TENDER DOCUMENT FOR DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF HRMS/ERP FOR MP-IDSA (IN TWO BID SYSTEM)

MEMORANDUM OF WORK IN BRIEF

S. No.	Name of Work	Design, Development, Implementation & Maintenance of HRMS/ERP for MP-IDSA
1.	Earnest Money	Rs.50,000/-(Fifty Thousand Only)
2.	Validity Period	90 Days
3.	Security Deposit	05% of Annual Contract value
4.	Period Of Contract	12 Months
5.	Bid Submission Start Date & Time	As on GeM Portal
6.	Last date of Submission of Tender	As on GeM Portal
7.	Tentative date of opening of Financial bids of technically qualified bidders	As per tender document
8.	Mode of submission	Online on GeM Portal

Col Chetan Gurbax (Retd)
Assistant Director (Admin)

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MANOHAR PARRIKAR INSTITUTE FOR
DEFENCE STUDIES AND ANALYSES
मनोहर पर्रिकर रक्षा अध्ययन एवं विश्लेषण संस्थान

No. 1 Development Enclave Rao Tula Ram Marg,
Delhi Cantt., New Delhi – 110010
Ph. No. 26717983 Extn. 7317/7223

F.No. MP-IDSA/IT/HRMS/2025/01   Date: 02.01.2026

E-TENDER NOTICE FOR DESIGN, DEVELOPMENT, IMPLEMENTATION & MAINTENANCE OF HRMS/ERP FOR MP-IDSA (IN TWO BID SYSTEM)

Sealed e-tenders are invited under a two-bid system (QCBS) from eligible and qualified Indian software companies for design, development, implementation & maintenance of customized HRMS/ERP solution for **MP-IDSA, No. 1 Development Enclave, Rao Tula Ram Marg, Delhi Cantt, New Delhi – 110010**. The system/software shall be hosted on MP-IDSA servers and developed as per scope of work defined in **Annexure–I**. Bids should remain valid for a period of **90 days** from the last date of submission.

Detailed tender documents are available online from the date of publication on the **GeM portal** and the MP-IDSA website (**www.idsa.in**). Interested bidders are required to apply through the **GeM portal** to participate in the e-tender process. Bidders must download the tender documents, duly sign all pages, and upload the signed documents along with scanned copies of relevant certificates and supporting documents as part of their **technical bid** on the GeM portal **on or before the deadline specified on the GeM portal**.

An **Earnest Money Deposit (EMD)** of **Rs. 50,000/- (Rupees Fifty Thousand only)**, in the form of a Demand Draft drawn in favour of *"Manohar Parrikar Institute for Defence Studies and Analyses"*, payable at New Delhi, must be submitted to the **Assistant Director (Admin), MP-IDSA**. The DD should be dropped in the **Tender Box at the Institute's Reception** and must be received **on or before the date specified on the GeM portal**. The sealed envelope should be clearly marked on top as **"EMD for Design, Development, Implementation & Maintenance of HRMS/ERP for MP-IDSA"**.

Bidders registered under the relevant category with **MSME** are exempted from submitting the EMD, provided valid documentary proof of MSME registration is submitted.

All tenders must be submitted using the prescribed forms, duly signed, stamped, and dated on each page of all Annexures, as a token of the bidder's unconditional acceptance of the terms and conditions laid down by the Institute.

Bidders and/or their authorized representatives may attend the opening of the **Technical and Financial Bids** (online) by the duly constituted committee at the time and date specified in the tender schedule. **Late submissions will not be entertained under any circumstances**.

Both the **Technical Bid** and **Financial Bid** must be submitted via the **GeM portal** as per the instructions provided. The **Financial Bids** will only be opened for those bidders who are found to be **fulfilling pre-qualification/eligibility criteria**. The date of opening of the Bids will be communicated to the pre-qualified bidders only.

MP-IDSA reserves the right to accept or reject any or all bids, including the lowest bid, without assigning any reason. The decision of MP-IDSA shall be final and binding on all bidders.

The **Financial Bid** must clearly mention the total amount quoted for the services as per the scope of work detailed in **Annexure–A**. The rates quoted shall be considered **final** and binding.

Bidders who download the tender documents must not tamper with or modify any part of the tender form. If any tampering or modification is found, the bid will be **rejected**, the **EMD will be forfeited**, and the bidder may be **blacklisted** from participating in future tenders with MP-IDSA.

Note:

Interested vendors may conduct a site survey for further information, if desired. For coordination, please contact the Dr. Vivek Dhankar (Technical Officer-GIS) at 011-26717983 (Ext. 7413).

Bidders are advised that the Financial Bid will only be accepted through the online mode. While submitting hard copies of the signed documents, please ensure that the financial bid section is left blank. Any hard copy submission containing financial bid details will render the bid invalid.

Corrigendum/Addendum/Modifications, if any, related to this tender will be published only on **GeM Portal and on www.idsa.in** website.

Col Chetan Gurbax (Retd)
Assistant Director (Admin)
कर्नल चेतन गुड़बख्स (से. नि.)
Col Chetan Gurbax (Retd)
सहायक निदेशक (प्रशासन) / Assistant Director (Administration)
मनोहर पर्रिकर रक्षा अध्ययन और विश्लेषण संस्थान
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General Terms & Conditions

1. **Scope of Contract:** The scope of the contract shall include design, development, customization, implementation, testing, deployment, training, warranty support and maintenance of the HRMS/ERP software for MP-IDSA, as per the specifications, scope of work and deliverables defined in the Annexure – A.

2. **Bids:** Online Bids are invited for Design, Development, Implementation & Maintenance Of HRMS/ERP for MP-IDSA in Two Bid System. Tender Document can also be downloaded from our website or online portal of GeM, free of cost. A complete set of tender document as issued, duly filled, signed, stamped and dated by the bidder on all pages (Including Annexures) along with all supporting documents, etc and earnest money deposit shall be submitted by speed post or in the tender box placed at the reception.

3. **Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) along with their bids. While submitting the bid, the vendor shall deposit Earnest Money of Rs. 50,000/- by demand draft / PO favoring "Manohar Parrikar for Defence Studies and Analyses" payable at New Delhi. No other mode of remittance/Cheques in lieu of DD shall be accepted. EMD is to remain valid for a period of 90 days beyond the final bid is accepted. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity or latest on or before the 30th day after the award of the contract. The EMD of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from the awardee as called for in the contract. EMD is not required to be submitted by those Bidders who are registered MSME, etc. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender. The bidders found without EMD are liable for outright rejection.

4. **Submission of Tender:** The technical Bid and the Price Bid shall have to be submitted online on GEM .Tenders will be opened electronically on specified date and time as given in the NIT. All entries in the tender should be entered in online Technical & Financial bid Formats without any ambiguity.

5. **Minimum Reserved Price for Financial Bid:** Financial bids quoting a price below the Minimum Reserved Price shall be treated as non-responsive and shall be rejected outright, without consideration for further evaluation. For financial evaluation, the combined cost of development and one year of CMC, inclusive of GST, shall be taken into account and evaluated using the QCBS formula.

6. **Opening of Tenders:** Price Bid will be opened online after scrutinizing the bids by the committee constituted by the Institute. All qualified Tenderers will be informed in advance the date of opening of financial bids in presence of their representative(s) if they wish to be present.

7. MP- IDSA reserves the right to change, alter or to waive and technical or commercial terms, conditions and qualifications. MP-IDSA also reserves the right to reject all or any tender. MP-IDSA reserve right for changes/relaxation in eligibility criteria at any time.

8. **Performance Security Deposit:**

a) On receipt of the Letter of intent (LOI), the successful bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 05% of the contract value, valid for the entire contract period including warranty/support period, as per Government of India norms and in accordance with the conditions of contract, as acceptable to the Institute.

b) Failure of the successful bidder to comply with requirement of above clause shall constitute sufficient grounds for forfeiture of the EMD, in which event the MP-IDSA may make the award to the next lowest evaluated bidder.

c) No Interest will be payable on Security Deposit.

9. **Signing of Contract:** On receipt of acceptance of LOI, the successful bidder has to deposit the security amount within 7 days and execute the necessary contract agreement with MP-IDSA within 5 working days thereafter.

10. **Duration of Contract:** The contract shall be valid for the implementation period along with a warranty period of 12 months from the date of Go-Live. This may be followed by Comprehensive Maintenance Contract (CMC) for a further period of 05 years, extendable on mutually agreed terms and conditions. The contract can be cancelled unilaterally by the institute in case service is not rendered satisfactorily.

11. **Warranty & Maintenance:** During the warranty period, the bidder shall provide free support, bug fixes, updates, and performance tuning. CMC services, if applicable, shall include preventive and corrective maintenance as per requirement.

