

AMENDMENT 2- REPLY TO THE PRE-BID QUERIES

Sl. No	RFP Page No	RFP Clause No.	Existing	Clause Query/Suggestions	Response
1	29	SECTION-II (MINIMUM ELIGIBILITY CRITERIA)	The bidder should have a minimum turnover of Rs.50Cr each in the last 3 years. Also, the Bidder should have a positive net worth as per the audited financial statements during the last 3 financial years (2022-23, 2023-24, 2024-25)	Request to reduce the minimum turnover	No change in RFP terms
2	29,33	SECTION-II (MINIMUM ELIGIBILITY CRITERIA) & SECTION-III (TECHNICAL CRITERIA)	-	Introducing Block Chain Enabled Architecture as a part of the solution	No change in RFP terms
3	30	SECTION-II (MINIMUM ELIGIBILITY CRITERIA)- Clause 4	<p>The Bidder shall have completed (ie. Completion of Go-Live) an enterprise wide HRMS projects for Central Government/ State Government /PSU/Central Autonomous Bodies/ Private organizations in India, having minimum 5,000 users and minimum 2 such clients during the last 7 years, out of which</p> <p>1. Project value as follows:</p> <ul style="list-style-type: none"> • One project with Total Project Value not less than Rs. 5 Cr <p>OR</p> <ul style="list-style-type: none"> • Two projects with Total Project Value not less than 3 Cr each <p>OR</p>	Request to relax the minimum conditions	<p>This clause may be read as follows:</p> <ol style="list-style-type: none"> 1. The Bidder shall have completed (ie. Completion of Go-Live) an enterprise wide HRMS project for Central Government/ State Government /PSU/Central Autonomous Bodies/ Private organizations in India, having minimum 5,000 active users and minimum 2 such clients during the last 7 years. 2. The bidder should have completed HRMS Project having project value in any of the following:

			<ul style="list-style-type: none"> • Three projects with Total Project Value not less than 2 Cr. Each <p>2. HRMS Implementation:</p> <p>The Bidder shall have implemented HRMS solutions, in whole or in part, with the following mandatory modules for any qualifying client, in compliance with the above eligibility conditions:</p> <ul style="list-style-type: none"> a) Recruitment & Onboarding b) Employee Lifecycle c) HRIS d) PMS e) LMS f) Attendance & Time Mngmt g) Payroll Management h) Travel & Tour Module i) Organization Assignment j) Custom Based workflow k) Reports & Analytics 		<ul style="list-style-type: none"> a) One project with Total Project Value not less than Rs. 5 Cr OR b) Two projects with Total Project Value not less than 3 Cr each OR c) Three projects with Total Project Value not less than 2 Cr. Each <p>3. The bidder shall satisfy the eligibility requirements specified under Clause 1 or Clause 2 above. Further, the bidder shall have successfully implemented all the eleven (11) HRMS modules specified hereunder, either in a single eligible client/project or across multiple eligible clients/projects. In cases where multiple clients/projects are cited, the bidder shall clearly indicate the modules implemented for each such client/project. The clients/projects relied upon for demonstrating experience in the respective modules shall individually meet the eligibility criteria prescribed under Clause 1 or Clause 2 above.</p> <ul style="list-style-type: none"> a) Recruitment & Onboarding b) Employee Lifecycle c) HRIS/ employee master d) PMS
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					e) LMS f) Attendance & Time Management g) Payroll Management h) Travel & Tour Module i) Organization Assignment j) Custom Based workflow k) Reports & Analytics
4	34	SECTION-III (TECHNICAL CRITERIA) – Point (3) under the Technical Evaluation Metrics	Average turnover of the bidder during the last 3 financial years (2022-23, 2023-24, 2024-25). Supporting documents must be provided. <ul style="list-style-type: none"> • INR 50Cr: 3 Marks • INR >50-250 Cr: 5 Marks • INR >250- 500 Cr and above: 10 Marks • INR > 500 Cr : 15 Marks Maximum Marks-15	Request to relax the minimum condition and scores thereto	The clause is amended as follows; Average turnover of the bidder during the last 3 financial years (2022-23, 2023-24, 2024-25). Supporting documents must be provided. <ul style="list-style-type: none"> • INR > 50-100 Cr: 5 Marks • INR >100- 250 Cr:10 Marks • INR > 250 Cr :15 Marks Maximum Marks-15
5	31	SECTION-II (MINIMUM ELIGIBILITY CRITERIA)- Clause 9	The bidder/implementation partner must have successfully executed at least one completed project involving SAP integration along with end-to-end data migration.	Request to relax the minimum condition	No change in RFP terms
6	31	SECTION-II (MINIMUM ELIGIBILITY CRITERIA)- Clause 9	The bidder/implementation partner must have successfully executed at least one completed project involving SAP integration along with end-to-end data migration.	Request for confirming whether payroll is currently processed through SAP or third-party software	HLL is currently using SAP version “SAP ECC 6 EHP 8 ON HANA DB” for payroll and other processes. All the activities which are being used in SAP at present (including Payroll) shall be shifted to the new HRMS system after Go-live.

