

Addendum Dated 20.03.2024

Clause in RFP

Sr. No.	Clause in RFP	Clarifications/ Changes made
Annexure 2 – Evaluation Terms		
A. Eligibility Bid Evaluation.		
1	B. Financial 1. The Bidder must have registered average annual turnover of Rs. 20 Crores (MSE / Startups - 6 Crore) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23* (Not inclusive of the turnover of associate companies). Audited Financial statements for the financial years 2020-21, 2021-22 and 2022-23*. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification. MSE / Start-ups shall provide a valid certification to claim exemptions.	B. Financial 1. The Bidder must have registered average annual turnover of Rs. 20 Crores (MSE / Startups - 3 Crore) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23* (Not inclusive of the turnover of associate companies). Audited Financial statements for the financial years 2020-21, 2021-22 and 2022-23*. Certified letter from the Chartered Accountant clearly mentioning Turnover, Net Profit and Net worth. The CA certificate in this regard should be without any riders or qualification. MSE / Start-ups shall provide a valid certification to claim exemptions.
<p>* If 2022-23 Financial Statements of any bidder is unaudited, then Financial statements for 2019-20, 2020-21 and 2021-22 will be considered, along with an undertaking letter from the bidder that FY 2022-23 statements are not audited.</p>		
<p>In this scenario Audited Financial statements for the financial year 2019-20, 2020-21 and 2021-22 are to be submitted.</p>		
2	D. Experience & Support Infrastructure 1. The Bidder/OSD should have supplied, deployed and maintained successfully the proposed Recruitment Management solution in at least -3- Commercial Banks / Financial Institutions / Govt. or PSU Organization / IT & ITES / Manufacturing / Large Corporate in India in last 3 years.	D. Solution capability and support infrastructure. 1. The proposed Comprehensive Recruitment Management System (CRMS) should have been supplied, deployed and maintained in at least -3- Commercial Banks / Financial Institutions / Govt. or PSU Organization / IT & ITES / Manufacturing / Large Corporate in India /Global in last 5 years.
Annexure 2 – Evaluation Terms		
B. Technical Bid Evaluation		
1	Criteria: The number of Implementations carried out in India (In the last 3 years starting from 2019-2020 till RFP submission date) ** For each Implementation 4 marks (Max. 5 implementations will be considered).	Criteria: The proposed Comprehensive Recruitment Management System (CRMS) should have been supplied, deployed and maintained in at least -04- Commercial Banks / Financial Institutions / Govt. or PSU Organization / IT & ITES

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		<p>/Manufacturing / Large Corporate in India /Global in last 5 years. For each Implementation 4 marks (Max. 5 implementations will be considered).</p>
<p>Additional clauses:</p> <p>1. Encryption Key Management: All the encryption keys used to protect data within the application solution shall be stored and managed solely by the Bank. The Vendor shall not possess, retain, or have access to the encryption keys. The Vendor shall provide all necessary assistance and cooperation to facilitate the Bank's secure storage and management of the encryption keys.</p> <p>2. Encryption Key Rotation: The rolling over of the encryption key shall be exclusively with the Bank.</p> <p>3. Data Segregation and Security Audits: Bank's data should be completely segregated within the Cloud environment. The vendor has to submit CERT-IN empanelled auditor confirmation on Bank's data segregation controls complying to the regulatory norms.</p> <p>4. Vulnerability Assessments: The Vendor shall conduct monthly vulnerability assessments (VA) on the Cloud application and its underlying infrastructure. The Vendor shall provide the Bank with a detailed compliance report outlining the findings of the vulnerability assessments, including identified vulnerabilities, the associated risk level, and the remediation.</p> <p>5. Vulnerability Assessment and Penetration Testing (VAPT): In addition to the monthly vulnerability assessments, the Vendor shall conduct comprehensive Vulnerability Assessment and Penetration Testing (VAPT) on the Cloud application and its underlying infrastructure on a [Half-yearly/Yearly] basis, as determined by the Bank. The Vendor shall provide the Bank with a detailed compliance report outlining the findings of the VAPT, including identified vulnerabilities, the associated risk level, and the remediation.</p> <p>6. Data Migration: In the event of any future migration of data, the Service Provider will provide complete access and support to the Bank. The Bank will decide migration approach. There will not be any commercial attach with the activity.</p> <p>7. Data Deletion Upon Contract Termination: Upon the conclusion or termination of this Agreement, the Vendor shall securely remove, delete, and purge all data related to the Project from the cloud environment and the vendor has to submit confirmation to the Bank.</p>		

Clarification of Pre-bid queries is enclosed as "Annexure A".