12. **Termination of the Contract:**

a) The contract can be terminated by MP- IDSA by serving 03 month notice in writing without assigning any reason to the contractor. If the contractor wants to terminate the contract, he has to give 03 month notice in writing to Institute with valid reasons.

b) Termination or expiry of the contract shall be without prejudice to any rights and remedies of the Institute and the contractor accrued before such termination or expiration and nothing in the contract shall prejudice the right of either party to recover any amount outstanding at such termination or expiry.

c) At the end of contract period or upon termination thereof, the contractor shall forth with return to the institute upon request, all the institute's property (including but not limited to the material, documents, information, access keys).

d) Additionally, the contractor shall give a written undertaking that he has not retained any movable property belonged to the Institute and that he shall indemnify the

Institute in the event of any losses attributable to such acts / omission on the part of contractor and /or his employees, agents etc.

e) If the contractor fails to perform any of the obligations under this contract and if Institute is dissatisfied with the services, the contractor have to vacate the premises within a period of 03 month of written notice. MP-IDSA should not be held liable for any cost, damage, expenses or any loss whatsoever that the contractor may suffer on being served with the winding up notice. The contractor is required to give 03 months' notice in case he does not want to continue with the contract.

f) During MP- IDSA's audit if any overpayment/under payment is detected by either parties, both parties shall reconcile the accounts and shall be liable for payment.

13. **Mode of Payment:** Payment to the successful bidder shall be released in a phased manner, strictly linked to achievement of defined milestones and acceptance of deliverables by MP-IDSA. Payments shall be made through electronic mode (NEFT/RTGS) to the bank account of the bidder, as per details furnished, subject to deduction of applicable taxes at source as per Government of India rules.

No advance payment shall be made. All payments shall be released only upon submission of valid invoices, satisfactory completion of the relevant milestone and certification by the competent authority of MP-IDSA. Payments for Comprehensive Maintenance / Support services shall be made on a periodic basis, subject to satisfactory performance.

14. **Liability to Damage:** The contractor shall be fully responsible for any loss, damage or misuse of MP-IDSA property, data or systems caused due to negligence or wilful misconduct of the contractor or its personnel.

15. **Indemnity:**

a) The Contractor shall indemnify and keep indemnified, the Institute fully against all claims, proceedings, actions, damages, legal costs, expenses and any other liabilities whatsoever arising out of, in respect of or in connection with the Contract including in respect of any death or personal injury, loss of or damage to property, financial loss arising from fault/negligence, faulty operation, inadequate maintenance, mishandling of equipment and /or any advice given or omitted to be given by the Contractor/his employees/ agents and /or representatives, or any other loss which is caused directly or indirectly by any act or omission of the Contractor/ his employees / agents and /or representatives.

b) The decision of the Director General, MP-IDSA in this regard shall be final and binding.

16. **Dispute Resolution:**

a) Parties shall endeavor to amicably resolve disputes, if any, with regard to the interpretation, execution and/or implementation of this agreement.

b) Thereafter, all such disputes shall be determined exclusively by the Director General, MP-IDSA whose decision shall be final and binding upon the parties.

c) Disputes, if any, with regard to the decision of the Director General, in this regard, shall be referred to Arbitration by a sole Arbitrator to be appointed by MP-IDSA and all proceedings in this regard shall be subject to the sole and exclusive jurisdiction of Courts of competent jurisdiction at New Delhi.

d) The Arbitration Proceedings shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the proceedings of the Arbitration shall be in English. The venue shall be at the MP-IDSA or at such other location as the Arbitrator may deem fit.

e) Standard force-majeure conditions would apply.

Col Chetan Gurbax (Retd)

Assistant Director (Admin)

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Delhi Cantt, New Delhi-110010

SCOPE OF WORK

A. OBJECTIVE:

The bidder shall design, develop, supply, install, configure, test, commission and implement a customized HRMS (Human Resource Management System) / ERP (Enterprise Resource Planning) solution for MP-IDSA. The system shall comprehensively address and integrate the functional requirements of the Establishment, Accounts, Conference Cell and Estate Cell, enabling centralized, secure and real-time data management.

The proposed HRMS/ERP solution shall provide a unified digital platform for management of all employee-related information as well as departmental/sectional data, facilitating seamless inter-departmental coordination, streamlined and automated workflows, timely statutory & administrative compliance and improved operational & administrative efficiency across MP-IDSA.

B. THE HRMS/ERP SYSTEM SHALL CONSIST OF THE FOLLOWING MAJOR MODULES:

1. ESTABLISHMENT SECTION

The Establishment Module shall function as the centralized system of record for all employee-related administrative information and associated workflows. The module shall provide end-to-end digitization and automation of core personnel processes, such as employee onboarding, attendance system integration, leave and LTC management, APAR processing, maintenance of service records and management of statutory & compliance-related documentation. The scope defined herein specifies the functionalities to be designed and implemented in a scalable, secure, and auditable manner, ensuring efficient employee lifecycle management and future extensibility of the system.

1.1 Personal Details

The system shall provide a comprehensive, multi-field, form-based interface for capturing, storing and managing employee demographic and service-related information in a centralized manner.

The module shall, inter alia, include the following functionalities:

a) Capture and maintain employee personal details including name, date of birth, gender, category, contact particulars, family details and permanent & present addresses.

b) Record and manage employment-related identifiers such as employee code, department/section, designation, Status (Regular, Contractual or Pensioner) and reporting officer/authority.

c) Upload, store and manage service-related documents including appointment letters, joining orders, identity proofs (ID) and educational qualification certificates in digital form.

d) Provide role-based access control with approval based workflows for creation and modification of employee records to ensure data integrity and authenticity.

e) Maintain complete version history, audit trails and change logs of all updates made to employee records for verification and audit purposes.

f) Provide advanced search, filtering, and quick-lookup facilities to enable efficient retrieval of employee information.

1.2 Joining Details

The system shall provide a structured and standardized interface for capturing, managing and monitoring an employee's complete joining and service commencement lifecycle.

The module shall, inter alia, include the following functionalities:

a) Record and maintain key joining and service initiation details including Date of Joining, commencement & completion of probation period and date of confirmation.

b) Automatically compute and update employee tenure on a dynamic basis, capturing service duration on a "From–To" basis.

c) Generate system-driven alerts, notifications and reminders to designated administrative officers or reporting officer/authority for probation review and confirmation due dates.

d) Upload, store and manage all joining-related documents such as medical fitness certificates, verification reports and other mandatory documents.

e) Provide a configurable, role-based approval workflow for confirmation of probationary employees to confirmed employees.

1.3 Biometric Attendance Record (ESSL Integration)

The system shall integrate with the existing ESSL Time Tracklight Version 12.0 biometric attendance device/system for automated capture, processing and management of employee attendance data.

The module shall, inter alia, include the following functionalities:

a) Facilitate scheduled and automated extraction of attendance data from the biometric system at configurable intervals (daily/hourly).

b) Generate employee-wise attendance summaries capturing instances of late arrival, early departure, absenteeism and missed punches.

c) Provide an exception management interface to allow authorized officials to carry out manual corrections, regularization and approvals, with complete audit trails and change logs.

d) Display attendance information through dashboards with configurable and color-coded indicators for ease of monitoring and decision-making.

e) Enable automatic reconciliation and mapping of biometric attendance data with the leave management module to ensure accurate attendance and leave accounting.

1.4 Leave Management

The system shall provide a comprehensive, end-to-end digital leave management framework with configurable workflows, rule-based validations and systematic record maintenance in accordance with applicable MP-IDSA/Government norms.

The module shall, inter alia, include the following functionalities:

a) Maintain year-wise and employee-wise leave balances for all applicable leave categories including Earned Leave (EL), Half Pay Leave (HPL), Medical Leave (ML), Casual Leave (CL), Restricted Holiday (RH), Paternity Leave, Maternity Leave & Debited Leave, with configurable accrual and carry-forward rules.

b) Facilitate online submission of leave applications through a structured workflow involving the Employee, Reporting Officer and Establishment Section, with provision for multi-level approvals as per defined hierarchy.

c) Perform automatic system validations of leave applications against available leave balances and applicable rules prior to submission and approval.

d) Provide a departmental leave calendar view to enable visibility of approved leave schedules and avoid overlapping of critical manpower.

e) Automatically post and synchronize approved leave data with the attendance management module to ensure accurate attendance records.

f) Generate system-generated, downloadable PDF copies of sanctioned leave orders.

g) Provide periodic and monthly leave summary reports for administrative review and record purposes.

1.5 Leave Travel Concession (LTC)

The system shall provide a structured and rule-based Leave Travel Concession (LTC) management module for systematic processing, utilization tracking and monitoring of LTC entitlements.

The module shall, inter alia, include the following functionalities:

a) Record and maintain LTC block periods and eligibility details on an employee-wise basis.

b) Capture, process and track LTC claims including submission, scrutiny, approvals and storage of all supporting documents in digital form.

c) Facilitate management of leave encashment associated with LTC through configurable and role-based approval workflows.

d) Generate automated system alerts and reminders for approaching expiry of LTC entitlements within the applicable block year.

e) Provide annual and period-wise reports on LTC utilization for administrative review, audit and decision-making purposes.

1.6 Annual Performance Appraisal Report (APAR)

The system shall provide a secure, end-to-end digital framework for management of the Annual Performance Appraisal Report (APAR) submission, review and finalization process in accordance with applicable rules and timelines.