				Request for providing list of Customizations currently managed in SAP-Payroll	The successful bidder shall review HLL's requirements and carry out the necessary configurations/customizations. As the proposed solution is a new SaaS-based implementation, bidders are expected to assess and address the required payroll customizations as part of the project scope.
7	40	Point No 6 under the Clause No. 30.1 (Scope of Work)	The Selected bidder should integrate the HRMS with the existing systems of HLL (including biometric/ SAP/ FTC Appraisal software etc.)	<ol style="list-style-type: none"> 1. Request for providing clarification on who will provide the APIs to integrate the HRMS with SAP? 2. Does the HLL team can write the APIs and deliver it to the HRMS Solution provider ? 	<p>HLL shall provide necessary support for obtaining API's of SAP.</p> <p>However, the responsibility for successful integration and seamless functioning of the proposed HRMS solution with the existing systems shall rest entirely with the successful bidder.</p>
				Request to provide clarification regarding whether HLL has already obtained API access credentials from NIC for E-Office integration for automatic access provisioning	The requirements relating to NIC E-Office integration and/ or DigiLocker integration shall be considered only if deemed necessary by HLL during the implementation of the project.
				Request to provide clarification regarding whether HLL registered as an entity on the DigiLocker platform (via NIC/MeitY) and obtained the necessary Requester credentials?	In such cases, HLL shall facilitate and provide the necessary credentials, approvals, and access, wherever available and applicable, to the successful bidder.

				<p>Request to provide clarification regarding whether HLL having a preferred AI proctoring partner already empanelled, or is the HRMS vendor expected to recommend and integrate a third-party proctoring solution</p>	<p>HLL currently has an empanelled AI-based proctoring solution/ AI based interviews for conducting test/ interviews. The successful bidder shall facilitate integration of the third-party proctoring solution provided by HLL with the proposed HRMS solution.</p> <p>Alternatively, if the successful bidder proposes an AI-based proctoring solution/ AI Interview solution with superior features and capabilities that can be seamlessly integrated with the proposed HRMS solution, HLL may, at its sole discretion, evaluate and consider such solution for test/ interview proctoring purposes.</p>
8	40	Point No 6 under the Clause No. 30.1 (Scope of Work)	The Selected bidder should integrate the HRMS with the existing systems of HLL (including biometric/ SAP/ FTC Appraisal software etc.)	Request for providing details biometric devices currently deployed.	<p>Currently the following modes of attendance is being captured and processed in HLL</p> <ol style="list-style-type: none"> 1. Biometric based attendance capturing: Approx 50 machines are being used in the offices/ manufacturing units of HLL 2. To capture the attendance of the employees working in the service divisions such as (RBD/HCS), HLL is currently using a Third Party software which includes punching, facial recognition and geo fencing etc.

					<p>These systems are stand alone systems and not integrated into a common platform and being processed from different locations as well.</p> <p>However, if the successful bidder can offer a single solution which can serve both purposes, HLL may consider integrating all the attendance processing via the software.</p> <p>However, in any of these cases, purchasing of hardware (if any) will not be a part of this RFP.</p>
9	72	ANNEXURE-7: MANPOWER- MODULE WISE BREAKUP (PART B: MANPOWER PROJECTION FOR NEXT 5 YEARS)	MANPOWER PROJECTION FOR NEXT 5 YEARS	Request for clarification w.r.t the expected peak concurrent users and future scalability requirements.	The RFP document is clear with respect to the query being asked
10	34	SECTION-III (TECHNICAL CRITERIA) – Point (1) under the Technical Evaluation Metrics	The bidder must have successfully completed at least two (2) HRMS implementation projects during the last seven (7) financial years (from 01.04.2019 to 31.03.2026). For the purpose of this clause, 'completion' shall mean successful implementation up to the Go-Live stage. The bidder shall submit client-issued completion certificates on official letterhead, containing full project details as specified in Annexure-2.	Request to relax the number of projects and scoring methodology	<p>This clause may be read as follows:</p> <p>The bidder must have successfully completed at least two (2) HRMS implementation projects during the last seven (7) financial years (from 01.04.2019 to 31.03.2026). For the purpose of this clause, 'completion' shall mean successful implementation up to the Go-Live stage. The</p>

