



RFP for Supply, Implementation & Maintenance of Recruitment Management System (Bid Number: GEM/2025/B/5853568 dated 22.01.2025)

Addendum2
Dated 02.04.2025

Addendum to the Annexure11- Project Details - Scope of Work

All other Terms & Conditions are the same as per our RFP for Supply, Implementation & Maintenance of Recruitment Management System (Bid No.: GEM/2025/B/5853568 dated 22nd January 2025).

Annexure 11 – Project Details - Scope of Work

Project Scope

Bank is requesting a proposal for providing a cloud based Comprehensive Recruitment Management System for a period of -5- years for its domestic location in Cloud model.

The below scope is only indicative, but not limited. Bank's decision on the scope of engagement will be final and binding on the bidder.

Bidder is required to supply, configure, customize, implement, integrate and maintain the Recruitment Management System and provide the required infrastructure that supports the proposed solution which comply with regulatory guidelines laid down for an recruitment system along with Bank's SLA requirement during entire contract period of -05- years.

1. Implementation & Customization

Bidder may require doing some customization in existing module of their software to meet the requirement of Bank of Baroda which should be cover as part of implementation. The system should provide Confidentiality, Integrity, Authentication and Non Repudiation as per current standard (Signing, Hashing, Time-stamping and Encryption).

Bidder as part of the implementation phase shall have to provide a comprehensive hands on onsite training to Bank officials at the location prescribed by the bank. The objective of training would be to make an individual familiarise with recruitment system & to get start working on it. The training shall cover the complete process. The successful completion of the training would be deemed as executed as part of acceptance of Project Sign off.

After successful completion of the implementation phase, Bidder is liable to provide both online & onsite training to bank when required during the tenure of 5 years contract period. There will not be any cost borne by the bank for any online training.

All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the commercial bid submitted by the vendor to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.



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The vendor have to arrange for customization if required in the system to meet the changes suggested by CVC/ RBI/ Govt. of India/ regulatory authorities/Bank towards compliance without any additional cost during the contract period

However if any changes suggested by Bank after implementation and one time customization of the system, Bank will freeze the manpower effort, after mutual discussion with the successful vendor.

Vendor need to freeze and sign SOW (scope of work) for customization required by Bank on mutual discussion as a payment milestone.

2. General Requirement

- a) The system shall cover full life cycle of recruitment as mentioned in the scope.
- b) Bank's data shall be encrypted and stored in secured format.
- c) Within 10 days of completion of every quarter, the data pertaining to Bank shall be submitted.
- d) The Vendor shall not infringe upon any third party Patent, Copyright, Design, Trademark, or any other Intellectual Property Rights for hardware, System Software, and Application Software.
- e) The Bidder shall indemnify and at all times keep Bank fully indemnified and hold harmless against any and all loss, damages, costs and expenses including Attorney's fees, which may be incurred as a result of any claim or action associated with such infringement. Further the Vendor shall also indemnify Bank against any such claims arising at any time either during the contract period or subsequently.
- f) The proposed solution should be customizable as per Bank's requirement.
- g) The Data Centre where the services is hosted should be compliant with standard.
- h) The proposed solution should have DR setup.
- i) The hardware used for hosting the services should not be end of support within 5 years.
- j) All the security measure are followed for hosting the solution



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3. Functional features of the systems

- A. Job/Position creation: There should be a provision for the Recruitment team to create a particular job /position or a group of positions based on the Approval received by the Competent Authority. It includes defining the eligibility criteria w.r.t. Age, Education, Work Experience. As we are required to comply with the GoI guidelines w.r.t relaxations applicable, the system should be flexible to define the relaxations applicable for each of the relevant categories.
- B. Document Upload, Extraction and matching: Provision for users to upload documents related to Age, Education, Caste, Work experience and other relevant Information (as mandated by the admin user for each project/ position/ vacancy) at the time of submitting his/her application. The system should support multiple formats such as PDF, JPG, PNG etc. The System should also be able to parse these uploaded documents to check if the details submitted by the candidate in his application matches with the details as mentioned in the supporting document. For example, the System should be able to match the Date of Birth and Education details entered by the candidate with the Uploaded supporting documents.