The module shall, inter alia, include the following functionalities:

a) Enable online upload, submission and forwarding of APAR forms by the concerned employee through a structured interface.

b) Facilitate a multi-level, role-based review and approval workflow involving the Reporting Officer, Reviewing Officer and Accepting Authority, with automatic date and time stamping at each stage.

c) Track and display APAR processing status including Pending, Under Review and Completed, with visibility to authorized users.

d) Maintain secure, year-wise archival and controlled access to finalized APAR records and related documents.

e) Generate periodic and on-demand reports on APAR completion status for administrative monitoring, compliance and audit purposes.

1.7 Modified Assured Career Progression (MACP) / Financial Upgradation

The system shall provide a structured and rule-compliant mechanism for tracking service progression and financial upgradation of employees in accordance with applicable Government of India norms and MP-IDSA policies.

The module shall, inter alia, include the following functionalities:

a) Record and maintain employee-wise eligibility parameters and criteria for Modified Assured Career Progression (MACP) / Financial Upgradation.

b) Monitor and track due dates for financial upgradation and MACP entitlement throughout the employee's service lifecycle.

c) Maintain a complete digital history of previously granted MACPs/financial upgradations along with associated approvals and supporting documents.

d) Generate system-driven alerts and reminders for upcoming MACP eligibility and review milestones.

e) Facilitate preparation and generation of MACP/financial upgradation proposals for administrative scrutiny, approval and record.

1.8 Stocks of Books (Library Linkage)

The system shall provide a simple, structured and system-assisted interface for linkage with the existing Library Management System (iSLIM) with the employee's record and tracking of books and publications issued & return.

The module shall, inter alia, include the following functionalities:

a) Display and maintain an inventory of books and other reference material issued, due and returned to the employees.

b) Display and maintain an inventory of MP-IDSA books & publications and other reference material relevant to Establishment and administrative operations.

c) Record and track issuance and return transactions of such books to authorized officers and staff.

d) Display real-time or periodically updated availability status of books based on data fetched from or uploaded into the system through CSV or similar standardized file formats.

e) Provide a configurable linkage mechanism with the iSLIM - Library Management System through data mapping and file-based integration, without requiring deep or real-time API-level integration.

1.9 Insurance Details

The system shall provide a centralized, structured and secure repository for management of all employee insurance-related information and associated administrative processes.

The module shall, inter alia, include the following functionalities:

a) Record and maintain details of insurance policies including policy type, coverage amount, insurer and validity period on an employee-wise basis.

b) Maintain records of eligible dependents linked to the respective insurance policies of each employee.

c) Capture, monitor and track insurance claims submitted by employees, including status and supporting documentation.

d) Maintain and provide access to Third Party Administrator (TPA) details, helpline information, policy terms and conditions and related policy documents.

e) Generate automated system alerts and notifications for upcoming insurance policy renewals and expiry timelines.

f) Generate department-wise and consolidated insurance summary reports for administrative monitoring and decision-making.

2. ACCOUNTS SECTION

The Accounts Module shall provide a structured, secure and auditable framework for management of all employee-related financial records, monthly payroll processing, statutory deductions and generation of financial statements and reports. The system shall mandatorily support defined workflows, rule-based validations, role-based access controls and comprehensive audit trails to ensure accuracy, statutory compliance, transparency and accountability of all financial transactions and records.

2.1 Employee Basic Financial Details

The system shall provide a dedicated, structured, secure and centralized interface for capturing, storing and maintaining all mandatory employee financial information required for payroll processing and statutory compliance.

The module shall, inter alia, include the following functionalities:

a) Capture and maintain mandatory financial particulars including Universal Account Number (UAN), Permanent Account Number (PAN), bank account number, IFSC code, PRAN and Provident Fund / General Provident Fund / Contributory Provident Fund details, as applicable.

b) Perform automatic system-driven validation and consistency checks, including IFSC code validation and numeric-only validation for bank account and identification fields.

c) Provide role-based access controls with a maker–checker mechanism and two-level approval workflow for creation and modification of employee financial records.

d) Maintain complete version history, audit trails and change logs of all modifications made to employee financial details for audit and verification purposes.

e) Automatically synchronize employee master data such as name, designation, department/section and posting details from the Establishment Module to avoid duplication and ensure data consistency.

f) Provide a dashboard view for the Accounts Section highlighting incomplete, missing or non-compliant employee financial records for timely corrective action.

2.2 Earnings Module

The system shall provide a structured and rule-based Earnings Module for entry, management and monitoring of all salary components applicable to each employee.

While earnings values may be entered manually on a monthly basis by authorized Accounts personnel, the system shall ensure standardized processing, validations and auditability of all entries.

The module shall, inter alia, include the following functionalities:

a) Support configuration and management of earning heads including, but not limited to, Pay Scale, Basic Pay, Dearness Allowance (DA), House Rent Allowance (HRA), Transport Allowance (TPT), Medical Allowance, Newspaper Allowance, arrears and any additional earning components introduced in future.

b) Provide a month-wise, employee-wise data entry interface with grid-based view and bulk update capabilities for efficient processing of salary components.

c) Automatically compute gross earnings based on the manually entered earning components in accordance with configured rules.

d) Generate system warnings or exception indicators where significant variations in earnings are detected as compared to the immediately preceding month, to flag potential anomalies for review.

e) Allow upload and attachment of supporting documents for arrear payments, special allowances or exceptional earning components.

f) Maintain a complete, year-wise and employee-wise history of earnings for reference, audit and reporting purposes.

g) Permit controlled overrides of system-calculated or manually entered values only through authorized roles, with mandatory recording of remarks and justification, along with audit trails.

2.3 Deduction Module

The system shall provide a structured and rule-based mechanism for entry, computation and monitoring of monthly salary deductions applicable to employees.

The module shall, inter alia, include the following functionalities:

a) Support configuration and processing of all major deduction heads including General Provident Fund (GPF), Contributory Provident Fund (CPF), Income Tax, Electricity Charges, Water Charges, Loan Recoveries and other applicable recoveries.

b) Automatically fetch employee-wise electricity and water charges from the Estate Module for inclusion in monthly salary deductions.

c) Permit manual modification or override of deduction values only by authorized users, with mandatory recording of justification remarks and maintenance of audit trails.

d) Automatically compute total deductions on a monthly basis based on configured and entered deduction components.

e) Perform comparative analysis of current month deductions with previous months and highlight inconsistencies or abnormal variations through system-generated alerts or indicators.

f) Provide a consolidated deductions summary interface for review and verification by the Accounts Officer prior to salary processing.

g) Maintain detailed, month-wise deduction ledgers for each employee for audit, reconciliation and reporting purposes.

h) Provide bulk edit and mass update facilities for application of overall changes in accordance with applicable/future Government of India norms and MP-IDSA policies, such as revision in Dearness Allowance rates, tax slab updates, Pay Commission or other organization-wide changes.

2.4 Salary Slip Generation

The system shall provide a standardized and comprehensive mechanism for generation and management of monthly salary slips in accordance with the approved MP-IDSA format.

The module shall, inter alia, include the following functionalities:

a) Automatically generate monthly salary slips in secure PDF format for each employee.

b) Include complete salary particulars such as Name, PAN, UAN post, pay scale, level, department/section, earnings, deductions, gross salary and net payable amount details on the salary slip.

c) Automatically convert the net payable amount into words as part of the salary slip generation process.

d) Assign a unique salary slip reference number for each employee for every salary month to ensure traceability and record management.

e) Enable salary slips to be made available to employees through the system with provisions for online viewing and downloading.

f) Maintain systematic, year-wise archival of salary slips for record retention, audit and future reference.

g) Permit authorized administrative users to regenerate salary slips in case of corrections or revisions, while maintaining complete version control, audit logs and change history.

h) Provide an option to apply digital signatures and/or upload and affix authorized signatory stamps/images on the generated salary slips, as per MP-IDSA requirements.

2.5 Payroll Processing Workflow

The system shall provide a structured, controlled and auditable payroll processing workflow to ensure formal multi-stage verification and approval of monthly salary processing by authorized personnel.

The module shall, inter alia, include the following functionalities:

a) Facilitate a defined, multi-stage payroll workflow comprising the following stages:

    i. Data entry by Accounts Assistant;

    ii. Pre-verification and scrutiny by Junior Accounts Officer; and

    iii. Final approval by the Accounts Officer or other competent authority.

b) Trigger automatic computation and finalization of salary after completion of the prescribed approval workflow.

c) Implement a payroll lock mechanism upon final approval to prevent any unauthorized or inadvertent modification of salary data post-processing.

d) Ensure that any modification required after final approval mandatorily reopens the payroll workflow from the appropriate stage and maintains complete audit trails, version history and justification records for all such changes.

2.6 Utility Recovery Integration (Electricity and Water)

The system shall provide seamless integration between the Accounts Module and the Estate Module for automated processing and recovery of employee-wise electricity and water charges, thereby ensuring an integrated and enterprise-grade financial workflow.

The module shall, inter alia, include the following functionalities:

a) Automatically reflect monthly electricity and water consumption charges for each employee, as received from the Estate Module, as recoverable deductions in the payroll system.

b) Provide provisions for the Accounts Section to review, verify, modify (where permitted) and approve utility charges prior to inclusion in salary deductions.

c) Maintain a Utility Recovery Register capturing employee-wise outstanding electricity and water dues for monitoring and reconciliation.

d) Generate department-wise, quarter-wise and accommodation-type-wise reports on electricity and water recoveries for administrative review, audit and decision-making.

