

**Request for Proposal for Selection of
System Integrator to install, configure and implement
Enterprise Resource Planning (ERP)
Solution at West Bengal Housing
Infrastructure Development Corporation Limited
(WBHIDCO)**

**Tender No. WEBEL/EOT/COM/19-20/00022
Dated: 20-06-19**

**West Bengal Electronics Industry
Development Corporation Limited (WBEIDCL)
Webel Bhawan, Block- EP & GP,
Sector-V, Salt Lake, Bidhan Nagar,
Kolkata-700091
West Bengal
INDIA**

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Disclaimer

This Notice Inviting e-Tender (NIT) contains brief information about the project, qualification requirements and the selection process for the successful applicant (bidder). The purpose of this NIT document is to provide applicants (bidders) with information to assist the formulation of their bid application (the “application”).

Whilst the information in this NIT has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither West Bengal Electronics Industry Development Corporation Limited (WBEIDCL) , nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the NIT, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this NIT is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information (‘Information’) contained in this NIT document or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of WBEIDCL is provided to applicant(s) on the terms and conditions set out in this NIT documents and any other terms and conditions subject to which such information is provided.

This NIT document is not an agreement and is not an offer or invitation by WBEIDCL to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements contained herein. WBEIDCL reserves the right to accept or reject any or all applications without giving any reasons thereof. WBEIDCL will not entertain any claim for expenses in relation to the preparation of NIT submissions.

Abbreviation

Abbreviations	Descriptions
CCB	Change Control Board
CMMI	Capability Maturity Model Integration
DSC	Digital Signature Certificate
DGM	Deputy General Manager
EMD	Earnest Money Deposit
FRS	Functional Requirement Specification
GST	Goods & Service Tax
ICT	Information and Communication Technology
LOI	Letter of Intent
PBM	Pre Bid Meeting
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PSU	Public Sector Undertaking
PO	Purchase Order
NIT	Notice Inviting e-Tender
SLA	Service Level Agreement
SI	System Integrator
SRS	Software Requirement Specification
WBEIDCL	West Bengal Electronics Industry Development Corporation Limited
WBHIDCO	West Bengal Housing Infrastructure Development Corporation Limited
Govt. / PSU	Government / Public Sector Undertaking (Central / State) / Joint Venture of any Govt. Organization / Quasi Govt. / Autonomous or Statutory bodies / SPVs

GENERAL GUIDANCE FOR E-TENDERING

Instructions / guidelines for electronic submission of the tenders have been annexed for assisting the bidders to participate in e-Tendering.

i. Registration of Bidder:

Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.

ii. Digital Signature Certificate (DSC):

Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token. The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

iii. Participation in more than one work:

A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If, found to be applied severally in a single job all the applications will be rejected.

iv. Submission of Tenders:

Tenders are to be submitted online to the website in two folders at a time for each tender (one is Technical Proposal & the other is Financial Proposal) before the prescribed date & time using the Digital Signature Certificate (DSC). The documents to be uploaded should be virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non-readable formats).

IMPORTANT DATES & INFORMATIONS

Table 2: Fact Sheet

1.	Tender No. & Date	WEBEL/EOT/COM/19-20/00022 Dated: 20-06-19
2.	Tender Version	1.0
3.	Brief description of project	Installation, Configuration Implementation and Maintenance of Enterprise Resource Planning (ERP) solution for West Bengal Housing Infrastructure Development Corporation Limited (WBHIDCO) including migration of data from existing ERP/Tally and hosting of application at West Bengal State Data Centre.
4.	Tender document Fee	Bidder should submit Tender Document Fee of Rs. 2000 (Rupees Two Thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.
5.	Earnest Money Deposit	Bidder should submit Earnest Money Deposit of Rs. 20,00,000 (Rupees Twenty Lakh only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.
6.	Tender issuing entity	West Bengal Electronics Industry Development Corporation Limited (WBEIDCL)
7.	Date of uploading of N.I.T. & other Documents (online)	Date: 20-06-19

	(Publishing Date)	
8.	Documents download (Online)	Date: 20-06-19
9.	Last Date and time of sending the queries (Offline)	Date: 28-06-19 14:00 Hrs.
10.	Pre Bid Meeting at WBEIDCL Office (Offline)	<p>Date: 03-07-19; 12:00 Hrs.</p> <ul style="list-style-type: none"> • The person should have proper authorization in respective company LetterHead. • Queries will be sent to • Shri Nirmal Ray, Advisor Technical, e-mail: nirmal.ray@webel-india.com • Shri Pratul Show, GM (Commercial), WBEIDCL, e-mail: pratul.show@webel-india.com.
11.	Corrigendum, if any will be published (On Line)	Date: 05-07-19; 15:00 Hrs.
12.	Bid Submission start date & time (On line)	Date: 10-07-2019; 12:00 Hrs.
13.	Bid Submission closing date & time (On line)	Date: 15-07-2019; 12:00 Hrs.
14.	Bid opening date & time for Technical Proposals (Online)	Date: 17-07-2019; 15:00 Hrs.
15.	Date of Technical Presentation (Offline)	To be notified later on.
16.	Date for opening of Financial Bid (Online)	To be notified later on.
17.	Method of Bidder Selection	<p>The method of selection is: Quality-cum-Cost Based Selection (QCBS)</p> <p>Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-</p>

		<p>Qualification Criteria and score at least 70% in the (given) defined scoring mechanism would be considered technically qualified.</p> <p>The Bidder shall be selected on the basis of QCBS Method, whereby technical proposal will be allotted weightage of 80% and financial proposal will be allotted weightage of 20%.</p> <p>All bids which technically qualify but where price is less than 50% of the average bid price will be disqualified. Average bid price is calculated as average bid price of all the technically qualified bids.</p>
18.	Contact Persons Regarding this Project	<p>Advisor (Technical), WBEIDCL e-mail – nirmal.ray@webel-india.com and GM (Commercial), WBEIDCL e-mail - pratul.show@webel-india.com</p>

SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT

1. Introduction

The West Bengal Housing Infrastructure Development Corporation (WBHIDCO) plans and executes development projects in the entire 6,000–7,000 hectare area in Rajarhat, Kolkata, West Bengal. The erstwhile planning area of HIDCO is divided into four Action Areas ie. Action Area I , Action Area–II , Action Area–III & Action Area –IV . There is another area in between Action Area I & II is Central Business District (CBD)

WBHIDCO is trying to develop Rajarhat, New Town as a futuristic smart city. WBHIDCO has prepared the LUDCP (Land Use Development Control Plan) and it is developing all infrastructure like roads, drains, sewerage line, water supply lines, major beautification works and other related major works as per master plan. With multinational IT giants are setting up campuses in the area, the civic body wants to make infrastructure full-proof.

2. Objective of The Project

Being a leading organization operating in a dynamic and competitive environment, the company envisages the following benefits from implementing an ERP solution:

- Configure and deploy relevant modules of any leading Off-the-shelf ERP package to streamline and automate the business functions and processes as defined in scope of work.
- Provide seamless and integrated flow of information and incorporate leading industry practices.
- Standardize and strengthen their key functions and processes, mapping their key business processes with ERP solution.
- Automate functional operations using work flows and electronic approval process.
- Assist in monitoring of key performance indicators of the organization on a real time basis by senior management.
- Improvement in service delivery
- Better forecasting and reporting using business analytics
- Robust statutory reporting/regulatory compliance
- To maintain healthy and long term working relationship with customers and suppliers by reducing turnaround time.
- Have single version of truth in terms of information stored in systems and being visible to management for tactical and strategic decisions

SECTION - B: INSTRUCTION TO BIDDER

1. Definitions

In this document, the following terms shall have following respective meanings:

“Similar Works” shall comprise of implementation of Enterprise Resource Planning (ERP) solution in a Government Department/ PSU or any reputed large organizations (having turnover 100 crores in last 2 years) in India.