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- C. The system should leverage Artificial Intelligence (AI) capabilities to generate scrutiny and match reports based on eligibility criteria, job descriptions, and required skill sets. (Both profile & summary reports)**
- D. Data validation: Data entered by the candidate should be validated with the eligibility criteria (age, education qualification, year of experience etc) published by the Bank. If the candidate do not meet the required experience then the journey should be halted with proper error message.
- E. Payment Gateway Integration to receive Application fee/ Intimation charges from the Candidates: The RMS platform should be able to integrate with bank payment gateway to allow candidates to pay their Application fee online. Further, application to be registered with the Bank only on successful receipt of the payment. On successful registration of the application, the registration no. to be communicated to the candidate. It should allow for customization of Application fee like different fee amounts for different categories of candidates. The RMS should be able to securely collect the Application fee from candidates and managing real time records of Successful payments. It should have the ability to manage re-conciliation & refunds on approval from admin users.
- F. Job Posting and Distribution: The RMS should have the capability to create and publish Job postings on the Banks page on various Job Portals (like Naukri, LinkedIn, Indeed etc.), Social Media Platforms (Facebook, Instagram etc.,) and other relevant Job portals.
- G. Provision of administering the process for selection of Recruitment Consultants wherever applicable
 - a. Bidding process – Managing the Technical & Commercial Bids submitted by the Consultants
 - b. Selection of the H1/H2 bidders based on Techno-Commercial evaluation of the bids based on pre-defined criteria
 - c. Sending of e-mail communications to the Recruitment Consultants at various stages of the process.
 - d. Processing of Payments to the Consultants based on pre-defined payment matrix.



H. Integration of Candidates sourced by Consultants and IBPS:

a) Consultant Data: Integrating candidates sourced by Consultants into an RMS by importing the candidate details like Name, Contact, Age, experience and other relevant information. The Candidate data should be tagged with the name of the Recruitment Consultant who sourced the candidate to track the source of the Candidates. The records of performance of different consultant companies i.e. number of profiles sourced, of which nos. shortlisted for further selection process, nos. selected and nos. joined should be maintained in the repository and RMS should give relevant analytics of their performance.

b) IBPS Data: For certain projects, where written/ online test is being conducted by the Bank as a selection/ shortlisting mechanism, Bank engages the services of M/s IBPS for receipt of the application as well as conducting written examination. Thus, RMS should have provision to upload the data of applicants received by IBPS.

I. Resume Parsing and Auto fetching of details: The RMS should have the capability to parse resumes submitted by Applicants in different formats and extract relevant information such as Contact details, Education, Work Experience, Skills, etc. and should be able to indicate the relevancy of the profile with the pre-defined requirement (viz. Age, Education, Work Experience, Skills sets etc) for each of the project/ position/ vacancy (as defined by the admin user).

J. Sign up and Sign in: The system should not allow to apply for any position without sign up. During sign up, mobile number and email id should be validated. 2FA should be mandatory for the Sign In.

K. Journey Resume: If candidate leaves the journey in between and re-login into the system, then journey should be resumed from where he/she left off.

L. Customizable User Reports Dashboard: The solution should have customized dashboard capabilities as per the Bank's requirement. The reports should be downloadable in common file formats like xlsx, pdf etc.

M. Data Localization: The solution and cloud service should comply the various guidelines issued by regulatory guidelines including data localization. The data should stored in Indian geographical location only.

N. Accessibility: The solution should comply regulatory guidelines regarding accessibility of portal for person with disability.

O. Role Based Access: The solution should have role base access for Bank's officials & External Recruitment Consultants. Different roles should have different privileges.

P. Scalability: The solution should have the capability to handle a large number of applications within a short duration. This means it should be able to process and manage high volumes of concurrent user requests efficiently and effectively.



