

ITEM NO. 05 (I-02)

- 1) Name of the Subject/project: Procurement of HRMS software, Automation of Human Resource Management System for NDMC Employees.
- 2) Name of the deptt./deptts. concerned: Information Technology Department.
- 3) Brief history of the subject/project:

There are currently approx. 12500 employees in NDMC. There is no automated system to track the deployment of employees. There is no integrated system which does Personal Management, Leave Management, Training & learning, Performance of employee self services, self & supervisory. There is also no system to automate system for Performance, Promotion of NDMC employees. There is small / legacy software of Payroll processing which is built on PowerBuilder, "an obsolete technological platform" for which the manpower expertise is not easily available. Moreover, existing Payroll system does not support any changes in HR Policies and reviews which impact payroll calculations.

In order to achieve an efficient employee base it has been decided that an integrated Human Resource Management System to be implemented at enterprise wide level for 2 years during HRMS implementation phase. Apart from this NDMC also ensured that the source code is given so that future dependency of vendors could be avoided for this product. In addition, the software should be capable of Hindi usage as per PM's "Rajbhasha" directive.

The major s/w modules of HRMS software are given as under "

Personal Management

A. Prime functions

1. Personal Management
2. Leave Management
3. Payroll Management
4. Training and Learning Management
5. Performance Management
6. Employee Self Services
7. Supervisory Self Service etc

- B. In order to support the prime functions and other functions, the proposed ISHRM module shall also cover the following modules either built in the Core module /add on modules.

Dis. I.T.

1. Dash Board Functionality at different level of administration & MIS
2. Document Management System
3. Workflow Management

The functionality should extensively cover:

- **Management Planning**
Management of personal data of employees and maintenance of service book of employees.
- **Recruitment Planning**
- **Confirmation of employees in the Cadre**
Training undertaken, track & record of successful completion of training exam passed.
- **Leave Management (earned & availed)**
Online leave application processing using work flow, knowledge bank of leave rules and validation of leaves against business calendar.
- **Employees Self Service**
Option for employees to update his payment details, View training calendar / details request for leaves, status of leave, Online printing of pay slips of employees, Allow user to apply online medical re-imbusement.
- **Supervisor Self Service**
- **Performance Management System**
Online processing of appraisal, Upload ACR and Update ACR.
- **Training & Learning Management**
Previous year budget estimates, workflow for request of employees for training, uploading of evaluation report of training, allow webmail communication.
- **Promotion**
- **Payroll Processing**
- **Pension Management and integration**

- Pension Grievance

The solution will have integrated business intelligence platforms which have interactive dashboard, proactive alert system and mobile access in Human Resource Management (ISHRM) Solution. Analysis and reporting which will provide an interface for Adhoc query, reporting & analysis of data sources.

1. Detailed proposal on the subject/project:

The online open tenders were invited after taking approval from the competent authority for implementation of HRMS Software for NDMC employees through e-tendering portal <https://govtprocurement.delhi.gov.in> on 15th May,2014. Due process was followed and recommendation, suggestion of prospective bidders during the pre-bid (on 4th June) and written communication were duly considered and accordingly bids were called.

Brief:-

With reference to Council Resolution No. 02(I-02) dated 21/03/2014 stated that "Proposal approved "in principle". However, the Council advised IT Department to explore technological options and specifications should be rechecked for ensuring durability. IEMs should also check and examine the proposal. Further, after completing all formalities the Department shall come back to council for approval." The file was thereafter sent to Vigilance Department to place the case before the IEMs. IEMs advised vide Minutes of Meeting dated 15/05/2014 "A PPT presentation of IT Project, HRMS was also shown to IEMs and participating HODs It was suggested by the IEMs that in the first instance, the RFQ may be floated followed by the pre-bid meetings to decide the technicalities and documentations etc. and thereafter calling the tender for the work. "

Further, as advised by the IEMs, IT Department invited RFQ and a pre-bid meeting was held on 04.06.2014. Minutes of the said pre-bid meeting was held on 04.06.2014. Minutes of the said pre-bid meeting are placed on Page-370/C. Representatives from various companies were present in the meeting.

