Request for Proposal (RFP)
Selection of an Agency for HRMS Solution Requirement
Bharat Rural Livelihoods Foundation (BRLF)
Employee Strength: 100+

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1. About BRLF

The Government of India established Bharat Rural Livelihoods Foundation (BRLF) as an independent society under the Ministry of Rural Development. BRLF was established to upscale civil society action in partnership with the central and state governments to ensure better implementation and outreach of government schemes and programs in collaboration with civil society organizations. Working in collaboration with civil society organizations with a local presence, BRLF ensures that the desired results are produced through the right strategies and efforts.

For more information, visit https://www.brlf.in/

2. Context and Purpose of Engagement

Bharat Rural Livelihoods Foundation (BRLF) seeks to implement an advanced Human Resource Management System (HRMS) to streamline and automate HR operations, improve data accuracy, and enhance the overall employee experience. The HRMS should efficiently handle a full service HRIS including payroll functions for approximately 100+ staff and integrate seamlessly with biometric devices and the BRLF website for recruitment needs.

Proposals will be accepted until **September 29, 2025.** No proposals received after closing will be accepted.

3. Objectives
- Digitize HR processes for improved efficiency and transparency
- Accurately capture attendance via punch in along with biometric integration.
- Digitalizing the Recruitment process and integration with candidate's application on BRLF's website and other social media platforms.
- Digitalizing the Onboarding process
- Digitalizing of the Performance Appraisal System
- Improve employee engagement, Make HRIS data available for reporting and analytics with end user query and reporting tools, enable data-driven HR decisions, and ensure compliance with regulatory standards.
- Payroll processing through the system.

4. Requirements

4.1 Functional Module Requirements

Helpdesk

- Ticket Category Configuration
- Ticket Delegation & Escalation Matrix
- Ticket Creation, Resolution, and Closure Feedback
- Chat-based Support with Ticket Owner

4.2 Human Resources Processes Module Requirements

Core HR

- Organization Structure Management
- Custom Role and Access Controls
- Policy Engine and Automated Workflows
- Centralized Employee Database with customised reports
- Complete life cycle of employee with each event highlighted
- Reports and dashboards

Recruitment

- Job Opening Management and workflows
- Screening, Interview Scheduling, Offer Letter Generation and Regret letter Generation
- Talent Pool, Career Portal, and Candidate Engagement
- Website and Social Media (LinkedIn) Job Posting Integration: HRMS must support creating and publishing jobs on BRLF's careers page with real-time application data flow.

Onboarding

- Preboarding & Onboarding Checklists
- Social Introduction, Induction, and Welcome Process
- Buddy Assignment and Digital Social Profile Setup
- Onboarding Experience Feedback and Survey

Workforce

- Upcoming Joining, Confirmation, Transfers
- Separation, Exit, Clearance Workflows
- Employee Letters Generation

Attendance and Leave management

- Shift and Holiday Calendar Management
- Check-in Policy and Leave Management
- Attendance and On Duty Handling
- Paid Days/Comp-Offs Processing
- Biometric Integration: Real-time attendance marking, geo-tagging/fencing, and offline attendance supported.

Payroll

- Custom Salary Structure Setup and Auto CTC Calculation
- Flexi-Basket, Reimbursements, Declarations, Employee Loans
- Payroll Processing, Increment Calculations, and Statutory Compliance
- Challans

Performance Management

- Smart Goals, OKR (Objective and Key Results) and Reviews
- Continuous Feedback, 1-on-1 Meetings, and PIP
- Initiatives, 360-Degree Feedback, 9 Box Matrix

Engagement

- Mood Bots for Employee Sentiment
- Badges, Reward Points, and Point Redemption
- Candidate and Employee Engagement Initiatives
- Surveys, Announcements, Today's celebrations
- HR Handbook Management

Learning Management Solution (LMS)

- Personalized learning paths
- Automated data synchronization
- Progress tracking and analytics to monitor progress and training effectiveness
- Access of training Materials
- Assessment and certifications

Travel Expense Management

- Policy-driven Travel Expense & Advance Management
- Expense Bills Submission & Approval Workflow
- Reimbursements, Travel Plan, Ticket Booking
- Exceptional Workflows
- Tracking traveller details including who is traveling where with travel dates (from-to) in HRMS Homepage/Dashboard

4.3 Implementation Requirements

Integration Requirements

- **Biometric Attendance Integration:** System must accept input from biometric hardware for seamless, accurate attendance recording.
- **Website and Social media Recruitment Posting:** Direct job posting from HRMS to BRLF's careers section, with bidirectional flow of applicant information.

Reporting & Scalability

- Custom dashboard and analytics for management and compliance needs.
- Designed for smooth functioning with up to 100 users, scalable as BRLF grows.