2.7 Reporting and Registers

The system shall provide comprehensive reporting and register-generation capabilities to support financial review, audit and statutory record maintenance, with provision for downloading reports in multiple standard formats including PDF and Excel.

The module shall, inter alia, include the following mandatory reports and registers:

a) Mandatory Monthly Reports

    i. Salary Register capturing employee-wise earnings, deductions and net payable amounts.

    ii. Employee-wise deductions summary report.

    iii. Bank Transfer Statement in CSV or other bank-compatible format for salary disbursement.

    iv. Utility Recovery Summary report reflecting electricity and water recoveries.

    v. Comparative report showing deductions versus earnings for analytical and verification purposes.

b) Mandatory Annual Reports

    1. Annual Consolidated Salary Statement.

    2. Year-wise earnings and deductions ledger for each employee.

    3. TDS / GPF / CPF summary statements for record and reporting purposes (value capture and storage only; no system-based computation required).

2.8 Data Export, Audit Trail, and Compliance

The system shall ensure complete audit readiness and statutory compliance through comprehensive logging, traceability and data export mechanisms for all payroll and financial processes.

The module shall, inter alia, include the following functionalities:

a) Maintain detailed and tamper-evident audit logs of all modifications made to earnings, deductions, employee financial details and salary slips.

b) Capture and retain complete change history including before-and-after values, date and time of modification, user identification and recorded justification or reason for change.

c) Provide secure, structured export facilities for all payroll and salary-related data on a year-wise basis in standard formats to support audit, inspection and reporting requirements.

d) Maintain salary processing and payroll workflow logs to demonstrate compliance with prescribed approval processes and to support internal, statutory and external audits.

2.9 Tally Integration Readiness (Future Provision)

The system shall be designed and configured to support future integration with Tally or equivalent accounting software, without requiring immediate real-time integration at the present stage.

The module shall, inter alia, include the following functionalities:

a) Provide facility for generation and download of journal voucher files in formats compatible with Tally or similar accounting systems.

b) Maintain a configurable ledger mapping structure to align payroll and accounting heads with corresponding ledgers in Tally.

c) Enable export of salary sheets and related payroll data in Tally-compliant formats to facilitate seamless import and posting in the accounting system at a future date.

3. ESTATE CELL

The Estate Cell Module shall provide a structured and digitized framework for management of residential accommodation records, including allotment of quarters, monitoring of occupancy status, monthly billing of electricity and water charges and tracking of related payments. The module shall offer a centralized and auditable platform to ensure transparency, accuracy and regulatory compliance, while enabling seamless integration and coordination with the Accounts Section for timely recovery of utility charges through payroll or other approved mechanisms. The scope of the Estate Cell Module shall cover the functional components such as Residential Details, Electricity Bills and Water Charges.

3.1 Residential Details

The system shall provide a comprehensive, structured and centralized digital repository for management of staff residential quarters, including allotment, occupancy status and the complete lifecycle of residential accommodation.

The module shall, inter alia, include the following functionalities:

a) Maintain a master database of residential quarters capturing details such as quarter number or unique identifier, address, block, quarter type, floor and unit particulars, attached amenities/commodities and eligibility mapping for each category.

b) Record and manage employee-wise residential allotment information including allottee name, designation, department/section, date of allotment, approved duration of stay (From–To) and date of handing over/possession of the quarter.

c) Provide configurable, role-based workflows to manage new allotment of quarters, transfer of residential accommodation and handing over of quarters.

d) Upload, store and maintain digital copies of allotment orders, possession slips, handing over certificates and related documents for record and audit purposes.

e) Automatically generate and display occupancy status reports categorizing quarters as Vacant, Occupied or Under Transfer.

f) Provide advanced search, filtering and query facilities to enable efficient administration and retrieval of residential accommodation records.

g) Maintain complete historical occupancy logs for each residential quarter to support audit, verification and administrative reference.

3.2 Electricity Bill Management

The system shall provide a structured and systematic utility billing framework for management of monthly electricity charges applicable to employees residing in staff residential quarters.

The module shall, inter alia, include the following functionalities:

a) Maintain and utilize employee–quarter linkage to automatically determine billing responsibility for electricity consumption.

b) Support entry and maintenance of monthly electricity meter readings, including current and previous readings, on a quarter-wise and occupant-wise basis.

c) Automatically compute electricity consumption units based on recorded meter readings.

d) Apply configurable electricity tariff rates, including flat-rate or slab-based tariffs, with provision for future modification as per applicable policies.

e) Generate monthly electricity bills for each occupant indicating units consumed, tariff applied and total amount payable.

f) Enable marking and tracking of electricity bills as Paid or Unpaid, with provision to carry forward unpaid amounts to subsequent billing cycles.

g) Provide facility to generate and download monthly Electricity Bill Registers for administrative review, reconciliation and audit purposes.

h) Automatically share and transmit monthly electricity payable amounts to the Accounts Section for recovery through payroll deductions or other approved mechanisms.

i) Permit upload and storage of scanned copies of physical electricity bills or supporting documents, wherever required.

j) Maintain comprehensive, year-wise history of electricity billing, payments and recoveries for reference and audit.

k) Generate system-driven alerts and notifications for missing data entries, overdue bills or outstanding electricity charges.

3.3 Water Charges Management

The system shall provide a structured and systematic mechanism for recording, billing and monitoring monthly water charges applicable to residential quarters allotted to employees.

The module shall, inter alia, include the following functionalities:

a) Configure and maintain fixed or variable water charge structures based on quarter type or other applicable criteria.

b) Record and manage employee-wise monthly water charge amounts linked to the respective residential quarters.

c) Automatically generate monthly water bills indicating the total amount payable by each occupant.

d) Enable marking and tracking of water charge payment status as Paid or Pending, with appropriate status indicators.

e) Forward and integrate monthly payable water charge amounts with the Accounts Section for recovery through salary deductions or other approved modes.

f) Generate and provide downloadable monthly Water Charges Registers for administrative review, reconciliation and audit.

g) Maintain historical records of water billing and payment details on a month-wise and year-wise basis for audit and reference purposes.

h) Generate system-driven alerts and notifications for missing data entries, overdue bills or outstanding water charges.

3.4 Integration with Accounts Section

The system shall provide seamless and automated integration between the Estate Cell Module and the Accounts Module to facilitate accurate and timely recovery of utility charges.

The module shall, inter alia, include the following functionalities:

a) Automatically make employee-wise electricity and water charge details available and visible within the Accounts Module for payroll and recovery processing.

b) Permit authorized Accounts personnel to review, edit or override utility charge amounts, wherever required, with mandatory recording of reasons and maintenance of audit trails.

c) Generate and provide utility recovery reports on a month-wise and employee-wise basis to support verification, reconciliation and audit requirements.

3.5 Reporting and Registers

The system shall provide comprehensive reporting and register-generation facilities for the Estate Cell, with provision for downloading reports in standard formats such as PDF and Excel.

The module shall, inter alia, include the following mandatory reports and registers:

a) Residential Occupancy Report indicating quarter-wise and employee-wise occupancy status.

b) Residential Vacancy Report reflecting available and unoccupied residential quarters.

c) Monthly Electricity Bill Register capturing electricity billing details for all residential occupants.

d) Monthly Water Charges Register detailing water billing for all residential occupants.

e) Outstanding Utility Dues Report showing pending electricity and water recoveries on an employee-wise and quarter-wise basis.

3.6 Audit Trail and Document Management

The system shall ensure transparency, traceability and audit readiness by maintaining comprehensive audit trails and systematic document management for all Estate Cell–related transactions.

The module shall, inter alia, include the following functionalities:

a) Track and record all changes and updates made to residential quarter allotments, utility bills and payment status records.

b) Upload, store and manage digital copies of allotment orders, handing over forms, possession slips and related documents in a centralized repository.

c) Maintain detailed user-wise audit logs capturing date and time of actions, user identification and recorded reasons for any edits or modifications, wherever applicable.

4. CONFERENCE CELL

The Conference Cell Module shall provide a centralized, structured, and digitized platform for planning, recording, monitoring and reporting of all conferences, seminars, workshops, lectures and related academic or administrative events organized by or involving MP-IDSA and its employees. The module shall function as an official Calendar of Events, ensuring transparency, coordination and institutional record management.

4.1 Event Master and Event Creation

The system shall provide facilities for creation, maintenance and management of event records.

The module shall, inter alia, include the following functionalities:

a) Create and maintain event records capturing details such as event title, type (conference/seminar/workshop/lecture/meeting, etc.), theme/subject, organizing centre/section and mode (physical/virtual/hybrid).

b) Record event schedule including start date, end date, venue/location and time slots.

c) Capture event convenor/coordinator details and contact information.

d) Classify events as internal, national or international, as applicable.

e) Upload and maintain digital copies of event-related documents such as concept notes, brochures, agendas, invitations, participant lists, photographs, presentations, and proceedings.

4.2 Calendar of Events

The system shall provide a centralized and dynamic Calendar of Events view.