			<p>If 2 HRMS projects: 3 Marks If 3 HRMS projects: 5 Marks If More than 3 HRMS project implementations (2.5 marks for each additional experience (Max 5))</p> <p>Maximum marks: 10</p>		<p>bidder shall submit client-issued completion certificates on official letterhead, containing full project details as specified in Annexure-2.</p> <p>If 2 HRMS projects: 5 Marks If more than 2 HRMS project implementations (2.5 marks for each additional experience)</p> <p>Maximum marks: 10</p>
11	34	SECTION-III (TECHNICAL CRITERIA) – Point (2) under the Technical Evaluation Metrics	<p>The bidder must have successfully completed HRMS implementation projects in Government Organizations / PSUs in India, involving major modules such as Recruitment, Time & Attendance, Payroll Processing, Employee Lifecycle Management, Workflow, and Performance Management System (PMS) with minimum 500 users. The bidder shall submit client-issued completion certificates on official letterhead, containing full project details as specified in Annexure-2.</p> <p>5 Marks for each Client (Max 15 marks)</p>	Request to relax the minimum condition	No change in RFP terms
	35	SECTION-III (TECHNICAL CRITERIA) – Point (7) under the Technical Evaluation Metrics	<p>Previous experience of SAP integration & Migration projects completed by the bidder (As per Annexure-2)</p> <p>Completed Go-Live: 2.5 Marks per completed projects (Maximum 5 Marks)</p>	Request to relax the minimum condition	No change in RFP terms

12	34	SECTION-III (TECHNICAL CRITERIA) – Point (5) under the Technical Evaluation Metrics	Number of IT Professionals associated with the Bidder (Undertaking to be given by the Bidder) <ul style="list-style-type: none"> • 100-500 numbers: 3 Marks • Above 500 Numbers: 5 Marks Maximum Marks- 5	Request to relax the minimum condition	No change in RFP terms
13	46	30.7. Integration/ Migration/ Hypercare requirements	Integration/ Migration/ Hypercare requirements b) Migration 1) Selected bidder will be responsible for formulating the “Data Migration Strategy” and process documents. 2) Selected bidder will take not more than 15 (Fifteen) working days from date of release of purchase order to prepare the “Data Migration Strategy” and process documents.	Request to provide volume of historical employee records, payroll transactions, leave data, attendance records, appraisal history, and document archives to be migrated.	The successful bidder shall migrate the actual employee data pertaining to approximately 4,000 active employees for the last two (2) years as live data. Further, all historical employee data from 2012 onwards available in the SAP platform shall be archived and maintained in a retrievable archive format, enabling authorized HLL users to search, access, and retrieve such data as and when required
14	48	30.7. Integration/ Migration/ Hypercare requirements c) hyper-care period	2) During hyper-care tenure, dedicated teams to be available around the clock to address urgent issues, minimize downtime, and ensure the smooth operation of critical systems.	1. Request to provide data regarding whether the hyper-care support team is required to be deployed onsite, offsite, or through a hybrid support model. 2. Request for providing clarity on the scope of service during the post- Hypercare (as part of 9 months Warranty period support)	Onsite support required as per the clause No 30.8 The following points w.r.to Post implementation support/ Warranty under this RFP is amended:- a) Under the Clause 30.1 (Purpose of RFP), Point No

					<p>35, is amended and may be read as below:</p> <p>Since the proposed HRMS solution is offered on SaaS model, the bidder shall provide comprehensive support and maintenance services, including upgrades, security patches, bug fixing, monitoring and helpdesk services as part of the subscription/ service model throughout the contract period.</p> <p>The HRMS solution shall remain under comprehensive warranty for the entire contract duration of 5 years. Accordingly, no separate payment towards warranty shall be admissible.</p> <p>b) Under the Clause 31 (Service Level agreement), Major Point No.1 (Implementation of SLA), serial no- 8 is amended and may be read as below:</p> <p>Milestone: Post implementation support/ Warranty Completion date: Entire contract Period (5 years)</p> <p>2. Scope of service during the post-Hypercare: The scope shall include, but not be limited to, helpdesk support, issue resolution, bug fixing, security patches,</p>
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					upgrades/updates, performance monitoring, uptime compliance, backup and disaster recovery support, integration/interface support, user support, troubleshooting, statutory/configuration changes, and rectification of errors or issues identified after Go-Live/hypercare, without any additional cost to HLL.
15	48	30.8. Help Desk Requirements	The bidders post-implementation support team resources are expected to be deployed for 6 days a week and an estimated 8 hours a day as per the working calendar of HLL.	Request to provide data regarding whether the post-Go-Live support resources are required to be deployed onsite at HLL locations or may be provided remotely from the bidder's support center.	Onsite support required in all stages of implementation (including hyper care period) of HRMS as per the clause No 30.8.
16	53	30.16. User Training	e) The Bidder will impart training to the trainers, who will in turn be responsible for training the end user, prior to the Go-Live. f) The Bidder should ensure that the end user training is scheduled and completed at least a week prior to Go-Live.	Request to provide data regarding expected training approach, including the number of training locations, number of trainers to be trained, estimated end-user count, mode of training (onsite/online/hybrid), language requirements, and responsibility for training infrastructure and logistics.	Detailed training plan will be shared with the successful bidder. However necessary infrastructure required for conducting trainings shall be provided by HLL
17	11	Bullet point 2(under Clause 3)-Selection & Evaluation Process	If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP. Bid submitted with option of multiple OEMs shall also be considered.		Bullet point 2(under Clause 3) is amended and may be read as below: Bidders may submit separate bids for one or more OEM/ Principal solutions, provided