After completing the formalities of the Pre-bid meeting, the case was again placed before the IEMs on meeting dated 11.06.2014. IEMs vide minutes dated 12.06.2014 placed on page-590/C advised "In compliance to advice by IEMs dated 15.05.2014, regarding the IT Project, HRMS, the RFQ was floated followed by the Pre-bid meetings to decide the technicalities and documentations etc.. This case was appraised to IEMs in the meeting by the Director (IT) with request to convert RFQ into RFP and the same was allowed and suggested thereafter to call the tender through e-tender."In addition to above, Director (IT) vide his remarks on Page-20/N mentioned as under:-

"The minutes of the meeting dated 21.03.2014 was confirmed on 30.04.2014. Now issue the tender. We will go back to Council after selection of the bid."

After taking approval from Chairman, NDMC, a committee with the following composition was constituted under the Chairmanship of Secretary, NDMC for Finalization of RFP, Evaluation of RFP, commercial bids, award of work and acceptance of system etc. The composition of the committee members is as follows:-

Secretary, NDMC	Chairman
Director (IT)	Nodal Coordinator
Director (P)	Nodal Coordinator
AEE (IT)	Nodal Officer
Jt. Director (Estt)	Member
Sh.Hari Singh, SO(E)	Member
Sh.Gurdeep, AAO (CBS)	Member

The online as well as physical technical bids were opened on 1/08/2014 at 3:30 P.M. in the presence of Director, IT and the representatives of firm. Only 3 bids were received online as well as in the tender box from the following firms.

- i) M/s RICOH India limited
- ii) M/s Robert Bosch Engineering & Business Solutions Limited
- iii) M/s Silica Infotech Pvt Ltd.

The committee evaluated Technical bid on the basis of all physical documents submitted in support of eligibility criteria regarding past implementation experiences in Urban Local Bodies / Municipal bodies, past government implementations, turnover, CMM level, experience in HRMS implementation, qualified resources on proposed solution etc.

Two firms M/s RICOH India limited and M/s Robert Bosch Engineering & Business Solutions Limited were found technically qualified. M/s Silica Infotech was disqualified as they do not meet pre-qualification criteria related to turnover and CMM Level. The financial bids were duly opened on 08/09/2014. The details of the Total marks obtained as per NIT are given as under:-

Calculation of Technical Score:

Detail tabulation on technical scores was formulated by the committee members and same has been duly recorded in the note sheet. Summarized points are mentioned below for council's perusal.

S. No.	Description	Robert Bosch	RICOH
1	OEM evaluation (weighted score)	50	50
2	Bidder evaluation score	26	41
TOTAL SCORE (out of 100)		76	91
75% WEIGHTED TECHNICAL SCORE		57	68.25

The quoted prices (which are to be taken for evaluation) of the respective bidders are found to be as follows:

1. M/s Robert Bosch Engineering and Business Solutions Limited: Rs 21,49,13,040/- (Rupees Twenty one crores forty nine lacs thirteen thousand and forty only)
2. M/s RICOH India Limited: Rs. 16,20,00,000/- (Rupees sixteen crores twenty lacs only).

(M/s RICOH being L1, is accorded a financial score of 100 and the relative score of M/s Robert Bosch Engineering and Business Solutions Limited is calculated accordingly)

Calculation of Financial Score:

S. No.	Description	Robert Bosch	RICOH
1	Financial Bid Price (in Rs. Crores)	21,49,13,040/-	16,20,00,000/-
2	Financial Bid Price based score	75.379	100
25% WEIGHTED SCORE		18.845	25.0

Hence, overall QCBS score is as follows:

Calculation of overall QCBS SCORE:

S. No.	Description	Robert Bosch	RICOH
1	<u>Technical score:</u>	57	68.25
2	<u>Financial score:</u>	18.845	25.0
Overall QCBS score:		75.845	93.25

Based on the above QCBS calculation, M/s M/s RICOH India Limited is found to have the highest score and comes out as the successful bidder.