The module shall, inter alia, include the following functionalities:

a) Display all forthcoming, ongoing, and completed events in a calendar-based interface (monthly/weekly/list view).

b) Allow filtering of events based on date range, type, department or organizer.

c) Highlight key upcoming events through visual indicators and reminders.

d) Provide role-based visibility of events to employees and administrators.

e) Maintain and display an annual list of Government holidays as notified by the Government of India and adopted by MP-IDSA, including Gazetted Holidays and Restricted Holidays.

4.3 Notifications and Alerts

The system shall provide automated communication and reminder facilities.

The module shall, inter alia, include the following functionalities:

a) Generate system alerts and notifications for forthcoming events to concerned employees and sections.

b) Send reminders for important milestones such as event start dates, nomination deadlines, and reporting requirements.

c) Allow administrators to configure notification schedules.

4.4 Audit Trail and Access Control

The system shall ensure accountability and traceability of all Conference Cell activities.

The module shall, inter alia, include the following functionalities:

a) Maintain complete audit trails of creation, modification and deletion of event records.

b) Record user-wise actions with date and time stamps.

c) Implement role-based access control for data entry, approval and viewing.

C. THE HRMS/ERP SYSTEM SHALL BE DEPLOYED ON-PREMISE SERVER SYSTEM:

1. The HRMS/ERP system shall be installed, configured and deployed on MP-IDSA's on-premise server infrastructure, located within the Institute's premises or any other location approved by MP-IDSA.

2. Hosting of any component of the HRMS/ERP application, database, or backup on public cloud platforms, third-party infrastructure, or external data centres shall not be permitted without prior written approval of MP-IDSA.

3. MP-IDSA shall provide the on-premise hardware infrastructure, including servers, storage, network connectivity and power, unless otherwise specified.

4. The successful bidder shall be responsible for end-to-end system setup, including:

a) Installation and configuration of the HRMS/ERP application;

b) Database installation, configuration and performance tuning;

c) Application server setup and configuration; and

d) Integration with MP-IDSA's internal network, security and access controls.

5. The bidder shall submit a recommended system architecture and sizing document (CPU, RAM, storage, OS, DB, network ports, etc.) prior to deployment, for approval by MP-IDSA.

6. The HRMS/ERP solution shall be compatible with industry-standard operating systems and databases approved by MP-IDSA.

7. All data generated, stored, or processed by the HRMS/ERP system shall be the exclusive property of MP-IDSA.

8. All HRMS/ERP data, including logs and backups, shall reside entirely within MP-IDSA's on-premise servers.

9. The bidder shall not copy, store, transmit or retain any data outside MP-IDSA premises, except for approved backup or support purposes and only with prior written authorization.

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10. The HRMS/ERP system shall implement role-based access control (RBAC) aligned with MP-IDSA's organizational structure and functional hierarchy.

11. Administrative access to servers, databases, and core system components shall be restricted exclusively to authorized MP-IDSA personnel.

12. The application shall operate within MP-IDSA's secured internal network and shall comply with institutional firewall, VLAN, and access control policies.

13. All inter-layer and network communications shall be secured using encryption protocols approved by MP-IDSA.

14. The bidder shall ensure compliance with CERT-In advisories, MeitY guidelines and applicable Government of India IT security norms.

15. The bidder shall configure, document and maintain regular backup mechanisms (daily/weekly/monthly) for application data and databases, and shall submit a Backup and Recovery SOP for approval.

16. During the warranty and CMC period, the bidder shall provide support for application patches, bug fixes and security updates.

17. All updates shall be deployed only after successful testing in a staging environment and with prior approval of MP-IDSA. No automatic or remote updates shall be performed without explicit consent.

18. The system shall maintain tamper-proof audit trails covering user activities, data modifications, and administrative actions. Audit logs shall be stored on-premise and made available for internal audit, vigilance, or statutory inspections as required.

19. Support and maintenance services shall be provided through on-site support and/or secure remote access, subject to prior approval. No remote connectivity tools shall be introduced without MP-IDSA's authorization.

20. Upon completion or termination of the contract, the bidder shall hand over complete source code, binaries, configurations, credentials, and documentation to MP-IDSA. He shall also ensure that MP-IDSA retains full administrative control over web and mobile access.

21. The bidder shall ensure that no dependency on proprietary or vendor-controlled infrastructure or services remains after handover, enabling independent operation and future transition by MP-IDSA.

D. ROLE-BASED ACCESS CONTROL (RBAC) AND MULTI-PLATFORM ACCESS:

1. Role-Based Access Control (RBAC)

a) The HRMS/ERP system shall implement a comprehensive Role-Based Access Control (RBAC) mechanism to ensure that system access, data visibility and functional permissions are granted strictly on a need-to-know and role-to-function basis.

b) User roles shall be defined and configurable by MP-IDSA and shall include, but not be limited to:

    i. System Administrator

    ii. Section Administrator (Establishment / Accounts / Estate / Conference Cell)

    iii. Approving Authority

    iv. Reporting Officer

    v. Reviewing / Accepting Authority

    vi. General Employee (End User) and

    vii. Audit / Read-Only User.

c) Each role shall be mapped to explicit permissions covering:

    i. Module access

    ii. Transaction creation, modification, approval and deletion

    iii. Report viewing, generation and export

    iv. Administrative and configuration privileges.

d) The system shall support multi-level approval workflows, maker–checker mechanisms and segregation of duties to prevent unauthorized access or conflict of interest.

e) Role assignment, modification and revocation shall be permitted only to authorized MP-IDSA administrators and shall be fully logged.

f) The system shall maintain tamper-proof audit logs capturing:

    i. User ID

    ii. Role assigned

    iii. Date and time of login/logout

    iv. Transactions performed

    v. Before-and-after values for all data modifications

g) Privileged access (including database and system administration access) shall be restricted to MP-IDSA-authorized personnel only and the bidder shall not retain

any administrative access post-deployment except with explicit written authorization.

2. Browser-Based Access (Web Application)

a) The HRMS/ERP system shall be delivered as a secure, browser-based web application, accessible over MP-IDSA's internal network.

b) The application shall support the latest stable versions of standard web browsers, including:

    i. Google Chrome

    ii. Microsoft Edge

    iii. Mozilla Firefox

c) The web application shall:

    i. Not require any proprietary browser plugins or client-side installations.

    ii. Enforce secure session management, including configurable session timeout and automatic logout.

    iii. Use HTTPS and approved encryption protocols for all data transmission.

d) Browser-based access shall fully support all functional modules, workflows, approvals, dashboards and reporting features as defined in the Scope of Work.

3. Mobile Application Access (Android & iOS)

a) The bidder shall provide secure native or hybrid mobile applications for:

    i. Android devices

    ii. iOS (iPhone) devices

b) The mobile applications shall be designed to provide role-based access, consistent with the RBAC policies defined for the web application.

c) Mobile application functionality shall include minimum support, but not be limited to:

    i. Secure login and authentication

    ii. Viewing of personal profile and service details

    iii. Leave application and approval

    iv. Attendance viewing

    v. Salary slip viewing and download

    vi. Notifications and alerts

    vii. Approval workflows for authorized officers

d) The scope of mobile access shall be configurable by MP-IDSA and sensitive administrative or configuration functions may be restricted to browser-based access only.

e) Mobile applications shall:

    i. Connect only to MP-IDSA's on-premise HRMS/ERP servers through secure APIs

    ii. Not store sensitive data locally on the device

    iii. Encrypt any cached or temporary data, if technically required

    iv. Support remote session invalidation and forced logout in case of security incidents

f) The bidder shall ensure that no HRMS/ERP data is stored, processed or routed through any external cloud service as part of mobile application operation.

4. The system shall support strong authentication mechanisms, including:

    i. User ID and password with configurable complexity policies

    ii. Optional Two-Factor Authentication (2FA), if required by MP-IDSA

5. The system shall enforce:

    i. Password expiry and reuse policies

    ii. Account lockout after configurable failed login attempts

    iii. IP-based or network-based access restrictions, if required

6. All access through web browsers and mobile applications shall be logged and auditable.

E. COMPREHENSIVE MAINTENANCE CONTRACT (CMC) – 05 YEARS:

The Comprehensive Maintenance Contract (CMC) is intended to ensure the continuous, secure and uninterrupted functioning of *the* HRMS/ERP system deployed on MP-IDSA's on-premise server infrastructure. The CMC shall cover preventive and corrective maintenance, technical support, security updates, performance optimization and handholding support for a period of five (05) years, commencing from the second year onwards after successful Go-Live.

1. The CMC shall cover all software components of the HRMS/ERP system, including:

    a) Application software and all functional modules;

    b) Database and application configurations;

    c) Reports, workflows, dashboards and integrations;

    d) Interfaces with biometric, library and other internal systems; and

e) On-premise deployment configurations and associated security settings.

2. The bidder shall carry out periodic preventive maintenance to ensure optimal system performance, reliability and availability, including:

   a) Application and database health checks;

   b) Review of system logs and audit trails;

   c) Performance tuning and optimization; and

   d) Validation of backup and restore procedures.

3. Preventive maintenance reports shall be submitted at intervals prescribed by MP-IDSA.

4. The bidder shall provide corrective maintenance to resolve:

   a) Application errors and bugs;

   b) Performance degradation; and

   c) Data-related issues attributable to the application.