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- Q. Short Rollout time: Changes in the solution must be implemented with a very short turnaround time (TAT). This ensures that updates, fixes, and enhancements can be deployed swiftly, minimizing any potential disruptions to the bank's operations. Also the solution must have a short delivery time for rolling out new changes. This implies that the process of implementing and deploying updates or new features should be streamlined and optimized to reduce the time between development and production release. Rapid delivery of changes allows the bank to stay competitive and responsive to evolving customer needs.
- R. Candidate's shortlisting: The RMS should provide tools for Recruiters to filter and shortlist candidates based on various criteria such as Qualifications, skills, relevancy of the work experience & suitability of the candidates for the role.
- S. Interview Scheduling: The RMS should have capability to automatically notify candidates about their Interview schedules, Interview type and Instructions on how to join the interview. Sending single link for the entire slot to both Candidates and Interviewers. Automatic reminders and provision with the admin user to allow rescheduling of interviews.
- T. Bulk Communication to candidates: The RMS should have the capability to send bulk communication to candidates such as Updates on their Application status, Interview invitations and Rejection notices to candidates with reason for rejection. This include features such as customizable email templates, automated messaging (bilingual) and tracking of communication history.
- U. Feedback/Rejected reason mail to Candidates and feedback from candidates: The RMS Should have the capability to capture feedback from recruiters on candidate's resumes, Interviews and other relevant factors. This include customizable feedback forms/Surveys and tracking of feedback history.
- V. Auto updation of Status of Candidates from One stage to another stage: The RMS should have a customizable workflow to include features such as adding or removing stages, assigning shortlisting committee members/Interviewers and setting up rules for moving candidates from one stage to another. It should automatically update the status of candidates based on their progress in the Recruitment Process.
- W. In addition to the above, at each stage of selection, the RMS should have provision of selection of multiple application at one instance and perform the required action for all selected applications. For example, in case we have 100 applications at application stage and it is found that 60 out of these 100 applications are suitable for further selection process, say interview stage, then the admin user should be able to select these 60 applications in one go and move them to the next stage. Further, in case the data of these 60 applications are available in .xls format, then system should have provision where the admin user may upload/ share this .xls file with the system and the system shall auto select these 60 applicants for further action (i.e. either move to the next stage or any other action) by the user.



- X. Auto Generation of Offer/**Call/Acknowledgement** letters: The RMS should have customizable offer Letter Templates that reflect the Organizations brand, Compensation Policies, benefits, legal requirements and other relevant details. It should have the capability to automatically generate offer Letters based on Candidate data and offer details. It should have the capability to manage offer letters like tracking their status, sending reminders to candidates **(including secure download)** and archiving them for future reference. Generate reports and analytics on various metrics related to offer letters such as Number of offers generated, the time to generate offers and other relevant data.
- Y. Capturing of Joining date, processing extension in joining and automating the On-boarding process: Once the offer is issued to the Candidate, the system should have provision for the following:
- a) Capturing the acceptance/ rejection of the offer by the candidate
 - b) Separate provision for raising query/ any other request by the applicant on the offer received by him/her
 - c) Auto-reminders to the candidate in case he does not submit his acceptance within the stipulated time period **(both email & SMS)**
 - d) Highlighting the Joining date advised by the admin user along with option to capture request of applicant for change of joining date subject to submission of relevant documents by the applicant
 - e) Selection of Medical centre (Regional Office of Bank) by the applicant as per his choice for completing his Pre-joining Medical Test & e-mail communication (in prescribed format) to be sent to the concerned Regional Office.
 - f) Aadhar Authentication **& Validation** by the candidate **(Bank will provide necessary APIs for validation)**
 - g) PAN Capture and Validation **(Bank will provide necessary APIs for validation)**
 - h) Upload the pre-joining documents
 - i) Filling of Online Bio-data service entry form by the candidates
- Z. Providing additional Opportunities and Cancellation of offer: The RMS should have capability to automatically generate offer extensions based on Candidates data and Extension details. It should have the capability to provide additional opportunities to candidates and capability to issue cancellation letters.



- AA. Reporting and Analytics: The RMS should be capable of collecting a wide range of recruitment data, including Candidate demographics, Application source, recruitment stages and time taken at each stage etc., It should provide comprehensive reporting and analytics capabilities to gain insights into the Recruitment process. The reports should be highly customizable to generate a variety of reports.
- BB. There should be a provision for the Admin team to generate & download the status report for each of the project/position to get an insight about the applications received, Nos. filtered at each stage of the selection process, No. of Offer issued, No. accepted, No. Rejected the offer, No. joined, No. on extension etc.
- CC. Dashboard Representation: The RMS should provide real-time visualization of Recruitment data through Custom dashboards. This includes the ability to track key metrics and drill down into specific data points.
- DD. Integration: The System should allow integration with other systems such as HR Management Systems and able to provide Reports/ Analytics. **System should also provide API integration to pull/fetch documents/related information required for integration with HR/any other system of the Bank.**
- System should be able to integrated with digital public infrastructure such as “Digi locker” and other systems for fraud/compliance verification (Bank will provide necessary APIs)**
- EE. Customization: As Recruitment is a very dynamic process and need to comply with the various directives issued from the Board/IBA/DFS/Gol from time to time, the System should be customizable to fit the specific needs of the Bank. The solution should offer a flexible and customizable approach. **Customization must be template-based, enabling the bank to implement new requirements within 48 to 72 hours**
- FF. Support and Maintenance: The System should have a dedicated team to assist with any issues that may arise and should provide regular maintenance and updates to ensure optimal performance.

