



Request for proposal for the Supply, Implementation, Maintenance of End-to-End HRMS Application Software in RHFL

I. ABOUT REPCO HOME FINANCE LTD. (RHFL)

RHFL is a professionally managed housing finance company head quartered in Chennai, Tamil Nadu. The company was incorporated in April 2000 to tap the growth potential in the housing finance market. We had been registered with National Housing Bank. As of now, RHFL is operating through 144 branches and 26 satellite centres in Tamil Nadu, Andhra Pradesh, Telengana, Jharkhand, Kerala, Karnataka, Maharashtra, Madhya Pradesh, Gujarat, Odisha, West Bengal and Puducherry. All these branches and Satellite Centres are connected with Corporate Office through a Core Banking Platform.

II. REQUIREMENT DETAILS:

1. Purpose

This section gives the scope of work for providing HRMS Software Solution pertaining to the Human Resource operations of RHFL.

2. Specification of the requirements

The service provider shall be providing HRMS Software Solution pertaining to Human Resource operations of RHFL. The package should include all the following modules

- **Payroll Process**
 - a) It should be accessible only by HR Department
 - b) Pay slip should be generated automatically (On a click)
 - c) Below mentioned components are to be added in the pay roll process,
 - i. Basic
 - ii. DA
 - iii. HRA
 - iv. Medical allowance
 - v. Grade allowance
 - vi. Others
 - vii. Perquisites (EA + NP + CA)
 - viii. Food Allowance
 - ix. Deductions;

- EPF
 - GSLI
 - Group Insurance
 - Quarters Rent
 - Festival Advance
 - Housing Loan – 1
 - Housing Loan – 2
 - Conveyance Loan (Principal)
 - Conveyance Loan (Interest)
 - Income Tax
 - Professional Tax
 - Personal Loan
 - Car Loan
 - Others
- x. Gross Salary
 - xi. Total Deductions
 - xii. Net salary payable
 - xiii. Total number of working days
 - xiv. Number of days of Loss of pay
- d) Pay roll should not be processed for an employee, who has not marked any leave/ OD/ Bio metric entry, even for one day in the whole month, his/ her name should pop up in the HR user ID, at the time of processing the pay roll during month end.
 - e) Pay roll should not run automatically for the employee, who has submitted resignation, unless or until HR gives manual confirmation.
 - f) Every module should be linked to pay roll
 - g) Meal voucher value should be remitted directly to the UDIO card, based on the employee's mobile number.
 - h) If an employee applies leave on Loss of pay, it should reflect accordingly in the pay roll process.
 - i) If Basic pay is changed during Increment/ promotion process, then other components in the salary should be calculated automatically, according to the cadre.
 - j) It should allow adding / removing any component in the pay structure.

- **Income Tax computation**

- a) All Salary / other benefits / perquisites category should be available in the Income Tax calculation.
- b) Various Tax treatment (HRA, LFC, Gratuity, Leave salary etc) should be available as per Income Tax Act
- c) There should be an option to update

(1) Investments / other deductions as per Declaration – This option should not be considered after a specific period (Say 1stJan corresponding FY)

(2) Investments / Other deductions should be considered as per proof submitted (Say 1stJan of corresponding FY)

- d) Facility to be provided to attach declaration / proof
 - e) C.O. officials should verify the declaration / proof and he /she should either approve or reject the declaration / proof
 - f) TDS has to be deducted after considering declaration / proof and option may be given to CO officials either to deduct TDS as per system calculation or input given by C.O. officials.
- **Employee Resignation / Separation**
 - a) Resignation option should be available on employee self-service basis (with reason column)
 - b) Once an employee raises resignation, it should reflect to the immediate reporting Manager and HR representative.
 - c) By default the leave eligibility should change according to the resignation policy.
 - d) Then the management has to decide whether to retain/exit the employee.
 - e) If retained, the option should be initiated by the Manager / HR and then the employee has to withdraw the resignation.
 - f) If exit case, then the Manager should accept the resignation and propose for early release or as per policy
 - g) Once the Reporting Manager accepts the resignation, the competent authority will decide.
 - h) In case of separation, once the employee is on his last day of working with RHFL, then the clearance process should be mapped to the below departments,
 - i) Accounts
 - ii) Admin
 - iii) EDP
 - iv) Vigilance
 - v) Inspection
 - vi) Recovery
 - vii) Respective Regional Heads
 - viii) And finally HR
 - i) Once the HR clears the formalities, it should have an option for Exit interview and HR should fill in the comments.
 - j) Based on the clearances from respective stake holders, Relieving Letter has to be generated.