5. All issues/incidents shall be classified as Critical, High, Medium, or Low and resolved strictly in accordance with the approved SLA timelines.

6. Recurring or repeated issues shall be subjected to root cause analysis and permanent corrective measures.

7. The bidder shall provide security patches, vulnerability fixes and application updates in compliance with NIC security guidelines, MeitY hosting norms and CERT-In advisories.

8. All updates shall be tested in a staging environment and deployed only after prior approval of MP-IDSA.

9. Helpdesk and technical support shall be provided through telephone, email, or secure remote access, subject to prior approval.

10. On-site support shall be provided as and when required by MP-IDSA.

11. The bidder shall maintain incident registers, service records and support logs for audit and review.

12. Data integrity shall be ensured during all maintenance activities and unauthorized data modification shall be strictly prevented.

13. The bidder shall extend support to MP-IDSA during internal audits, vigilance checks, statutory audits or CAG inspections by providing necessary logs, reports and technical clarifications.

14. The bidder shall support the configuration, monitoring and verification of on-premise backup mechanisms.

15. Assistance shall be provided for data or system restoration in case of failures, data corruption, or disaster situations.

16. Restoration procedures shall be periodically tested, and test reports shall be submitted to MP-IDSA.

17. System performance and availability shall be continuously monitored in accordance with defined SLA parameters.

18. Any performance issues attributable to application design or configuration shall be rectified without additional cost.

19. The bidder shall carry out minor configuration changes, report modifications and workflow adjustments required for routine operations.

20. Minor enhancements shall not involve core redesign or development of new modules unless separately approved by MP-IDSA.

21. During the validity of the CMC, MP-IDSA may require development of additional or new modules based on future institutional requirements. Such work shall be shall be outside the scope of regular CMC. The scope, timelines and cost shall be finalized separately on the basis of approved indicative rate card / per man-month / per module pricing. The developed module shall be fully integrated with the existing HRMS system and shall be covered under CMC support for the remaining contract period without any additional CMC cost.

22. As part of the bid submission, the bidder shall provide an Indicative Rate-Card (Annexure-G). The rates quoted in the Indicative Rate-Card shall remain valid and binding for the entire CMC period.

23. The bidder shall provide refresher training and user support during the CMC period, as and when required.

24. Support shall be extended for onboarding of new users and system administrators.

25. Periodic reports shall be submitted covering support tickets, resolution status, preventive maintenance activities and SLA compliance.

26. The bidder shall participate in review meetings as scheduled by MP-IDSA.

27. During the CMC period, it shall be ensured that no data is transferred outside MP-IDSA premises, no cloud or third-party hosting is introduced and all bidder access remains controlled, logged, and approved.

28. Upon completion of the CMC period, the bidder shall ensure a smooth handover to MP-IDSA or a new service provider, along with updated documentation and configuration details. He shall also ensure that MP-IDSA retains full administrative control over web and mobile access.

29. No data, system credentials or access rights shall be retained by the bidder after expiry of the CMC.

PRE-QUALIFICATION / ELIGIBILITY CRITERIA

A. The Applicant to meet the following minimum criteria for Technical Pre-qualification Criteria:

1. **Legal Status:** The Software development company must be incorporated & registered in India, under the Indian Companies Act and should be in operations in India from last 03 years. Joint Venture/Consortium are not allowed. Supporting documents – Self-attested copy of Certificate of Incorporation/Registration, GST No., PAN No. (firm/partners) and past experience of 03 years must be enclosed with the tender document.

2. **EPF and ESI Registration:** The bidder should have valid Permanent Account Number (PAN), GST Registration No., PF Registration No. and ESI Registration No. Supporting documents – The bidder shall submit self-attested copy of related documents wherever required
   a) PAN No.
   b) GST Registration Certificate
   c) P.F Registration No. issued by PF Authorities.
   d) ESI Registration No. issued by ESI Authorities, etc.

3. **Financial Turnover:** The bidder should have a minimum total turnover of Rs. 35 Lakh over the last three financial years. Supporting documents – Self-attested Copies of audited annual accounts/ C.A. certified balance sheet for the last three years shall be attached along with the bid.

4. **Similar Work Experience:** The bidder must have successfully executed/completed similar service i.e. HRMS solution must be live and operational in any Government/PSU/Corporate/Private Institution for at least 01 year. Supporting documents – Certified copy of certificate of the client/owner regarding satisfactory performance of previous works, Work Order, Purchase Order, URL etc.

5. **Working Experience with Government/Ministries:** The bidder should have prior experience of working with Central Government, State Government or any of their associated Ministries/Departments. Supporting documents – The Bidders shall submit Self attested copies of Work Orders/Work Completion Certificates verifying the same.

6. **Clear Track Record:** The firm must have clear track record from previous principle employers. The firm should not have been blacklisted / debarred in any manner by any PSU/Government Department for doing business with them. At any point of

time even after issuing the work order, the dubious record revealed or come to notice of the Institute, the contract shall be cancelled immediately and firm shall be blacklisted. Supporting documents – A declaration on a stamp paper/notary certificate of Rs. 100/- should be attached with the bid.

7. **Mandatory Certifications**: The bidder shall possess valid and subsisting certifications as on the date of bid submission, as specified below:

   a) CMMI Maturity Level 3 or above (for Software Development/Services);

   b) ISO 9001:2015 – Quality Management Systems and

   c) ISO 27001:2022 – Information Security Management Systems.

The certifications shall be issued by accredited and recognized certification bodies and shall remain valid for the entire duration of the contract or shall be renewed by the bidder prior to expiry, without any lapse. Supporting documents – Bidders shall submit self-attested copies of all the above certifications along with their Bid. The certifications must clearly indicate the name of the bidder, scope of certification, validity period and issuing authority.

Pre-Qualification / Eligibility Criteria Requirement:

Sr. No.	Parameter	General Bidder	MSME Bidder	Remarks
1.	EMD	Yes, Required	Exempted	
2.	Financial Turnover	Yes, Minimum Avg. turnover of Rs 35 Lakh / year for last 03 year.	Yes, Minimum Avg. turnover of Rs 30 Lakh / year for last 03 year.	Certified copies of Audited annual Accounts/C.A. Certified Balance Sheet for the last 03 years.
3.	Similar Work Experience	Yes, HRMS solution must be live and operational in any Government / PSU / Corporate / Private Institution for at least 01 year.	Yes, HRMS solution must be live and operational in any Government / PSU / Corporate / Private Institution for at least 01 year.	Certified Copies of Work Order, Purchase Order, URL etc. and copy of certificate of the client/owner regarding satisfactory performance of previous works.

4.	Working Experience with Government/ Ministries	Yes, Prior experience of working with Central Government, State Government or any of their associated Ministries/Departments	Yes, Prior experience of working with Central Government, State Government or any of their associated Ministries/Departments	Certified copies of Work Orders/Work Completion Certificates verifying the same.
5.	Clear Track Record	Yes, firm should not have been blacklisted / debarred in any manner by any PSU/Government Department.	Yes, firm should not have been blacklisted / debarred in any manner by any PSU/Government Department.	A stamp paper/notary certificate of Rs. 100/-.
6.	Mandatory Certifications	Yes, Firm shall possess valid and subsisting CMMI Maturity Level 3 or above, ISO 9001:2015 and ISO 27001:2022 certifications.	Yes, Firm shall possess valid and subsisting CMMI Maturity Level 3 or above, ISO 9001:2015 and ISO 27001:2022 certifications.	Certified copies of all the mandatory certifications.

B. Submission Of Basic Information

The Bidders shall furnish all necessary basic information in the prescribed Pre-defined Proforma – 1 and Proforma - 2 enclosed with the tender document. The Annexure and Performa shall be duly filled in, signed, stamped and submitted along with the Technical Bid, supported by relevant documentary evidence wherever applicable.

Incomplete, ambiguous or unsigned Annexure and Proforma or submission of incorrect or misleading information, shall render the bid liable for rejection at the discretion of MP-IDSA.

BASIC INFORMATION

S. NO.	DETAIL	RESPONSE
1.	Name of the Bidding Firm/Organization	
2.	Year of Establishment	
3.	Type of the organisation (Whether sole proprietorship, Partnership, Private Ltd. or Ltd. Co. etc.).	
4.	Details of Registration - a) Name of Registering Authority: b) Date of Registration: c) Registration number:	
5.	Address of the Registered Office (with Phone Nos, Email ID and Contact Person)	
6.	Operational Address (with Phone Nos, Email ID and Contact Person)	
7.	Details of Authorized Signatory	Name: Designation: Mobile No: Email ID:
8.	Website	
9.	PAN No.	
10.	GST Registration No.	
11.	P.F Registration No.	

12.	ESI Registration No.	
13.	Yearly turnover of the organization during last 03 years (year wise).	2021-22: 2022-23: 2023-24: Attach certified copies of Audited annual Accounts/C.A. Certified Balance Sheet for the last 03 years.
14.	No. of years of experience in the similar work/field	
15.	Detailed description and value of works successfully completed and works on hand (Performa 2)	Attach duly filled in, signed and stamped Proforma 2
16.	Mandatory Certifications	Attach Certified copies of all the mandatory certifications.
17.	Whether any Civil Suit / litigation arisen in contracts executed / being executed during the last 10 years. If yes, please furnish the name of the project, employer, Nature of work, Contract value, work order and brief details of litigation. Give name of court, place, and status of pending litigation.	Attach a separate sheet if required
18.	Have you ever been put on a holiday list or banned by any Public sector units? If so give details.	
19.	Certificate / Undertaking on non-judicial stamp paper that the firm has not blacklisted by any of the PSU/Government Department /organization.	Attach a stamp paper/notary certificate of Rs. 100/-.