The proposed Portal must be a fully responsive web application, ensuring seamless functionality and optimal display across all devices and major browsers.

4. Training and Support

- a) The bidder should be able to provide support on 24 x 7 x 365 basis throughout the contract period.
- b) Facility needs to be built to monitor the application and performance/health round the clock (24 x 7 x 365) basis with automated tools.
- c) Periodical reports to be submitted on the performance of the application



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- d) The bidder should report the list of activities on a daily basis and as and when requested by the Bank,
- e) Bidder's support team should be able to handle all types of complaints and their resolution within the TAT as defined by Bank.
- f) Bidder should establish proper Business continuity plans as per Bank's recommendations.
- g) Bidder support staff should be well trained to effectively handle queries raised by the Bank customer / employees etc.
- h) Bidder should change or train the resources when requested by the Bank and Bank's decision will be final in this regard.
- i) Bidder should have staff trained well enough to provide MIS/data as and when required by the Bank,
- j) Escalation process should be in place for unresolved issues and issues should be addressed as per the timeline given by Bank.
- k) The team should be properly structured and process should be invariably documented for all the activities,
- l) All Process documents should be submitted/updated to the Bank at least once every Quarter or as and when requested by the Bank.
- m) The vendor shall have to provide training to BOB officials at Bank's location. The training will be provided to the bidders for recruitment management system.
- n) The vendor shall provide support through qualified and competent support team for assisting Bank users on connectivity and other technical issues if required. It shall be the responsibility of the vendor to ensure availability of the system.

5. Audit related requirements:

- a) The solution will be exposed to security audit / VAPT on quarterly basis or at a frequency defined by the Bank.
- b) Necessary technical modifications shall be carried out and bidder needs to support this activity and extend dedicated staff for this purpose.
- c) RBI/Bank IS Audit Team may conduct / or engage a third-party auditor for auditing of all the software, hardware and all other applications involved in the Solution provided to the bank. The bidder has to provide required support for conducting the Audit and arrange to fix the issues before go live to the customers.
- d) The bidder should address the issues / vulnerabilities reported on the solution by the auditor within a reasonable time and confirm Bank on redressing the same.
- e) Only licensed products should be used in the solution



- f) The bidder should comply with enhancement guidelines within TAT specified by RBI or any other regulated authority.

6. System Capabilities and scalability:

- The solution should have real-time processing capabilities and must support features such as velocity checking, blocking of participants and negative list.
- The solution must have security architecture implemented to provide functionality in terms of user authentication (**2 Factor Authentication**), access management and audit trails.
- The solution must have the ability to perform key management (dynamic & static) including data encryption as per the encryption standards.
- The solution provider must implement the level of encryption that will be required to minimize the risks in the transaction flow, file uploads, file downloads etc. ~~as per the security architecture given in RBI approved Procedural Guidelines (PG) & NPCI approved Technical Specifications for Steering Committee. (Not required)~~
- The solution should be horizontally & vertically scalable to meet business requirement of the Bank.
- The solution should be capable to handle the existing and future volume of transactions as mentioned in RFP document by ensuring the uptime system.

7. BANK'S PROJECT TECHNICAL AND FUNCTIONAL REQUIREMENTS

The Bidder should submit the compliance in the strictly in the following format for below mentioned Functional and Technical Specification/requirement. All the Technical and Functional Specification are mandatory and need to be developed during implementation phase if not readily available. The compliance must be given for each point. No Deviation will be accepted. The necessary documents and Certificates should be submitted.

Total Marking will proportionate to 50 Marks and accordingly bidder's marks will be calculated as part of Technical Bid Evaluation.

