

REQUEST FOR QUOTATIONS
Kerala Solid Waste Management Project

**Deployment of Attendance Recording & Monitoring Software
supported with Mobile Application and Web-based user
interfaces on a Subscription model for a Trial period of 3 months
(extendable for the project duration based on performance)**

July 2023

NOTICE INVITING QUOTATIONS

The Kerala Solid Waste Management Project (KSWMP), under the Local Self Government Department, invites Request for Quotations (RFQ) from eligible agencies for “**Attendance Recording and Monitoring solution**”. Interested agencies shall submit their Quotations through sealed covers in the required format before the closing date and time. Quotations received after the closing date and time shall not be considered.

Service /Supply	Attendance Recording and Monitoring solution	
RFQ validity	120 days from the date of submission	
Contract period	Trial period of 3 months (extendable for the project duration based on performance)	
Quotation type	Request for Quotation	
closing Date/Time	16-07-2023;	1500 Hrs
Date of opening	16-07-2023;	1600 Hrs
Authority	Project Director Kerala Solid Waste Management Project (KSWMP) Local Self Government Department (LSGD) Upper Ground Floor, Trans Towers Vazhuthacaud, Thiruvananthapuram- 695014 Ph:0471-2333011, Email:-spmukswmp@gmail.com	

Note: If the date of opening happens to be a public holiday it will be opened the next working day.

**Project Director,
KSMP**

Instruction to Service Providers

Part A- Terms & Conditions

1. Eligibility

- a. The Service Provider should have been in the business of providing Attendance recording and monitoring solutions for the past 2 years. Refer Annexure 1 for submission format.
- b. The Service Provider should have experience of having successfully executed 2 similar work of implementation of Attendance recording and monitoring solutions preferably in State or Central Government organizations/ PSUs / Private organization during the last 2 (two) years in India, which shall be of value not less than INR 5 Lakh each AND For managing a human resource of a minimum of 100 employees AND Operating from a minimum of 05 different offices /locations. Refer Annexure 2 for submission format.
- c. The Service Provider shall have a readily deployable Attendance recording and monitoring solutions system which is suitable for the client's scope of work mentioned in item 2. Such service shall be provided on a subscription basis (per user per month). Subscription will be for a Trial period of 3 months (extendable for the project duration based on performance).

2. Scope of service:

- a. The project scope would include but not limited to providing solution for Attendance recording and monitoring solutions & related services under Software-As-a-Service (SAAS) model and its maintenance & support for the tenure of the Contract.
- b. The selected Service Provider's responsibility will also include providing access of the system application to users of KSWMP at its Head offices, field offices and consultants, including testing, training and maintenance of the solution required as part of this RFQ which also includes Configuration & customization of application software
- c. Providing a simple user interface for human resources deployed in different units/consultants of the project to record attendance, leaves etc.
- d. The licenses/subscription required are:

Sl no	Office/unit	No. of users
1	SPMU	20
2	DPMU	70
3	PIU	93
4	CMD	11
5	PMC	39

6	TSC	124
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3. Delivery period and contract period

The Service Provider shall complete the Configuration and implementation of the solution as well as achieve “Go-Live” within a timeframe of 15 (Fifteen) Working Days (“**Delivery Period**”) from the date of issue of LoA. The Service Provider is expected to follow the following time schedule:

Sl. No.	Milestone	Time for Completion
1	Project Start	T= Date of issue of LoA
2	Requirements Study and Analysis	T+2 Days
3	System Requirement Specifications Finalization & Sign-off	T+5 Days
4	Software Customization (Readily deployable software is expected. Minor customization to reflect Units and designations)	T+8 Days
5	Unit Testing	T+9 Days
6	Training to users & UAT sign off	T+12 Days
9	Go-Live User Manual shall be provided on the day of Go-Live	T+15 Days

3. Continuous Service:

The vendor shall provide continuous support throughout the contract period to ensure that the solutions are functional to the full extend. This shall include breakdown support, failing which the contract shall be terminated without any notice. For avoidance of doubt, in case of a failure from the Supplier/vendor to provide necessary support as required herein, within 48 hours of intimation, the contract shall be terminated forthwith.

4. The Quotation shall comprise the following:

- a. Letter of Quotation;
- b. Technical Specifications: Confirmation that the offered solution is in conformity with the requirement mentioned herein.
- c. Agency details including previous experiences with supporting documents to prove the experienced claimed.
- d. Price Schedule in the prescribed format.