All other Terms & Conditions are same as per our RFP Bid no.: GEM/2023/B/4362273 dated 19.12.2023 and subsequent addendums for Selection of Service Provider for Supply, Implementation & Maintenance of Cloud based comprehensive Recruitment Management System.

Sr. No.	Point / Section	Category / Sub-Section	Clarification point as stated in the tender document	Comment / Suggestion / Deviation	Bank's Clarifications to the bidder query
1	6	Exemption for EMD amount	Bidders, who are Micro Small Enterprises (MSE) / Startups. The bidders who are MSE have to submit necessary document registered under Udyam Registration	We need a kind clarification if this exemption is only allowed to Micro and small enterprises? As Darwinbox falls under Medium Enterprise category and has all the relevant document (UDYAM reg certificate) etc. Will this exemption apply on us?	Please refer RFP's clause "6. Exemption for EMD amount" mentioned on Page no. 10. EMD Exemption is only for (MSE) / Startups as per Govt of India guidelines.
2	8	Performance Guarantee	the extent of 10% of the Contract value (including optional items, if any) for	As Darwinbox is a MSME enterprise, and the quantum of the ask is quite high. Can we please ask for an exemption? Or can we be allowed to negotiate on this at the later stages.	PBG requirement is as per Govt of India guidelines. Hence, no change.
3	10	Service Level Agreement and Non-Disclosure Agreement	The successful bidder shall execute the SLA and NDA and provide the same along with acceptance of Purchase Order.	As Darwinbox is a SaaS based organization and it has its standard SLA and NDA in order to cater all the clients across verticals. We would request BoB to allow us to present and execute our SLA and NDA. If not entirely, we would request for a negotiation and executing a mutually agreed document.	No change
4	A	Eligibility criterion for the bidder	Audited Financials, Turnover Details etc.	As Darwinbox is a MSME and a Pvt Ltd organization and hence not a public listed company. Such documents stands very confidential and hence we would ask an exemption from the same.	No change
5	G	Terms of payment	Terms of payment	As Darwinbox is a SaaS based organization and we have to make initial investments (Pre-Paid) in creating instance for a client, we would ask to negotiate on this so that we can accommodate the financials.	No change
6	Annexure 12-Service Levels	Penalty Details	Uptime Percentage and Penalty Details	As Darwinbox is a MSME enterprise and a SaaS based org having its own standard SLA and penalty norms as per the industry standard. Can we please ask for an exemption? Or can we be allowed to negotiate on this at the later stages.	No change
7	16	INDEMNITY	INDEMNITY	Darwinbox does not agrees for Indemnity clause and hence we would kindly reuest for exemption or negotiations on this at the later stages.	No change
8	24	Audit	Audit	Darwinbox does not agrees for Audit as we are SaaS based organization and hence we would kindly reuest for exemption or negotiations on this at the later stages.	No change
9	Annexure 11	2C)	Within 10 days of completion of every quarter, the data pertaining to Bank shall be submitted -	Please elaborate on what data (fields) does this include, which systems would be involved for the transfer of Data. How is the data supposed to be submitted? Please clarify the expectations of bank along with high level data points	The complete data related to the Bank need to be shared however, data format and sharing mechanism will be shared with Successful Bidder.
10	Annexure 11	F	Provision of administering the process for selection of Recruitment Consultants wherever applicable -	Am I right in assuming that you would like to facilitate the process of bidding/ selection and contract management of external recruitment consultants within the solution?	Yes