I/We confirm that to the best of our knowledge the information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

Date: Sign. & Seal of the Bidder

Place:

LIST OF SIMILAR WORKS EXECUTED BY THE ORGANISATION DURING THE LAST 01 YEARS

S. No.	Name of organisation with address and name and contact nos. of 2-persons (Engineers or top officials of the org.)	Work details	Annual Contract Amount (Rs.)	Stipulated time of completion (Years)	Present status of the project (Completed / Ongoing)
1	2	3	4	5	6

Notes:

i.   Information has to be filled up specifically in this format. Please do not write remarks

ii. Only similar work related to HRMS/ERP Solutions should be listed.

iii. Enclose client's certificate for satisfactory completion. The issuing authority shall not be less than an Executive-in-Charge.

TECHNICAL EVALUATION (QCBS)

Evaluation Methodology

The bids shall be evaluated using the **Quality and Cost Based Selection (QCBS)** method, wherein the Technical Bid and Financial Bid shall be evaluated separately. The final selection shall be based on a combined score derived from both evaluations.

The weightage for evaluation shall be as follows:

- **Technical Evaluation (T): 60%**
- **Financial Evaluation (C): 40%**

A. TECHNICAL EVALUATION FRAMEWORK (100 MARKS)

The Technical Evaluation shall be carried out by a duly constituted Evaluation Committee of MP-IDSA. Technical bids shall be evaluated strictly as per the criteria and marks allocation detailed below.

SR. NO.	EVALUATION PARAMETER	CRITERIA / SCORING BAND	MARKS
TQ-1	Legal Status & Years of Operation	Registered Indian Company operating for more than 07 years	15
		Registered Indian Company operating form between 03-06 years	10
		Registered Indian Company operating for less than 03 years	05
Max Marks			**15**
TQ-2	Financial Turnover (Average of Last 3 Financial Years)	More than 01 Crore	15
		Between 50 lakh - 01 Crore	10
		Between 30 lakh - 50 lakh	05
Max Marks			**15**
TQ-3	Experience in HRMS / ERP Implementations	Live HRMS/ERP operational for more than 05 years in Govt./PSU/Corporate/Private organization	30
		Live HRMS/ERP operational for more than 03 years in Govt./PSU/Corporate/Private organization	20
		Live HRMS/ERP operational for more than 01- 02 years in Govt./PSU/Corporate/Private organization	10
Max Marks			**30**
TQ-4	Working Experience with Government/Ministries	03 or more projects	20
		02 Projects	10
		01 Projects	05

Max Marks			20
TQ-5	Mandatory Certifications	CMMI Level 3 or above	7
		ISO 27001:2022	5
		ISO 9001:2015	5
		Additional Relevant Certification	3
Max Marks			20
Total Technical Score			**100**

The Normalized Technical score shall then be considered for QCBS calculation and calculated

as: **Normalized Technical Score (T) =** $\left(\frac{Bidder's\ Total\ Technical\ Score}{Highest\ Technical\ Score}\right) \times 100$

B. FINANCIAL EVALUATION FRAMEWORK (40 MARKS)

Financial bids of technically qualified bidders shall be opened and evaluated as follows:

- The L1 (Lowest Price) bidder shall be awarded full 40 marks.

- Other bidders shall be awarded marks on a proportionate basis, calculated as:

Normalized Commercial Score (C) = $\left(\frac{Lowest\ Commercial\ Price}{Bidder's\ Commercial\ Price}\right) \times 100$

The normalized financial score shall then be considered for QCBS calculation.

C. COMPUTATION OF FINAL QCBS SCORE

The Final QCBS Score shall be calculated using the following formula:

Final QCBS Score = (T×0.60) + (C×0.40)

Where:

T = Normalized Technical Score

C = Normalized Commercial Score

The bidder securing the **highest Final QCBS Score** shall be ranked first and considered for award of contract.

D. GENERAL CONDITIONS GOVERNING EVALUATION

a) MP-IDSA reserves the right to verify credentials, certifications and experience claimed by bidders.

b) Submission of false or misleading information shall lead to rejection of the bid at any stage.

c) The decision of the Evaluation Committee shall be final and binding. All evaluation proceedings and scores shall be treated as confidential and shall not be disclosed except as required under applicable laws or procurement rules.

d) Only those bidders who meet or exceed the prescribed technical qualifying score of 42 marks and fulfil all technical eligibility requirements will be considered for opening of the financial bid. The eligible bids will then be evaluated using the QCBS methodology, with a 60:40 weightage between Technical and Financial scores, respectively.

e) MP-IDSA reserves the right to reject all bids without assigning any reason.

<u>SPECIAL TERMS & CONDITIONS</u>

This annexure forms an integral part and shall be read in conjunction with the General Terms & Conditions and Scope of Work (Annexure - A). In case of any inconsistency, the provisions of this annexure shall prevail for matters specifically covered herein:

1. **Design & Customization:** The HRMS/ERP solution shall be custom-designed and configured to meet the functional, procedural and statutory requirements of MP-IDSA as detailed in the Scope of Work (Annexure - A). It shall also be modular, scalable and configurable, allowing future enhancements without major redevelopment or disruption to existing operations.

2. **Ownership of Software & Source Code:** All intellectual property rights, including source code, database schemas, configurations, documentation, and custom developments created under this contract shall vest solely with MP-IDSA. The bidder shall hand over the complete source code and technical documentation upon completion or termination of the contract. He shall also ensure that MP-IDSA retains full administrative control over web and mobile access.

3. **Source Code Escrow:** The bidder shall arrange for a Source Code Escrow mechanism with a mutually acceptable escrow agent to safeguard MP-IDSA's interests in case of vendor insolvency, non-support, or contract termination.

4. **Data Security & Cyber Security:** The system shall comply with applicable Government of India IT security guidelines, CERT-In advisories and best industry practices. The bidder shall implement adequate security controls including role-based access, encryption, audit logs and secure hosting practices. Any data breach shall be immediately reported to MP-IDSA.

5. **Compliance with Laws:** The bidder shall comply with all applicable laws, rules, regulations and statutory requirements of Government of India, including IT Act, data protection guidelines, labour laws, taxation laws etc.

6. **Implementation/Deployment**:
   a) The bidder shall be responsible for end-to-end implementation, including configuration, installation, testing, deployment and Go-Live of the HRMS/ERP solution.
   b) Implementation shall be carried out strictly as per the approved project plan, milestones, and timelines. Any delay attributable to the bidder shall be treated as a breach of contract.
   c) The system shall be deployed on-premise at MP-IDSA.
   d) The system shall be deemed accepted only after successful User Acceptance Testing (UAT). UAT shall be conducted to verify that the system meets all

functional, technical, and operational requirements as specified in Annexure - A. Any defects identified during UAT shall be rectified by the vendor at no additional cost. Go-Live and related payments shall be subject to successful UAT completion.

7. **Data Ownership & Confidentiality:** All data generated, stored or processed under the HRMS/ERP system shall be the exclusive property of MP-IDSA. The bidder shall treat all data, documents and information as confidential and shall not disclose the same to any third party without prior written approval of MP-IDSA. The bidder shall ensure that no data is altered, deleted or overwritten without proper authorization and audit logging during migration and post-Go-Live operations. Data integrity checks shall be built into the system to prevent corruption or unauthorized changes.

8. **Legacy Data Migration:** The bidder shall be responsible for migration of legacy data from existing systems, registers, spreadsheets or physical records, as identified by MP-IDSA. The bidder shall provide post-migration verification reports and any discrepancies identified shall be rectified at no additional cost. MP-IDSA shall not be responsible for errors arising due to incorrect migration performed by the bidder.

9. **Training:** The bidder shall provide comprehensive, role-based training to MP-IDSA employees at no additional cost. Training shall be conducted for:

   a) End Users (MP-IDSA Employees)

   b) Section Administrators (Establishment, Accounts, Estate and Conference Cell)

   c) System Administrators / IT Personnel

   Training shall be delivered through on-site sessions, Hands-on system demonstrations and User walkthroughs using live or dummy data. The bidder shall provide refresher training sessions, if required, during the warranty/initial support period.

10. **User Manuals & Documentation:** The bidder, at no additional cost, shall prepare and submit complete up-to-date technical and user documentation, including but not limited to:

    a) User Manuals (Module-wise)

    b) Administrator Manuals

    c) Technical / System Architecture Documentation

    d) Data Dictionary and Configuration Details

    All manuals shall be provided in both hard copy (where required) and soft copy (PDF/Word) formats. Documentation shall be written in clear, user-friendly language, suitable for non-technical users. It shall be updated to reflect as-built configurations and final deployed functionality.

