



**REQUEST FOR PROPOSAL (RFP) FOR
Preparation and Submission of Field Force Attendance and
Workforce Management Solution**

TENDER NOTICE NUMBER

Tender Ref No: MDCCB/COMPU/23/2026-27 dated: 06-08-2026

The Chief Executive Officer

Head office, post Box No.14, Market Road, Mandya 571401,
Karnataka State. India

Email:mdy_dccb@rediffmail.com

Phone: +91 (08232)-226010 /226011.

DISCLAIMER & DISCLOSURE

Mandya District Central Co-operative Bank Ltd. (MDCCBL) has prepared this document to provide background information to interested parties for participation in the Request for Proposal (RFP) for the preparation and submission of Field Force Attendance and Workforce Management Solution.

While MDCCBL has taken due care in preparing this RFP document and believes the information contained herein to be accurate, neither MDCCBL nor any of its authorities, agencies, or their respective officers, employees, agents, or advisors makes any warranty or representation, express or implied, regarding the completeness or accuracy of the information contained in this document or any information that may be provided in connection with it.

MDCCBL does not bind itself to accept the lowest or any tender and reserves the right to reject any or all bids, or to cancel the tender process at any time without assigning any reason whatsoever.

The information provided in this RFP is strictly confidential. By accepting this document, the interested parties unconditionally undertake that they shall not use, disclose, or reproduce any part or the whole of the information, directly or indirectly obtained, for any purpose other than participation in and execution of work under this RFP issued by MDCCBL.

The Vendor/Bidder shall not transfer, assign, or share this tender document with any third party without prior written consent from MDCCBL.

1. TENDER HIGHLIGHTS

Schedule of Bid Submission / Address for Communication:

Starting date for submission of Bid Document	07-08-2026
Last date for Submission of Vendor Queries	12-08-2026
Address for Vendor Queries	mdy_dccb@rediffmail.com
Last Date and Time for Submission of Tender	18-08-2026, 5.00 p.m.
Date & Time for opening of Techno-Commercial bid	19-08-2026. 11 am
Address for Correspondence	The Chief Executive Officer Mandya District Co-operative Central Bank Ltd. Head Office, Post Box No. 14 Market Road, Mandya – 571401 Phone: 08232-226010 / 08232-226011 Email: mdy_dccb@rediffmail.com
Telephone Numbers	08232 226010/11

Clarification of RFP Document:

The prospective bidder may seek clarifications regarding the RFP document in writing or via email at the address indicated above, during working days between 10:00 AM and 5:30 PM. Queries submitted by prospective bidders within this timeframe will be duly considered and addressed by MDCCBL.

2. Objective

The objective of this document is to define the functional, technical, security, support, and operational requirements for a comprehensive Field Force

Attendance and Workforce Management Solution for the Bank. The solution is intended to enable secure, accurate, and efficient management of field employees through mobile and web-based platforms by providing real-time attendance recording, GPS-based location tracking, task and activity management, leave and expense workflows, reporting, and administrative controls.

3. Scope of Work

The scope of work includes the design, supply, implementation, configuration, deployment, maintenance, and support of a comprehensive Field Force Attendance and Workforce Management Solution for the Bank. The successful bidder shall provide a secure, scalable, and user-friendly solution comprising mobile applications and a web-based administration portal with the following capabilities:

The bidder shall provide all features listed below as part of the proposed solution.

3.1 Functional Requirements

The solution shall support the following functionalities:

3.1.1 Employee Attendance Management

- Mobile-based employee attendance with Check-in and Check-out functionality.
- Attendance punch shall include a mandatory selfie photograph for verification.
- Real-time attendance recording with date, time, GPS coordinates, and employee identification.
- Support for multiple shift profiles and configurable working hours.
- Attendance overrides functionality for authorized administrators.

3.1.2 GPS Tracking and Location Monitoring

- Real-time GPS-based employee location tracking.
- Live attendance timeline with route/path visualization on maps.
- Continuous location tracking during field visits, subject to configurable policies.
- GPS location accuracy within a radius of 50 metres or better.
- Offline GPS data capture with automatic synchronization upon restoration of internet connectivity.
- Geo-fencing capabilities for Check-in/Check-out at designated client locations or predefined geographical boundaries.
- Facilities to define, modify, and manage client locations and geo-fence parameters.