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11	Annexure 11	G b)	For certain projects, where written/ online test is being conducted by the Bank as a selection/shortlisting mechanism, Bank engages the services of M/s IBPS for receipt of the application as well as conducting written examination. Thus, RMS should have provision to upload the data of applicants received by IBPS.	Will the applications be received into the RMS , after candidates complete the written test on IBPS, or Will the test be assigned to the candidate, and scores Will have to be input/uploaded into the system. If yes, Who uploads the IBPS scores into the system, are there any qualification criteria on the same?	Where written/ online exam is conducted through any external agencies, RMS should have provision to upload the data of applicants & scores which we might receive from such external agency. The Bank's authorized officials will be uploading the data & scores in the RMS through Bulk upload and/ or backend.
12	Annexure 11	DD	As Recruitment is a very dynamic process and need to comply with the various directives issued from the Board/IBA/DFS/Gol from time to time, the System should be customizable to fit the specific needs of the Bank. The solution should offer a flexible and customizable approach.	Can you please highlight or give examples of how you intend the system to offer "Customization"	As and when the directives received from the Bank's Board/IBA/DFS/Gol from time to time, the same will be shared to the selected bidder. Hence, the system should be customizable to fit the specific directives of the Bank. For Eg. The Reservation guidelines stipulated by the Gol provides age relaxation to certain categories of candidates like SC, ST, OBC, Ex-Servicemen, PwDs etc. beyond the prescribed age eligibility criteria set for the position.
13	Annexure 11 – Project Details - Scope of Work	3. Functional features of the systems. Point D	Payment Gateway Integration to receive Application fee/ Intimation charges from the Candidates	The integration would require an interface from Bank's portal for payment. What kind of interfaces and integration capabilities are supported by the bank in this regard? Please give more clarity on the technical approach to be taken.	With regard to Payment of fee submitted by the applicants, the application portal of RMS is required to be integrated with Bank's Payment Gateway. Bank's Gateway/Portal supports payment through all the authorised Merchants like VISA, MASTER, UPI, Internet Banking etc.
14	Annexure 11 – Project Details - Scope of Work	3. Functional features of the systems. Point X.f)	Aadhar Authentication by the candidate	Please clarify the expectations and use case in more detail.	The RMS should be able to verify the authenticity of the Aadhaar details of the candidate through UIDAI when he/she submits the Aadhaar number while applying for any post.
15	Annexure 11 – Project Details - Scope of Work	3. Functional features of the systems. Point CC)	Integration: The System should allow integration with other systems such as HR Management Systems	Is there a BGV vendor system which has to be integrated? When is the BGV conducted (during recruitment or after making offer)? What is the name of BGV vendor.	The limited access of RMS to be provided to BGV vendors. BGV process is conducted in parts before joining & after joining of selected candidates.
16	Annexure 11 – Project Details - Scope of Work	3. Functional features of the systems. Point CC)	Integration: The System should allow integration with other systems such as HR Management Systems	The assumption is that the integration is with internal HR tool along with other internal applications. Please provide a list of applications (Bank's internal tools and external vendors/tools) to be integrated with RMS along with high level data points and use cases for these integrations.	RMS is required to integrate with approximately 5-6 other systems/tools.

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17	Annexure 11 – Project Details - Scope of Work	3. Functional features of the systems. Point CC)	Integration: The System should allow integration with other systems such as HR Management Systems	Please clarify the organisational process which should result in interface with RMS. Eg- Will there be a position based hiring and integration needed for new position creation with HRMS? Where will the Requisitions be created (HRMS or RMS)? Where will be the Employee no. generated for onboarded employees?	The requisition for any new recruitment will be created in RMS & the Employee no. will be generated through Bank's existing HRMS.
18	Annexure 11 – Project Details - Scope of Work	3. Functional features of the systems. Point CC)	Integration: The System should allow integration with other systems such as HR Management Systems	Darwinbox has its integration module which can be used to expose standard APIs. If there are any custom developments associated with the integration by using these APIs along with other tools using different development, will it be handled by BoB's internal team or should it be accounted for within RMS vendor's scope?	The API should comply the security requirements. Any change due to compliance to security requirement need to be done by successful bidder. Integration of API will be handled by the Bank team.
19	Annexure 11 – Project Details - Scope of Work	4. Training and Support Point b)	Periodical reports to be submitted on the performance of the application	How often should the reports be submitted? What should be the format of these reports and included data points?	Data format and sharing mechanism will be finalized with Successful Bidder.
20	Annexure 11 – Project Details - Scope of Work	5. Audit related requirements: Point a)	The solution will be exposed to security audit / VAPT on quarterly basis or at a frequency defined by the Bank.	Should the VAPT vendor be appointed by RMS vendor or will it be done by BoB team? Instead of conducting another VAPT, kindly validate if VAPT can be done by a CERT-IN empanelled external vendor of RMS vendor and reports submitted to the bank.	The Vendor shall conduct VAPT from third party (CERT-IN certified external vendor) and submit the report to Bank. Moreover, Bank may conduct VAPT at its own for which vendor needs to provide required access and support.
21	Annexure 11 – Project Details - Scope of Work	6. System Capabilities and scalability: Point c)	The solution must have the ability to perform key management (dynamic & static) including data encryption as per the encryption standards.	Should the encryption keys be managed by RMS vendor for Bank or will the encryption keys be provided by the Bank? In a SaaS based offering, since security of data including encryption is managed by the vendor, please clarify the expectations of the bank.	Encryption Keys will be Managed by the Bank.
22	Annexure 11 – Project Details - Scope of Work	6. System Capabilities and scalability: Point e)	The solution should be channel agnostic, platform independent and horizontally scalable as per requirements of the Bank	Please clarify what is meant by 'channel' and 'platform'.	There should not be any limiting factor to the horizontal scalability of the application.
23	Annexure 21 – Letter of Undertaking from OEM/ OSD on Cloud Security and Compliance	Point 4	Integration with Single Sign on / Single Sign on Capabilities inbuilt	Which Active Directory is being used by BoB (eg. Azure AD, G-Suite, On-Prem AD, Okta)? How many environments (domains) will be needed to be integrated with RMS? Is there a requirement for new joiners' profile to be created on the active directory through integration?	The Integration details will be shared with successful bidder.
24	Annexure 21 – Letter of Undertaking from OEM/ OSD on Cloud Security and Compliance	5. IT Infrastructure Security of public cloud consist monitoring as under:	Devices may be integrated with Bank's SOC for continuous monitoring for access monitoring, threat monitoring, audit logging, system usage monitoring, protection of log information, administrator and operator log monitoring, fault log monitoring.	Does bank have its internally developed SOC or is it an external tool? Please specify the name/details of SOC tool. In a SaaS environment, since Monitoring and tracking is managed by vendor, It is suggested that the audit reports should be provided separately to the bank, instead of integration.	The solution should be able to integrate with Bank's SIEM.

