

TENDER ENQUIRY

IMPORTANT DATES

**Due Date of submission of offer
is 22.05.2017 (up to 2.30 P.M)**

**Due Date of opening of Tender
is 22.05.2017 (at 3.00 P.M)**

REF No. ND/M&CS/PMS/2016-17/

Dated 03.05.2017

Dear Sir,

Please quote your rates in a sealed envelope for Design, Installation, Implementation, Hosting and Maintenance of CCI's Employee Appraisal System. The Scope of work, Payment & other terms & conditions and Price Bid format are as per Annexure – I, II, III & IV as mentioned below: -

Annexure - I

Scope of work

1. Design, Installation, Implementation, Hosting and Maintenance of the Employees Appraisal System : -

The detailed Scope/Specifications/Flow chart is enclosed at **Annexure – III**.

2. Providing Backup of all relevant files of the system including database files by the vendor after every two months and as and when required by CCI on CDs/DVDs with the provision of getting copied to a Server with multiple processors (64 Bit each), 32 GB Ram configuration or better.
3. Technical support to our employees in regard to maintenance/ updation of the system as and when required (i.e. 24X7 service required).

4. Provision to update/modify/append/delete the records from database files through proper forms/utilities as the case may be.
5. Provision to transfer all relevant data and files from vendor's server to another vendor's server in case of change of vendor.
6. The party shall execute AMC of the system for a period of two years from the date of completion of activities at S.No.1. In case of requirement of data with coding/forms etc. to be transferred to another server, the support should be provided by the vendor and the system should be developed in such a version, with proper upgradations that it should be compatible with other Operating Systems in future.
7. During AMC period any technical/software related problem raised by CCI to be resolved within one working day.

Payment & Other Terms & Conditions

- 1 The Work at S.No.1 at scope of work should be completed in 60 days from the date of award of contract to the successful bidder. During first year, support for all teething problems resolving should be given.
- 2 The party shall execute AMC of the system for a period of two years after 1 year from the date of successful implementation of the Appraisal system at Corporate Office & units of CCI.
- 3 In case of requirement of data with coding/forms etc. to be transferred to another server, the support should be provided by the vendor.
- 4 The vendor should comply to the following hosting standards :-
 - Anti Virus and anti spam facilities for complete IT Security of CCI's Data and other relevant files/tables.
 - 99.99% or more Up-time.
 - Hosting should be on a server located in India only and should also comply to the latest Standards of Cyber Security/Internet Securities along with other guidelines / standards of CERT-In (Computer Emergency Response Team – India).
 - Provision of retrieving database in the event of crashing of the server of the vendor.
- 5 The party should quote the rates for all the activities at scope of work including AMC of system for 2 years. The applicable tax will be paid extra. However, at the time of bid, the party should clearly mention applicable taxes.
- 6 The payment will be released as per the schedule mentioned below :-
 - (a) 75% of the amount for implementation of appraisal system shall be released on completion of Installation, hosting & implementation of the system on submission of Invoice duly certified by M&CS Department & balance 25% after completion of first year of Warranty/Guarantee (Price Bid item S.No.1)
 - (b) AMC amount for the first year of AMC shall be released on pro-rata basis after end of each quarter on submission of Invoice (Price Bid item S.No 2).
 - (c) AMC amount for the second year of AMC shall be released on pro rata basis after end of each quarter on submission of Invoice (Price Bid item S.No 3)

After completion of work, all the bills for payment should be submitted to Incharge, M&CS Department, Scope Complex Office, New Delhi for certification of satisfactory completion of work and process for release of payment.

7 Payment to the party shall be released by Finance Department Scope Complex after deduction of applicable tax.

8 The party has to submit a copy of Income Tax return for at least two years, PAN no., Service Tax registration no. GST registration no. allotted to the Company/Firm.

9 The contract may be terminated by CCI by giving one month's notice without assigning any reason.

10 Validity of offer should be 120 days from the date of opening of the Tender.

11 Penalty:

a) In case of delay in implementation of the system, penalty shall be levied @0.5% of implementation cost of appraisal system as per order value for delay of every day or portion thereof (subject to maximum 5% thereof) for total number of days for which delay occurred.

b) In case of delayed service for AMC, penalty shall be levied @0.5% per day of AMC charges subject to maximum of 5% of AMC charges for the respective year as order value which service delayed/disrupted.

12 Security Deposit:

The successful bidder has to submit 5% of implementation cost of Appraisal System as per order value through BG/DD within 15 days of award of contract towards successful execution of the order. No interest will be paid on SD. In addition to this, 5% of AMC value will be deducted from running bills submitted towards AMC. The SD so deposited shall be refunded within 3 months of completion of the contract.

13 The vendor shall give details with phone number/mobile number/e-mail address of the contact person and whenever there is a change in any of these details then it should be informed to Incharge M&CS Department, CCI, Scope Complex Office, New Delhi for the project and AMC.