11. **Knowledge Transfer:** The bidder shall ensure complete knowledge transfer to designated MP-IDSA officials, including system operations, configurations and basic

troubleshooting. Knowledge transfer shall be completed prior to closure of implementation phase.

12. **Handing/Taking Over:** Upon completion of implementation or termination of the contract, the contractor shall hand over the complete HRMS/ERP system, source code, databases, all documentation, credentials and backups to MP-IDSA in a usable and certified condition.

13. **Post-Go-Live Support:** The bidder shall provide handholding support after post-Go-Live to stabilize operations. Till the end of the contract period, the bidder shall address configuration issues, data corrections and user queries arising from actual usage.

14. **Milestones and Timelines:** Implementation shall be carried out strictly as per the approved project plan, milestones, and timelines. Any delay attributable to the bidder shall be treated as a breach of contract. This Milestone vs Payment Schedule shall form an integral part of this contract. Payments shall be released only upon successful completion and acceptance of each milestone by MP-IDSA.

Milestone vs Payment Schedule

S. No.	Milestone	Key Deliverables	Timeline (From Work order)	Payment (% of the Contract Value)
1.	Project Kick-off & Requirement Finalization	Project initiation, Software Requirements Specification (SRS) Sign-off	15 days	25%
2.	Core Module Development & Module-wise Customization	Development/customization of HRMS modules as per Annexure - A	02 months	
3.	Legacy Data Migration	Data mapping, Data migration, Data Acceptance	03 months	
4.	Integration, Testing & Training	Testing, Training, User Acceptance Testing (UAT), Defect Resolution	3.5 months	
5.	Go-Live	Go-Live & Support Initiation	04 months	
6.	After 06 month	Support for configuration fixes, data corrections, bug resolution and operational stabilization	06 months (From Go-Live)	25%
7.	Final Acceptance & Documentation	Final acceptance, manuals, training completion, source code & documentation handover.	12 months (From Go-Live)	50%
Total			12 months	**100%**

Notes:

a) No advance payment shall be made.

b) Payments shall be subject to deduction of applicable statutory taxes.

c) MP-IDSA reserves the right to withhold or defer payment in case of non-compliance or delay attributable to the bidder.

d) Timelines are indicative and may be revised with mutual written consent. No change shall be effective unless approved in writing by MP-IDSA.

15. **Penalty for Violation of Terms & Conditions / Service Level Agreement (SLA)**: Penalties shall be applicable in case of failure to meet contractual obligations, milestones, timelines or SLA parameters attributable to the bidder.

a) If there is delay in achievement of any contractual milestone (Development and Deployment of HRMS/ERP system) beyond the approved timeline shall attract a penalty of 0.5% of the milestone value per week of delay, subject to a maximum of 10% of the total contract value.

b) The bidder/service provider will have to ensure minimum uptime of 99% in a month and 95% in one year. If the System uptime is below agreed level (monthly/yearly), it shall attract penalty of 1 % of the Contract Value/CMC Value per 0.5% shortfall.

c) Incident Response & Resolution:

Severity Level	Description	Response Time	Resolution Time	Penalty
Critical (S1)	System down / payroll blocked / data access failure	≤ 2 hours	≤ 8 hours	₹5,000 per incident per day
High (S2)	Major module non-functional	≤ 4 hours	≤ 24 hours	₹3,000 per incident per day
Medium (S3)	Partial functionality / report issues	≤ 1 working day	≤ 3 working days	₹1,000 per incident per day
Low (S4)	Minor issues / cosmetic	≤ 2 working days	≤ 5 working days	Nil / advisory

d) Data Integrity & Backup:

Parameter	Requirement	Penalty
Backup Failure	Missed scheduled backup	₹2,000 per instance
Data Loss due to vendor fault	Zero tolerance	Up to 10% of annual CMC value + corrective action

e) Cumulative Penalty: Cumulative Penalty cannot exceed more than 10% of the total contract value/CMC Value. Penalties shall be year-specific and shall not carry forward to subsequent years.

f) External factors and severe natural calamity beyond human control shall exempt the penalty clause.

g) Penalties shall be recovered through adjustment against quarterly/annual CMC payments or any other method permissible under contract.

16. **Final Completion and Closure:** The project shall be considered successfully completed only after all milestones are achieved, User Acceptance Testing (UAT), Go-Live and stabilization are completed successfully and Final Acceptance Certificate is issued by MP-IDSA. Closure of the project shall not absolve the bidder of obligations under warranty, maintenance or support clauses.

17. The bidder must provide the contact details of its call center/helpdesk/web portal, which should be accessible 24x7. This must include mobile numbers, landline numbers, email addresses and the names of service engineers. An escalation matrix must also be submitted, detailing contact information to be used in case faults are not resolved within the stipulated time.

CHECK LIST FOR TECHNICAL BID

(Pre-Qualification, Eligibility & QCBS Compliance)

A. Pre-Qualification / Eligibility Criteria Checklist

S. No.	Eligibility Requirement	Documents to be Verified	Submitted (Yes/No)	Remarks
1.	Legal Status & Registration	Certificate of Incorporation/Registration		
		GST Registration Certificate		
		PAN Card (Firm)		
		Proof of operations for last 03 years		
2.	EPF & ESI Registration	PF Registration Certificate		
		ESI Registration Certificate		
3.	Financial Turnover	Audited Balance Sheets / CA Certificate FY 2021-22: FY 2022-23: FY 2023-24:		
4.	Similar Work Experience	Work Order / PO		
		Client Certificate of Satisfactory Performance		
5.	Working Experience with Government/Ministries	Work Orders / Completion Certificates		
6.	Clear Track Record (Non-Blacklisting)	Undertaking on ₹100 stamp paper / notarized		
7.	Mandatory Certifications	CMMI Level-3 or above: ISO 27001:2022: ISO 9001:2015:		
8.	EMD	DD / Proof -MSME exemption		
9.	For MSME Exemption	MSME Certificate		

B. Submission of Mandatory Annexures & Proforma's

S. No.	Document	Requirement	Submitted (Yes/No)	Remarks
1.	Performa-1 – Basic Information	Duly filled, signed & stamped		
2.	Performa-2 – Similar Works	Duly filled, signed & stamped		
4.	Litigation Disclosure	Separate sheet if applicable		
5.	Non-Blacklisting Undertaking	Undertaking on ₹100 stamp paper / notarized		
6.	Mandatory Certifications	Self-attested copies		

Note:

a) In the event of any discrepancy, inconsistency, ambiguity, misrepresentation, or omission found in the documents, information or declarations submitted, MP-IDSA reserves the right to seek clarification, reject the bid or disqualify without prejudice to any other rights available under the applicable law.

b) If any discrepancy or false information is detected after award of contract, MP-IDSA shall have the right to terminate the contract forthwith, forfeit the Performance Security/EMD and blacklist the bidder for a period as deemed appropriate, in addition to initiating any legal or penal action as per Government of India rules.

c) The decision of MP-IDSA in this regard shall be final and binding.

PERFORMA FOR FINANCIAL BID

(Through Online Mode only, offline price bid will be out rightly rejected)

S. NO.	COMPONENT	TOTAL IN INR (INCLUDING GST)
1.	Core Module Development	
2.	Implementation & Legacy Data Migration	
3.	Training & Documentation	
4.	**Total Development cost (including GST)**	
5.	5-Year CMC from 2nd Year onwards	
6.	**Total CMC cost (including GST) per year**	
7.	**Total Lump-sum Price** **(Total Cost at S. No.4 + Total Cost at S. No.6)**	

Total Development Cost in Rs. (including GST) in words: **..**

Total CMC Cost per year in Rs. (including GST) in words: **...**

Total Lump-Sum Price in Rs. (including GST) in words: **..**

Note:-

1. Payment Terms: Structured on a milestone basis, linked to clearly defined deliverables and approvals.

2. These rates are remain same for entire contract period.

3. TDS and GST shall be deducted as applicable.

4. If any discrepancy found with the quoted amount in figures and words, higher of the two would be considered.

5. For financial evaluation, the total lump-sum price comprising the development cost and the cost of one year of CMC, inclusive of GST, shall be taken into account and evaluated using the QCBS formula.

Signature with Stamp & Name

Date:

Place:

Name of Company/Firm: **...**

Address of the Company/Firm: **..**

Contact No.: **...** Email ID: **..**

<u>INDICATIVE RATE-CARD</u>

(To be quoted by Bidder for Additional / New Future Module Development under CMC)

S. NO.	COMPONENT	TOTAL IN INR (INCLUDING GST)
1.	Major/Core Module Development (Per Module)	
2.	Major Feature Addition in existing Module	
3.	Technical Resource Rate Card : Per person-month	
4.	Technical Resource Rate Card : Per person-hour	

Note:-

1. Such work shall be undertaken only with prior written approval of MP-IDSA.

2. These rates are remain same for entire contract period.

3. TDS and GST shall be deducted as applicable.

4. The above cost quoted for any future development, if required, shall not be considered for technical evaluation.

5. Any module developed shall be seamlessly integrated with the existing HRMS and shall be supported under CMC for the remaining contract period at no additional CMC cost.

Signature with Stamp & Name

Date:

Place:

Name of Company/Firm: ....

Address of the Company/Firm: ....

Contact No.: .... Email ID: ....