“Acceptance Test Document” means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor within 7 days of Approval of SRS.

“Agreement” means the Agreement to be signed between the successful bidder and West Bengal Electronics Industry Development Corporation Limited (WBEIDCL) including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“Bidder” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom WBEIDCL signs the agreement for supply, install, commission and render services for the systems.

“Contract” is used synonymously with Agreement.

“Contract Price” means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

“SI/Contractor” means the Bidder whose bid to perform the Contract has been accepted by Tender Committee and is named as such in the Letter of Award.

“Confidential Information” means all information including WBEIDCL Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, which is disclosed to or otherwise learned by the Bidder in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement).

“Deliverables” means the products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in this RFP, Implementation, operation and the Maintenance phases and includes all documents but not

limited to the Unencrypted Source Code, SRS, Design and Test Cases, Test Data, Installation Scripts, Configuration Manual (for Application, OS, Network & Database), User Id and Passwords, compilation scripts, user manual, technical manual, and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications.

“Default Notice” shall mean the written notice of Default of the Agreement issued by one Party to the other.

“Installation” Shall mean installation of ERP solution to achieve functional objectives defined in the RFP.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the WBEIDCL and eventually Govt. of W. Bengal of the benefits of free and open competition.

“GoWB” / “Government” / “Govt. of W. Bengal” means the Government of West Bengal.

“GoI” shall stand for the Government of India.

“Implementation Period” shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate for the project.

“Law” shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

“LOI” means issuing of Letter of Intent shall constitute the intention of the WBEIDCL to place the Purchase Order with the successful bidder.

“Personnel” means persons hired by the Bidder as employees and assigned to the performance of the Infrastructure Solution or any part thereof.

“Project” Implementation of ERP solution for WBEIDCL

“Project Implementation” means Project Implementation as per the testing standards and acceptance criteria prescribed by Client or its nominated agencies.

“Project Plan” means the document to be developed by the Contractor and approved by the Project Management Committee, based on the requirements of the Contract. The project plan may be changed/ modified during the course of the project. Should the Project Plan

conflict with the provisions of the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

“Period of Agreement” means 4 years from the date of Go-Live of the Project.

“Material Breach” means a breach by either Party (Client or Bidder) of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure.

“Parties” means Client and Bidder for the purposes of this Agreement and **“Party”** shall be interpreted accordingly.

“Services” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

“System Integrator/ SI/ Operator” means the company providing the services under Agreement.

“Requirements” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

“WBEIDCL” mean West Bengal Electronics Industry Development Corporation Limited

“Termination Notice” means the written notice of termination of the Agreement issued by WBEIDCL

“Uptime” means the time period when ERP application is available with specified technical and service standards as mentioned in section titled SERVICE LEVEL AGREEMENT”

“%Uptime” means ratio of 'up time' (in minutes) as mentioned in section titled “Warranty support”

“ERP Application” means the Enterprise Resource Planning application implemented by the Bidder for the purposes of the Project and includes the licensing of the application along with associated documentation, customization of the application (if required) and the improvements and enhancements effected during the term of the Project.

“Successful Implementation / Go-Live” will mean:

- Successful deployment, commissioning and UAT of the solution modules implemented during the phase
- Successful Data migration after verification and approval by the Project Management Committee
- Achievement of the Service Levels as expected during all phases

- Acceptance / Sign off from WBHIDCO & WBEIDCL
- Training and capacity building

“Services” means the services delivered to the Stakeholders of Client or its nominated agencies, employees of Client or its nominated agencies, and to professionals, using the tangible and intangible assets created, procured, installed, managed and operated by the Bidder including the tools of information and communications technology and includes but is not limited to the list of services specified in this RFP.

“Service Level” Means the level of service and other performance criteria which will apply to the Services delivered by the bidder.

“SLA” means the Performance and Maintenance SLA executed as part of the Master Service Agreement.

“Data” means all proprietary data of the West Bengal Housing Infrastructure Development Corporation Limited (WBHIDCO) generated out of operations and transactions, documents pertaining to the ERP process.

2. Submission of BID

Bids are to be submitted through online to the website stated above in two folders at a time, one in Techno Commercial Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non-readable formats).

3. Query

The last date of submission of queries is Date: 28th June 2019; 14:00 Hrs. The queries shall be submitted in the format as provided below. Queries will be sent to the following person:

- Shri Nirmal Ray, Advisor Technical; nirmal.ray@webel-india.co.in
 - Shri Pratul Show, GM (Commercial), WBEIDCL; pratul.show@webel-india.com
- Each Bidder shall send only one e-mail containing the Pre-Bid Queries, as per format (mentioned in Table 3). In case of more than one e-mail, only the queries provided in the first e-mail shall be considered.

4. Pre-Bid Meeting

- i. WBEIDCL will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts/seek clarification or additional information necessary for them to submit their bid.
- ii. All enquiries from the bidders relating to this Bid Document must be submitted to the designated contact person as mentioned above via email. The queries should necessarily be submitted in the following format:

Table 3: Format of Prebid queries

#	RFP Document Reference			Content of the RFP requiring clarification	Clarification Sought
	Section No.	Sub-Section	Page No.		
1					
2					
3					

5. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid and WBEIDCL will in no case be responsible for those costs regardless of the conduct or outcome of the bidding process.

6. Bid Document

Bidder is expected to examine all instructions, forms, terms and requirements in the bid document. The invitation to bid together with all its attachments thereto shall be considered to be read, understood and accepted by the bidder. No deviations will be accepted. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result in the bid being rejected.

7. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, WBEIDCL reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum,

which would be published on the website. The Corrigendum shall be binding on all bidders and will form part of the bid documents. Corrigendum can be published at least 3 days prior to the Bid submission deal line, with extension of 4 days of Bid Submissions Deadline, such that the bidders gets at least 7 days to submit the bid after a corrigendum is published.

8. Modification and Withdrawal of Bids

The bidder may modify or withdraw its bid after submission, before the deadline prescribed for bid submission.

9. Language of Bid & Correspondence

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WBEIDCL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

10. Earnest Money Deposit (EMD)

The Bidder shall pay EMD of Rs. 20, 00,000 (Rupees Twenty Lakh only) through net banking or through RTGS/NEFT in the portal of the website: <https://wbtenders.gov.in> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.

FORFEITURE OF EMD

EMD/ BG made by Bidder may be forfeited under the following conditions:

- If Bidder withdraws the proposal before the expiry of validity period.
- During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WBEIDCL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.
- If Bidder violates any of the provisions of the terms and conditions of the proposal.
- In the case of a successful Bidder, if Bidder fails to:
 - a) Accept the work order along with the terms and conditions.
 - b) Furnish performance security.

c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.

d) Submitting false/misleading information/ declaration/ documents/ proof/etc.

The decision of WBEIDCL regarding forfeiture of EMD/ BG shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD/ BG even the Bidder will be deferred from participating in any job for a period of one year.

11. Forms and Formats

The various inputs for the Technical as well as Price bid are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

12. Lack of Information to Bidder

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfil his obligation under the bid. If bidder has any queries relating to bid document then he can send the queries before the Pre Bid Meeting.

13. Evaluation Procedure

- Bidders who have submitted the valid Bid Security, i.e., EMD/ BG, Tender Document Fee & NIT Declaration (Part – I) as per requirement shall be considered for further evaluation. Absence of these documents may lead to summary rejection of the bid.
- The Eligibility Criteria (Part – II) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee would perform the Technical Evaluation for qualified bidders. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of **70% marks** in the Technical Evaluation will only be considered for Price Bid evaluation.
- After qualifying in Technical Evaluation, qualified bidders will only be considered for Price Bid evaluation.
- The basis of price bid evaluation shall be “**Quality Cost Based Selection (QCBS)**”.