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25	Annexure 13-Masked Commercial Bid	Subscription cost	Subscription cost	Requesting details as it would be required to formulate the subscription cost: 1. Estimated number of offers sent out to candidates on a monthly basis 2. Estimated number of hiring per month 3. Current Employee Headcount at Bank of Baroda	Estimation at this juncture cannot be provided. Count of employees in Bank of Baroda as on date is 77000+
26	6	General	Exemption from submission of EMD shall be given to bidders, who are Micro Small Enterprises (MSE) / Startups. The bidders who are MSE have to submit necessary document registered under Udyam Registration and the bidders who are startups have to be recognized by Department for Promotion of Industry and Internal Trade (DPIIT) to avail the exemption. To qualify for EMD and tender cost exemption, firms should necessarily enclose a valid copy of such registration certificate, which are valid on last date of submission of the tender documents along with "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents. MSE/Startup firms which are in the process of obtaining such certificates will not be considered for EMD and Tender cost exemption.	As per Public Procurement Policy of Ministry of MSME under Section 10, MSMEs are exempted from furnishing of tender fee and EMD. We are a MSME Udyam Registered Company so request you to provide exemption from EMD.	Please refer RFP's clause "6. Exemption for EMD amount" mentioned on Page no. 10. EMD Exemption is only for (MSE) / Startups as per Govt of India guidelines.
27	2 (h)	Scope	The proposed solution should have DR setup.	To have better understanding of cloud cost calculation, please confirm the maximum concurrent users planned for the application.	Maximum concurrent users from Bank is 10 as mentioned in Commercial bid, which may be increase in future.
28	S	Scope	Bulk Communication to candidates: The RMS should have the capability to send bulk communication to candidates such as Updates on their Application status, Interview invitations and Rejection notices to candidates with reason for rejection. This include features such as customizable email templates, automated messaging (bilingual) and tracking of communication history.	Please confirm the approximate volume of such notifications to be planned.	Estimation at this juncture cannot be provided. It may vary.
29	a	Scope	The bidder should be able to provide support on 24 x 7 x 365 basis throughout the contract period.	No helpdesk has been asked in RFP. We suggest to have helpdesk in place to provide support to all the stakeholders.	The bidder must be able to provide support on 24 x 7 x 365 basis throughout the contract period.
30	h	Scope	Bidder should change or train the resources when requested by the Bank and Bank's decision will be final in this regard.	Request you to define the detailed training scope. Please clarify: 1. The number of trainees to whom training would be provided. 2. Please confirm who will be responsible for providing infra for training.	Bidder will be responsible for providing training to their staff.



Annexure-A
RFP for Selection of Service Provider for Supply, Implementation & Maintenance of Cloud based comprehensive Recruitment Management System, Bid Number: GEM/2023/B/4362273 dated 19th December 2023
Prebid queries response / clarification as part of Addendum.