SI	Functional Requirement Description	RA	CU	Bidder's Comments/ Remarks (if any)
1	Job/Position creation :			
1.1	The proposed solution should provide Interface for the Recruitment team to create a particular job /position or a group of positions based on the Approval received by the Competent Authority			
1.2	The proposed solution should provide Interface for defining the eligibility			



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SI	Functional Requirement Description	RA	CU	Bidder's Comments/ Remarks (if any)
	criteria w.r.t. Age, Education, Caste, Work experience and other relevant Information (as mandated by the admin user for each project/ position/ vacancy) for each job /position or a group of positions.			
1.3	The proposed solution should provide Interface to comply with the Gol guidelines w.r.t relaxations applicable, the system should be flexible to define the relaxations applicable for each of the relevant categories.			
2	Document Upload, Extraction and matching:			
2.1	The proposed solution should have Provision for users to upload documents related to Age, Education, Caste, Work experience and other relevant Information (as mandated by the admin user for each project/ position/ vacancy) at the time of submitting his/her application.			
2.2	The proposed solution should support multiple formats such as PDF, JPG, PNG etc while uploading/downloading of documents.			
2.3	The proposed solution should also be able to parse uploaded documents to check if the details submitted by the candidate in his application matches with the details as mentioned in the supporting document. For example, the System should be able to match the Date of Birth and Education details entered by the candidate with the Uploaded supporting documents.			
3	Payment Gateway Integration to receive Application fee/ Intimation charges from the Candidates :			
3.1	The proposed solution should be able to integrate with bank payment gateway to allow candidates to pay			



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	their Application fee online. Further, application to be registered with the Bank only on successful receipt of the payment			
3.2	After successful submission of Application, Mail and message will be triggered to the Candidates with Registration number along with some other basic details			
3.3	The proposed solution should allow for customization of Application fee like different fee amounts for different categories of candidates.			
3.4	The proposed solution should be able to securely collect the Application fee from candidates and managing real time records of Successful payments.			
3.5	The proposed solution should have the ability to manage re-conciliation & refunds of payments on approval from admin users.			
4	Job Posting and Distribution:			
4.1	The proposed solution should have the capability to create and publish Job postings in prescribed format/s on the Banks website & page on various Job Portals (like Naukri, LinkedIn, Indeed etc.), Social Media Platforms (Facebook, Instagram etc.,) and other relevant Job portals.			
5	Integration of Candidates sourced by Consultants, IBPS or any other vendors:			
5.1	The proposed solution should have facility to import/export data.			
5.2	The proposed solution should have facility to import candidate details like Name, Contact, Age, experience and			



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	other relevant information provided by Recruitment Consultants.			
5.3	The proposed solution should have facility to tag the imported candidate data with Recruitment Consultants who sourced the candidate to track the source of the Candidates.			
5.4	The proposed solution should maintain the records of performance of different Recruitment consultant companies i.e. number of profiles sourced, of which nos. shortlisted for further selection process, nos. selected and nos. joined in the repository and the proposed solution should give relevant analytics of their performance.			
5.5	The proposed solution should have provision to upload the data of applicants received from IBPS or any other vendors.			
6. Resume Parsing and Auto fetching of details:				
6.1	The proposed solution should have the capability to parse resumes submitted by Applicants in different formats and extract relevant information such as Contact details, Education, Work Experience, Skills, etc.			
6.2	The proposed solution should able to indicate the relevancy of the profile with the pre-defined requirement (viz. Age, Education, Work Experience, Skills sets etc) for each of the project/ position/ vacancy (as defined by the admin user			
7. Candidate's shortlisting:				
7.1	The proposed solution should provide interface for Recruiters to filter and			



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	shortlist candidates based on various criteria such as Qualifications, skills, relevancy of the work experience & suitability of the candidates for the role.			
7.2	The proposed solution should have the provision to add multiple users for shortlisting of the applications			
8	Interview Scheduling:			
8.1	The proposed solution should have capability to schedule online interviews.			
8.2	The proposed solution should have capability to automatically notify candidates and Interviewers about their Interview schedules, Interview type and Instructions on how to join the interview.			
8.3	The proposed solution should generate Automatic reminders for Interview.			
8.4	The proposed solution should provide interface to admin users for rescheduling of interviews.			
8.5	The proposed solution should have the provision to add multiple users as Interview committee members			
8.6	The proposed solution should have the capability to provide analytical data of the candidate/s appearing for the selection process.			
8.7	Identify the type of interview scheduled for the candidate by selecting from a drop down list that describes the purpose and format of the interview (e.g. Phone Screen, Onsite, Video Interview, etc.)			