14 DISPUTE UNDER THIS CONTRACT AND ARBITRATION

- a. In the event of any question/dispute, breach or difference arising in respect of the meaning and scope of terms & conditions herein or in connection with any matter under this agreement (except for those matters which are to be decided as per provisions made in these terms & conditions), the same shall be referred to the Chairman-cum-Managing Director of Cement Corporation of India for appointment of a Sole Arbitrator. There will be no objection if the Arbitrator so appointed is or was an employee of the Corporation and whether he had at any time in discharge of his duties as an employee had expressed views on all or any of the matters in dispute or difference or dealt with the matter of substance. The Arbitrator shall give award with reasons in respect of each claim, dispute or difference referred to him in the event of value of the dispute(s) exceeds Rs.50,000/-. The award of the Arbitrator shall be final and binding on the parties to this contract.
- b. Subject to aforesaid the Arbitration & Conciliation Act, 1996 and the rules made there under and any statutory modifications thereof for the time being in force shall apply to the arbitration proceedings under this clause.
- c. The work under the contract shall be continued uninterrupted during the pendency of the arbitration proceedings and no payment due from one to the other parties therein shall be withheld on account of pendency of such proceedings unless such payment related to the matter under arbitration.
- d. The venue of the arbitration shall be New Delhi or such other place as the arbitral tribunal at his discretion may determine.

15 JURISDICTION :

- a. It is hereby agreed by the parties here to that only courts at New Delhi/Delhi shall have jurisdiction to decide or adjudicate upon any dispute which may arise out of or be in connection with this agreement.

Performance Management Scope / Various Stages

1. Management of Employee Details to be captured :
 - Name (in Character)
 - Employee Id (Numeric)
 - Grade (Character Numeric)
 - Date of Present Grade (DDMMYYYY)
 - Date of Joining (DDMMYYYY)
 - Date of Birth (DDMMYYYY)
 - Category(SC/ST/OBC/Gen etc) (Character)
 - Sex (Character)
 - Department (Character)
 - Unit(Character)
 - Location (Character)
 - Essential Qualification(Character)
 - Additional Qualification1, Qualification 2.
 - Name of Reporting Manager (Character)
 - Employee Id of Reporting Manager (Numeric)
 - Name of Reviewing Authority (Character)
 - Employee Id of Reviewing authority (Numeric)
 - Date of separation if any (DDMMYYYY)
 - Reason of separation (Character)
 - Year of the appraisal cycle
 - Rating History
2. Automation of various formats of Performance Management with edit rights.
3. KPA Setting for Executives:
 - At the beginning of financial year, all executives to set their KPAs
 - All the KPAs as set by executives are to be approved by reporting manager
 - Editing of KPAs on approval of Reporting manger
 - Window enabling by Administrator
4. MIS/ Rights
 - Corporate Administrator's Rights:
 - Modifying Data on need basis, Enabling/ disabling the various dates / Access Control rights.
 - Updating Moderated Ratings.
 - Downloading following reports:
 - Unit wise/ Grade wise/ Category Wise/Dept. Wise/Rating wise/ Reporting wise etc
 - Qualification wise reports
 - Archive Data with all previous ratings in prescribed format

- KPA Completion/ No completion reports
 - Rating wise reports, Normalised / Pre-normalised
 - Scoring sheet of APAR of all employees
 - Uploading previous 3 Ratings History (prior to implementation of system)
 - Any 10 other types of customized reports per year as and when needed
- Unit Administrator's Rights :
- To change the reporting Structure of the unit
 - To view the complete and incomplete reports
 - To view the Ratings of Non-Supervisors (No access to be given to view Executives and supervisors rating)
- Managerial Rights for reporting manager :
- Self-Assessment
 - To complete APAR Process of sub-ordinate
- Reviewer Rights :
- Self-Assessment
 - Review of APAR Scores given by Reporting Manager
- Moderator Rights :
- Updating final ratings
5. Automatic Calculation:
- Automated process to take care of auto-calculation of marks / Ratings as per company's Policy for Non-Supervisors, Supervisors and Executives.
 - Final Score will be of Reviewing Officer or given by moderator
 - Display of all Scores given by Reporting, Reviewing officer
 - Classification/ Grading of Scoring pattern.
 - Moderation / Normalisation Process
 - Date of Self-Assessment, Appraisal by reporting officer & Reviewing Authority with Name & Designation
6. Saving as draft mode and final submission in all window for all activities.
7. Roles and Responsibilities:
- Corporate Administrator
 - User ID (employee No) for all executives
 - In case of appraiser and reviewer auto-workflow to be provided.
8. Any Change in the workflow, Format , process etc. to be made within 5 working days.

PRICE BID FORMAT

Name of the Party: -

(All amounts in Rs.)

(1)	Design, Installation, Implementation & Hosting of the Employee Appraisal System with Warranty/Guarantee of one Year from the date of 'Go Live'	
(2)	AMC of the work (1st Year)	
(3)	AMC of the work (2nd Year)	
(4)	Taxes (if any), Please specify	
(5)	Total Amount	

(Authorised Signatory)

Place:-

Date:-

**The Offer should be submitted to the undersigned in the SCOPE Office,
New Delhi.**

Thanking you,

Yours faithfully,

(Chandu Sharma)
Manager (CI)