5. Confidentiality & Information Security.

In addition to any other agreement and/or terms governing confidentiality between the parties, Service Provider will adopt adequate (taking into account the nature of Processing and the information available to Service Provider) technical and organizational measures reasonably necessary to secure the Personal Data and to prevent unauthorized access, alteration or loss of the same, including measures required by applicable Data Protection Laws. Service Provider will also ensure confidentiality of the Personal Data, including taking appropriate measures to ensure the same of its Personnel and Sub-processors.

6. Privacy Violations, Security and Data Breach Incidents.

When known or reasonably suspected by Service Provider while performing the Services under the Agreement, Service Provider will inform the Client promptly if: (i) Service Provider or its Personnel infringe the applicable Data Protection Laws or obligations under the Agreement, (ii) significant failures during the Processing occur, or (iii) third parties have unauthorized or unintended access to the Personal Data. The existing Data Protection Law of the Country, Information Technology Act, 2000 and the (Indian) Contract Act, 1872 and its amendments will be applicable to this Contract. The parties are aware that the applicable Data Protection Law may impose a duty to inform the competent authorities or affected Data Subjects in the event of the loss or unlawful disclosure of Personal Data or access to it. These incidents should therefore be notified by Service Provider to the Client without delay, regardless of their origin. In consultation with Client, Service Provider must take appropriate measures, within the Service scope, to address the Breach, including, where appropriate, measures to secure the Personal Data and work in good faith to reduce risk to the Data Subjects to whose Personal Data was involved.

Part B

7. Transfer of data

On successful completion of the contract period /the maintain of contract ,the data shall be transferred to KSWMP in the format as registered by KSWMP then in digital, readable and editable format.

8. Submission of Quotation:

The Quotation shall be submitted in a sealed cover with superscription of “**cloud based Human Resource Management System (HRMS) Software supported with Mobile Application and Web-based user interfaces on a Subscription model for a Trial period of 3 months (extendable for the project duration based on performance)**”. The details of the service provider and the quotation shall be submitted in the format enclosed with this notice.

9. Quotation Prices

- a. The contract shall be for the implementation of essential HRMS plan as required hearing on a three month trial subscription model specified in the Price Quotation Form. Corrections, if any, can be carried out by editing the information .
- b. All duties, taxes and other levies payable on the software, services etc. shall be included in the total price.
- c. GST and any other taxes, which shall be payable on the Non-Consulting services shall be shown separately. As ceases in the format of submission.
- d. The rates quoted by the applicant shall be fixed for the duration of the contract and shall not be subject to any enhancements.
- e. The Prices shall be quoted in Indian Rupees only.

10. Clarification of quotations:

- a) During opening or evaluation, the purchaser may at its discretion, seek the required clarification from the applicants. However, no change in prices or substance of the quotation shall be sought, offered or permitted.
- b) If the quotation is not substantially responsive, it will be rejected by the Purchaser
- c) Unsigned communication/ quotations will not be accepted and will be rejected summarily.

11. Evaluation of Quotations

- a. The applicant will have to technically qualify the minimum eligibility criteria. The shortlisting of quotations will be based on the evaluation of similar experience criteria and price quotation including GST,unsubmitted.
- b. Documents relating to details of previously executed similar assignments shall be supported by Completion Certificate or Work Order with Payment confirmation by the Authority.
- c. Evaluation of the quotation shall be made strictly in terms of provisions and criteria disclosed in the quotation document for the quantities mentioned in the quotation. However, KSWMP reserves the right to purchase the total quantities or in part thereof.

- d. Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotation, cancel the quotation process and reject all quotations at any time prior to the award of the contract. Also, KSWMP reserves the right to cancel the purchase order if the firm fails to comply with the delivery schedules without any notice.
- e. Please note that KSWMP reserves the right to accept or reject any quotation and to annul the quotation process and reject all quotations at any time prior to the award of contract, without thereby incurring any liability to the affected applicant or applicants.

12. Award of contract:

- a. The Client will award the contract to the applicant whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.
- b. Notwithstanding the above, the Client reserves the right to accept or reject any quotations and to cancel the quotation process and reject all quotations at any time prior to the award of contract.
- c. The applicant whose quotation is accepted will be notified of the award of contract by the Client prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the supply order (sample form attached).