That is the bidder with the highest total score will be declared successful bidder and will be allowed for implementation of the solution and operations and maintenance for a period of four (4) years.

- The quoted cost will be firm for the entire duration of the project which is three years from the date of expiry of warranty period. After the end of the contract period of the bidder will hand over (and transfer ownership of) the application software to WBEIDCL

14. Performance Bank Guarantee (PBG)

Within 21 days of notifying the acceptance of proposal for the award of contract, the successful bidder shall furnish a Performance Bank Guarantee (PBG) from any Scheduled Bank, as per Annexure-13, amounting to the 10% of the total bid value for the entire contract period as its commitment to perform services under the contract.

PBG should be valid for the contract period and 90 days beyond the contract end date. Bidder may be asked to extend the PBG according to project progress.

Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released after expiry of contract provided there is no breach of contract on the part of the bidder. No interest will be paid on the PBG.

15. Awarding of Contract

An affirmative Post Qualification determination will be prerequisite for award of the contract to the overall successful bidder. A negative determination will result in rejection of bidder's bid, in which event the WBEIDCL will proceed to the next evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. WBEIDCL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation may held with the successful bidder, if required.. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee (PBG) and the value will be decided by WBEIDCL at the time of issuance of LOA.

16. Contract Execution

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid till the end of the project from the date of issuance of LOI, and may be extended at the discretion of WBEIDCL

17. Liquidated Damage

The job includes the supply and installation of application software mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage will be imposed on the contractor for sum equivalent to 0.5% of the contract value for each week or part thereof, subject to a ceiling of 5% of the total contract value but not exceeding the value of the payments made to the SI (including all taxes & duties and other charges). If the Liquidated Damage exceeds 5% of the order value, WBEIDCL reserves the right to terminate the contract and WBEIDCL will get the job completed by any other competent party. The difference of cost incurred by WBEIDCL will be recovered from the earnest money deposited by the vendor.

18. Annual Technical Support (ATS)

Annual Technical Support has to be provided by the OEM for four (4) years from the date of Go-Live of the ERP project. During this tenure, SI has to install all necessary patches, updates as released by the OEM in the staging/live environment of the project as and when required.

19. Penalty

It should be noted that suitable penalty, mentioned under 'Maintenance of SLA' clause of this RFP would be charged to the System Integrator after Go-Live during warranty period and support phases.

Penalties mentioned in the RFP are indicative. These will be finalised at the time of execution of SLA based on mutual agreement of WBEIDCL & the SI.

20. Suspension of Work

WBEIDCL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WBEIDCL. The Contractor shall recommence work immediately after receiving a notice to do so from WBEIDCL. The whole or any part of the time lost for such delay or suspension shall, if WBEIDCL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

In case, there is a delay in achieving a project milestone due to administrative reason on WBEIDCL's part or any other part beyond the control of WBEIDCL, successful bidder will be served suspension notice at least 15(fifteen) days prior to actual date of Suspension.

For Such delays exceeding 6 week duration WBEIDCL will effect payment against all deliverables till the date of suspension as per contract rate.

21. Liability

In case of a default on bidder's part or other liability, WBEIDCL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WBEIDCL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WBEIDCL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.

For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

22. Patents & Copyright

If a third party claims that a product delivered by the Contractor to WBEIDCL under this project, infringes that party's patent or copyright, the Contractor shall defend WBEIDCL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor.

23. Intellectual Property Rights (IPR)

All necessary software, Source Code, Design Document, All Requirement Specification, Hardware Sizing Documents, Test Plan, Test Data, Test Cases, ERP licenses etc. Intellectual Property Rights (IPR) of customised part of ERP solution & any other developed modules or portals will be in the name of the WBHIDCO.

24. Governing Laws

This contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The Contractor shall keep himself fully informed of all current national, state and municipal law and ordinances. The Contractor shall at their own expense, obtain all necessary permits and licensed and pay all fees and taxes required by law. These will be contractor's entire obligation regarding any claim of infringement.

25. Termination for Default

WBEIDCL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WBEIDCL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WBEIDCL. If the project delivery, commissioning as well as maintenance support is not carried out as per terms of the contract, WBEIDCL will invoke the amount held back from the contractor as PBG.

26. Bankruptcy

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WBEIDCL shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by WBEIDCL.

27. Force Majeure

It is hereby defined as any cause, which is beyond the control of the Contractor or WBEIDCL as the case may be, which such party could not foresee or with a reasonable amount

of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist area.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and plague.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster.

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure up to its or their performance of the Contract and to fulfil its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or non-performance by either party to this Contract caused by the occurrence of any event of Force Majeure shall.

- Constitute a default or breach of the contract.
- Give rise to any claim for damages or additional cost or expense occurred by the delay or non-performance. If, and to the extent, that such delay or non-performance is caused by the occurrence of an event of Force Majeure.

28. Corrupt or Fraudulent Practices

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force.

The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

29. Binding Clause

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,
- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

30. Warranty & Annual Maintenance Contract

As part of the Warranty & AMC services, the bidder (system integrator) shall provide onsite support (one functional & one technical resource) for 4 years after Go-Live on the developed

application and resolve the issues or any changes suggested by WBEIDCL. The technical manpower should understand query in English, Hindi or Bengali.

The bidder (system integrator) shall provide a single-point-of-contact for support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.

The overall project should be under warranty for the full period of 1 calendar year, from the date of successful commissioning and acceptance (i.e., Go-Live Date) by WBHIDCO of the whole integrated system. Within warranty period, entrusted vendor will be responsible to do install the latest patches, updates as released by the OEM but not losing performance, and will get the set-right / performance report jointly signed. Entrusted vendor will provide after warranty with terms, conditions and penalty clauses laid down by WBEIDCL. After warranty, all components will be handed over to the WBEIDCL in working conditions (both individual and integrated ones), failure of which will forfeit tangibly.

System Integrator shall provide warranty of entire ERP application. AMC shall be provided from the date of end of warranty till the end of three (3) years from the warranty end date.

Service/Maintenance support for the entire warranty period will be at the office of WBHIDCO. It is preferable that the bidder to have a call centre working in the Head Office of WBHIDCO. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. The call log as well as resolution details have to be submitted to WBHIDCO on a monthly basis not later than 4th instant of every calendar month.

- System Integrator shall maintain data regarding entitlement for software enhancements, refreshes, replacements and maintenance.
- SI will be responsible to manage the entire hosting of the application in the cloud environment at West Bengal State Data Centre as Primary site.
- The ATS of all supplied software shall include all version/firmware updates (functional as well as technical), patches/fixes, critical security alerts, documentation updates, compliance of mandates (legal guidelines of GoWB / GOI as per Govt. Order, regulatory authorities etc.).

- The SI shall be responsible for performance fine tuning, problem resolution for the Server OS, databases, ERP application software during the implementation, warranty and post implementation maintenance and technical support periods.
- System Integrator should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
- Updates: The System Integrator shall provide and implement from time to time the Updates of the software and operating systems as required. The System Integrator should provide updates & patches of the IT software and tools to WBHIDCO as and when released by OEM without any cost to WBEIDCL. All the software shall have the latest updates at the end of Contract period.
- As a new version release, upgrade, update or patch becomes available for the proposed ERP solution or any component thereof (such as functional modules, database components etc.) the SI shall be required to inform WBEIDCL about the same along with interpretation of the direct or indirect benefits to WBHIDCO. The SI should inform WBEIDCL through various media including product newsletters, hotline access, release notes, design alerts or technical bulletins. This information should be shared by the SI within 30 days of its availability in India.
- System Integrator shall provide patches to the licensed software including the IT software, operating system, databases and other applications.
- Software License Management: The System Integrator shall provide for software license management and control. System Integrator shall provide complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. System Integrator shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
- The manufacturer's technical support shall at a minimum include online technical support and telephone support during WBHIDCO's business hours (Business hrs in WBHIDCO will be from 0930 hours to 1800 hours on weekdays (Mon-Sat)) with access for WBHIDCO and System Integrator to the manufacturer's tech. support staff to

provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the manufacturer. WBEIDC shall have access to the online support and tools provided by the manufacturer. WBEIDC shall also have 24x7 accesses to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles.