3.1.3 Activity and Task Management

- Creation and management of field activities with remarks, notes, and image attachments.
- Configurable/customizable activity forms based on business requirements.
- Task assignment, tracking, status updates, and completion workflows.
- Workflow-based monitoring of assigned tasks by reporting managers.

3.1.4 Leave and Expense Management

- Online leave application, approval, rejection, and tracking workflow.
- Expense claim submission, approval workflow, and reporting.
- Configurable leave policies and attendance integration.

3.1.5 Notifications

- Push notification facility for communicating assignments, approvals, reminders, alerts, and other operational messages to field staff.

3.1.6 Manager and Administrator Portal

The solution shall provide a secure web-based administration portal with the following capabilities:

- Live map view displaying the current location of field employees.
- Employee attendance monitoring.
- Task allocation and tracking.
- Activity monitoring and reporting.
- User administration and configuration.
- Role-Based Access Control (RBAC) with configurable user roles and permissions.
- Responsive web interface accessible through standard web browsers across desktops, laptops, tablets, and mobile devices.

3.1.7 Reporting and Analytics

The solution shall provide comprehensive reports including, but not limited to:

- Daily, weekly, and monthly attendance reports.
- GPS-enabled attendance reports with clickable map links to verify the exact employee location at any point in time.
- Employee movement history and attendance timeline.
- Leave reports.
- Expense reports.
- Task and activity reports.
- Export of reports in standard formats such as PDF and Microsoft Excel.

3.2 Support and Service Requirements

The bidder shall provide the following support services:

- Instant technical support between **09:00 AM and 09:00 PM (IST)** on all working days, with escalation support for critical incidents.
- Remote on boarding assistance, user training, and implementation support.
- User manuals, administrator guides, and technical documentation.
- Assistance during deployment, configuration, and post-implementation stabilization.

3.3 Security and Compliance Requirements

The proposed solution shall comply with the following minimum security requirements:

- Confidentiality, integrity, and availability of the Bank's data shall be maintained at all times.
- Appropriate authentication and authorization mechanisms shall be implemented.
- Role-Based Access Control (RBAC) shall restrict access based on user responsibilities.
- All employee and Bank data shall be securely stored and transmitted using industry-standard encryption mechanisms.
- The bidder shall ensure that customer and Bank data are not disclosed, shared, or accessed by unauthorized persons.
- The mobile application must undergo a comprehensive VAPT (Vulnerability Assessment and Penetration Testing) every six months or whenever significant changes are made to the application. The corresponding VAPT report should be shared with the organization.
- If any Critical, High, or Medium severity vulnerabilities are identified, the application team must remediate and close all findings within the timelines defined by their respective severity levels.
- The solution shall maintain and retain comprehensive audit logs of user activities, attendance transactions, and administrative actions for a minimum of one (1) year.

3.4 Availability and Maintenance

- The application shall provide high availability with minimal downtime.
- Scheduled maintenance activities shall preferably be carried out during non-working hours after prior notification to the Bank.
- Maintenance activities shall not adversely affect business operations or result in loss of attendance or tracking data.

3.5 General Requirements

- The solution shall be scalable to accommodate future growth in users and operational requirements.
- The mobile application shall support Android/iOS devices as a minimum requirement.
- The solution shall provide seamless synchronization between the mobile application and the web administration portal.
- The bidder shall ensure regular updates, bug fixes, instant services and security patches throughout the contract period without any additional cost.

4. Deliverables

- Refer Point no 3.

5. Eligibility

- The Bidder should have a previous experience in similar kind of projects, also enclose all the supporting documents
- Knowledge of RBI guidelines
- Minimum 2 similar projects
- Certified professionals preferred

6. Evaluation

- Technical expertise
- Scope understanding
- Cost effectiveness

7. Submission

Company / Individual profile, experience, methodology, timeline, financial quote.

8. Payment Terms

- 100% payment will be made following a successful submission of the all reports
- TDS as per the Government rule, if applicable will be deducted from the Amount Payable.

9. Confidentiality

- Vendor must ensure data confidentiality.

10. General Terms

Bank reserves rights to accept/reject proposals.