Security & Compliance

- Role-based access and multi-level approval workflows.
- Data protection in compliance with national HR, labor laws, and data privacy guidelines.

Implementation & Support

- Migration of existing HR records to the new HRMS.
- Multi-level training for BRLF's HR/Admin users and staff.
- Long-term maintenance, upgrades, and helpdesk support.

Summary Table of Required Modules

Module	Key Features	Integration
Helpdesk	Ticketing, Delegation, Escalation, Chat	-
Core HR	Org Structure, Roles, Database, Workflows, Reports and dashboards	-
Recruitment	Job Posting, Screening, Offers, Website Integration	Website Job Post
Onboarding	Checklists, Induction, Social Profile, Surveys	-
Workforce	Joining, Exit, Employee Letters	-
Attendance & Leave	Shifts, Leaves, Policy, Biometric Attendance	Biometric System/ App Based
Payroll	Salary Structure, Reimbursements, Loans, Compliance	-
Performance	Goals, Feedback, Reviews, 360 Feedback, 9 Box Matrix	-
Engagement	Bots, Badges, Reward Points, Surveys, Announcements	-
LMS	Course Creation & Management, Mobile - Friendly Access, Reporting & Analytics	-
Travel Expense management	Policies, Approval, Reimbursements, Travel	-

Additional Requirements & Flexible Scope

The HRMS project for BRLF should explicitly state that the listed modules and features are not exhaustive and that further requirements can be incorporated based on feedback, regulatory changes, and organizational priorities during the implementation process. The system should be compatible with all mobile phone and laptops types.

Potential additional needs may include:

- Advanced data migration and integration with legacy systems
- Custom reporting and analytics beyond current specifications
- Enhanced user training programs and change management activities
- New compliance requirements or workflow adjustments as per statutory changes
- Further third-party integrations (such as accounting systems, advanced payroll, government portals)
- Module or feature customization to reflect new HR policies, business rules, or operational changes
- Additional support for employee self-service (ESS), mobile accessibility, or automation
- Post-launch support enhancements, feedback-based upgrades, and continuous improvement cycles.

Timeline and Milestones:

The project implementation is scheduled to commence from **October 15, 2025,** and is expected to be concluded and handed over for use by **December 15, 2025.**

Proposals Submission Requirements:

Proposals must be submitted electronically via email to prem@brlf.in by **September 29, 2025, 5:00 PM IST,** to meet the deadline. Late submissions will not be accepted.

Proposal Structure:

Proposals should be no longer than 20 pages (excluding annexes) and include:

- Cover Letter: Signed by an authorised representative, expressing interest and confirming mentioned requirements.
- Company Profile: Overview of the firm, team structure, and relevant experience.
- Proposed team: CVs of key implementation personnel.
- Work plan: Detailed timeline aligning for above mentioned requirements.
- Few industry references where the system has been implemented over 1 year.

Financial Proposal:

- Breakdown of costs, including per-module rates, total costing (Per User), and any assumptions, exemption (not for profit organisation, Taxes etc.
- Costs should cover all deliverables, with no hidden fees.

Evaluation of RFP:

Technical Evaluation - 70		
	Description	**Scoring**
Software	• Breadth of modules - offers all modules required • Depth of functionality – meets functional and technical requirements	25
Technology	• Adherence to IT strategy – platform, database, accessibility • Integration to other systems – experience and tools offered • Vendor adoption of technology at reasonable pace	20
Implementation	• Defined and proven implementation methodology • Address installation, requirements review, solution design, configuration, report development, training, testing, data conversion • Proposed project timeline • Staffing resources – availability and experience	15
Vendor	• Vendor viability and vision • Organizational strength • Experience with other government entities of similar complexity • References provide of similar entities and complexity	10
Financial Evaluation - 30		
Total Cost	• Software license costs • Implementation services • Maintenance • Terms and condition	30

Terms and Conditions Contractual Terms:

- The selected agency will sign a detailed contract outlining deliverables, timelines, and payment terms.
- **Confidentiality:** Agency must treat all provided information as confidential.
- **Conflict of Interest:** Declare any potential conflicts.
- **Termination:** The organisation reserves the right to terminate for non-performance.
- **Payment and Invoicing -** Payments via bank transfer will be made upon achievement of the milestone and receipt of the invoice.
- Withholding tax as per applicable laws.

Additional Clause

"The scope outlined in this RFP reflects current requirements but is not limited to the modules and features listed herein. During the course of implementation, BRLF reserves the right to raise additional functional, technical, or integration requirements as necessary to ensure the solution remains fully aligned with organizational objectives and regulatory standards. The HRMS partner/vendor should demonstrate readiness for agile response to evolving needs.