Sr. No.	Point / Section	Category / Sub-Section	Clarification point as stated in the tender document	Comment / Suggestion / Deviation	Bank's Clarifications to the bidder query
31	5(a)	Scope	The solution will be exposed to security audit / VAPT on quarterly basis or at a frequency defined by the Bank.	Please suggest if the security audit will be conducted by the Bank or by the bidder. If by the bidder, do we need a CERT-IN certified auditor?	The Vendor shall conduct VAPT from third party (CERT-IN certified external vendor) and submit the report to Bank. Moreover, Bank may conduct VAPT at its own for which vendor needs to provide required access and support.
32	NA	Migration	Initial Migration of existing data	Is there any data migration required. If yes, please clarify the size and format of the data to be migrated.	Yes. The same may depend upon the time of implementation
33	NA	Scope	Bank is requesting a proposal for providing a cloud based Comprehensive Recruitment Management System for a period of -5- years for its domestic location in Cloud model.	Can bidder use any Cloud service Provider? We recommend to include MEITY empaneled cloud service provider.	The proposed cloud service provider should comply the Cloud compliance provided in the RFP.
34	21.7	Scope	As part of The service provider disaster recovery, traffic is redirected in real-time to the secondary data center in case the primary data center fails.	Please confirm the sizing requirements for DR Site, whether it is 1:1 or 1: 0.5 of Data Centre Site.	DR should be exact replica of DC in Active Passive Mode.
35	B Financial point 2	Eligibility	The Bidder must be Net profit making entity continuously for the last three years i.e. financial years –2020-21, 2021-22 and 2022-23* OR The net worth of the bidder should be positive as on RFP date and should not have eroded by more than 30% in the last three years.	Net profit any 3 out of last 5 financial years	No change
36	Annexure 11	Scope	Bidder as part of the implementation phase shall have to provide a comprehensive hands on onsite training to Bank officials at the location prescribed by the bank. The objective of training would be to make an individual familiarize with recruitment system & to get start working on it. The training shall cover the complete process. The successful completion of the training would be deemed as executed as part of acceptance of Project Sign off.	Quantify - on site training to bank officials in terms of no of people, no of locations and no of sessions	The locations will be at Vadodara & Mumbai.
37	Point CC under functional features of the system	Scope	Integration: The System should allow integration with other systems such as HR Management Systems and able to provide Reports/ Analytics.	Please quantify which all are the systems to be integrated	The RMS should be able to integrate with minimum of 7 other systems
38	Annexure 11: 5(a) Audit related requirements & point no 12: Additional Requirement	Scope & Additional Requirements	Audit related requirements: a) The solution will be exposed to security audit / VAPT on quarterly basis or at a frequency defined by the Bank.	Request you to kindly quantify security audit / VAPT on quarterly basis or at a frequency defined by the Bank in the overall period of time so that we have better understanding of the commercials involved	As per the Addendum



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39	8 - Delivery	Scope	The Solution including all desired customization by the Bank must be implemented as per project scope within a period of 2 months in totality from the date of the purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above.	The business analysis, the requirement gathering will take a bit more of time to have a full proof requirement. Implementation will take one month of time. Request to increase the time line of implementation to 4 months	The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned in the RFP. No extension can be provided at this juncture.
40	point 19.5	Scope	The proposed solution should support at least 500 concurrent users at a time.	Kindly provide details of Registered users	Details of Registered Users to be provided at the time of implementation
41	Annexure 14	Commercial	One Time Implementation, Customization & Integration Cost**	As it is crossed in Year AMT line items, suggest to provide line item for VAPT cost as there is no separate line item	vendor need to factor the cost in the overall solution.
42	19. TERMINATION	Service Level & NDAFormat	19. TERMINATION In following events Bank shall terminate this assignment or cancel any particular order if service provider: Breaches any of its obligations set forth in this agreement and such breach is not cured within 15) Working Days after Bank gives written notice; or.	A proper designated notice to cure TO BE ISSUED IN SUCH CASES	Clause is self explanatory
43	19. TERMINATION	Service Level & NDAFormat	19. TERMINATION In following events Bank shall terminate this assignment or cancel any particular order if service provider: Breaches any of its obligations set forth in this agreement and such breach is not cured within 15) Working Days after Bank gives written notice; or	Increase the timeline from 15 days to 300 days	No change
44	B 1	Financial	The Bidder must have registered average annual turnover of Rs. 20 Crores (MSE / Startups - 6 Crore) or above during the last three completed financial years – 2020-21, 2021-22 and 2022-23* (Not inclusive of the turnover of associate companies).	We request you to kindly relax Turnover and Performance Criterion for MSE and Start-ups as per the GOI and other relevant circulars. The circular is enclosed for your kind consideration.	Please refer Addendum