- SI will be responsible to manage the application and its hosting in the disaster recovery (DR) site in cloud environment and has to guarantee the uptime as per SLA.

31. Grafts, Commissions, Gifts, etc.

It is the Purchaser's policy to require that bidders, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WBEIDCL shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to WBEIDCL resulting from any cancellation. WBEIDCL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

32. Enforcement of Terms

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

33. Period of Validity of Offer

For the purpose of placing the order, the proposals shall remain valid till 180 days from bid submission date. During the period of validity of proposals, the rates quoted shall not change.

34. Taxes & Duties

- **The prices quoted shall be inclusive of all taxes.**
- Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.
- Bidder submitting a tender shall produce up to date VAT, Income Tax and Profession Taxes Certificate as well as the GST certificate issued by the concerned Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.

35. Discrepancies in Bid

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.

36. Bid Due Date

The sealed tender shall be received by WBEIDCL at the address not later than the due date and time specified in the Fact Sheet. WBEIDCL may as its discretion on giving reasonable notice by fax, or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the WBEIDCL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

37. Late Bid

Late bid not to be accepted by WBEIDCL

38. Opening of Bid by WBEIDCL

Bids shall be opened in the presence of Bidder's representative (maximum 2) who chooses to attend. The bidder's representatives who are present shall sign a register evidencing their attendance and produce necessary authorization. The bidder's name, Bid modifications or withdrawals, discounts and the presence or absence of relevant Bid Security and such other details as WBEIDCL office at his/her discretion, may consider appropriate, shall be announced at the opening. WBEIDCL shall open the bid security at mentioned time.

39. Contacting WBEIDCL

Bidder shall not approach WBEIDC officers beyond office hours and/or outside WBEIDCL office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WBEIDCL office in the decision on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of WBEIDCL, it should be in writing.

40. WBEIDCL's Right to Reject any or all Bids

WBEIDCL reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

41. Bid Currencies

Prices shall be quoted in Indian Rupees, exclusive of all prevailing taxes, levies, duties, cess etc.

42. Price

- Price should be quoted in e-tender portal only.
- Price quoted should be firm, exclusive of all charges, taxes and duties.

43. Canvassing

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

44. Formats & Signing of Bid

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory (ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for

un-amended printed literature, shall be initialled by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialled with date by the authorized signatory after striking out the original words/figures completely.

45. Withdrawal of Bid

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible vendors for any additional item(s) of work not mentioned herein, if so required.

46. Interpretation of documents

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

47. Preparation of Tender

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. Where there is conflict between the words and the figures, the words shall govern.
- b) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialled in ink by the person or persons signing the tender.
- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- d) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- e) Each and every page of the tender document must be signed with company seal by the bidder.
- f) Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

48. Erasures of Alternations

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The Customer may treat offers not adhering to these guidelines as unacceptable. The Customer may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

49. Compliance with Law

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required.

The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labour legislation.

50. Clarification of Bids

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (physical letter/email) and no change in the substance of the bid shall seek offered or permitted.

51. Quality Control

- The contractor is obliged to work closely with WBEIDCL & WBHIDCO officials, act within its authority and abide by directive issued by them on implementation activities.
- The contractor will abide by the safety measures and WBHIDCO will not liable from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence.

- The contractor will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of WBEIDCL & WBHIDCO
- WBEIDCL reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. WBEIDCL & WBHIDCO shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of WBEIDCL & WBHIDCO does not relieve the contractor of the responsibility for quality control in all phases.
- The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

52. Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

53. General Terms

- a) All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
- b) All pages of Bid submitted by the bidder should have serial number with proper indexing.
- c) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WBEIDCL & WBHIDCO reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- d) Details of the enclosures should be clearly mentioned in the forwarding letter in your letter head along with the bid.
- e) No Technical/Commercial clarification will be entertained after opening of the tender.

- f) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WBEIDCL reserve the right to increase or decrease the quantity specified in the tender.
- g) WBEIDCL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- h) WBEIDCL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- i) The customer at its discretion may extend the deadline for the submission of Bids.
- j) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WBEIDCL and decision taken by the Tender Committee will be final.
- k) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totalling or carry in the amount quoted by the bidder shall be corrected accordingly.
- l) Bidder must submit a separate sealed envelope containing a letter of complying the eligibility criteria otherwise the bid of the bidder will not be accepted.
- m) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- n) The acceptance of the tender will rest with the accepting authority and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- o) The bidder will automatically be informed at the time of opening of the price bid from e-tender portal.
- p) No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by the parties.

54. Exit Management

1. Purpose

- a) This sets out the provisions, which will apply on expiry or termination of the MSA (Master Service Agreement), the Project Implementation, Operation and Management SLA.

- b) In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- c) The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

2. Transfer of Assets

- a) In case of contract being terminated by the WBEIDCL, it reserves the right to ask the bidder (system integrator) to continue running the project operations for a period of 6 months after termination orders are issued.
- b) Upon service of a notice under this Article the following provisions shall apply:
 - i. All risk in and title to the Assets to be transferred / to be purchased by the WBEIDCL & WBHIDCO pursuant to this Article shall be transferred to WBEIDCL & WBHIDCO, on the date of acceptance.
 - ii. Payment to the outgoing bidder (system integrator) shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
 - iii. The outgoing bidder (system integrator) will pass on to WBEIDCL and/or to the Replacement system integrator, the subsisting rights in any leased properties/ licensed products on terms not less favourable to WBEIDCL. Replacement system integrator, than that enjoyed by the outgoing system integrator.

3. Cooperation and Provision of Information

During the exit management period:

- I. The Bidder will allow WBEIDCL the access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the WBEIDCL to assess the existing services being delivered;
- II. promptly on reasonable request by the WBEIDCL, the bidder (system integrator) shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the Bidder). The WBEIDCL shall be entitled to copy of all

such information. Such information shall include details pertaining to the services rendered and other performance data. The Bidder shall permit the WBEIDCL or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by WBHIDCO to understand the methods of delivery of the services employed by the Bidder and to assist appropriate knowledge transfer.

55. Confidential Information, Security and Data

- A. The Bidder will promptly on the commencement of the exit management period supply to the WBEIDCL or its nominated agency the following:
 - i. Information relating to the current services rendered and customer and performance data relating to the performance of bidder in relation to the services;
 - ii. Documentation relating to Project's **Intellectual Property Rights (IPR)** ;
- B. All current and updated data in whatever format as is reasonably required for purposes of WBEIDCL or its nominated agencies transitioning the services to its Replacement Bidder in a readily available format nominated by the WBEIDCL, its nominated agency;
- C. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable WBEIDCL to carry out due diligence in order to transition the provision of the Services to WBEIDCL
- D. Before the expiry of the exit management period, the Bidder shall deliver to the WBEIDCL all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.
- E. Before the expiry of the exit management period, unless otherwise provided under the MSA, the WBEIDCL or its nominated agency shall deliver to the Bidder all forms of Bidder confidential information, which is in the possession or control of MD, WBEIDCL.

56. Transfer of Certain Agreements

On request by WBEIDCL the Bidder shall effect such assignments, transfers, licences and sub-licences as the WBEIDCL may require and which are related to the services and reasonably necessary for the carrying out of replacement services by the WBEIDCL or its nominated agency or its Replacement Bidder.