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8.8	Integrate with Google Calendar, Microsoft Exchange, Outlook 365 and Microsoft Office enabling a scheduler to verify and check from within the platform whether interview participants are free/busy			
8.9	Change or cancel interviews from within the solution and ensure those changes are reflected in the interview participants' calendars			
8.10	Automatically send interviewers the full interview schedule, scorecard, candidate's profile and enable them to accept or decline the interview invite from email, mobile, and from within the solution			
9.	Bulk Communication to candidates:			
9.1	The proposed solution should have the capability to send bulk communication to candidates such as Updates on their Application status, Interview invitations and Rejection notices to candidates with reason for rejection.			
9.2	The proposed solution should have facility to send various alerts/notifications via Phone/Email/WhatsApp.			
9.3	The proposed solution should have features such as customizable email templates, bilingual communication, automated messaging and tracking of communication history.			
10	Feedback/Rejected reason mail to Candidates and feedback from candidates:			
10.1	The proposed solution should have the capability to capture feedback from recruiters on candidate's resumes, Interviews and other			



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	relevant factors. This include customizable feedback forms/Surveys and tracking of feedback history.			
11	Auto updation of Status of Candidates from One stage to another stage:			
11.1	The proposed solution should have a customizable workflow to include features such as adding or removing stages, assigning shortlisting committee members/Interviewers and setting up rules for moving candidates from one stage to another.			
11.2	The proposed solution should have automatically update the status of candidates based on their progress in the Recruitment Process.			
11.3	<p>The proposed solution should have interface to change/update the candidates' stage with multiple selections and data upload.</p> <p>For example, in case we have 100 applications at application stage and it is found that 60 out of these 100 applications are suitable for further selection process, say interview stage, then the admin user should be able to select these 60 applications in one go and move them to the next stage. Further, in case the data of these 60 applications are available in excel/word format, then system should have provision where the admin user may upload/ share this excel/word file with the system and the system shall auto select these 60 applicants for further action (i.e. either move to the next stage or any other action) by the user</p>			
12	Auto Generation of Offer letters :			



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12.1	The proposed solution should have customizable offer Letter Templates that reflect the Organizations brand, Compensation Policies, benefits, legal requirements and other relevant details (for Admin users only). Admin users must be able to customize BOB logo placements, nomenclatures, custom background images etc.			
12.2	The proposed solution should allow the admin users to customize the color and theme of screens.			
12.3	The proposed solution should have the capability to automatically generate offer Letters based on Candidate data and offer details.			
12.4	The proposed solution should have the capability to manage offer letters like tracking their status, sending reminders to candidates and archiving them for future reference.			
12.5	The proposed solution should have interface to generate reports and analytics on various metrics related to offer letters such as Number of offers generated, the time to generate offers and other relevant data.			
13	Capturing of Joining date, processing extension in joining and automating the On-boarding process:			
13.1	The proposed solution should have interface for Capturing the acceptance/ rejection of the offer by the candidate			
13.2	The proposed solution should have interface for raising query/ any other request by the candidate on the offer received by him/her.			
13.3	The proposed solution should have facility to send Auto-reminders to the			



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	candidate in case he does not submit his acceptance within the stipulated time period.			
13.4	The proposed solution should have interface to highlighting the Joining date advised by the admin user along with option to capture request of candidate for change of joining date subject to submission of relevant documents by the candidate.			
13.5	The proposed solution should have interface to select Medical centre (Regional Office of Bank) by the candidate as per his choice for completing his Pre-joining Medical Test. communication (in prescribed format) to be sent to the concerned Regional Office and interface to enable the Zonal/Regional HR to update the Medical examination status			
13.6	The proposed solution should have interface for Aadhaar Authentication of candidates.			
13.7	The proposed solution should have interface to Upload the pre-joining document.			
13.8	The proposed solution should have interface for filling of Online Bio-data service entry form by the candidates.			
14	Providing additional Opportunities and Cancellation of offer:			
14.1	The proposed solution should have capability to automatically generate offer extensions based on Candidates data and Extension details.			
14.2	The proposed solution should have the capability to provide additional			