Validity Period of the Bid – 90 Days from the Date of Submission.

For any reason, Commercial bid or any statement indicating Price of any Component should not be kept / mentioned in the Technical Bid. If such information is found in the Technical Bid, the bid will be rejected.

Order Cancellation: The Bank reserves the right to cancel the order in any stage of procurement.

Jurisdiction of Courts: Vendor will abide by all applicable Indian laws and regulations and will obtain(or demonstrate current possession of) any and all permits, licenses, certifications or other approvals that may be required and / or appropriate for performing services hereunder. The laws of India will govern any agreement resulting from this tender. In all matters and disputes arising there under, the appropriate courts at **Mandya in Karnataka state** only shall have the jurisdiction to entertain and try them.

Arbitration: Any controversy, claim, or dispute or difference arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the bank. The award of sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act, 1966 or by statutory modification / re-enactment thereof for the time being in force. Such Arbitration shall be held at bank's head office located in **Mandya in Karnataka State**.

Amendment: At any time prior to the deadline for submission of Bids, the MDCCBL, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bid Document by amendment.

a. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the MDCCBL, at its discretion, may extend the deadline for a reasonable period as decided by the MDCCBL for the submission of Bids.

ANNEXURE -1

BID PROPOSAL PRO FORMA / BID COVERING LETTER

(On the Letter Head of the Bidder – For Technical & Commercial Bids)

Ref No:

Date:

To,

The Chief Executive Officer,

The Mandya District Co-Operative Central Bank Limited,

Post Box No: 14, Market Road,

MANDYA – 571401

Dear Madam / Sir,

We, the undersigned, offer to provide **Field Force Attendance and Workforce Management Solution.**

We are fully aware with tender conditions mentioned in this tender document, in accordance with your tender No: Dated:

We are hereby submitting our proposal, which includes this Technical Bid and a Commercial Bid sealed under a separate envelope.

We hereby declare that we have read the instructions/conditions mentioned in this tender document and included in the tender document, and abide by the same. We declare that we are binding on process mentioned in the tender document and the decisions made by “The Mandya District Co-Operative Central Bank Limited.,” Mandya.

We hereby declare that all the information and statements made in this proposal are true and accept that any misleading information contained in it

may lead to our disqualification. We confirm that all personnel and details named in the tender will be available to undertake the services.

We undertake, if our proposal is accepted, to initiate the services related to the assignment immediately on signing of contract.

We understand you are not bound to accept any Bids and proposal in response to your Tender you receive.

Thanking you,

Yours faithfully,

(Signature/s)

Date:

Seal

Place:

Name:

Designation:

ANNEXURE -2

DETAILS OF THE VEDNOR

SL. NO	PARTICULARS	RESPONSE
I	DETAILS OF THE BIDDER	
A	Name of Bidder	
B	Bidder Head Office and registered office address	
C	Telephone and Fax numbers	
D	Authorized Contact Person of the Bidder: Name: Contact No:	
E	Bidder GST registration number (Please enclose supporting document.)	
F	Bidder PAN & TIN number. (Please enclose supporting	
G	Quality Certification Please enclose copies of Quality Certificates (ISO/ CMM etc.,) if any.	
H	Whether Vendor had agreement with Consortium to provide solution then please provide agreement copy and Consortium details along with the related documents.	
II	DETAILS OF THE PROJECT Attach separate sheets.	
a	Details Of The Project Director / Project Manager/s	
	Name	
	Designation	
	Contact Numbers	
	Email Address	
	Similar Experience in years	
	List of other Team Members	

ANNEXURE-3

Commercial Details:

Particulars	Price	GST	Total price (Inclusive of GST)
1. Field Force Attendance and Workforce Management Solution			
Total			

Mandatory Note:

This tender will follow a **two-cover system**:

- **Cover 1:** Technical Requirements
- **Cover 2:** Financial Details

Instructions to the Bidder:

- Submit the documents in **two separate sealed envelopes**, clearly labelled as **Cover 1 – Technical Requirements** and **Cover 2 – Financial Details**.
- The **Financial Cover (Cover 2)** will be opened only if the **Technical Requirements (Cover 1)** are found to be compliant.
- All submitted documents must bear the **company seal** and the **proprietor's signature** on **every page**.