57. General Obligations of the Bidder

- I. The Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the WBEIDCL and which the Bidder has in its possession or control at any time during the exit management period.
- II. For the purposes of this Schedule, anything in the possession or control of any Bidder is deemed to be in the possession or control of the Bidder.
- III. The Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

58. Exit Management Plan

- I. The Bidder shall provide the WBEIDCL with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
 - A. A detailed program of the transfer process that could be used in conjunction with a Replacement Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - B. plans for the communication with such of the Bidder's staff and any related third party as are necessary to avoid any material detrimental impact on the WBHIDCO operations as a result of undertaking the transfer;
 - C. Plans for provision of contingent support to WBHIDCO for a reasonable period after transfer.
- II. The Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date. Each Exit Management Plan shall be presented by the Bidder to and approved by the WBEIDCL

- III. In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan. During the exit management period, the Bidder shall use its best efforts to deliver the services.

This Exit Management plan shall be furnished in writing to the WBEIDCL within 90 days from the Effective Date of this Agreement.

SECTION - C: ELIGIBILITY CRITERIA

ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)

Table 4: Eligibility Criteria

#	Basic Requirement	Eligibility Criteria	Document Proof
1.	Annual Sales Turnover	Average Annual Turnover from ERP business in last five (5) financial years ending 31.03.2018 should be minimum INR 100 Crores per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2018.	Extracts from the Balance sheet and Profit & Loss and Certificate from the statutory auditor /Chartered Accountant
2.	Technical Capability - Experience in ERP implementation (Part-I)	<p>The bidder should have implemented at least 5 (Five) ERP solutions in India as System Integrator with the following modules in last 5 years for 100 transactional users for project worth more than 2 Crores each :</p> <ul style="list-style-type: none"> • Finance & Accounts • Project Management • Procurement & Inventory Management • Real Estate Management • Document Management System • Business Intelligent Reporting • HRMS 	Completed Projects: Completion certificate + Work Order issued by the client
3.	Technical Capability - Experience in ERP implementation (Part-II)	The bidder must have successfully implemented at least one ERP solution of the same version or one version lower (major versions) of the ERP product offered in this tender within India.	Job Completion certificate issued by the client
4.	Technical Capability - Experience in	The bidder should have implemented & on-going at least 2 (Two) ERP solutions in Government Sector/PSU in India as System	Completion certificate + Work Order issued by the client

	ERP implementation (Part-III)	Integrator.	
5.	Quality Certification	<p>The bidder must have valid ISO/IEC 27001:2013 certificate for Information Security</p> <p style="text-align: center;">AND</p> <p>SEI CMMi level 3 & above certification for Software Design, Development & Testing</p>	Copies of the valid certificates from authorized agencies
6.	Consortium	The Bids shall be submitted only by the Bidder; no consortium is allowed in this Bid. Declaration in this regard needs to be submitted.	Copy of declaration
7.	Legal Entity	<ul style="list-style-type: none"> • Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. • The bidder should have existence in India for last five (5) years at the end of 31st March 2018. • The bidder should be into the business of IT/ITeS for the last five (5) years at the end of 31st March, 2018. • The bidder shall be solvent at the date of bidding 	<ul style="list-style-type: none"> • Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self-declaration • Certificate from Statutory auditor / Chartered Accountant for existence of firm for last three years • Certificate from Statutory auditor / Chartered Accountant for IT/ITeS related business for last three years • Certificate from Statutory auditor / Chartered Accountant

			for Solvency declaration
8.	Other legal documents	<ul style="list-style-type: none"> • Trade License • GST Certificate • Income Tax Return (Latest 5 years) • Copy of PAN • Articles of Association/ Company Registration (depending on company type) 	Copy of the valid documents
9.	Blacklisting	The responding firm must not be blacklisted by any Central/any State Department/establishments in India at any point of time for breach of ethical conduct or fraudulent practices.	A self-declaration that the bidder has not been blacklisted is to be submitted. In case it is found after issuing Work Order that the concerned organization is blacklisted by any Central/any State Department/establishment s in India, the work order will be cancelled.
10.	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded
11.	Submission of EMD	The Bidder shall pay EMD of Rs. 20,00,000 (Rupees twenty lakh only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are	

		advised to follow the mentioned order and portal.	
12.	Submission of Tender Document Fee	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website https://wbtenders.gov.in .	
13.	Submission of MAF's authorisation	Manufacturer's tender specific authorizations for Software License must be submitted. Bidder has to quote the latest available version GST compatible ERP product in India.	Scan copy of the letter
14.	Submission of authorisation from OEM	OEM has to authorize the bidder as an implementation partner mentioning the type/category of partnership with validity period.	Scan copy of the letter
15.	Resource Deployment	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, Techno-Functional Consultants) has to be in the payroll of the bidder.	Undertaking from the Signing Authority/ HR Head to this effect.
16.	Product / Solution Conformance	<ul style="list-style-type: none"> The proposed product has to be platform independent The proposed solution must complied 	Undertaking from the Signing Authority of OEM.

		<p>all tentative technical requirements as stated in Section-K.</p> <ul style="list-style-type: none"> • The proposed solution must have the capability to integrate with mobile app for MIS reporting & workflow management • The proposed solution should be capable to integrate with digital signature for workflow management 	
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Note: In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.

ELIGIBILITY CRITERIA FOR OEM

Original Equipment Manufacturer (OEM) is defined as the developer of Commercial off-the-shelf or commercially available off-the-shelf (COTS) packaged Enterprise Resource Planning software who hold the intellectual property rights for the same. The following are the eligibility criteria that needs to be followed:

#	Criteria	Detail	Documentary Evidences to be submitted
1.	Profile of ERP Product Vendor (OEM)	<ul style="list-style-type: none">• The company must have average revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 completed financial years.• Should be registered as a company in India• Should have a minimum of 10 implementation partners in India• Should have at least one (1) authorized training centre in East India for the proposed ERP product.• Must have its own development and support centres in India.• The OEM should be capable to audit & certify the TO-BE business processes as prepared by the SI before initiation of system design.• The proposed solution by the OEM must have India Localization features such as taxation, employee related rules & regulations (such as Form 16, PF etc.) to meet Government / Statutory compliances, Indian languages, etc. and must also capable of incorporating future changes therein.	<ul style="list-style-type: none">• Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years• Copy of Certificate of Incorporation from Registrar of Companies (ROC)• List of authorized implementation partners in India duly self-certified by the authorised signatory• List and address of authorized training centres in India duly self-certified by the authorised signatory• Certificate from OEM for development and support centre details in India, Product Life-Cycle, Indian localisation etc.