- k) It should be linked with Payroll
- l) And Privilege leave calculation should be added accordingly

- **Performance Appraisal**

- a) Performance Appraisal will be conducted once in a year.
- b) Reporting Manager/Appraiser and Employee/Appraisee will set the mutually agreed upon KRA.
- c) Employee/Appraisee submits the self-evaluation against the pre-defined KRA's.
- d) Reporting Manager/Appraiser studies the self-evaluation submitted by Employee/Appraisee.
- e) Reporting Manager/Appraiser – After evaluation, he / she provides ratings
- f) Reviewer reviews the ratings submitted by Reporting Manager/Appraiser & provides his inputs.
- g) HOD – Checks for Consistency and objectivity
- h) HOD – Discusses and finalise ratings
- i) HR – Consolidates and freezes all ratings at Organizational level and issues appraisal/Increment letters
- j) Reporting Manager/Appraiser will have a performance feedback discussion
- k) Reporting Manager/Appraiser identifies & updates performance needs to the Employee/Appraisee.
- l) Reporting Manager/Appraiser and Employee/Appraisee will set the mutually agreed upon KRA for next year

- **Training Module**

- a) Facility to carry out various staff training program.
- b) Staff training and development plans, based on role, personal development, key talent profiles and individual needs.
- c) Updation of training needs of employees.
- d) Publishing Training Calendar for the year.
- e) Option should be provided for Employees to nominate themselves for training programs based on approval from Reporting Manager.
- f) Option to be provided for Manager to nominate persons for training programs based on their development needs.
- g) Training Budget has to be approved by the Head HR.
- h) Approval for the specified Training program.
- i) Automated mail to be sent to Shortlisted participants.
- j) Training Feedback should be updated by the Participants.
- k) Option to download report based on the feedback.
- l) Uploading bills of expenses incurred during training and it should be sanctioned by Head HR.

- **Recruitment Module**

- a) Facility to carry out recruitment for different types of employees separately like Officers, Clerical posts, subordinates etc.
- b) Facility has to be provided to release advertisements for various posts.
- c) Provision is required to capture detailed information of applicant / candidate.
- d) An option should be provided for HR to update candidate information (if possible bulk upload as excel sheet)
- e) Facility is required to define the specification of the vacancy in terms of qualification, work experience, location, additional certification etc.
- f) Capability of the system is must to automatically shortlist candidates based on the specifications.
- g) After shortlisting, the system should automatically generate interview call letter mail.
- h) Facility is required to record/store interview feedback from each interviewer separately / test result of each candidate.
- i) Upon selection of the candidate, the salary fitment has to be fixed as per the Band/Grade/Market.
- j) Salary fitment has to be approved by the Head HR/MD.
- k) Once approved, automatically generate offer letter to the candidate through email.
- l) Once the candidate accepts the offer, automatically generate Appointment letter to the candidate.
- m) If the candidate rejects the offer, the candidate profile should be closed and stored in the database.
- n) Facility is required to automatically transfer candidate information to employee data when the candidate joins the company.
- o) The software should store the details of the candidates and should have the facility to download as excel sheet as database.
- p) Provision is required to separately store employee referral profiles.