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45		Technical		<p>In our view the bank should also have following complete and undisputable right on the source code of the application:</p> <ul style="list-style-type: none"> • it can be used only to maintain the software whose payment has been paid to the vendor • it cannot be duplicated in any form or sold or copied • it cannot be transferred to any third party • the customer is free to make modifications in the source code. • it can be used only to maintain the software whose fees has been paid to the vendor • it cannot be duplicated in any form or sold or copied • it cannot be transferred to any third party <p>the customer is free to make any modifications in the source code. However, in no way shall any change made change the IPR on the software.</p>	No change
46	17. Measures	General	Bank should develop its private cloud and should not connect its private cloud having sensitive data with public cloud. However Bank may connect to community cloud and port some of the non-critical applications provided joining such community cloud is beneficial from synergy point of view within Banking and finance industry.	Do you need a separate instance all together or a separate tenant with virtual segregation would also be acceptable?	As the requirement are based on subscription model. Only integration will be required as mentioned in scope.
47	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Job/Position creation	Job/Position creation :The proposed solution should provide Interface for the Recruitment team to create a particular job /position or a group of positions based on the Approval received by the Competent Authority	Position will be created in the core HCM upstream application i.e. oracle peoplesoft, from there the position data will be integrated in the PeopleStrong Position management for creating the Job requisitions. All the approvals of position will be carried out in PeopleSoft. Please clarify the need of maintaining the Core Position master with ATS application as the position management process should be carried out in the PeopleSoft application.	Position to be created in RMS .
48	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Job/Position creation	The proposed solution should provide Interface for defining the eligibility criteria w.r.t. Age, Education, Caste, Work experience and other relevant Information (as mandated by the admin user for each project/ position/ vacancy) for each job /position or a group of positions.	<p>Are all these fields required in the Positions or requisitions or at both?</p> <p>Are the candidates applying for the jobs/requisitions selected based on this criteria? Do we need to add these fields in the filter criteria as well</p>	All these fields are required in the creation of Positions. Candidates applying for the jobs are screened based on this criteria.

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49	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Job/Position creation	The proposed solution should provide Interface to comply with the Gol guidelines w.r.t relaxations applicable, the system should be flexible to define the relaxations applicable for each of the relevant categories.	Relaxation in terms caste & age? What are the other parameter's for the relaxation?	Relaxation in Age, Caste, Marks are applicable as per Gol Guidelines.
50	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Job/Position creation	The proposed solution should also be able to parse uploaded documents to check if the details submitted by the candidate in his application matches with the details as mentioned in the supporting document. For example, the System should be able to match the Date of Birth and Education details entered by the candidate with the Uploaded supporting documents.	Education details entered in the resumes will get auto parse when candidate is uploading the CV, is this requirement is same? Or if candidate is uploading actual education certificate, then do we need parsing functionality here and then validating it with the candidate education field?	The RMS should be able to parse the scanned documents uploaded by the candidates and check the same if the details uploaded/submitted by the candidate in his application matches with the details prescribed in the uploaded documents
51	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Payment Gateway Integration to receive Application fee/ Intimation charges from the Candidates :	The proposed solution should be able to integrate with bank payment gateway to allow candidates to pay their Application fee online. Further, application to be registered with the Bank only on successful receipt of the payment	How are you currently doing it? Is the existing ATS supports the Payment gateway integration	Existing system is supporting the same.
52	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Job Posting and Distribution:	The proposed solution should have the capability to create and publish Job postings in prescribed format/s on the Banks website & page on various Job Portals (like Naukri, LinkedIn, Indeed etc.), Social Media Platforms (Facebook, Instagram etc.) and other relevant Job portals.	What are the other relevant Job boards?	Any other job portal that may come in future
53	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Integration of Candidates sourced by Consultants, IBPS or any other vendors:	The proposed solution should maintain the records of performance of different Recruitment consultant companies i.e. number of profiles sourced, of which nos. shortlisted for further selection process, nos. selected and nos. joined in the repository and the proposed solution should give relevant analytics of their performance.	Do you need the data from the ATS and you then will do the analytics? Or BOB expects the ATS should provide these vendor analytics?	The RMS must provide the analytics

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54	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Resume Parsing and Auto fetching of details:	The proposed solution should able to indicate the relevancy of the profile with the pre-defined requirement (viz. Age, Education, Work Experience, Skills sets etc) for each of the project/ position/ vacancy (as defined by the admin user	Any other parameters except the listed one required to show the relevancy of the profile? Kindly mention	Pre-defined requirement i.e. Age, Education, Work Experience will be common for any recruitment. In case of any addition, the same will be intimated before release of advertisement.
55	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Candidate's shortlisting	The proposed solution should have the provision to add multiple users for shortlisting of the applications	How many levels of workflow is expected in shortlisting the applications? We propose keeping it simple: Recruiter --> Hiring Manager	2-3 levels
56	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Interview Scheduling:	Integrate with Google Calendar, Microsoft Exchange, Outlook 365 and Microsoft Office enabling a scheduler to verify and check from within the platform whether interview participants are free/busy	Integration with O365 and MS office is already enabled, Do you also have people/interviewers who uses google suite?	As of now all the existing employees of the Bank are currently using O365 and MS office. In future, the same may vary as per the Bank's decision
57	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Bulk Communication to candidates:	The proposed solution should have facility to send various alerts/notifications via Phone/Email/WhatsApp	Notification via Phone - Does it mean SMS notification?	Yes. The notification via Phone may be through SMS and/ or whatsapp notification
58	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Bulk Communication to candidates:	The proposed solution should have features such as customizable email templates, bilingual communication, automated messaging and tracking of communication history.	Please elaborate more on the bilingual communication? Do you want the email notification should go in different languages?	All Communications should be sent in English & Hindi only. The templates will be provided by the Bank.