				<p>each bid is submitted independently with separate technical and financial proposals, OEM authorization and supporting documents as per the relevant clauses of RFP.</p> <p>Each proposed OEM/Principal solution shall independently meet all eligibility, technical, functional, integration, warranty and support requirements of the RFP.</p> <p>Submission of a single bid combining multiple OEM/Principal solutions to meet the RFP requirements shall not be permitted. Each bid shall be evaluated separately</p> <p>1. Only OEM or Authorised implementation partner model is permitted</p>
				<p>1. Request for providing clarification on whether consortium/joint venture/authorized implementation partner model is permitted under this RFP</p> <p>2. Request for providing clarification on whether combination of multiple OEMs, with the bidder being the System Integrator can be participated?</p>
18	78	Annexure-9 Integrity Pact: Mandatory Integrity Pact	Integrity Pact: Mandatory Integrity Pact	<p>Request for confirming whether stamp paper requirement is applicable and specify value/state-wise applicability.</p> <p>Bidder may take printout of the Integrity Pact in their letterhead with sign and seal in all the pages.</p>

19	31	<p>1. SECTION-II (MINIMUM ELIGIBILITY CRITERIA) Earnest Money Deposit</p> <p>2. Clause No 2- Schedule of Events (EMD)</p> <p>3. 2.1 – EMD</p>	<p>EMD: 3,00,000 (Rupees Three Lakhs Only)</p> <p>NEFT/RTGS to Account of “HLL Lifecare Limited”. Bank details given in Annex-5</p>	<p>Request to submit the EMD in Bang Guarantee (BG) format also</p> <p>Request for waiving off the EMD for non-MSE/SSI category of bidders</p>	As per the RFP clauses only
20	32	SECTION-II (MINIMUM ELIGIBILITY CRITERIA) - Proposed CV of Project Manager, Team Leader(s)	<p>1. The proposed Project Manager for this assignment must have over 12 years of IT experience, preferable with PMP certificate including a minimum of 5 years of experience in HRMS implementation for projects of a similar scope as defined in this RFP.</p> <p>2. The proposed Team Leader(s) for this assignment must have over 8 years of IT experience, including a minimum of 3 years of experience in HRMS implementation for projects of a similar scope as defined in this RFP.</p> <p>3. The team proposed for this assignment must have at least 2 years of experience in HRMS implementation.</p> <p>HLL reserves the right to interview the proposed personnel prior to the commencement of the project and may request replacement</p>	Request to submit CV's for tendering purpose, but whether the successful bidder can deploy different resources during the implementation of the project	<p>The CVs submitted along with the bid shall be considered for evaluation purposes. The successful bidder shall deploy the proposed key personnel for the project.</p> <p>Any replacement of such personnel during the project period shall be subject to prior approval of HLL and the substitute resource shall possess qualifications and experience equal to or higher than those of the originally proposed resource.</p>

			of any resource found unsuitable. HLL also reserves the right to seek replacement of personnel at any stage during the implementation phase if their performance or suitability is found to be unsatisfactory.		
21	43/44	30.3. Description Of Software (read clauses b,d,l)	<p>b. Deployment of the solution in accordance with the Solution Design, including code development, system configuration within an India-based cloud environment including backup, disaster recovery compliant with MeitY guidelines, and all necessary technical activities to deliver a fully functional solution</p> <p>d. Hosting of applications, including disaster recovery, database backup, and data storage, must be on cloud infrastructure located exclusively within India</p> <p>l. The configuration, operation—including daily backups, disaster recovery—and maintenance of the cloud hosting infrastructure shall be the responsibility of the bidder.</p>	<p>Request to confirm the following</p> <ol style="list-style-type: none"> 1. Whether the application will be hosted in DR & HA 2. DR should be Active -Active (100 % mirror image)or Active -Passive 50 % mirror image) of DC ? 	<p>YES</p> <p>DR should be 100% Active</p>
	52	30.15 (k) Backup, Archiving and Disaster Recovery & Business Continuity Plan	Backup, Archiving and Disaster Recovery & Business Continuity Plan		

