

MINUTES OF THE MEETING

Date: 04/06/2025

The Clarification to Pre-Bid Queries raised by prospective bidders in response to Tender Ref No: KFON/HRMS/2025/004.

The pre-bid meeting was held on 04-06-2025 at 12.00 PM through online mode.

The clarifications for the queries are hereby issued. Wherever there is a conflict, the provisions herein shall prevail over the relevant Para/clauses of the RFP/ bid document.

Sl. No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Clarification Provided
1	3. INSTRUCTION TO BIDDERS Clause 3.34.3 Page 14	3.34.3 Government Institutions/Public Sector Undertakings/MSME registered within the State are exempted from remittance of EMD subject to submission of valid documents	Is the tender fee of INR 944 (including GST) also exempted? If no how to submit the DD?	MSMEs are exempted from tender fees. If any bidders are not exempted, the payment shall be made through DD. It shall be drawn in favor of "Kerala Fibre Optic Network Limited Kerala" Payable at Trivandrum from any nationalized bank.
2	4. HIGH LEVEL REQUIREMENT SPECIFICATIONS WITH SCOPE OF WORK 5 SERVICE LEVEL AGREEMENTS Pages 17 to 25	Clause 4.1 to 5.4,4	How to submit the compliance report as response to Section 4 and 5	These are scope of work and service level agreements. They can submit point-wise compliance/feasibility statement against each item listed in Sections 4 and 5 of the RFP. Suggested format: RFP Clause Reference, Description, Compliance/Feasibility (Yes/No) And Remarks.
	6. ELIGIBILITY / PRE-REQUISITES OF THE BIDDERS	Authorized Signatory confirming the	What about if the cloud hosting is with	There are two appendices labelled as "Appendix VI". The

3	Item 4, Page 26	availability of the primary and secondary data centres (Appendix VII)	a 3rd party, like Microsoft, Amazon or Google. Appendix VII is not available in the tender	<p>second one (Page No. 39), titled “Data Centre Details”, should be read as Appendix VII. Bidders may use third-party cloud platforms such as Microsoft Azure, Amazon Web Services, or Google Cloud Platform, provided the following conditions are met:</p> <ol style="list-style-type: none">1. Data Residency: All data centers must be physically located within India.2. Disaster Recovery (DR) and Business Continuity Plan (BCP) must operate from two different geographical locations within India.3. Compliance with the Government of India’s NDSAP policy is mandatory.4. The bidder must ensure full compliance with all service level agreements (SLAs), security standards (e.g., ISO 27001, GDPR), and 98% uptime commitments
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				<p>outlined in the RFP.</p> <p>5. KFON Ltd will not accept third-party SLA limitations as justification for non-compliance with the agreed performance standards.</p>
4	Compliance Checklist For Bidders, Page 40	Document to be enclosed with technical/Financial cover	Are any product brochures or other technical document to include?	Documents directly relevant to the RFP scope and can strengthen your technical proposal may be submitted.
5	Page no. 17 4.1.2.2	Provision for configuring additional duties assigned	Is this in reference to user roles or job roles? Provide more clarity	This provision refers to HR operational functionality, not just user/system roles. It means that if an employee is assigned additional responsibilities or roles—such as holding an additional post or interim charge—the HRMS should allow HR to record and manage these assignments alongside the primary role.
6	Page no. 19 4.8.7	Automated chatbot support, handling common queries in real-time	No Chatbot is available by default let us know if any suggestions. Also, let us know the purpose of having it so we can suggest workaround if possible	<p>The automated chatbot support is intended to assist employees with common HR-related queries such as leave balance, payroll status, help desk ticket updates, document downloads, etc., through a conversational interface.</p> <p>The key expectation is to reduce routine HR workload and improve employee self-service</p>

7	<p>Page no. 19 4.8.8</p>	<p>Configurable SLA tracking, ensuring compliance with response and resolution timelines:</p>	<p>Need more clarity, didn't understand the requirement</p>	<p>efficiency. The Configurable SLA tracking refers to the ability of the system to define and monitor Service Level Agreements (SLAs) for different types of employee requests or tickets raised through the HRMS Help Desk (e.g., payroll query, IT issue, leave correction).</p> <p>The system should allow:</p> <ol style="list-style-type: none"> 1. Setting response and resolution time limits for each ticket category (e.g., resolve payroll issues within 3 working days) 2. Automatic alerts/reminders to the concerned team if timelines are exceeded 3. Tracking SLA compliance through dashboards or reports 4. This helps ensure accountability and timely support for employee queries across HR, IT, and Finance modules.
	<p>Page no. 20 4.11.3</p>	<p>Data Migration from HRM Solution (in case of closure of</p>	<p>Please specify the source software, the</p>	<p>Currently, KFON does not use any existing HRMS software—data is</p>

8		service).	number of years of data, and the what all data you wish to migrate.	maintained manually. In case of service closure, migration should cover data generated during the contract, including employee details, attendance, payroll, leave, performance, and help desk records. The service provider should support structured export
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Minutes of the Meeting is an integral part of the RFP document.

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