Annexure-A
RFP for Selection of Service Provider for Supply, Implementation & Maintenance of Cloud based comprehensive Recruitment Management System, Bid Number: GEM/2023/B/4362273 dated 19th December 2023
Prebid queries response / clarification as part of Addendum.

Sr. No.	Point / Section	Category / Sub-Section	Clarification point as stated in the tender document	Comment / Suggestion / Deviation	Bank's Clarifications to the bidder query
59	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Capturing of Joining date, processing extension in joining and automating the On-boarding process:	13.6 The proposed solution should have interface for Aadhaar Authentication of candidates	Is the expectations also to add few details from the Aadhar authentication	The RMS should be able to verify the authenticity of the Aadhaar details of the candidate while applying for any post.
60	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Capturing of Joining date, processing extension in joining and automating the On-boarding process:	13.8 The proposed solution should have interface for filling of Online Bio-data service entry form by the candidates	Online Bio-data service entry form - what is this form, at what stage this form should be filled?	The selected candidate to whom offer letter has been issued has to fill a biodata service entry form before their joining. The filled data will be integrated with the existing HRMS system
61	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Providing additional Opportunities and Cancellation of offer:	14.2 The proposed solution should have the capability to provide additional opportunities to candidates and capability to issue cancellation letters	Is this when candidate is planning to reject the offer released by the bank.	When the candidate does not join the Bank on the stipulated date, the system should be able to send reminders to allow the candidate to join. If the candidates does not join the Bank even after reminders, the system should issue cancellation letters to such candidates.
62	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Integration	17.1 The proposed solution should allow integration with other systems of the Bank such as HR Management Systems (HR connect and other bank internal applications) and able to provide Reports	Apart from the core HCM, what all integrations is in scope? In this kind of setup we have seen the BGV integration, Medical partner integration, E-Code integration, AD ID integration etc.	Apart from HRMS integration, other integration with Payment Gateway, Adhaar UIDAI, PAN etc. will be there.
63	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Compliance to Regulatory Guidelines :	19.1 The proposed solution should have bilingual interface in English and Hindi. The proposed solution should also be complied with latest visually impaired guidelines. (Currently 508 compliance)	Need more understanding on the visually impaired guidelines? Where we can find this 508 compliance guidelines Apart from English and Hindi, any other language is required?	Section 508 of the Rehabilitation Act.

Sr. No.	Point / Section	Category / Sub-Section	Clarification point as stated in the tender document	Comment / Suggestion / Deviation	Bank's Clarifications to the bidder query
64	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	Compliance to Regulatory Guidelines :	19.1 The proposed solution should have bilingual interface in English and Hindi. The proposed solution should also be complied with latest visually impaired guidelines. (Currently 508 compliance)	Need more understanding on the visually impaired guidelines? Apart from English and Hindi, any other language is required?	All Communications should be sent only in English & Hindi.
65	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	User Interface and Compatibility:	19.5 The proposed solution should support at least 500 concurrent users at a time.	500 Concurrent users including candidates, Recruiters, other stakeholders right?	The intent is to ensure that the system is capable to handle the load of multiple applicants at any point of time.
66	7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS	24. Provision of administering the process for selection of Recruitment Consultants wherever applicable	24.1 Bidding process – Managing the Technical & Commercial Bids submitted by the Consultants 24.2 Selection of the H1/H2 bidders based on Techno-Commercial evaluation of the bids based on pre-defined criteria 24.3 Sending of e-mail communications to the Recruitment Consultants at various stages of the process. 24.4 Processing of Payments to the Consultants based on pre-defined payment matrix.	Do you have existing system where you are managing this? Will integration with the existing platform wont help here?	It is being handled manually at present
67	7. Bid Security	Bid Security(Earnest Money)	Rs. 20,00,000/- (Twenty Lakh Only)	Can we waive off the EMD amount.	Waiver off EMD is applicable for MSE / Startups.
68	Point CC under	Scope	Integration: The System should allow integration with other systems such as HR Management Systems and able to provide Reports/ Analytics.	Please let us know how many systems and which all systems need to be integrated.	The RMS should be able to integrate with approx. 5-6 other systems
69	8 - Delivery	Scope	The Solution including all desired customization by the Bank must be implemented as per project scope within a period of 2 months in totality from the date of the purchase order by the Bank. The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned above.	Can we make the Implementation timeline flexible.	Not at this juncture.
70	Payment Term	Commercials	Payment terms	Can the payment terms be flexible.	No