- **Reimbursements:**

- a) Tuition Fee reimbursement;
 - This claim will be reimbursed once in a year.
 - Employees should be able to upload (Fee receipt + promotion card), their children's tuition fee bill (maximum 2 children)
 - It should be routed through Branch Manager -> HR Manager
 - Once sanctioned, it should be routed to Accounts department for payment.

b) Telephone & Spectacle reimbursements

- This facility should be given for specified category of employee not for all and accordingly eligibility to claim should be fixed
- Per month eligibility / Yearly eligibility depends upon cadre.
- Staff member has to upload his / her Telephone / spectacle bills and it should come to C.O. for verification. Subsequently it may be approved / rejected by the concerned authority.
- Approval list should be sent to C.O. Accounts department to release the payments. Facility should be required to capture payment details.

● **Employee Benefits (all loans and advances)**

a) There are lot of employee benefit options available as furnished below:

- i. Conveyance Loan
- ii. Personal loan
- iii. Furniture allowance
- iv. Car loan
- v. Festival Advance
- vi. Lease accommodation
- vii. Condolence allowance
- viii. NOC for various purposes
- ix. NOC for Housing loan
- x. Birthday allowance
- xi. LTA/ LFC

b) A work flow module is required to capture the flow processes

c) Employee should initiate the request

d) And eligibility criteria should be fixed for each and every request.

e) Then the request should pop up to the concerned head of the department for approval and then goes to HR level for sanctioning.

f) Post approval from HR, the advise should reach Accounts department for further proceedings

g) LTA & LFC should be applied by the employee as per the block period and if it is LFC, bills need to be uploaded by the employee.

● **Time/Leave Management**

a) Time Management should be shown in the employee view like a calendar and biometric (in time and out time) details should reflect date wise.

b) Facility is required to upload the biometric attendance details of our staff members

- c) If an employee doesn't apply leave on a specific day in HRMS tool, then it should make the employee apply the same (like showing frequent pop up / without allowing to access other to do items etc.)
- d) The below types of leave should be managed as per the specific rules,
 - I. Casual Leave
 - II. Privilege leave
 - III. Sick Leave
 - IV. Maternity Leave
 - V. Special Leave
 - VI. Joining Leave
 - VII. Un-availed Casual Leave
 - VIII. Loss of Pay
- e) Ability to maintain leave eligibility for each type of leave depending on the rules of the leave.
- f) Ability to calculate actual leave balance at any point in time.
- g) Link leave management to Payroll, employee history and resignation/separation module.
- h) Facility to intimate the sanctioning authority to authorize or reject the leave request of the employee.
- i) Leave should be lapsed according to the leave rule.
- j) Provision to capture "Permission" and "On duty" in the attendance administration.

- **Travel Module**

- a) Definition and maintenance for different type of claims depending upon the scale of the employee.
- b) Facility for online request by the employee directly on any official travel plan.
- c) Official travel plan should be authorized by the immediate reporting manager and also the department head.
- d) Upon authorization, it should be moved to accounts department for payment.

- **Employee Database (Organizational chart) etc..**

- a) Database Migration from existing HRMS software.
- b) The basic details of the new joiner should be fetched from recruitment module.
- c) Joining documents (documents like Experience/Relieving letter, pay slip from previous company, conduct certificate, Service bond, Medical fitness letter, Educational documents, PF form, Asset & Liabilities form) to be uploaded in the employee database by HR.

- d) While creating employee ID other details like mapping of Department, Reporting manager, Head of the department, location, Regional office should also be taken care.
- e) Automatic mail should be sent to the employee on his Employee ID and username/ password.
- f) Employee should update his/her personal details like,
 - i. Dependent details
 - ii. Permanent address
 - iii. Emergency contact details
 - iv. Blood group
- g) All employee requests (leave, loan etc) are to be mapped to their reporting manager.
- h) Employee's full history in the organization should be shown on a single click.
- i) Transfer/ Deputation/ Promotion details of the employee should also be maintained.
- j) Capture details of the employees like..
 - i. Appointment
 - ii. Date Of Joining & Date Of Confirmation
 - iii. Promotions
 - iv. Transfer
 - v. Deputation
 - vi. Increment
 - vii. Disciplinary action
 - viii. PIP details
 - ix. Awards
 - x. Date of Termination / Retirement
 - xi. In case of OSD, contract renewal date should be shown
 - xii. In case of Trainee, absorption date should be shown
 - xiii. Loans availed by him/her in RHFL.

III. WARRANTY/SUPPORT

Applicable Warranty / AMC period for the software should be mentioned by the Vendor explicitly at the time of submitting the proposals.

IV. PARTICIPATION METHODOLOGY:

- Interested Vendors are advised to go through the entire document before submission of their proposals to avoid any chance of elimination. The eligible vendors desirous of taking up the project are invited to submit their technical and commercial proposal in

response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful vendor will be entirely at RHFL's discretion. This RFP seeks proposal from vendors who have the necessary experience, capability and expertise to provide RHFL the proposed solution adhering to RHFL's requirements outlined in this RFP.

V. PRE-QUALIFICATION CRITERIA

1. Partnership Firm/ Public or Private limited Company / Government Institutions / Public Sector / Private Companies, those have completed three years of business after the date of incorporation of business.
2. Minimum turnover of Rs. 3 Crores each in the last 3 financial years (2015-16, 2016-17 & 2017-18)
3. The vendor should have positive net worth and should be a profit-making in all the last three years (2015-16, 2016-17 & 2017-18).
4. Applicant must be an Authorized dealer/ Partner with good credentials.
5. They must have installed HRMS Application Software to Govt Institutions / Public sector Banks / private sector Banks / large corporate across the country. A Satisfactory project completion letter from customer has to be provided. The applicants must have their Corporate Office / branch office in Chennai.
6. The participating vendors should submit a declaration that they have not been blacklisted by any organization elsewhere within a period of FIVE years ie 01-04-2014 to 31-03-2019 and also on the date of submitting the technical / commercial proposals. Any vendor who has been blacklisted and has appealed against the blacklisting and is awaiting a final verdict will be considered ineligible to participate in this process.
7. The participating vendors must have valid Registration of GST and PAN. Copies of the same should be enclosed.

VI. METHOD OF SUBMISSION

Full description of the Software requirement is available in the requirement details. In case of any clarification regarding the HRMS application software, then **Mr. K. Prabhu, General Manager (HR)** may be contacted at 044-42106650 on any working day between 10 am and 5 pm or visit our office in person with prior appointment or email to hrd@repcohome.com

A large size cover containing the following Technical and Commercial details should be submitted to Chief Executive Officer in Corporate Office.

1. Technical details clearly describing the company profile, past work history with client list, proof of eligibility criterion No. VI should be submitted in a sealed envelope super scribing the envelope with **“Technical Proposal for the Supply, Implementation and Maintenance of HRMS Application Software”**.

2. The Commercial Proposal should be submitted in another sealed envelope super scribing the envelope with **“Commercial Proposal for the Supply, Implementation and Maintenance of HRMS Application Software ”.**

Both the sealed envelopes should be submitted at the following address in a large size sealed envelope super scribing with **“Proposal For the Supply, Implementation and Maintenance of HRMS Application Software ” on or before 23-04-2019, 5 PM by Speed Post/Courier.**

**The Chief Executive Officer,
Repc Home Finance Ltd.,
III Floor, Alexander Square,
#2, Sardar Patel Road, Guindy,
Chennai – 600 032.**

Proposals can also be dropped in the box available at the Corporate Office within the working hours on or before 23-04-2019, 5 PM

VII. SELECTION OF VENDOR:

a. Preliminary Scrutiny:

- The Company will scrutinise the technical proposals received to determine whether they are complete in all aspects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- Prior to detailed evaluation, the Company will determine the substantial responsiveness of each proposal to RFP. Substantial responsiveness means that the proposal conforms to all terms and conditions, scope of work and technical specifications and proposal is submitted without any deviations.
- Proposals will be rejected if only one (i.e. Technical proposal or Commercial proposal) is received.