22	43	30.2. Add on Modules	30.2. Add on Modules: Canteen Management, Gate Management, Visitor Management, Conference Room Management etc. are proposed as add-on modules.	<p>The RFP includes Canteen Management (44 req), Gate Management (7 req), Visitor Management (42 req), and Meeting Room Management (42 req) totaling 135 requirements that are outside standard HCM scope. Are these modules expected to be delivered by the same HRMS vendor as a single integrated platform, or is HLL open to best-of-breed third-party products that integrate with the core HRMS?</p>	<p>In the event that any of the required add-on modules are not readily available as part of the successful bidder's solution, the bidder may propose suitable best-of-breed third-party products with the requisite functionality, subject to seamless integration with the proposed HRMS solution and with prior approval of HLL.</p>
				<p>Whether detailed specifications of add-on modules to be provided?</p>	<p>Yes. The bidder shall provide detailed specifications of the proposed add-on modules. However, it shall be the bidder's responsibility to ensure that the proposed solution fully meets all functional, technical, and business requirements stipulated by HLL in the RFP.</p>
				<p>Whether the add on modules be contracted separately or under the same PO</p>	<p>HLL reserves the right to issue the same in a single Purchase Order or separate Purchase Order(s) for the add-on modules, as and when the requirement arises during the implementation of the HRMS project.</p>
23	21	Point- j of Clause 19. Obligation of service provider	Service Provider shall abide by the provisions of the DPDP Act, 2023 as and when the relevant rules and guidelines come into force.	Request for providing copy of the DPDP guidelines implemented by HLL, if any	Bidders are required to comply with the relevant clauses specified under DPDP Act.

24	70	ANNEXURE 6 - FUNCTIONAL REQUIREMENT FITMENT EVALUATION	Detailed Functional Requirement Specification (FRS)	<p>What is the estimated monthly volume of physical/scanned documents expected to be processed through AI-OCR? This is required to correctly size the OCR service tier and estimate API call costs</p>	<p>Bidders shall quote for an estimated AI-OCR processing volume of 15,000 documents per annum for the purpose of bid evaluation and commercial comparison.</p> <p>The proposed AI-OCR solution shall be scalable to accommodate fluctuations in document volumes as may arise during the contract period. The actual number of documents processed may vary from the estimated volume, and payment shall be made based on the actual number of documents processed and accepted by HLL, in accordance with the rates quoted by the successful bidder.</p> <p>The successful bidder shall validate and finalize the detailed AI-OCR requirements, including document types, processing workflows, and volume assumptions, during the requirement gathering and study phase of the project.</p>
24	70	ANNEXURE 6 - FUNCTIONAL REQUIREMENT FITMENT EVALUATION	Detailed Functional Requirement Specification (FRS)[<p>Request for providing information regarding the job portals used by HLL, and whether HLL has existing API partnerships or contracts with these platforms?</p>	<p>HLL is currently utilizing recruitment platforms such as LinkedIn and Naukri for talent sourcing. Detailed information regarding the existing usage and processes shall be shared with the successful bidder during the implementation phase.</p>

					However, HLL does not currently have any API-based integration or partnership arrangements with these platforms.
25	70	ANNEXURE 6 - FUNCTIONAL REQUIREMENT FITMENT EVALUATION	Detailed Functional Requirement Specification (FRS)	Request for providing information regarding the Reservation Roster module having historical roster data including existing roster points, backlogs, and carry-forward positions for each category. Is this data currently maintained in a structured digital format (e.g. Excel, Access), or is it maintained manually/in physical registers?	Reservation Roster data is being maintained at HLL in excel format. Specific details will be shared with the successful bidder.
26	70	ANNEXURE 6 - FUNCTIONAL REQUIREMENT FITMENT EVALUATION	Detailed Functional Requirement Specification (FRS)	Request to provide clarification w.r.to the maintenance of Electronic Health Records (EHR) under the Medical Functions Module of RFP. Does HLL have existing employee medical history in a digital format that needs to be migrated, or will the EHR be built fresh from the go-live date?	The EHR data to be taken into the system from the go-live date onwards only.
27	70	ANNEXURE 6 - FUNCTIONAL REQUIREMENT FITMENT EVALUATION	Detailed Functional Requirement Specification (FRS)	Request to provide clarification w.r.to the creation of payment gateway for candidate application fee collection. Whether HLL will provide the payment gateway credentials and merchant account, or is the bidder expected to establish and maintain the payment	The successful bidder shall propose a suitable payment gateway solution that can be integrated with the HRMS application. Where the payment gateway solution proposed by the successful bidder is adopted by HLL, the successful bidder shall be responsible for establishing, operating, and

				gateway? Who bears responsibility for transaction fees, reconciliation, and refund processing?	maintaining the payment gateway services, including transaction processing, reconciliation, refund processing, remittance of collections to HLL, and all associated compliances and charges. HLL reserves the right to evaluate and decide the payment gateway arrangement based on ease of management, operational convenience, integration feasibility, commercial considerations, regulatory requirements, and overall suitability. A separate agreement may be executed with the successful bidder, if required.
28	55	Clause 31(1) – Implementation SLA and operations & maintenance of SLA	Implementation SLA and operations & maintenance of SLA	Request for Phase wise implementation	The Phase-wise implementation plan of HRMS solution will be shared with the successful bidder.
29	7	Performance Bank Guarantee (PBG) requirements given under Clause (2)	10% of total Contract value for one year	1. Request for providing flexibility in the PBG requirements. including the guarantee structure, calculation methodology, validity period, and release mechanism.	Clause 2.4 of the RFP is amended and may be read as under:
30	9	Performance Bank Guarantee (PBG) requirements given under Clause 2.4	Upon successful completion of the project, Performance Security shall be retained as Performance Guarantee of 10% of Total Invoice Value for 10 months (9 months warranty + 1 additional month) from Go-Live date.	2. Request for providing the basis for determining the PBG value.	Security Deposit (Performance Security) & Performance Guarantee: The successful bidder shall furnish a Security Deposit in the form of Bank Guarantee (from

				<p>nationalized banks) or by Demand Draft for 10% of the One Time Implementation Cost (Part A of Price Bid-Annexure-8)</p> <p>This Security Deposit should be furnished within 10 days of the issue of the Contract. This Security Deposit will not bear any interest. The Security Deposit will be refunded after satisfactory completion of all contractual obligations including initial implementation, Initial SaaS subscription of existing employees, managed support services and settlement of all dues and settlements. This Security Deposit shall be forfeited in case the tenderer withdraws from the contract once it is awarded or fails in completing the work in time as required by the Company or in case any loss or damage is caused to the Company by the contractor or by his/her/ its workers or on breach of any of the conditions of the contract. Loss or damage caused to the Company at the instance of the contract awarded to the contractor including the loss or damage caused by the employees of the Contractor, shall be recovered from the Security Deposit in proportionate to the loss or damage sustained by the Company and the</p>
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					<p>decision on the amount of compensation for the loss or damage shall be at the discretion of the Company. The Company shall also have the right to recover such losses or damages from the movable or immovable properties of the contractor and his heirs and legal representatives if the loss or damage caused is in excess of Security Deposit. Also, HLL shall have the right to invoke/ forfeit the performance security either in full or in part in case of failure to perform contractual obligations, delay, breach of contract, failure to meet SLA requirements, non-rectification of defects or any loss/ damage caused to HLL due to the bidder's acts/ommissions.</p> <p>Upon successful completion of the Go-Live and addition of SaaS Subscription of existing employees, Security Deposit shall be returned on receipt of Performance Guarantee for an amount of 10% of the Total Order Value OR will be converted as Performance Guarantee of Equivalent. Value, which shall be retained for a period of 14 Months (12 Months + 2 Months) from the date of Go-Live.</p>
31	61	Clause 31 – Payment Schedule (One-Time Implementation)	Milestone-linked payments: 10% on SRS, 20% on UAT, 10% on data migration, 30% on Go-Live,	Request to consider the modifications in the payment schedule (Advance)	Clause 31 (SLA), Subclause 2.5 (ii)- Payment Schedule, Point

			30% at 90 days post go-live. No advance. Payments for Milestones 1–3 require submission of Bank Guarantee.		<p>No:2 in NB may be amended and may be read as below:</p> <p>Payments for SI. No 1 to 3 shall be made against the submission of Bank guarantee (BG from Nationalized Bank/ Scheduled Bank) for the said amount by the bidder valid till the date of go-live.</p> <p>In this case, the Bank guarantee shall be valid for 6 months initially and the same shall be extended further, till the completion of first 3 stages.</p>
32	42	Section IV – Clause 30.1, Point 32 – SAP to S/4 HANA Upgrade Support	The bidder has to provide necessary support during future upgrade of SAP applications (e.g., SAP to S/4 HANA).	Request for considering SAP upgrade-related re-development be treated as a Change Request billed at the manhour rate quoted in Price Bid Part A, SI. No. 3.	If the S/4HANA rollout is completed after the implementation of the HRMS, any additional development or customization required solely as a consequence of such rollout may be considered by the successful bidder as a Change Request, provided it entails substantial additional effort beyond the agreed scope of work. The scope, effort estimation, timelines, and commercial implications of such changes shall be mutually discussed and finalized between HLL and the successful bidder before execution.

33	40	Section IV – Clause 30.1, Point 7 –Email Integration	The system should be able to integrate with HLLs email messaging system and should allow forwarding/receiving of emails to/from the system. The complete responsibility of integration of HRMS solution with the email system of HLL shall be of the bidder.	<ol style="list-style-type: none"> 1. Request for providing the details of the email platform in use (Microsoft Exchange, Google Workspace, or other) and whether an API is available 2. Whether HLL has an existing SSO/Active Directory setup and the protocol in use (Azure AD/LDAP/SAML) 	<ol style="list-style-type: none"> 1. Google workspace 2. The bidder has to implement necessary SSO/ Active directory setup for this solution
34	49	Section IV – Clause 30.13 – Scalability – User Growth	The approximate number of users is 4000 (Four thousand only) initially as per Annexure-7. However, the bidder to ensure the proposed application should be scalable as per HLL's future requirement	<p>Request to provide information on the following-</p> <ol style="list-style-type: none"> 1. Will the per-user subscription rates quoted in Price Bid Part C (New User/License Cost) remain fixed for the entire 5-year contract period? 2. For users added mid-year, will subscription charges be pro-rated on a per-month basis? 3. If the user count drops below 4,000, will the subscription floor remain at 4,000 users? 	<ol style="list-style-type: none"> 1. YES. However, in case of any downward trend in the applicable license cost during the contract period, the same shall be automatically passed on to HLL. 2. YES 3. As per the Clause 2 of Instructions to Bidders for filling Part A
35	21	Clause 19(f) – Data Residency & Public Cloud Restriction	Without HLL's prior written permission, Service Provider shall not store or share any Confidential Information outside India or in/with a public cloud.	Request for providing clarification on “Public Cloud”	<p>Clause 19 (f) is amended and may be read as below:</p> <p>"Without HLL's prior written permission, the Service Provider shall not store or transfer any materials, including Confidential Information, outside the geographical boundary of India.</p>

					<p>Hosting on public cloud infrastructure is permitted, provided such infrastructure/data-center region is located within India, is empaneled by MeitY, and complies with the data residency, encryption (AES-256), ISO/IEC 27001 and DPDP Act, 2023 obligations specified elsewhere in this RFP. This clause is to be read in conjunction with the hosting requirement under Clause 30, which mandates hosting of applications, disaster recovery, database backup and data storage exclusively on cloud infrastructure located within India."</p>
36	23	<p>Clause 21(b) – IPR and Ownership – Open Source Restriction</p>	<p>Without HLL's prior written approval, Service Provider will not use Open Source or Copy-left licensed software in performing the services.</p>	<p>Request to provide clarification on the scope of open-source restriction.</p>	<p>Clause 21(b) is amended and may be read as below:</p> <p>"The Service Provider may use permissively licensed open-source components (e.g. MIT, Apache 2.0, BSD, PostgreSQL) within its own underlying SaaS platform and infrastructure, for which the Service Provider retains full responsibility and indemnity as per Clause 21(c). However, for any custom application-level deliverables developed for and delivered to HLL (custom code, configurations, reports), the Service Provider shall not incorporate any Open Source or</p>

					Copy-left (e.g. GPL/AGPL) licensed component that may limit HLL's ownership rights or give rise to source-disclosure obligations or third-party claims, without HLL's prior written approval."
37	24,25	Clause 22 – Liquidated Damages	If Service Provider fails to deliver within stipulated time: 0.5% of total Project Cost per week, max 7.5% of total Project Cost. Once max LD reached, HLL may consider termination.	Request is to provide clarification on the definition of project cost.	In Clause 22, it is clarified that for the purpose of computing LD, the project cost refers only to the one-time implementation cost, and all other conditions regarding the LD as per clause 22, remains the same.
38	31	SECTION-II (MINIMUM ELIGIBILITY CRITERIA)- point No 6- CMMI certification	The bidder should have a minimum Capability Maturity Model Integration (CMMI) Level 3 certification, valid as on the date of bid submission.	<p>Query received w.r.to the CMMI certification</p> <p>1. Query 1: We are a product-based company specializing in the development and delivery of proprietary software products and solutions. Please note the same w.r.to the CMMI certification requirements:</p> <ul style="list-style-type: none"> We understood that CMMI (Capability Maturity Model Integration) certification is primarily designed for IT services companies that execute client-specific projects, custom software development, and service delivery models involving repetitive, client-driven processes. 	<p>The query has been examined.</p> <p>Considering the nature of the proposed HRMS solution, the requirement of CMMI Level 3 certification as a mandatory minimum eligibility condition has been modified. Accordingly, the requirement that “the bidder should have a minimum Capability Maturity Model Integration (CMMI) Level 3 certification, valid as on the date of bid submission” shall be removed from the Minimum Eligibility Criteria.</p> <p>However, CMMI certification will continue to be considered under the Technical Evaluation Criteria as a quality/process maturity parameter. Bidders possessing valid CMMI certification may</p>