#	Criteria	Detail	Documentary Evidences to be submitted
		<ul style="list-style-type: none"> •The OEM has to provide the life cycle of the proposed solution (i.e. expected time-line of the product to be declared as out of support). 	
2.	Customer Base	<ul style="list-style-type: none"> •Must have installed across its ERP deployed for 20 customers in India. •Must have worldwide more than 30,000 unique user base 	<ul style="list-style-type: none"> •Self-certificate from OEM along with customer list •Certificate from OEM
3.	Implementation in Government sector in India	<ul style="list-style-type: none"> •Must have successfully implemented ERP in 5 government/PSU customers in India with the following functions: Finance, Business Development, Projects, Procurement, Tendering, and Inventory. 	<ul style="list-style-type: none"> •Duly signed Copies of Work order and stamped Completion Certificate with details
4.	Customer Support in India	<ul style="list-style-type: none"> •OEM product vendor must have helpdesk in India manned by qualified professionals to provide support 	<ul style="list-style-type: none"> •Certificate from ERP Product Vendor / OEM – Support
5.	Non Blacklisting Criteria	<ul style="list-style-type: none"> •The OEM must neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools /Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law. 	<ul style="list-style-type: none"> •The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/-
6.	Offered Product	<ul style="list-style-type: none"> • The offered product has to be the latest version available in India. • The offered product has to be GST compliant. • The offered product has to be platform independent 	<ul style="list-style-type: none"> •Certificate from ERP Product OEM

SECTION - D: TECHNICAL EVALUATION CRITERIA

1. Evaluation of Technical Bids

- i. The Technical Evaluation shall be initiated for only those Bids who qualify in the Pre-Qualification stage and will be evaluated as per the evaluation criteria in this clause.
- ii. Tender Evaluation Committee (TEC) may require written clarifications from Bidders to clarify ambiguities / uncertainties arising out of the evaluation of Bid documents.
- iii. Technical Evaluation of the bids would be carried out on following criteria of the Bidder as given below:
 - A. Bidder's Past Experience (25 Marks)
 - B. Bidder's Technical Proposal (40 Marks)
 - C. Technical Presentation (20 Marks)
 - D. Resource Deployment (15 Marks)
- iv. For each of the citations that the bidder will furnish to support the criteria mentioned in the table below, bidder is required to submit the relevant supporting documents (work orders / client certificates / completion certificate / payment certificate / statutory auditor's certificate / invoices etc.).
- v. Above mentioned evaluation criteria would be divided into various sub-criteria, mentioned as follows.

A. Bidder's Past Experience (25 Marks)

#	Tech Evaluation Criteria	Description	Max Mark
A1	Experience in ERP implementation project (completed/on-going) in India including Finance & Accounts, Sales, Project Management, Procurement and Inventory Management.	<p>>= 5 but less than 10 ERP Implementation projects costing not less than the amount equal to 2 Crores each =5 marks</p> <p>>= 10 but less than 15 ERP Implementation projects costing not less than the amount equal to 2 Crores each = 10 marks.</p> <p>>=15 ERP Implementation projects costing not less than the amount equal to 2 Crores each = 15 marks</p> <p>(Customer's order copy / Go-Live Certificate / Completion Certificate has to be produced as evidences)</p>	15

A2	Experience in ERP implementation (Completed / On-Going) in Govt. Sector in India.	<ul style="list-style-type: none"> • Implementation of Real Estate Module = 2 Marks • Implementation of Document Life Cycle Management = 2 Marks • Intelligent reporting with predictive analytics = 1 Mark 	5
A3	Experience in Quoted version of ERP implementation (Completed/On-Going)	>=10 ERP implementation projects using the same version as quoted in this tender.	5

B. Bidder's Technical Proposal (40 Marks)

#	Technical Evaluation Criteria	Description	Max Marks
B1	Bidder's Understanding of the Project requirements	<p>To be evaluated from the technical proposal documentation and technical presentation to the TEC. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> • Clarity and depth of understanding of the project's objectives, scope and requirements • Bidder's understanding of business processes of WBHIDCO and strategy for ERP Implementation and how the project components would be delivered to meet the project objectives • For each modules (As mentioned under Section-C S/No. 2): <ul style="list-style-type: none"> ✓ Iterative methodology ✓ Clear deliverables with templates 	10

		✓ Milestone & timelines for each module	
B2	Approach & Methodology (A& M)	<p>To be evaluated from the technical proposal documentation and technical presentation to the TEC. TEC shall evaluate the Approach and Methodology for the Implementation & Post-Implementation proposed by bidder and evaluate the same on the following parameters :</p> <ul style="list-style-type: none"> ▪ Solution Architecture <ul style="list-style-type: none"> ✓ Solution Design ✓ Solution Scalability ▪ Project Management Methodology & plan with detailed timeline ▪ Completeness of the A&M to meet the requirements of the RFP ▪ Any unique project implementation strategy (ies) proposed, which can impact projects outcomes in positive manner ▪ Risks identification and proposed mitigation plan ▪ Testing Approach: <ul style="list-style-type: none"> ✓ Performance Testing (Response time definition on predefined load) ✓ Load Testing ✓ Integration Testing 	10
B3	Compliance to specified functional requirements	Compliance to Functional Requirement Specifications as mentioned in Section-K. Marks will be awarded for all requirements based on responses of bidder as S/C/TP/NC.	20

C. Technical Presentation (20 Marks)

The eligible bidders will be asked to give a live demonstration on the proposed ERP solution. The Proof of Concept should depict how it proposes to handle various module as

mentioned in the Sl. No 2 of the Eligibility Criteria section. The bidder's technical proposal would be evaluated on the basis of the documents submitted along with this presentation.

D. Resource Deployment (15 Marks)

The Consultant should deploy a “core project execution team” with a Project Manager, Solution Architect and Lead Consultant (Functional & Technical). The team will be based out of Kolkata during project execution till project Go-Live. As the project moves into execution phase, the Project Manager will maintain a monthly review cadence with the WEBEL authorities plus ad-hoc meetings for planning / stakeholder alignment / issue resolution etc.

Sl. No.	Criteria / Sub criteria	Minimum Requirements	Form to be used / Documents to be attached
D1	Project Manager	<ul style="list-style-type: none"> • MBA / B.Tech / B.E/ CA/MCA • Experience – At least 10 years with 5+ Years of ERP implementation experience • Past experience in implementation of at least 5 ERP solution in Government / PSU unit/ large organisation in India • Prince /PMP/Scrum Master Certified 	Relevant CVs certified by the bidder
D2	Solution Architect	<ul style="list-style-type: none"> • B.Tech / B.E / MCA • Experience - At least 10 years total experience incl. 8 yrs. Of ERP implementation experience • Involved in at least 4 successful full life cycle implementation(s) of ERP • Involved in solution design, business blueprinting in similar assignments in past. 	Relevant CVs certified by the bidder
D3	Functional Lead	<ul style="list-style-type: none"> • Provide resumes per module like Finance & Accounting, Project Management, Procurement, Real Estate Management etc.) • Qualification – BE/B.Tech/MBA/MCA/CA • Experience – At least 7 Yrs. Of total experience including 5 Yrs. Of ERP implementation. • At least 3 successful Full cycle ERP implementations 	Relevant CVs certified by the bidder
D4	Technical Lead	<ul style="list-style-type: none"> • B.Tech / B.E/MCA • At least 7 years of experience incl. 5 yrs. of ERP implementation projects. • Must have been involved in installation of ERP application on Cloud, Operating system installation, configuration, system and 	Relevant CVs certified by the bidder

		database administration for at least 3 ERP Projects. • Should have experience in gap-fit analysis jointly with functional consultants and provide necessary solution. • Experienced in performing data migration activities.	
D5	Techno-Functional Consultants	• Qualification – BE/B.Tech/MCA/MBA/CA/ICWA • Minimum 3 Yrs. Of experience with at least 2 end-to-end ERP project implementation	Relevant CVs certified by the bidder

Note:

- ✓ Named resources are to be proposed along with their CV and the key resources cannot be changed at the time of deployment or till project Go-Live.
- ✓ The Bidder is required to provide a phase-wise (monthly) manpower deployment plan as part of the response to this bid document. The prescribed format for providing the Resource Deployment plan is enclosed in Annexure 9
- ✓ The Bidder is required to provide CVs of team members proposed to be deployed on the said project as part of the response to this bid document. The prescribed format for providing the CVs is enclosed in Annexure 9
- ✓ The final proposed team shall be approved by WBEIDCL before deployment.
- ✓ The SI may position other additional consultants other than mentioned in annexure 9 as may be required to complete the work as per schedule. The additional consultants may be deployed by the SI through a mix of onshore/offshore scheduling as required no additional cost to WBEIDCL
- ✓ The proposed project team cannot be changed by SI till Go-Live of the project. If required it should be mutually agreed by both SI & WBEIDCL and the proposed resources should be of same or higher qualification than the resource to be replaced.
- ✓ In any case, except key resources, at most 20% of the other resources will be allowed to be replaced till Go-Live.

