M.G.R. Knowledge city, CIT Campus,
Taramani, Chennai-600113

Subject: Undertaking regarding Blacklisting / Non-Debarment

It is hereby confirmed and declared that M/s. _____

is not blacklisted / debarred by any Government Department / Public Sector
Undertaking / Private Sector/or any other agency for which works/assignments /
services have been executed / undertaken.

(Signature of the Authorised signatory)

Name:

Designation:

Seal:

Date:

Place:

FORMAT - 4

UNDERTAKING WITH REGARD to NON-LITIGATION
(To be submitted on Agency's Letter Head)

To
The Chief Administrative and Accounts Officer (CAAO)
Society for Electronic Transactions and Security (SETS)
M.G.R. Knowledge city, CIT Campus,
Taramani, Chennai-600113

Subject: Undertaking regarding Litigation

It is hereby confirmed and declared that M/s. _____

_____ ,

does not have any litigation / arbitration history with any Government department/
Public Sector Undertaking / Private Sector/ or any other agency for which works /
assignments/services have been executed / undertaken.

(Signature of the Authorised signatory)

Name:

Designation:

Seal:

Date:

Place: