

KERALA FIBRE OPTIC NETWORK (KFON) LIMITED

2nd Floor, B Block, LIC Divisional Office, Pattom,
Thiruvananthapuram, 695004

www.kfon.kerala.gov.in



REQUEST FOR PROPOSAL (RFP)

**PROCUREMENT OF HUMAN RESOURCE MANAGEMENT SOLUTION AS
SOFTWARE AS A SERVICE MODEL FOR KFON LTD**

Tender Reference:

Tender ID: KFON/HRMS/2025/005

Key Events	Timelines for completion
Mode of bid submission	Offline
Type of proposal required	Quality and Cost Based Selection
Date of issue of Tender	26/07/2025
Last date of submission of pre-bid queries, if any	29/07/2025, 12:30 PM
Online pre-bid meeting	29/07/2025
Bid Submission end date	02/08/2025, 5:00 PM
Technical bid opening date	04/08/2025, 3:00 PM
Tender Processing fee	₹944/- (Incl. 18% GST)
EMD	₹4000/-
Evaluation of the proposals & scoring	Detailed in the RFP document
Contact Person (tender document related queries)	Ms. Akhila K Administrative Assistant assistant.admin@kfon.in Tel No: 0471 6630830
Contact person. (technical queries)	Mr. Anurup M Assistant Manager (am.it@kfon.in) Tel No: 0471 6630830
Address where queries/ correspondence concerning this RFP is to be sent	KERALA FIBRE OPTIC NETWORK (KFON) LIMITED 2nd Floor, B Block, LIC Divisional Office, Pattom, Thiruvananthapuram, 695004

Note:

1. The tender document is the property of KFON Ltd and is not transferable.
2. If a holiday is declared on the dates mentioned above, the bids shall be received/ opened on the next working day.
3. The above dates of events may be changed at the discretion of KFON Ltd without assigning any reasons thereto.
4. No queries will be entertained after the date and time mentioned in this schedule.
5. This Bid Document contains 41 Pages.

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1. NOTICE INVITING REQUEST FOR PROPOSAL.

The Kerala Fibre Optic Network Limited (hereinafter referred to as KFON Ltd) invites responses ("Proposals") to this Request for Proposals ("RFP") for the Procurement of Human Resource Management Solution as SAAS model for KFON Ltd.

Details/documents provided for the submission of Proposal

- 1.1 Both bids should be submitted offline to KFON Ltd Head Office located at 2nd Floor, B Block, LIC Divisional Office, Pattom, Thiruvananthapuram, 695004 and the bid document should reach the said office on or before **02/08/2025, 5:00 PM**.
- 1.2 In order to obtain first-hand information on the assignment and the project context, it is desirable that a representative of the prospective bidder should attend the pre-bid meeting scheduled online.
- 1.3 Pre-Bid Meeting:

KFON LTD will hold an online pre-bid meeting on **29/07/2025**. The interested parties may submit a mail request for participating in the meeting along with the detailed queries on which the parties require clarifications to am.it@kfon.in on or before **28/07/2025, 5:30 PM** with the subject line 'Pre-bid Meeting – Procurement of Human Resource Management Solution as a SaaS Model for KFON LTD'. Link to attend the meeting will be shared only to those parties who contacts KFON LTD as per above details. Requests received without the specified subject line shall not be considered. Requests submitted in any other mode other than that specified herein will not be considered for response.

- a) The pre-bid queries shall be submitted in the following format, failing which the queries will not be considered.

Sl.No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification

- b) KFON LTD will not be responsible for ensuring that the bidders' queries are received by it. Any requests for clarifications post the indicated date and time will not be entertained by KFON LTD.
- c) At any time prior to the last date for receipt of bids, KFON LTD may, for any reason, whether at its own initiative or in response to a clarification requested by a participating entity, modify the RFP Document by issuing a corrigendum.
- d) The Corrigendum(s) and clarifications to the queries from all bidders will be published on www.kfon.kerala.gov.in.
- e) Any such corrigendum(s) shall be deemed to be incorporated into this RFP.
- f) In order to provide reasonable time to the participating entities for taking the corrigendum(s) into account, KFON LTD may, at its discretion, extend the last date for the receipt of Proposals.

1.4 Submission of Proposals:

- a) Proposals must be direct, concise, and complete. KFON will evaluate the bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- b) Bidders shall furnish the required information on their technical and financial proposals in the enclosed formats only. In case of any deviations in format, the tender will be liable for rejection.
- c) Each proposal should be submitted in two parts, viz Technical Proposal and Financial Proposal as specified in this RFP.
- d) Submission of both technical and financial proposals shall be submitted offline, in accordance with the instructions given in this RFP. The financial bid offering the rates should be submitted in the financial cover which should be a separate cover in the specified format Appendix III. The financial bids submitted in any other format will be treated as non-responsive and not be considered for evaluation.

1.5 Opening and evaluation of Proposal.

- a) KFON will follow the Quality and Cost Based Selection (QCBS) process. The weights assigned for the technical and financial proposals will be in the ratio of **70:30**.

An agreement will be signed between KFON Ltd and the selected professional agency.

- b) However, KFON LTD holds the right to revoke the ongoing contract with the selected professional agency and call for new proposals in case of unsatisfactory performance of the selected professional agency or due to any other administrative reasons at any point of time during the contract period.

Managing Director
Kerala Fibre Optic Network Limited

2. ORGANIZATION OVERVIEW AND KEY INFORMATION

KFON Ltd (Kerala Fibre Optic Network Ltd), is a Company under Electronics & Information Technology Department, Kerala. KFON is utilizing KSEBL (Kerala State Electricity Board Limited) infrastructure to set up the network infrastructure by leveraging its transmission and distribution networks and making both KSITIL (Kerala State Information Technology Infrastructure Limited) and KSEBL equal partners in the joint venture for the project. The project is to be a complementary infrastructure to the existing telecom ecosystem in the state. KFON Ltd has established a Network Operating Centre (NOC) at Kochi, 375 Points of Presence (POP) across the state and has more than 30,000 KMs of OPGW and ADSS fibre optic cables, spanning the length and breadth of the state.

KFON has crossed one lakh connections and strives to achieve the stated goal of providing internet access to everyone in Kerala, a state that leads in internet literacy. The project has received prestigious recognitions, including the "Infrastructure Initiative of the Year" at the Asian Telecom Awards 2024 and the PSU Leadership Award at the 11th Governance Now Awards in 2025.

Kerala Fibre Optic Network Limited (KFON) aims to implement a robust Human Resource Management System (HRMS) to streamline HR operations, ensure compliance, and enhance employee engagement. The proposed HRMS will automate key HR functions, including employee lifecycle management, payroll processing, attendance tracking, performance management, and compliance reporting, while incorporating modern capabilities such as AI-driven analytics, mobile accessibility, and digital documentation.

3. INSTRUCTION TO BIDDERS.

3.1. Definitions

- 3.1.1 Technical Committee is a sub Committee constituted by Managing Director, Kerala Fibre Optic Network Limited to decide on the technical aspects of the proposal and to evaluate the same.
- 3.1.2 Finance Committee is a sub Committee constituted by Managing Director, Kerala Fibre Optic Network Limited to decide on the financial aspects of the proposal and to evaluate the same.
- 3.1.3 Tender Inviting Authority is the Managing Director of Kerala Fibre Optic Network Limited who on behalf of KFON LTD calls and finalizes tenders.
- 3.1.4 Blacklisting/debarring – The event occurring by the operation of the conditions under which the Bidder will be prevented for a period of 1 to 5 years from participating in the future tenders of Tender Inviting Authority or any other State Government/Central Government/PSUs.

3.2 General Provisions.

- 3.2.1 The tender document can be downloaded from KFON website www.kfon.kerala.gov.in and the tenders shall be submitted as hardcopy documents in sealed covers at the KFON Ltd Head office located at 2nd Floor, B Block, LIC Divisional Office, Pattom, Thiruvananthapuram, 695004 . Tender documents received at KFON LTD office in any other mode will summarily be rejected.
- 3.2.2 The proposal will be the basis for negotiating, and ultimately signing the contract with the selected Bidder for the Procurement of Human Resource Management Solution as SAAS model Solution for KFON LTD
- 3.2.3 The Firms should familiarize themselves with the local conditions and take them into account in preparing their proposals. KFON LTD will timely provide, at no cost to the Bidder, available inputs, relevant project data, and reports required for the preparation of the proposal.

3.3 Conflict of Interest.

- 3.3.1 The Bidder is required to provide professional, objective, and impartial services, at all times holding KFON's interest's paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for

future work. The Bidder has an obligation to disclose to KFON any situation of actual or potential conflict that impacts its capacity to serve the best interest of KFON. Failure to disclose such situations may lead to the disqualification or termination of its Contract and/or sanctions by the Government.

3.3.2 Without limitation on the generality of the foregoing, and unless stated otherwise in this tender document, the Bidder shall not be hired under the circumstances set forth below

3.3.2.1 A Bidder (including its Experts and Sub-Consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of KFON LTD.

3.3.2.2 Relationship with KFON LTD's staff: A Bidder (including its Experts and Sub-experts) that has a close business or family relationship with a professional staff of KFON LTD who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the contract, or (iii) the supervision of the contract, may not be awarded a contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to KFON LTD throughout the selection process and the execution of the contract.

3.3.2.3 Any other types of conflicting relationships as indicated in the tender document.

3.3.2.4 All information supplied by the entities submitting the proposals will be treated as contractually binding on the entities, on successful award of the assignment by KFON LTD on the basis of this RFP.

3.3.2.5 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of KFON LTD. KFON LTD reserves the right to cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of KFON LTD.

3.3.2.6 This RFP supersedes and replaces any previous public documentation and/or communications, and participating entities shall place no reliance on such communications.

3.4 KFON LTD requires compliance with its policy in regard to corrupt and fraudulent/prohibited

practices as set forth in this proposal. In further pursuance of this policy, Bidder shall permit KFON LTD or its representatives to inspect the accounts, records and other documents relating to the submission of the Proposal and execution of the contract, in case of award, and to have the records inspected by KFON LTD.

- 3.5 Government officials and civil servants may only be hired under consulting contracts, either as individuals or as members of a team of a consulting firm, if they (i) are on leave of absence without pay; (ii) are not being hired by the agency they were working for immediately before going on leave; and (iii) their employment would not create a conflict of interest.
- 3.6 In preparing the Proposal, the Bidder is expected to examine the tender document in detail. Material deficiencies in providing the information requested in the tender document may result in rejection of the Proposal.
- 3.7 The Bidder shall bear all costs associated with the preparation and submission of its proposal, and KFON LTD shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. KFON LTD is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidder.
- 3.8 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Bidders and KFON LTD, shall be written in English only. All documents produced as annexures in any Language, other than English, should be accompanied by certified translated copy in English.
- 3.9 The Proposal shall comprise the documents and forms listed in this tender document. The Bidder shall include a statement of an undertaking to observe the laws against fraud and corruption (including bribery) while competing for and executing the contract. This tender document indicates the period during which the Bidder's proposal must remain valid after the proposal submission deadline. During this period, the Bidder shall maintain its original Proposal without any change, including the availability of the Expert, the proposed rates and the total price.
- 3.10 If any of the Bidder/key staff become unavailable for the extended validity period, the authorized person of the Bidder shall provide a written substitution request to KFON.
- 3.11 The Bidder shall not subcontract or outsource the whole or a part of the Services unless otherwise agreed by KFON LTD, failing which penalty will be imposed.

- 3.12 Participating entities are not allowed to enter in Consortium, JV, or Sub-consultancy arrangements with other shortlisted entities.
- 3.13 Confidentiality: From the time the Proposals are opened to the time the Contract is awarded, the Bidder should not contact any of the officials of KFON LTD on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Bidder who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.
- 3.14 Any attempt by the Bidder or anyone on behalf of the Bidder to influence improperly KFON LTD in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal and may be subject to the application of prevailing Government sanctions procedures.
- 3.15 The opening date, time and the address are stated in the tender document. The Financial Proposal shall remain securely stored in the custody of KFON Ltd until technical documents are admitted.
- 3.16 Activities and items described in the Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections shall be permitted to the Financial Proposal.
- 3.17 Shortfall: KFON has the full discretion to call for shortfalls for insufficient supporting documents or as and when further documents are required. The eligibility criteria mentioned in those documents must be satisfied before the bid publication date.
- 3.18 Mode of Submission: The bids should be submitted offline on or before **02/08/2025, 5:00 PM**.
- 3.19 Proposals must be direct, concise, and complete. KFON LTD will evaluate the bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this tender document. Bidders shall furnish the required information on their technical and financial proposals in the enclosed formats only. Any deviations in format or if the proper information is not provided properly, the tender will be liable for rejection. Tender Evaluation committee may seek clarification, if required, while evaluating the proposal.
- 3.20 The Bidder may furnish their tender by giving all necessary details in English as specified in the

Response Formats.

- 3.21 Technical bid will be opened by Managing Director KFON LTD, or his authorized personnel or committee constituted for the purpose on the day mentioned in this tender document on **04/08/2025, 3:00 PM**, at KFON LTD Corporate Office and reserves the right to withdraw this tender, if KFON LTD determines that such action is in the best interest of the Government of Kerala. KFON LTD undertakes that all the information shared by the applicant will be held in strict confidence and will not be made public unless directed by law.
- 3.22 The response submitted to this tender and all correspondence shall be written in English and shall conform to the forms attached. Any interlineations, erasures or over writings shall be valid only if they are authenticated by the authorized person signing the tender document. The tender submitted should be concise and contain only relevant information as required under this document.
- 3.23 The applicant submitting their tender would be responsible for all its expenses, costs and risks incurred towards preparation and submission of their bid, KFON LTD shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
- 3.24 Validity of Terms of the Bid - Each bid shall indicate that it is a 'firm and irrevocable offer' and shall remain valid for a period of four months (120 days) from the date of bid opening. Non-adherence to this requirement may be a ground for declaring the Bid as non-responsive. KFON LTD may solicit the applicants consent to an extension of tender validity (but without the modification of the tender conditions).
- 3.25 Contract Negotiation - The aim of the negotiation is to reach an agreement on all points with the bidder. Negotiation commenced with a discussion of the proposal of the Bidder, the proposed Service plan, staffing and any suggestion made to improve the tender conditions. Agreement will then be reached on the final terms of Reference, the staffing and the activity schedule, which will indicate personnel, periods in the field and office, training schedule, trainer/staff schedule, and reporting schedule. Once these matters have been agreed contract negotiations will be initiated with a discussion on proposed rates per login. The bidder must be prepared to furnish the detailed cost break-up and other clarifications to the proposals submitted by them, as may be required to justify the reasonableness of their price proposals, if required by KFON LTD.
- 3.26 Detailed Study about Programme - Bidders may, prior to submitting their proposal, conduct

a detailed study for the proposed hiring program at their own expense to obtain and ascertain themselves, at their own responsibility, all technical data, market data and any other information necessary for preparing their bids including, inter alia, work order the actual nature and conditions etc. necessary for the submission of the proposal after taking into account all the local conditions and bottlenecks, if any, etc. The Bidders shall be deemed to have full knowledge of the requirement, while submitting their Bid for the Programme.

3.27 Arbitration and Jurisdiction - If any disagreement or dispute arises between KFON LTD and Bidder in connection with the work order, both parties will make every effort to resolve it amicably, by direct negotiation. If they fail to resolve, KFON LTD will refer such issues to an arbitrator, appointed by KFON LTD and the award of the arbitrator, as the case may be, will be final and binding on both the parties. Proceedings shall, unless otherwise agreed by the Parties, be held in Thiruvananthapuram, Kerala.

3.28 Applicable law -The work order shall be governed by the laws and procedures established by Government of Kerala, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings. Any default in the terms and conditions of the document by the Bidders Firm will lead to rejection of work order.

3.29 Amendment of Tender Document - At any time prior to the deadline for submission of the tender, KFON LTD may for any reason, modify the tender document. The amendment document shall be notified through the website and such amendments shall be binding on all the bidders.

3.30 Disqualification

KFON LTD may at its sole discretion and at any time during the evaluation of tender, disqualify any applicant, if the applicant;

3.30.1 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

3.30.2 Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any of the projects in the preceding three years;

3.30.3 Submitted a tender that is not accompanied by required documentation or is non-responsive.

3.30.4 Failed to provide clarification related thereto, when sought;

3.30.5 Was declared ineligible/blacklisted by State/UT/Central Government;

- 3.30.6 Tried to influence the evaluation process either directly or indirectly.
- 3.31 Information relating to the examination, clarification, comparison and evaluation of the proposal submitted shall not be disclosed to any of the responding applicants or their representatives or to any other persons not officially concerned with such process until the evaluation process is complete. Undue use by any applicant of confidential information related to the process may result in rejection of its proposal.
- 3.32 Disclaimer:
- 3.32.1 The information submitted in response to this tender may be subjected to the public release (as per RTI norms). Applicants responding to this invitation assume the risk of public disclosure.
- 3.32.2 This is not to be considered as a commitment by KFON LTD to contract for services. Please be advised that KFON LTD will not pay for any information provided as a result of this invitation and will not recognize or reimburse any cost associated with any tender submission.
- 3.32.3 This tender does not entail any commitment on the part of KFON LTD, either financial or otherwise.
- 3.32.4 KFON LTD reserves the right to accept or reject any or all tender without incurring any obligation to inform the effected applicant/s of the reasons.
- 3.33 Performance Security Deposit: The successful bidder has to remit 5% of the total value of work order (rounded to the nearest rupee) as performance security deposit, in terms of Bank Guarantee having validity for a period of 60 days beyond the date of completion of all contractual obligations of the agency. The bank guarantee/deposit will be refunded to the successful bidder after completion of the contract period after deducting penalties if any.
- 3.34 Tender Fee and EMD payment for the Tenders
- Bidders while participating in tender published in www.kfon.kerala.gov.in should pay applicable Tender Fee and EMD and should ensure the following:
- 3.34.1 Payment through DD is only allowed. The DD should be drawn in favor of “**Kerala Fibre Optic Network Limited**” Payable at Trivandrum from any nationalized bank.
- 3.34.2 In order to ensure maximum number of competitive tenders and to avoid indication of the price quoted, an amount of ₹4000/- and ₹944/- (Incl. GST) has been fixed as

Earnest Money Deposit (EMD) and Tender Fee respectively.

- 3.34.3 Government Institutions/Public Sector Undertakings/MSME registered within the State are exempted from remittance of EMD & Tender fee subject to submission of valid documents.
- 3.34.4 None of the bidders other than those specified above are exempted from the remittance of EMD, in any case and non- submission of sufficient EMD shall be one of the primary reasons for rejection of the offer in the first round.
- 3.34.5 EMD of unsuccessful bidder will be discharged/ returned promptly.
- 3.34.6 The successful bidder's EMD will be discharged upon the bidder signing the contract and furnishing the performance security.
- 3.34.7 No interest will be paid for the EMD submitted. The EMD will be forfeited, if a tenderer;
 - 3.34.7.1 Misrepresents facts or submit fabricated / forged/ tampered/ altered / manipulated documents during verification of tender process.
 - 3.34.7.2 Withdraws its bid after the opening of bid;
 - 3.34.7.3 A successful bidder, fails to sign the contract after issuance of Letter of Intent
 - 3.34.7.4 Fails to furnish performance security after issuance of Letter of Intent.
- 3.34.8 The bids will not be considered for further processing if bidders fail to comply with clauses above.

3.35 Preparation, Authentication and Submission of Proposal

- 3.35.1 The participating entities shall submit their responses as per the formats given in this RFP.
- 3.35.2 The prices shall be indicated in the Financial Proposal only.
- 3.35.3 All the pages of both technical and financial proposals shall be serially numbered and should be initialed by the Authorized Signatory.
- 3.35.4 The Proposals shall be developed in English language only. If any supporting documents submitted are in any language other than English, true and verbatim translation of the same in English language is to be submitted along with the proposal, duly attested by the Authorized Signatory.
- 3.35.5 Any deficiency in the documentation may result in the rejection of the Proposal.

3.35.6 Proposals submitted through any other means shall not be considered.

3.35.7 The participating entity shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by KFON LTD to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the procurement process. KFON LTD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

3.35.8 KFON LTD reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitment.

3.36 The successful bidder should sign the contract agreement in stamp paper of value 0.1% of the total contract value (value of stamp paper to be borne by the successful bidder).

3.37 Commencement of Work –

The successful bidder is expected to work as per the timeline mentioned in clause 5.1.

3.38 Government of Kerala –

Corrupt and Fraudulent Practices - KFON LTD follows policy of Government of Kerala for anti-corruption and fraudulent practices to maintain sound procurement principles of open competition, economy and efficiency, transparency, and fairness. KFON LTD requires the Bidder to observe the following Government manuals (amended from time-to-time) during the selection process and in execution of such contracts.

- The Kerala Financial Code (KFC), 2008 (7th Edition, 1st Edition was in 1963),
- The Stores Purchase Manual (SPM), 2013.

4. HIGH LEVEL REQUIREMENT SPECIFICATIONS WITH SCOPE OF WORK

4.1 Organization and Employee Management Module

4.1.1 Organization and Employee Hierarchy Creation

- 4.1.1.1 Configurable organization structure, including office locations, business units, divisions, and subdivisions.
- 4.1.1.2 Categorization of employees: Permanent, contractual, deputation, and daily wage workers and Trainees.
- 4.1.1.3 Employee hierarchy definition, including grades, designations, and job roles.
- 4.1.1.4 Automated exit management and full & final settlements.

4.1.2 Employee Addition, Profile Creation and Exit Management

- 4.1.2.1 Employee onboarding and profile management, with HR creating profiles and employees completing them including provision for document upload.
- 4.1.2.2 Provision for configuring additional duties assigned
- 4.1.2.3 Creation of Salary structures
- 4.1.2.4 Employee document repository, including downloadable offer letters, appointment letters, and compliance documents
- 4.1.2.5 Employee transfer, promotions and work history management
- 4.1.2.6 Employee Exit Management and Settlement process
- 4.1.2.7 Provision for HR announcements and document sharing

4.2 Attendance Management

- 4.2.1 Biometric integration of multiple locations
- 4.2.2 API Integration – Integrate Matrix COSEC to sync biometric attendance.
- 4.2.3 Provision for capturing Attendance of field level employee via mobile app with Geo Tagging. Provision for Geo fencing (optional)
- 4.2.4 Provision for managing flexi shifts. Employee should have provision to choose the flexi shift from their login with a limit configurable from HR admin side and provision for configuring multi-level approval process

- 4.2.5 Grace period tracking, allowing a set monthly limit with auto leave deduction after exhaustion.
- 4.2.6 Attendance regularization with multi-level Approvals.
- 4.2.7 Work-from-home (WFH) and on-duty attendance tracking, with approval workflows.
- 4.2.8 Real-time GPS tracking for field employees, ensuring compliance while maintaining privacy.
- 4.2.9 Attendance regularization workflows with multi-level approvals.

4.3 Leave Management

- 4.3.1 Creation of different types of leaves. Designation and department wise leave accrual process
- 4.3.2 Provision for leave rule configuration
 - 4.3.2.1 Provision for configuring leave limit
 - 4.3.2.2 Provision for configuring leave combination rule and restrictions for different category of employees
 - 4.3.2.3 Provision for multi-level leave approval management
 - 4.3.2.4 Provision for comp off leave management.
- 4.3.3 Holiday calendar management based on office locations
- 4.3.4 Provision for employees to apply On duty requests: Provision for selecting on duty time and purpose. Provision for multi-level approval process
- 4.3.5 Custom leave types and accrual configurations by designation and department.

4.4 Payroll Management

- 4.4.1 Automated payroll processing, ensuring compliance with EPF, ESI, IT, and labor laws.
- 4.4.2 Payslip generation and self-service portal, allowing employees to download salary slips, ITR forms, and tax documents.
- 4.4.3 Integrations with accounting apps
- 4.4.4 Ad-hoc payments, deductions, salary advances, and loans management.
- 4.4.5 Performance-based incentive calculations, automatically integrated into payroll for the specific group of employees.
- 4.4.6 Integration with accounting applications (Tally, SAP, or government financial systems).
- 4.4.7 Automated tax filing and investment declaration management.

4.5 Employee Time Sheet and Travel Allowance Management

- 4.5.1 Tracking of daily work hours and project-based time logs.
- 4.5.2 Automated travel distance fetching for field employees, facilitating accurate travel allowance calculations.

4.6 Performance Appraisal

- 4.6.1 Customizable KRA and KPI-based performance tracking.
- 4.6.2 Provision to review and award scores and grades to employees conducting appraisals.
- 4.6.3 Multi-level feedback system, including self, peer, and manager reviews.
- 4.6.4 Score-based evaluation, linked to salary increments and promotions.

4.7 Asset Management

- 4.7.1 Asset allocation and returns management.
- 4.7.2 Tracking of company-issued IT equipment.
- 4.7.3 Maintenance and warranty management, ensuring timely replacements and repairs.
- 4.7.4 Asset audit and tracking, reducing loss and mismanagement risks.

4.8 Enterprise Help Desk Management

- 4.8.1 Centralized Help Desk for managing employee support requests across HR, IT, and Finance.
- 4.8.2 Multi-department ticketing system, ensuring timely resolution of employee issues.
- 4.8.3 Categorization of tickets based on query type:
- 4.8.4 HR: Payroll queries, leave issues, compliance documents.
- 4.8.5 IT: System access, hardware/software issues, security concerns.
- 4.8.6 Finance: Travel allowance claims, reimbursements, taxation.
- 4.8.7 Automated chatbot support, handling common queries in real-time.
- 4.8.8 Configurable SLA tracking, ensuring compliance with response and resolution timelines.
- 4.8.9 Real-time status updates for employees on their submitted requests.
- 4.8.10 Ticketing System Integration – Link HRMS with ITSM tools for efficient issue tracking.

4.9 Dashboard and Reports

- 4.9.1 Dynamic admin and Employee dashboards should be provisioned.
- 4.9.2 Role-based dashboards for HR, IT, Finance, and employee self-service.
- 4.9.3 Comprehensive analytics on workforce trends, payroll, attendance, and performance.
- 4.9.4 Customizable reporting tools, allowing real-time and scheduled reports.

4.10 Other Requirements

4.10.1 Mobile app (Android & iOS) features:

- Attendance logging (with GPS/geofencing).
- Leave and payroll self-service functionalities.
- Payslip, tax document, and compliance document downloads.
- Help Desk support and ticket tracking.

4.10.2 HR chatbot integration, providing AI-powered assistance.

4.10.3 Provision for integrating with any other application on demand basis

4.11 SUPPORT REQUIRED:

4.11.1 Software training for the employees of KFON LTD via online / offline mode

4.11.2 Seamless API-based integration with payroll, finance, and ERP systems.

4.11.3 Data Migration from HRM Solution (in case of closure of service).

4.11.4 Agency must extend 24*7 technical support

4.11.5 Data privacy must be duly guaranteed

4.11.6 Periodic backup (one base backup and all subsequent automatic incremental backup) guarantee must be provided and disaster recovery mechanisms.

4.11.7 Role-based access control (RBAC), ensuring data security.

4.11.8 ISO 27001 and GDPR-compliant security standards, safeguarding employee data.

4.11.9 A dedicated point of contact should be assigned for the implementation and support purpose.

4.11.10 Disaster Recovery (DR) and Business Continuity Plan (BCP) must operate from two different seismic zones.

- 4.11.11 Compliance with the Government of India's NDSAP policy is mandatory.
- 4.11.12 KFON Ltd will not accept third-party SLA limitations as justification for non-compliance with the agreed performance standards.
- 4.11.13 Data Residency: All primary and secondary data centers must be physically located within India. Disaster Recovery (DR) and data backup solutions must employ geographically redundant data centers within the country.
- 4.11.14 Security Standards: The following security controls must be implemented:
- Data Encryption at rest and in transit using industry-standard protocols (e.g., AES-256, TLS 1.2/1.3).
 - Role-Based Access Control (RBAC) and Multi-Factor Authentication (MFA) for all system and user access.
 - Regular Penetration Testing and Vulnerability Assessment (VAPT) to identify and mitigate security risks.

4.12 GENERAL TERMS AND CONDITIONS:

- 4.12.1 The selected bidder shall be duly tasked with the implementation, testing, maintenance, support, feature enhancements, documentation, operations and management of applications. All qualifying requirements must be supported with documentary evidence.
- 4.12.2 The selected bidder will be bound to implement, test and go live within 30 days from the date of issue of work order.
- 4.12.3 The selected bidder should provide support for the customized product during the period of engagement.
- 4.12.4 The selected organization shall provide a mobile application for the HRM solution with all major features incorporated in the same.
- 4.12.5 The selected bidder has to ensure a minimum of 98% uptime availability of the proposed HRM solution.
- 4.12.6 KFON LTD shall not be held responsible for any assumption or judgment made by the bidder to arrive at any type of sizing or costing.

- 4.12.7 Apart from the aforementioned functionalities and features, the provisioning of the operating system, databases and any other middleware required to deploy the proposed solution in totality shall be the sole responsibility of the bidder.
- 4.12.8 To garner swift implementation of the system, the organisation must deliver ongoing support and access to training resources to ensure users learn and adapt to the system at the desired pace. The bidder shall deliver the complete product with the desired customisation in a form acceptable to KFON LTD.
- 4.12.9 The HRM solution must handle all the HR activities (mentioned as per the scope) of the corporate office of KFON LTD and its 14 District offices, NOC and any sub offices of KFON Ltd.
- 4.12.10 The HRM solution should be a responsive application that must be accessible through mobile and other handheld devices like I-pad. Tablets etc. and the user interface shall adjust suitably as per the devices and be responsive. In addition, the HRM solution must be compatible in all browsers.
- 4.12.11 The Bidder shall integrate the HRM solution application with any third-party application as and when required as a part of this RFP. Further, the Bidder shall provide complete documentation and handholding support during exit management.
- 4.12.12 The service provider must not divulge any confidential information and assure that reasonable steps are undertaken to provide for the safe custody of any and all confidential information in its possession and to prevent unauthorized access thereto or use thereof. The service provider must not, without the prior written consent of KFON LTD, disclose any confidential information of KFON LTD to any other party.
- 4.12.13 At any time during the contract on request by KFON LTD or in the event of termination of the agreement/services, or at the closure of the contract, the selected bidder/service provider is bound to hand over all the data associated with this project in the format deemed fit then by KFON LTD.
- 4.12.14 The contract period for the agency will be for one year from the date of execution of the agreement. Any extension will be based solely on the decision of KFON LTD

5 SERVICE LEVEL AGREEMENTS

5.1 Project timelines

Project Plan defining the project milestones and work breakdown structure must be detailed by the bidder such that the Operational acceptance and Go live within 30 days from the date of issue of work order by KFON LTD.

5.2 Service Level Agreement

5.2.1 Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings as set forth below:

5.2.1.1 "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to KFON and users. Uptime, in percentage, can be calculated as:

$$\text{Uptime \%} = (\text{uptime}) / (\text{Total Time} - \text{Planned Maintenance Time}) * 100$$

5.2.1.2 "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards as per SLAs are not available to KFON and users and excludes the scheduled outages planned in advance for KFON central IT infrastructure.

5.2.1.3 "Incident" refers to any event / abnormalities in the functioning of KFON specified services that may lead to disruption in normal operations of KFON services.

5.2.1.4 "Response Time" shall mean the time taken (after the incident has been reported at the concerned reporting centre), in resolving (diagnosing, troubleshooting and fixing) or escalating to (the second level, getting the confirmatory details about the same and conveying the same to the end user), the services related troubles during the first level escalation.

5.2.1.5 The resolution time: the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to

immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.

5.2.2 This SLA specified above provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The implementation agency shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the implementation agency shall be reviewed by KFON against this SLA.

5.2.3 The Implementation agency shall:

5.2.3.1 Discuss escalated problems, new issues and matters still outstanding for resolution.

5.2.3.2 Review of statistics related to rectification of outstanding faults and agreed Changes.

5.2.3.3 Obtain suggestions for changes to improve the service levels.

5.2.3.4 Implementation related SLA Parameters

5.2.4 If the bidder fails to deliver the deliverables defined in the milestone schedule within 30 days from the date of issue of work order, KFON LTD will have right to terminate the contract and award the contract to the next eligible bidder. In that case the Performance Bank Guarantee of the bidder will be forfeited.

5.2.5 The post implementation SLAs shall be measured based on the availability of online service.

5.3 Application availability

The selected bidder should ensure 98% availability of the application for business continuity through: -

5.3.1 Identification of all single points of failure in main application and external applications

5.3.2 Redundant deployments of application servers and web servers through load balancing or clusters.

5.3.3 Provisioning of a DR site, functional with critical applications in a different geography, not influenced by adverse conditions experienced in primary location, with recovery time of a maximum of 2 hours (server specs

can be defined later).

5.4 General Terms

- 5.4.1 The SLA commitments by the third party cloud service provider may be agreed by the implementing agency so that implementing agency can meet the overall SLAs with KFON for the programme. KFON will neither be responsible nor can take into consideration any other SLA between partner's/service providers for assessing the services envisaged in this programme.
- 5.4.2 "Limitation of Liability": Neither Party shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total aggregate liability of either party shall not exceed the amount paid to the selected party by KFON LTD for the service that gives rise to such liability during the twelve-month period immediately preceding such claim. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct; and (ii) breach of the license conditions and obligations in respect of use of selected Party's Application System.
- 5.4.3 The selected party shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of KFON LTD to perform any of KFON LTD's obligations. In such an event, the selected party shall be allowed additional time as may be required to perform its obligations. With respect to Managed Services, it is agreed between the Parties that the selected party shall not be liable for any operational losses sustained or incurred by KFON LTD."
- 5.4.4 Indemnity: KFON LTD and selected Party shall agree to indemnify and keep the other Party unconditionally, and its connected persons, affiliates, and their respective employees and agents indemnified against all losses which it may suffer or incur arising from: (i) Any breach of its respective representations, warranties, covenants, undertakings, or obligations; or (ii) Non- fulfilment of or failure to perform any covenant, obligation, contained in the scope of work

6. ELIGIBILITY / PRE-REQUISITES OF THE BIDDERS

The Bidder should meet the following eligibility criteria and the supporting documents thereof:

Pre-Qualification Criteria:

S. No.	Pre-qualification Criteria	Supporting Document
1	The firm should be an Indian registered company engaged in the job of design, consulting and execution for HRMS as SaaS Model Solutions for a minimum of 3 years in India as on date of Open Tender.	Certificate of Incorporation
2	The bidder shall be a registered company in India with valid GST Registration and PAN number	GST Registration Certificate and PAN number
3	The bidder should neither have been blacklisted by any Central Government/ State Government/ PSU /Government Bodies/ Autonomous Bodies/Private Sector nor should have any litigation or departmental enquiry pending with regards to the works executed by it in the last three years (FY 2022-23, 2023-24 and 2024-25)	The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value INR 200/- (Rupees Two Hundred Only) (Appendix V)
4	The group/firm should either have OR deliver the service from a Primary Data Centre with a back-up Secondary Data Centre for data Security as per the Government of India, National Data Sharing and Accessibility Policy (NDSAP) guidelines in this regard.	Self-declaration signed by the Authorized Signatory confirming the availability of the primary and secondary data centers (Appendix VII)
5	All data centers should be geographically located in India. The bidder must provision BCP site & DR for ensuring the continuous availability of the solution. The BCP and DR should be in two different seismic zones.	Self-declaration signed by the Authorized Signatory
6	The bidders shall have a minimum manpower strength of 15 persons (technical manpower) on the rolls of the bidder	Declaration in Company letter Head certified by Head HR mentioning the minimum 15 number of full time/contract technical /support employees in the specified format (Appendix VI)

7	The bidder must have implemented at least 5 similar scope (HRMS Solution as SaaS Model) solutions work during the last 3 financial years (FY 2022-23, 2023-24 and 2024-25) with at least three project more than 250 users as part of contracted scope	Contract Copy or Work Order or Experience Certificate
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7. TECHNICAL EVALUATION CRITERIA

The Technical Proposals shall be evaluated using the evaluation matrix provided in the table below and the presentation by the parties. It is mandatory for the bidders to furnish documentary proof linked to each of the scoring criteria. Information provided without sufficient documentary evidence shall NOT be considered during the evaluation. It is the bidder's responsibility to submit comprehensive documentary evidence to prove, without doubt, the information submitted.

S. No.	Technical Parameters	Maximum Marks
1	Total employees on payroll of the bidder for the proper execution of the contract >= details of 100 employees : 05 (marks) >= details of 50 employees and < 100 employees: 03 (marks) >= details of 15 employees and < 50 employees : 02 (marks)	05
2	Bidders experience in implementing of HRMS solutions in India >= 25 Projects : 10 (marks) >=15 Projects and < 25 : 07 (marks) >=5 Projects and < 15 : 04 (marks)	10
3	Total number of users, in one product, where proposed solution has been implemented. >= 750 Users : 05(marks) >=500 Users and < 750 Users : 03 (marks) >=250 Users and <500 : 02 (marks)	05
7.	Product Demo - (Details mentioned below)	80

Product Demo - Scoring Criteria:

Sl No	Criteria	Max Mark
1	Understanding of the Proposal, Project Objective, volume of work and the clarity in the process	10%
2	Scope of Customization based on the RFP	15%
3	Innovativeness of the solution proposed and add-ons	10%
4	Project customization & Implementation Timelines and product support	10%
5	Quality Control Procedures adopted by the bidder to ensure uninterrupted service	5%
6	Product Suitability	50%
Total		100%

8. SELECTION PROCESS

- 8.1.1 Responsiveness of Bid. - The Bids submitted by Bidders shall be initially scrutinized to establish "Responsiveness". A Bid may be deemed "non-responsive" if it does not satisfy any of the conditions mentioned below, but not limited to;
- 8.1.2 It is not received within the time and date specified.
- 8.1.3 It does not include sufficient information for evaluation and
- 8.1.4 It is not in the formats specified or incomplete in any respect.

8.2 Evaluation.

- 8.2.1 A two-stage evaluation procedure will be adopted for evaluating the proposals for selection of bidders. The financial bids shall be opened only after completing the evaluation of the technical proposal. KFON will follow the Quality Cost Based Selection (QCBS).
- 8.2.2 The Evaluation shall be strictly based on the information provided with supporting documents and presentation by the applicants in the tender. It is the responsibility of applicants to provide all supporting documents necessary to fulfill the mandatory eligibility criteria. In case, information required by KFON is not provided by the applicant, KFON shall proceed with evaluation based on information provided and shall not request the applicant for further information.
- 8.2.3 KFON's evaluation committee shall evaluate the Technical Proposal (Documents and Presentation) on the basis of their responsiveness to the Terms of Reference and the tender, applying the evaluation criteria and sub-criteria and marks will be awarded. A Proposal shall be rejected at this stage if it does not respond to important aspects of the tender.
- 8.2.4 The Financial Proposals of the technically qualified bidders will be opened by the Managing Director or the authorized representative. These Financial Proposals shall be then opened, and the prices recorded.
- 8.2.5 The financial bid shall contain the financial details offered for imparting professional services per task which is payable monthly based on the number of tasks attended by the firm. TDS at applicable rates will be deducted.

- 8.2.6 The Bidder is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be permitted. The total price, including all applicable taxes, specified in the Financial Proposal shall be considered as the offered price.
- 8.2.7 **In the Financial Proposal form, the Bidder should quote per user prices for:**
- 8.2.7.1 Monthly subscription for Active count of users from 0 to 50 users
 - 8.2.7.2 Monthly subscription for Active count of users between 50 to 100 Numbers
 - 8.2.7.3 Monthly subscription for Active count of users between 100 to 150 Numbers
 - 8.2.7.4 Monthly subscription for Active count of users above 150 Numbers
- 8.2.8 The per unit rate quoted for “Monthly subscription for Active count of users between 0 to 50 Numbers per month for a year, along with the one time set up cost and additional cost mentioned will be added to arrive at the Total Financials of each bidder.
- i.e., Financial = One-time implementation cost (if any) + (Monthly subscription for Active count of users between 0 to 50 Numbers per month *12) + Additional Cost (if any)
- 8.2.9 In the case of an increase in the number of users, the rate mentioned in the successful bidder's financial proposal in relation to the user rate matrix would be considered for payment.
- 8.2.10 Evaluation of Price Bid: The total cost including all applicable taxes as quoted by the bidders will be compared. The bids will be awarded a financial score (FBS). The bid with lowest total cost (L1 bid) will be awarded 100% FBS (considered as base value). Then the other bids will be awarded FBS inversely proportional to their bid value. Thus, the L1 bid will have the greatest FBS and the H1 (highest bid) will have least FBS.
- 8.2.11 Overall Evaluation of Bid: The overall evaluation of bids shall be done using QCBS model. The Score (FS) shall be calculated based on the formula.

$$FS = [TBS \times 70\% + FBS \times 30\%].$$

The Contract shall be awarded to the vendor whose bid achieves maximum FS.

9. BID FORMS

Appendix I (Part A): Cover Letter (To be submitted in letterhead of the applicant)

<Location, Date>

To,
Managing Director,
Kerala Fibre Optic Network Limited (KFON) Kerala,
2nd Floor, B Block, LIC Divisional Office, Pattom,
Thiruvananthapuram, 695004

Sub: Procurement of Human Resource Management Solution as Software as a Service model
for KFON LTD

Dear Sir/Madam,

We, the undersigned, offer to undertake the responsibility for the implementation of Human Resource Management Solution as Software as a Service model for KFON LTD, with your Request for Proposal<Insert Tender ID> dated<insert date> and our Proposal.

We are hereby submitting our Proposal, which includes this technical proposal and a separate financial proposal.

We hereby declare that all the information and statements made in this technical proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our proposal valid for not less than 120 days from the date of bid opening, as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely

Authorized Signature (in full & initials)

Name & Title of Signatory:

Address:

Appendix I (Part B): Details of Applicant

i. Particulars of applicant:

- a. Name:
- b. Constitution:
- c. Year and Country of incorporation:
- d. Address of the corporate headquarters and its branch office(s):
- e. Date of establishment/registration/incorporation and/ or commencement of business:

ii. Brief description of the applicant including details of its main lines of business, current activities, background of promoters and management structure etc.

iii. Details of individual(s) who will be the authorized signatory:

- a. Name:
- b. Designation and Address:
- c. Telephone Number:
- d. E-Mail Address:
- e. Fax number

iv. Details of individual(s) who will serve as the point of contact/ communication for KFON:

- a. Name:
- b. Designation and Address:
- c. Telephone Number:
- d. E-Mail Address:
- e. Fax number

Note: The applicant shall be required to attach Copy of its registration/incorporation documents in support of its constitution.

Signature of authorized
signatory: Name and Title of
Signatory: Name of Firm:
Address:

Appendix II: Project Experience

Details of Relevant Projects of similar nature (minimum 5 clients) undertaken

Sl.No.	Name of the Project	Name of the Client	Location	A Brief of the activities undertaken

Signature of authorized signatory:

Name and Title of Signatory:

Name of Firm:

Address:

Note:

- *List only previous similar assignments successfully completed. Please refer to the Evaluation matrix for providing relevant details. Documentary evidence should be furnished to support the information provided*
- *List only those assignments for which the participating entity was legally contracted by the Client as a company. Assignments completed by the participating entity's individual experts working privately or through other firms cannot be claimed as the relevant experience of the participating entity, or that of the participating entity's partners or sub-agencies, but can be claimed by the experts in their CVs.*
- ***Appropriate documentary evidence (Work Orders, Completion Certificates, and/or any other equivalent evidence) need to be provided in support of the above experience.***

Appendix III: Financial Proposal Submission Form
(To be submitted in letterhead of the applicant)

{Location, Date}

To,
Managing Director,
Kerala Fibre Optic Network Limited (KFON) Kerala,
2nd Floor, B Block, LIC Divisional Office, Pattom,
Thiruvananthapuram, 695004

Dear Sir,

I/We, the undersigned, offer Human Resource Management Solution as Software as a Service model for KFON LTD in accordance with your tender document [Insert Date] and our technical Proposal.

My/Our attached Financial Proposal is for the amount of Rupees

and the per piece price of each item as in the below format.....{Insert amount(s) in words and figures}.....,

Table 1: Taken for evaluation.

Sl.No	Description	Total Amount (Excl. GST in INR)	Total Amount (Incl. GST in INR)
	One-time implementation cost (if any)		
	Monthly subscription for Active count of users between 0 to 50 Numbers per month *12		
	Additional Cost (if any)		
Total			

The total amount will be taken for evaluation

Table 2: Will not be considered in evaluation.

Sl.No	Description	Total Amount (Excl. GST in INR)	Total Amount (Incl. GST in INR)
	Monthly subscription for Active count of users from 50 to 100 users		
	Monthly subscription for Active count of users from 100 to 150 users		

	Monthly subscription for Active count of users from 150 to 200 users		
	Monthly subscription for Active count of users from 200 to 250 users		
	Monthly subscription for Active count of users from 250 to 300 users		
Total			

My/Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Tender.

This bid should be “firm and irrevocable offer “and should be valid 120 days from date of opening of the bid.

I/We understand you are not bound to accept any Proposal you receive. Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory:

In the capacity of:

Address:

Office seal

Appendix IV: Undertaking by the Bidder
(to be Submitted in Rs 200 stamp paper)

<Location, Date>

To,
Managing Director,
2nd Floor, B Block, LIC Divisional Office, Pattom,
Thiruvananthapuram, 695004

Sub: Procurement of Human Resource Management Solution as Software as a Service model
for KFON LTD

Dear Sir/Madam,

We, the undersigned, offer to undertake that we have read the Request for Proposal for Procurement of Human Resource Management Solution as Software as a Service model for KFON LTD and have understood the scope of service. We also assure that we accept the terms and conditions of the RFP and the proposed solution and the response do not contain any deviation from the RFP terms.

We also undertake that there is no conflict of interest as specified in Clause 3.4 of Tender document.

We understand that if found conditional or deviating from any of the RFP terms, our proposal is liable to be rejected without any further clarifications.

Yours sincerely,

Signature of authorized signatory:

Name and Title of Signatory:

Name of Firm:

Address:

Appendix V: Non Blacklisting
(On company letter-head)

To
Managing Director,
Kerala Fibre Optic Network Limited

Sub: Procurement of Human Resource Management Solution as Software as a Service model for
KFON LTD

Dear Sir/Madam,

In response to the RFP with Tender ID<Insert Tender ID> dated
.....<Insert Date>..... for Procurement of Human Resource Management Solution as
Software as a Service model for KFON LTD, I/ee hereby declare that our company <name of
the firm/company> is having an unblemished record and is not declared ineligible or not
blacklisted for corrupt and fraudulent practices, either indefinitely or for a particular period of
time by any state/Central Government/PSU/Autonomous body on the date of submission of
this EoI.

It is to undertake that “No Litigation/Litigation Enquiry is pending for our firm..... <name of
the firm/company>.....in any court of law” with regard to any of our past works/services.

If this declaration is found to be incorrect, then without prejudice to any other action that may
be taken, the Earnest Money Deposit submitted may be forfeited in full and the application, if
any, to the extent accepted may be cancelled.

Thanking You

Name of the Applicant

Authorized Signatory

Seal of the Organization

Appendix VI
Team Members Details

{Location, Date}

To
Managing Director,
Kerala Fibre Optic Network Limited

Sub: Procurement of Human Resource Management Solution as Software as a Service model
for KFON LTD

Dear Sir,

With reference to the notice Inviting Tender with Tender ID <Insert Tender ID>, I/We have gone through the tender documents issued to us. I/We here by confirm that the company <insert name of company> have a minimum manpower strength of 15 persons (technical manpower) on the rolls of the bidder.

My/Our employee's details are mentioned in the below format

Sl No	Name	Qualification	Designation	Years of Experience

I/we the undersigned declare that the information furnished above is true and any disparity found may lead rejection of the bid.

Yours sincerely,

Head HR {In full and initials}:

Name of Signatory:

Address:

Office seal

Appendix VII
Data Center Details

{Location, Date}

To

Managing Director,

Kerala Fibre Optic Network Limited

Dear Sir,

With reference to the notice Inviting Tender <Insert Tender ID>, I/We have gone through the tender documents issued to us. I/We here by confirm the availability of the primary and secondary data centers.

I/We also confirm that all data centers are geographically located in India. I/We hereby assure the provisioning of BCP site & DR for ensuring the continuous availability of the solution and the BCP and DR are in two different seismic zones.

Yours sincerely,

Head HR {In full and initials}:

Name of Signatory:

Address:

Office seal

Compliance Checklist For Bidders

Sl No	Documents	Page Number	
		From	To
	Document to be enclosed with technical cover		
1	Certificate of Registration / Incorporation		
2	GST Registration		
3	PAN Card		
4	Copy of the last three year's audited financial statements with turnover details duly certified by Chartered Accountant (FY 2020-21, 2021-22, 2022-23)		
5	Contract Copy or Work Order or Experience Certificate		
6	Clientele list		
	Templates		
1	<i>Appendix I (Part A): Cover Letter</i>		
2	<i>Appendix I (Part B): Details of Applicant</i>		
3	<i>Appendix II: Project Experience</i>		
4	<i>Appendix IV: Undertaking by the Bidder</i>		
5	<i>Appendix V: Non-Blacklisting Certificate</i>		
6	<i>Appendix VI: Team Member Details</i>		
7	<i>Appendix VII: Data Centre Details</i>		
	Document to be enclosed with financial cover		
1	<i>Appendix III: Financial Proposal Submission Form</i>		