2. Selection Method

The evaluation committee will evaluate each of the bids on the basis of Technical Evaluation criteria. At the stage of technical evaluation, WBEIDCL will assign points (quality of services score) to the pre-qualified bidders based on the technical evaluation criterion mentioned in this RFP.

To qualify the technical evaluation stage, the bidder must score a minimum of 70% marks.

The commercial bid of the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive in respect of commercial considerations. **The evaluation will be made on the basis of QCBS with 80:20 ratio, where the weightage on the Technical part will be 80 percent and the 20 percent weightage to be given in commercial.** The bidder with the highest total score would be declared successful.

The cost indicated in the Commercial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. The lowest Commercial Proposal (Fm) will be given a score (Sf) of 100 points.

The Financial scores (Sf) of the other Commercial Proposals will be determined using the following formula:

$$Sf = 100 \times Fm/F;$$

In which Sf is the Commercial score, Fm is the lowest Commercial Proposal, and F is the Commercial Proposal (in INR) under consideration.

Proposals will be finally be ranked in accordance with their combined technical (St) and financial (Sf) scores:

$$S = St \times Tw + Sf \times Fw;$$

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Commercial Proposal that will be in the ratio of 0.80:0.20.

For Additional information/clarification (if reqd.), WBEIDC reserves the right to ask for any additional information. Bidders that fail to submit additional information or clarification as sought by evaluation committee within 10 days of the receipt of letter requesting for such additional information and/or clarification from WBEIDC, their bids will be evaluated based on the information furnished along with the bid proposal.

SECTION-E: SCOPE OF WORK

The entire scope of work is related with installation of ERP solution at the WBHIDCO (including customisation, testing, integration, audit & training).

ERP will be implemented in the Head Office (WBHIDCO) along with the revenue centres.

It is imperative upon the SI to follow the Best Practice Method as related to ERP product and industry standard. SI will undertake following project activities as part of Project Implementation Services. Before submission of any deliverables, the format needs to be approved by WBHIDCO.

Business Design Objective, approach and methodology should ensure the following steps:

- **Simplification and Standardization of Processes:** The processes of all divisions need to be studied and simplified into logical steps at first from the perspective of standard integrated ERP processes. All processes need to be depicted into simple flow diagrams with clear linkages. This will help in reviewing some of the old manual practices in view of the integrated system scenario of the future. SI also needs to explore the standardization of processes across all lines of businesses/divisions.
- **ERP capability:** To ascertain adoption of ERP functionality by WBHIDCO the principle to be applied is that if ERP offers a particular functionality relevant to WBHIDCO processes, those set of processes will move to ERP platform irrespective of whether they are currently manual or enabled through current applications.
- **Elimination of redundant and non-value adding processes:** After simplifying the processes, all processes are to be reviewed to eliminate the redundant steps and

practices. Non availability of information across the departments results in repetitive and redundant activities in a manual work environment.

- **Leading Practices:** After eliminating the redundant processes, reengineering of processes need to be done keeping in view the standard best available processes/ practices available in the proposed enterprise solution software. The primary objective of this step is to enhance functional efficiency and process performance, and minimize requirement of customization of the product. This is the most important phase which will have a strong bearing on the overall performance of the final solution.

1. Organizational Scope

- ☐ SI will prepare, submit and walkthrough an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project.
- ☐ SI needs to prepare, submit & walkthrough an Inception Report, which will serve as the foundation document for all activities related to the project. Additionally, the Inception Report must cover the risks that the SI will anticipate and the plans to mitigate those risks.
- ☐ SI must visit all the office locations as part of As-Is study so that proper homogeneity can be achieved and buy-in can be obtained from all the stakeholders. Please note the locations that is needed to be visited for AS-IS & TO-BE study:
 - HIDCO Bhavan, Newtown, Kolkata
 - Revenue centres
- SI will perform a business process analysis and prepare two Business Blueprint ('As Is', 'To be' and Gap Analysis) Reports (for WBHIDCO) with required process definition and flow diagrams, process enhancements and gap- fitment analysis to map all business requirements of WBHIDCO in the ERP solution as per the functional scope. SI is expected to conduct workshops, give detailed presentations on the Business Solution Design, which will include the gap analysis, way forward to fill the gap and specific recommendations for adoption of new improved business processes by WBHIDCO.

- ❑ SI must map the Functional Requirements to the proposed ERP system and analyse the existing gaps between the Functional Requirements and the functionalities provided by the ERP system.
- ❑ Necessary business reengineering plan to be proposed by the SI and they will submit a Business Process Procedure (BPP) blueprint document to WBHIDCO
- ❑ SI will submit a To-Be report based on the assessment to WBHIDCO
- ❑ SI should identify the customization requirements for the proposed ERP implementation.
- ❑ After completion of Business Blueprinting, OEM will perform an audit activity on the final TO-BE document and will submit a report to WBHIDCO SI has to comply all non-conformances before proceeding with the next phase.

Business Design Objective, approach and methodology should ensure the following steps:

- ❑ Simplification and Standardization of Processes: The processes of all divisions need to be studied and simplified into logical steps at first from the perspective of standard integrated ERP processes. All processes need to be depicted into simple flow diagrams with clear linkages. This will help in reviewing some of the old manual practices in view of the integrated system scenario of the future. SI also needs to explore the standardization of processes across all lines of businesses/divisions.
- ❑ ERP capability: To ascertain adoption of ERP functionality by WBHIDCO the principle to be applied is that if ERP offers a particular functionality relevant to WBHIDCO processes, those set of processes will move to ERP platform irrespective of whether they are currently manual or enabled through current applications.
- ❑ Elimination of redundant and non-value adding processes: After simplifying the processes, all processes are to be reviewed to eliminate the redundant steps and practices. Non availability of information across the departments results in repetitive and redundant activities in a manual work environment.
- ❑ Leading Practices: After eliminating the redundant processes, reengineering of processes need to be done keeping in view the standard best available processes/practices available in the proposed enterprise solution software. The primary objective of this step is to enhance functional efficiency and process performance, and minimize requirement of customization of the product. This is the most important phase which will have a strong bearing on the overall performance of the final solution.

The business blueprint document shall include the following:

The TO-BE process design shall include but not limited to

- ❑ Overall Organization design

- ☐ Process charts / flow diagrams outlining broad processes and sub-processes for each function (including reversal cycles and process variants)
- ☐ Codification system
- ☐ Procedure for key structure allocation
- ☐ Checks and controls for processes
- ☐ Roles and responsibilities for processes
- ☐ Business process improvement planned through new process design
- ☐ Integration with existing systems which are to be retained
- ☐ Required report formats (Both Statutory & MIS)
- ☐ Management dashboards for various levels

2. Technical Scope

Bidder shall propose an ERP solution that has certain set of key technical features and adhere to critical technical requirements of WBHIDCO in context of compatibility to existing IT ecosystem as well as future technology vision and roadmap.

- ☐ Bidder is required to propose an ERP solution that should provide the following key technical features:
- ☐ The ERP solution should be based on open architecture.
- ☐ The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
- ☐ The ERP solution should be natively built based on 64 bit operating system and shall support 64 bit CPU architectures.
- ☐ The ERP solution (including Portal) offered shall be Unicode Compliant.
- ☐ ERP solution proposed shall be IPv6 compliant.
- ☐ The Document Management functionalities should be integral part of ERP solution from compatibility perspective, to enable seamless end user experience around document management.
- ☐ The Integrated Solution should be capable of enabling the audit (both internal and statutory) through the system.
- ☐ System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality) level.
- ☐ The interfaces should be user friendly and shall provide graphic user interface with web access as the system will be used both at corporate and regional offices or field offices at remote locations. There should be sufficient edit and validation checks in the system. It should provide safeguard to prevent damage to data from operator errors, simultaneous updating, and module unavailability or system failure. The system should provide consistent screen and modules. It should provide on-line

error reporting and use a menu based system with facilities to bypass menus. The system should provide drill down facility to next level of details and so on.