Sr. No.	Point / Section	Category / Sub-Section	Clarification point as stated in the tender document	Comment / Suggestion / Deviation	Bank's Clarifications to the bidder query
71	Annexure 02 –Evaluation Terms	Eligibility Criteria	C.1. The bidder should be an OSD or their authorized partner of OSD for supply of licenses and solution implementation and maintenance support under warranty / AMC / ATS for the solution (for the proposed product category in India at least from last three years from the RFP date)	Kindly update the criteria as: "The bidder should be an Original Solution Developer or their authorized partner "	No change
72	C	Commercial Bid Evaluation	The proposal of L1 (Lowest Vendor) shall be recommended for award of contract.	As the recruitment solution envisaged in the RFP shall be a strategically important product for the bank, we propose that the evaluation metion should not solely based on commercial bid and should take into account the technical strengths of the bidder. Hence we request the evaluation methodology to be updated as QCBS (80:20) based.	No change
73	D 1	Experience & Support Infrastructure	The Bidder/OSD should have supplied, deployed and maintained successfully the proposed Recruitment Management solution in at least -3- Commercial Banks / Financial Institutions / Govt. or PSU Organization / IT & ITES /Manufacturing / Large Corporate in India in last 3 years.	We request you to kindly exempt Turnover and Performance Criterion for MSE and Start-ups as per the GOI and other relevant circulars. The circular is enclosed for your kind consideration.	Please refer Addendum
74	Eligibility Bid Evaluation	Eligibility	Experience & Support Infrastructure : The Bidder/OSD should have supplied, deployed and maintained successfully the proposed Recruitment Management solution in at least -3- Commercial Banks /Financial Institutions / Govt. or PSU Organization / IT & ITES / Manufacturing / Large Corporate in India in last 3 years.	The current clause is restricting readily available solutions because of "Proposed" word. We request to bank to amend this clause and remove the proposed word from the clause and also allow Global Implementation. Hence Revise clause should be as under: The Bidder/OSD should have supplied, deployed and maintained successfully the proposed Recruitment Management solution in at least One Commercial Banks /Financial Institutions / Govt. or PSU Organization / IT & ITES / Manufacturing / Large Corporate in India/ Global in last 5 years.	Please refer Addendum
75	Technical Bid Evaluation	Eligibility	The number of Implementations carried out in India (In the last 3 years starting from 2019-2020 till RFP submission date) ** For each Implementation 4 marks (Max. 5 implementations will be considered)	We request department kindly amend this clause as: The number of Implementations carried out in India/ Global (In the last 5 years starting from 2018-2019 till RFP submission date) ** For each Implementation 10 marks (Max. 2 Implementations will be considered)	Please refer Addendum
76	General Requirement	Scope	The Data Centre where the services is hosted should be compliant with standard. The proposed solution should have DR setup. The hardware used for hosting the services should not be end of support within 5 years	Please provide the below information: 1. Will the solution be hosted on a cloud or on-site data centre? Kindly confirm. 2. Cloud Should be Meity empanelled ? Kindly Confirm. 3. Is DR also required on Cloud? 4. In the event that DR is require, should it be a 50% or 100% replica of DC?	Please refer to the RFP.



Annexure-A
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Sr. No.	Point / Section	Category / Sub-Section	Clarification point as stated in the tender document	Comment / Suggestion / Deviation	Bank's Clarifications to the bidder query
77	Delivery	Scope	The Solution including all desired customization by the Bank must be implemented as per project scope within a period of 2 months in totality from the date of the purchase order by the Bank	We request to department kindly amend this clause as: The Solution including all desired customization by the Bank must be implemented as per project scope within a period of 3 months in totality from the date of the purchase order by the Bank	The solution as per the required scope needs to be rolled out as per the delivery timelines mentioned in the RFP. No extension can be provided at this juncture.
78	-	-	General Query-Mobile APP	Please confirm if a mobile app is also required. If yes, then it should be on both Platform Android and iOS ?	There should be a provision for the Mobile App on both Android and iOS Platforms
79	-	-	General Query-Data Migration	If data migration of the current application is required then please share the current application's technological stack and total data size.	No Data migration in the Scope.