13. Payment:

Payment will be made on monthly basis through RTGS/NEFT upon submission of invoices receipt of ordered item and its satisfactory performance.

14. Termination :

The contract shall be terminated prior to six months with a notice of 15 days. In the event of such termination, the dues shall be admissible only for such period of actual supply/service of the vendor. All admissible bills shall be cleared within 15 days from the closing date of the contract.

Letter of Quotation

RFQ No.: **IT/2023/KSWMP/04-2023**

Our Reference: No..... Dated.....

To: The Project Director
Kerala Solid Waste Management Project
Local Self Government Department
Govt of Kerala

Subject: Services for **Deployment of Attendance Recording & Monitoring Software supported with Mobile Application and Web-based user interfaces on a Subscription model for a Trial period of 3 months (extendable for the project duration based on performance)**

Sir,

1. We, the undersigned, hereby submit our Quotation. In submitting our Quotation, we make the following declarations:

- a. **No reservations:** We have examined and have no reservations to the RFQ Document;
- a. **Conformity:** We offer to provide in conformity with the RFQ Document and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Non-Consulting Services and Related Services *[insert a brief description of the Non-Consulting Services and Related Services]*;
- b. The total price of our Quotation, including any unconditional discounts offered is:
Total price of the Quotation ***[insert the total price of the quotation including GST and any other taxes, which will be payable on the finished Non-Consulting Services, in words and figures]***;
- c. **Quotation Validity Period:** Our Quotation shall be valid for the period of 30 days, from the deadline fixed for the Quotation submission;
- d. **Eligibility:** We meet the eligibility requirements and have no conflict of interest, we are not participating in more than one quotation in this bidding process, and we have not been temporarily suspended or debarred by the World Bank.
- e. **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any type of corrupt, fraudulent, collusive, coercive, or obstructive practices.

Yours faithfully,

Authorized Signature

Name & Title of Signatory _____ In the capacity of
[insert legal capacity of person signing the Letter of Quotation]

Name of Bidder _____

Address _____

Dated on ___ day of __, _____ *[insert date of signing]*

PROFORMA – DETAILS OF SERVICE PROVIDER

1	Name Address & contact details of the Service Provider	
2	Legal Status of the agency	Company/Society/others If others, (specify).....
3	Registration (details including no, issuing authority, validity)	
4	PAN	
5	GST No	
2	Previous Experience of the Vendor	1.
		2.

Note:

1. All the above items shall be filled up by the Service Provider
2. Documentary proof for proving the Company registration, PAN, GST & experience shall be enclosed.

Signature :**Name :****Address****Contact Details****Seal:**

Annexure 3.

**PROFORMA FOR
PREVIOUS
EXPERIENCE**

**Proforma for Previous Experience (for
a period of last 2 years)**

RFQ No. ___

Date of opening ____

Time _____Hours

Name of the Bidder _

Assignment Name:	Approx Value of contract (in INR):
Location:	Duration of Assignment:
Name of Client:	Approx Value of the services provided by your firm under the contract (in currency in INR):
Start Date: Completion Date:	No of Staffs for the assignment:
Description of Project:	Description of Service provided by the firm:

Name of the Authorized representative of the Bidder

Signature :

Annexure 4 Quotation

Sl. No.	Subscription Plan	Unit rate (Monthly rate in INR excluding GST)	Qty	Monthly Subscription amount excluding GST	GST Amount @ %	Total Monthly Subscription Amount (inclusive of GST)
1.	Plan covering Essential HR for 400 resources (Employee Database Management, On boarding, Attendance and leave, Timesheet Management, HR Workflow Management etc)		1			
	Grand Total (in figures)					
	Grand Total (in words)					

Note:

- The price shall be all inclusive and include support for installation and any other support required to ensure the smooth functioning of the software installed.
- Evaluation shall be done for *all sites together*
** Payment of GST and other taxes payable for the Non-Consulting Services at the time of invoicing, although already included in the total cost, will be at actuals or the rate/amount of these taxes specified in the supply order, whichever is lower.*

We agree to supply the above Non-Consulting Services in accordance with the technical specifications as laid down in the Terms for a total contract price (including all taxes and duties) of Rs. (Amount in figures) (Rs... amount in words) within the period specified in the Request for Quotations.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for or in performing the Contract.

Name of the Signatory :

Signature of the Service Provider with seal :

Date of Submission :