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	opportunities to candidates and capability to issue cancellation letters.			
15	Reporting and Analytics:			
15.1	The proposed solution should be capable of collecting a wide range of recruitment data, including Candidate demographics, Application source, recruitment stages and time taken at each stage etc			
15.2	The proposed solution should provide comprehensive reporting and analytics capabilities to gain insights into the Recruitment process. The reports should be highly customizable to generate a variety of reports.			
15.3	The proposed solution should have interface for the Admin team to generate the status report for each of the project/position to get an insight about the applications received, Nos. filtered at each stage of the selection process, No. of Offer issued, No. accepted, No. Rejected the offer, No. joined, No. on extension etc.			
15.4	The proposed solution should have out of the box reports as per industry based practices also option should be available to generate customize reports.			
16	Dashboard Representation:			
16.1	The proposed solution should provide real-time visualization of Recruitment data through Custom dashboards. This includes the ability to track key metrics and drill down into specific data points.			
17	Integration:			
17.1	The proposed solution should allow integration with other systems of the			



RFP for Supply, Implementation & Maintenance of Recruitment Management System (Bid Number: GEM/2025/B/5853568 dated 22.01.2025)

Addendum2
Dated 02.04.2025

SI	Functional Requirement Description	RA	CU	Bidder's Comments/ Remarks (if any)
	Bank such as HR Management Systems (HR connect and other bank internal applications) and able to provide Reports			
18	Compliance to Regulatory Guidelines :			
18.1	The proposed solution should have provision to comply with the various directives issued from the Board/IBA/DFS/Gol from time to time, the System should be customizable to fit the specific needs of the Bank.			
18.2	The proposed solution should be compliant to data localizations guidelines of India and No data of the Bank should leave India boundaries for any purpose			
19	User Interface and Compatibility:			
19.1	The proposed solution should have bilingual interface in English and Hindi. The proposed solution should also be complied with latest visually impaired guidelines. (Currently 508 compliance)			
19.2	The proposed solution should facilitate web and mobile application based login.			
19.3	The proposed solution should be able to mark user as logged out of the specific time interval of inactivity.			
19.4	The proposed solution should have AI based chatbot facility for the users where users can post their queries. User should be also able to search the old queries using text keywords.			
19.5	The proposed solution should support at least 500 concurrent users at a time.			



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Addendum2
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SI	Functional Requirement Description	RA	CU	Bidder's Comments/ Remarks (if any)
19.6	The proposed solution should support role based access for different internal users and external Recruitment Consultants.			
20	Support/Maintenance/Customizations:			
20.1	The proposed solution should be scalable to incorporate Bank's future requirements.			
20.2	The proposed solution with all components shall be used by the Bank at any location / entities including Bank Branches in India & International territories, RRBs, Subsidiaries and associates both domestic & international.			
21	SECURITY			
21.1	Data is encrypted in transit and at rest			
21.2	Data separation in multi-tenant system is secured by a dedicated authorization engine and by additional protections provided by cloud-hosting provider			
21.3	The service provider platform/solution is certified by the following security certifications: ISO 27001			
21.4	Files uploaded to the platform are automatically scanned for viruses on upload and download			
21.5	Production data and backup data is stored in physically-separated but logically-connected data centers.			
21.6	Vendor uses redundant infrastructure spread across multiple (at least two) physically isolated data-centers.			
21.7	As part of The service provider disaster recovery, traffic is redirected in real-time to the secondary data			



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	center in case the primary data center fails.			
21.8	The service provider infrastructure is securely protected by Intrusion Detection and Prevention System.			
21.9	The service provider platform is protected with Web Application Firewall (WAF) & DDoS solution			
21.10	Only whitelisted file types may be uploaded to platform/application			
21.11	The service provider conducts external penetration tests on platform at least twice a year.			
21.12	The service provider conducts Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) tests at least once a year.			
21.13	In the event of a data breach, The service provider should have implemented a breach notification procedure and bank should be notified within 06 hours and as per extend regulatory and government guidance.			
21.14	The service provider guarantees the resolution of critical bugs (including security) is started within 24 hours of discovery.			
21.15	Vendor releases, updates, and deploys new features within the solution in a hot-deployment mode, requiring no maintenance downtimes or degradation of services.			
22	GLOBAL			
22.1	Solution is a Software-as-a-Service (SaaS) product accessible from any web-browser			