				<ul style="list-style-type: none"> • We also understand that CMMI assessments are framework-based evaluations meant for service organizations managing multiple client projects with standardized delivery processes. As a product company, our focus is on product innovation, research & development, lifecycle management, and enhancement—areas outside the scope of CMMI evaluation criteria. • In addition, Product companies adhere to different quality frameworks Requiring CMMI certification from a product company is categorically misaligned. • Globally recognized product companies do not pursue CMMI certification as it is irrelevant to their operational model. <p>It is requested to Remove the CMMI Level 3 certification requirement from the eligibility criteria.</p> <p>2. Query 2:</p> <p>Flexibility and relaxation w.r.to the CMMI certification</p>	<p>submit the relevant certificate along with the technical bid for claiming marks under the applicable technical evaluation clause.</p> <p>Accordingly, the eligibility criterion specified under Section II – Minimum Eligibility Criteria, Bullet Point No. 6, shall stand amended and be read as follows:</p> <p>“The requirement of mandatory CMMI Level 3 certification is removed from the Minimum Eligibility Criteria.”</p> <p>However, marks for CMMI certification, wherever provided in the Technical Evaluation Metrics, shall remain applicable. Bidders having valid CMMI certification shall be awarded marks as per the technical evaluation criteria given in Section III, Point No.6.</p> <p>Non-submission of CMMI certification shall not result in disqualification at the minimum eligibility stage; however, no marks shall be awarded under the relevant technical evaluation parameter.</p>
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				<p>3. Query-3</p> <p>Relaxation to the CMMI level 3 certification</p>	
39	35	Section III – Technical Evaluation – Item 8 (Live Demo – 30 Marks)	Live software demo of use cases carries 30 marks out of 100. Use case will be provided to eligible bidders on 26.06.2026. Demo scheduled 29.06.2026 to 08.07.2026.	<p>Request is to</p> <ol style="list-style-type: none"> 1. Provide the use case of the demo prior to the technical evaluation 2. Confirm of whether the demo environment can be a pre-configured sandbox (with representative data), or whether it must be a live production-equivalent system 3. Confirm whether minor gaps in out-of-the-box functionality that will be addressed through configuration/customization during implementation can be demonstrated in a dev environment or described with a roadmap. 	<ol style="list-style-type: none"> 1. Use case will be shared with the technically qualified parties only. 2. Demo Environment: A pre-configured sandbox/demo environment with representative sample data is acceptable. The objective is a live demonstration of the actual proposed product working against the use-case scenarios provided by HLL; a live production-equivalent system is not mandatory. However, Slide-only walkthroughs, mock-ups or screen recordings will not be treated as a valid demonstration. 3. Out-of-the-box vs. Configuration/Customization: Bidders shall demonstrate, through a live working system, all functionalities proposed against the use-case scenarios and declared in the Functional Requirement Fitment Matrix

					<p>(Annexure-6), irrespective of whether such functionalities are available out-of-the-box or through configuration/customization.</p> <p>Functionalities requiring configuration/customization may be demonstrated in a configured or development environment. However, mere presentations, screenshots, mock-ups, conceptual explanations, or future implementation roadmaps shall not be considered as a valid demonstration.</p> <p>Evaluation marks shall be awarded based on the functionality actually demonstrated live during the presentation. The demonstrated functionality shall be consistent with the fitment status declared in Annexure-6.</p> <p>Deviations from the declared fitment will affect demo marks, and serious deviations may lead to disqualification as per Annexure-6, Clause 5.</p>
40	37-38	Clause 28.2 – QCBS Evaluation – Weighted Score Calculation	Technical weightage: 70%, Commercial weightage: 30%. Minimum 70 marks in technical	1. Request for considering a minimum price floor to prevent underquoting	1. QCBS conditions will be as per the RFP conditions only (Clause No 28.2)

			required. Highest combined QCBS score (H1) recommended for award.	<ol style="list-style-type: none"> 2. Confirmation on the tie-breaker mechanism under QCBS 3. Clarification on whether the commercial score in the QCBS formula is calculated on the total Part A price bid amount, or only on the subscription component. 	<ol style="list-style-type: none"> 2. Tie breaker mechanism will be as per the RFP conditions only (point No c of Clause No 28.2) 3. As per Part A of the Price bid Format only.
41		<p>Clarification on the following modules</p> <ol style="list-style-type: none"> 1. Reservation Sub Module 2. In-charge Assistant Sub Module 3. conditional workflow routing of consultant engagement 4. dynamic recruitment roster management system 5. Automatic computation & application of age relaxations and matching of candidates 6. Facility for alerting employment exchange 7. Provision for Ranklist preparation 8. API connectivity to recruitment portal 9. NOC/Certificates 		<p>Detailed Clarification on the modules</p>	<p>The bidder shall propose the solution in accordance with the specifications, requirements, and scope defined in the RFP and its supporting annexures.</p> <p>In addition, HLL shall share with the successful bidder any further requirements identified during the requirement-gathering and detailed study phase, to the extent necessary for successful implementation of the solution.</p>

		10. Negative Time process			
42	40	30.1. Purpose of RFP, Point 31	The bidder shall provide the latest AI-enabled features integrated with the HRMS	Amendment of Requirement	<p>Clause No 30.1. (Purpose of RFP), Sub clause 31 is amended and may be read as below:</p> <p>The purpose of this RFP is to source the latest version of the HRMS software with all the requisite features as demanded in the RFP. Hence the bidder shall provide the latest version/model of the HRMS solution, incorporating the latest AI-enabled features and functionalities available as part of the proposed solution.</p>