2. Financial implications of the proposed/subject:

Yes, the tendered amount of the Project would be Rs. 16,20,000,00/-plus the taxes as applicable. The requisite budget has been raised in the RE 13-14 & BE of 2014-15. The expenditure will be charged to IT Head of account 4106008. Payment for Computerization of HRMS".

3. Implementation schedule with timeliness for each stage including internal processing:

The expected time for awarding the work would be one month which would include Award of contract, signing of contract and agreement. The expected time for implementation of HRMS software for NDMC employees would be 12 Months.

4. Comments of the Finance department on the subject :

Finance department comments given as under:-

After opening of the financial bids, the case has been submitted to FD with intention to be placed before the Council. Perusal of page 54 7 55/N and the Comparative Statement placed on record show that M/s RICOH India Ltd. have emerged L-1 firm for both the items for which the tenders were invited. The Deptt. has also justified the rates bringing on record the rates submitted by DGS&D for SAP implementation and by NICS I as Rs. 15,64,11,648/- and 17,23,11,000/- respectively. If the Deptt. consider that the quoted rates are justified and reasonable, the case may be placed before the Council as proposed by the Deptt. However, it is advised the while placing the case before the Council following points may also be considered:-

- IT may be ensured and certified that the rates are justified and reasonable and further that the rates considered for justification purpose in respect of DGS&D and M/s NICS I are the rates for the similar scope of work as stipulated are RFP of Deptt.
- Though there is a big gap in quoted rates of L-1 and L-2 firms, however, it is observed that clause 21 of RFP stipulates that successful bidder will be considered based on combine score of technical as well as financial score, i.e. 0.75+0.25 respectively. The Deptt. may ensure that this process were adhered to and also place the same in file for record.
- Deptt. may obtain simultaneously A/A & E/S for the actual tender amount as advised by FD earlier.

5. Comments of the Department on comments of Finance Department. :

No Comments

6. Legal implication of the subject/project:

None.

7. Comments of the Law department. on the subject :

No Comments

8. Comments of the Deptt. on comments of Law Deptt. :

No Comments

9. Certification by the department that All Central Vigilance Commission (CVC) guidelines have been followed while processing the case:-

It is certified that all CVC guidelines have been followed during tendering process.

10. Details of previous Council Resolutions, existing law of Parliament and Assembly on the subject :

Council Resolution No. 02(I-02) dated 21/03/2014

Council Decision:

"Proposal approved "in principle". However, the Council advised IT Department to explore technological options and specifications should be rechecked for ensuring durability. IEMs should also check and examine the proposal. Further, after completing all formalities the Department shall come back to council for approval."

11. Recommendation:

The department recommends for implementation of HRMS software for employees of NDMC. Accordingly, it is proposed to accord AA & ES amounting to Rs. 16,20,000,00/- plus the taxes as applicable and to award the work to M/s RICOH India Ltd.

The department may initiate action in anticipation of confirmation of minutes.

12. Draft Resolution:

It is resolved to accord Administrative Approval and Expenditure Sanction amounting to Rs. 16,20,000,00/- plus the taxes -plus the taxes as applicable for implementation of HRMS software for employees of NDMC and to award the work to M/s RICOH India Ltd.

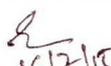
It is further resolved that the Department may initiate action in anticipation of confirmation of the minutes by the Council.

COUNCIL'S DECISION

This is not a policy decision. However, this being approval of an award of work, would need to be formally cleared by the Election Commission in view of Model Code of Conduct.

Hon'ble Members were apprised that the cost quoted includes all licence fees, integration cost and maintenance of software for three years from the date of commissioning. It was also suggested that subsequently, negotiations for maintenance beyond the three years' period should also be initiated in consultation with the IEMs. Manpower of NDMC should also be trained simultaneously for operating the applications.

With this condition the Council approved the proposal and decided it to be sent to Chief Election Officer, Delhi.


16/2/15
For Secretary
New Delhi Municipal Council
Palika Bhavan, New Delhi