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SI	Functional Requirement Description	RA	CU	Bidder's Comments/ Remarks (if any)
22.2	Solution is cloud-based and fully hosted, maintained and secured with state-of-the-art SaaS infrastructure			
23	IMPLEMENTATION / SUPPORT & SERVICES			
23.1	Implementation is managed by The service provider's in-house professional services team in partnership with Bank's team.			
23.2	The service provider provides a detailed statement of work (SOW) to be approved prior to project kick off. Including but not limited to project roles and responsibilities, estimated timeline, integration scope, estimated fees, project assumptions.			
23.3	The service provider supports on-site and virtual configuration and/or training workshops with Bank during solution implementation.			
23.4	Bank has access to the service provider's support services during implementation including both phone and email support.			
23.5	Solutions is available to users globally 24x7x365 with 99.9% guaranteed uptime			
23.6	The service provider provides committed resolution times (not response times) on incident and bugs.			
23.7	Any The service provider -planned maintenance is properly noticed to customers via email notification to key user contacts and is provided at least 2 weeks in advance			
23.8	Solution upgrades and new release notification is provided to key contacts at least 30 days in advance of deployments			



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Dated 02.04.2025

SI	Functional Requirement Description	RA	CU	Bidder's Comments/ Remarks (if any)
24.	Provision of administering the process for selection of Recruitment Consultants wherever applicable			
24.1	Bidding process – Managing the Technical & Commercial Bids submitted by the Consultants			
24.2	Selection of the H1/H2 bidders based on Techno-Commercial evaluation of the bids based on pre-defined criteria			
24.3	Sending of e-mail /SMS communications to the Recruitment Consultants at various stages of the process.			
24.4	Processing of Payments to the Consultants based on pre-defined payment matrix.			

Scoring methodology for Technical and Functional Parameters for Evaluation:

Feature Status	Short form	Remarks
Readily Available	RA	The feature is already supported and included in the solution (2 Marks shall be allotted)
Customization	CU	Can be developed / customized and delivered along with the Solution, prior to implementation at no extra cost. (1 Marks shall be allotted)

Please Note – Bidder need to provide all the feature as part of the proposal. It should be demonstrated as mentioned by bidder in their technical proposal as “Readily Available (RA)” / Customizable (CU). During Demonstration all the feature will be evaluated by the Bank based on the response provided by the bidder. If any of the required features are not demonstrated but the same feature has been mentioned as “Readily Available (RA)” as part of Technical Scoring Sheet then the same shall be changed to “Customizable (CU)” in the Functional and Technical Scoring Sheet after due confirmation from the bidder.

8. Encryption Key Management:

All the encryption keys used to protect data within the application solution shall be stored and managed solely by the Bank. The Vendor shall not possess, retain, or have access to the encryption keys. The Vendor shall provide all necessary assistance and cooperation to facilitate the Bank's secure storage and management of the encryption keys.



9. Encryption Key Rotation:

The rolling over of the encryption key shall be exclusively with the Bank.

10. Data Segregation and Security Audits:

Bank's data should be completely segregated within the Cloud environment. The vendor has to submit CERT-IN empanelled auditor confirmation on Bank's data segregation controls complying to the regulatory norms.

11. Vulnerability Assessments:

The Vendor shall conduct monthly vulnerability assessments (VA) on the Cloud application and its underlying infrastructure. The Vendor shall provide the Bank with a detailed compliance report outlining the findings of the vulnerability assessments, including identified vulnerabilities, the associated risk level, and the remediation.

12. Vulnerability Assessment and Penetration Testing (VAPT):

In addition to the monthly vulnerability assessments, the Vendor shall conduct comprehensive Vulnerability Assessment and Penetration Testing (VAPT) on the Cloud application and its underlying infrastructure on a [Half-yearly/Yearly] basis, as determined by the Bank. The Vendor shall provide the Bank with a detailed compliance report outlining the findings of the VAPT, including identified vulnerabilities, the associated risk level, and the remediation.

13. Data Migration:

In the event of any future migration of data, the Service Provider will provide complete access and support to the Bank. The Bank will decide migration approach. There will not be any commercial attach with the activity.

14. Data Deletion Upon Contract Termination:

Upon the conclusion or termination of this Agreement, the Vendor shall securely remove, delete, and purge all data related to the Project from the cloud environment and the vendor has to submit confirmation to the Bank.