b. Clarification of offers:

- During the process of scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek clarifications from all the vendors/any of the vendors on the offer made by them. The vendor has to respond to the company and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the vendor’s response will necessarily be in writing and it should be submitted within the time frame stipulated by the Company.
- The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Company’s decision with regard to ‘minor non-conformity’ is

final and the waiver shall be binding on all the vendors and the Company reserves the right for such waivers.

c. Evaluation:

- After the closing date, the Company will evaluate the proposal submitted by the vendors under this RFP. The proposal will be evaluated by a Committee of officers of RFHL. If warranted, the company may engage the services of external consultants for evaluation of the proposal. It is Company's discretion to decide at the relevant point of time.
- The envelope containing the Technical proposal will be unsealed first by RHFL's Purchase Committee. The envelope containing the Commercial proposal will be unsealed only if the Technical proposal submitted by the vendor consists of the specification details as mentioned in "Requirement Details" and also the submission of necessary documentary proof for the details mentioned in "Pre-Qualification Criteria".
- If the cover does not contain Technical and Commercial proposals in separate sealed envelopes, then the same will not be considered by our Purchase Committee and the cover will be returned back to the vendor.
- The offer in commercial proposal must be made in Indian Rupees only and also strictly as per the details available under "Requirement Details".
- The commercial should contain percentage of applicable tax explicitly.
- The Price Validity should be at-least for a minimum period of 30 days from 20-04-2019.

d. Award of Work:

- On completion of evaluation process of Indicative Technical & Commercial proposals, purchase order will be issued to the lowest vendor post negotiation, if required.
- The work order shall, be awarded and the order shall be placed on selected lowest vendor. Company may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- The selected vendor shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected vendor shall be the date of acceptance of the order by the vendor.
- Company reserves its right to consider at its sole discretion the late acceptance of the order by selected vendor.
- The Shortlisted vendor/s will be required to customize the application software as per requirement of the Company at the rates not higher than the agreed rate finalized under this RFP.

- The Company shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever. Further, the company can scrap the project at any time without assigning any reason whatsoever. Canvassing in any form will lead to disqualification.

VIII. GENERAL CONDITIONS:

- This RFP is not an offer by RHFL, but an invitation to receive responses from the eligible vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of RHFL with the selected vendor.
- The purpose of this RFP is to provide the vendor(s) with information to assist preparation of their technical / commercial proposals. RHFL may in its absolute discretion update, amend or supplement the information in this RFP.
- RHFL, its employees and advisers make no representation or warranty and shall have no liability to any person, including any applicant or vendor under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this process.
- RHFL, also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any vendor upon the statements contained in this RFP.
- The issue of this RFP does not imply that RHFL is bound to select a vendor or to appoint the selected vendor for the Project and RHFL reserves the right to reject all or any of the vendors or proposals without assigning any reason whatsoever.
- Failure to furnish any or all information required by the document or to submit a proposal not substantially responsive to the RFP in all respect will be at the vendor's risk and may result in rejection of the proposal.

- **Resolution of Disputes:**

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond

or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Chennai, INDIA.

▪ **Legal Disputes and Jurisdiction of the court:**

The Company Clarifies that the Company shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain vendor/prospective vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

All disputes and controversies between RFHL and vendor shall be subject to the exclusive jurisdiction of the courts in Chennai and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

IX. DISCLAIMER:

RHFL reserves the right not to consider the proposals submitted by any vendor without assigning any reason whatsoever. Bringing any outside influence will lead to disqualification.

X. GRIEVANCE MECHANISM:

Any Vendor participating in this process but aggrieved by the decision of the Company may submit his/her representation in writing (within 10 days of completion of the process) to:

**The Chief Executive Officer,
Repco Home Finance Ltd.,
III Floor, Alexander Square,
#2, Sardar Patel Road, Guindy,
Chennai – 600 032.**