- The system should be compliant to CERT-In, MeitY and DoIT&E, GoWB Guidelines for Web/ Application / Network Security. It should provide log in, both by user and by terminal. The System should provide the date and time of all transaction with details of creation, read, update, delete or print. Access should be restricted at different levels of data file, program, module, screen, record, field database table, row or column.
- The SI would pass on the undisputed IPR rights including base codes for all custom components built for this ERP implementation project to WBHIDCO unconditionally.

3. Project Governance Structure & Reporting

In order to better monitoring & controlling of project the formation of following committees are needed before commencement of the project. The structure of the three committees will be:

- **Steering Committee** – This committee will consists of the top management employees of WBHIDCO and ERP Project Director of the SI. The Steering committee would provide guidance from a strategic perspective and will perform monthly review of the project progress and issue or dispute resolutions, if any.
- **Project Management Committee (PMC)**– This committee is consists of Project Director, Project Manager, Training Manager both from SI and WBHIDCO The ERP PMO would be responsible for operational management of the ERP project, such as ensuring adherence to the project plan and management of deliverables and project resources. The PMC would also enable communication and reporting across the project organization, including the project team and senior management.
- **Core Group** – This group consisting of Functional Experts, technical experts and infrastructure experts of SI and WBHIDCO
- **Project Reporting** - The SI shall provide weekly and monthly progress reports. The formats and contents of the weekly and monthly progress reports will be finalized at the start of the project preparation phase and shall be jointly agreed by WBHIDCO and SI. The formats shall cover but not limited to the following:
 - Progress against the Project Management Plan in terms of activities and deliverables
 - Status of all risks, challenges and issues, and the related mitigation activities

- Status of testing at applicable stages of the project
 - Exception reports
 - Issues that require action along with proposed effective solutions
 - Timelines for implementing such solutions to remedy such issues.
- ☐ Weekly review meetings shall be held at WBHIDCO premises and shall be attended by the designated Project Manager and senior staff of the SI. Other than the planned meetings, WBHIDCO may also call for Steering committee/Project Management Office group meeting with prior notice.
 - ☐ WBHIDCO reserves the right to ask the SI for the project review reports other than the standard weekly review reports.

4. System Implementation

- ☐ SI should clearly specify the project implementation strategy in their technical proposal.
- ☐ SI will deploy a dedicated team experts for implementation of the proposed ERP solution.
- ☐ SI will configure the specific ERP modules, development of interfaces as per requirement.
- ☐ Minimum customisation is desirable to the proposed ERP system. This is important to ensure that future upgradation, enhancements and bug fixing are not impacted. Every customisation must be documented in detail and the code / script should be properly annotated with comments.
- ☐ SI will supply and install the application, database and related software, integration tools, along with the customized source code and requisite perpetual licenses for ERP. The SI will also describe and document the process to be followed for installing and operating the same.
- ☐ SI will supply ERP licenses and licenses for other related software (if required), database, clustering tools, integration tools, other tools or any other software to make the ERP Solution work as per the requirements of the WBHIDCO
- ☐ SI will develop & deploy intermediate Intranet application for common user login with single ERP ID. This must be integrated with the active directory of WBHIDCO This application shall maintain the audit trail of such user logins with corresponding date & time stamps.

- SI will mention the hardware configuration in line with contemporary principles and ensure that it comprises various servers including database, application, web servers etc.
- SI will assist WBHIDCO in procurement, installation and commissioning of IT infrastructure for implementation of ERP solution

5. Deployment Architecture

5.1.1. Features of the Application

Scalable: The Application should have the flexibility to scale as per requirements. It should be capable of increasing its total output under an increased load when resources are added. This feature allows expanding the portfolio of the application for the users. Scalability can in the form of horizontal and vertical. This is one of the very important features of an ERP application.

Robust: The ability of the system to resist changes without changing its initial configuration. Whenever there is a minor or major enhancement, the ability of the application to adapt to the changes without much change in the behaviour leads to robustness of the application. Being robust will not suffice the requirement, but the application has to be also fault tolerant and resilient.

Flexible: It refers to the ability of the application to adapt to possible or future changes in its requirements. The concept of flexibility is for loose coupling of the components so that changes can be made as per requirements. Application now days should be configurable so that during implementation any minor changes can be configured as per requirements.

Efficient: The application should be efficient. Once deployed it should free from error. The response time of the application should not go down along with the usage. The user experience should be appreciated so that it reflects usability across different roles.

5.1.2. ERP User Type

Type of user	No. of users*
Operational User	120
Administrators	2
Developer	2

***Note: It is an tentative estimation and may change at the time of contract finalisation**

- The WBHIDCO, in addition to above licenses may require additional (30%) licenses every year which will be supplied by the Contractor as and when, so requisitioned. The assessment of total number of such licenses so taken during the preceding year shall be done at the end of each year and payment for these licenses shall be made at that time. The licensee fee for such additional licenses shall be the same as agreed to in the contract for five years from the Effective Date or the existing procurement rate whichever is lower.

5.1.3. Overall Solution Architecture

The proposed solution will cater to all the internal and external stakeholder requirements of the WBHIDCO. The overall solution would be based on the centralized architecture approach.

6. Testing

- ☐ The SI shall provide details of tests being carried out during the implementation (e.g. including conference room pilots, unit tests, system integration tests, regression tests and final user acceptance test) as part of the bid response. Details of the testing strategy and approach should be provided in the response. The SI would be responsible for identification of testing requirements and the associated impact as part of the bid response.
- ☐ The SI shall work in a manner to satisfy all the testing requirements and adhere to the testing strategy outlined. The SI must ensure deployment of necessary resources and tools during the testing phases. The SI shall take remedial action based on outcome of the tests.
- ☐ The SI shall create the test strategy document that defines the requirements and goals of ERP configuration, determine the tools and methods used to check that the system responds correctly, determine how and when the test will be performed and

recommend how the approval process should occur. The test strategy document shall guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of ERP solution implementation are proper. The various testing phases are as follows:

Baseline configuration testing

- The purpose of baseline scope testing activities is to plan and conduct testing to validate the baseline configuration which support the business processes defined in the Business blueprint document.
- Baseline scope testing shall include: (a) Unit testing: Testing of transactions and functions within modules and (b) Scenario testing: Testing of all business processes and scenarios.
- SI is required to submit a report capturing the baseline configuration testing results.

Development testing

- Further to baseline configuration, after final configuration, development and customization of the ERP solution, the SI shall conduct tests to demonstrate the readiness of the system which meets all the requirement specifications (functional and non-functional) as brought out in this RFP. This shall be in accordance with the procedures detailed in approved Business blueprint document.
- On the basis of these tests, a report would be submitted by the System Integrator for review and approval by WBHIDCO. The test results and response times should be demonstrated by the SI during all the testing phases (System preparation, integration, stress and load testing) at each WBHIDCO location in an environment/infrastructure as mutually agreed upon.
- The development testing shall cover testing of:
 - Unit testing of customer-specific development
 - Conversions
 - Enhancements (customized components and other code enhancements)
 - Reports
- Development should not only be tested by the developer but also by the process owner to make sure that the test results (output data) are correct, and reflect the business processes defined in the Business Technical Solution Design report.
- After unit testing is completed, all customer-specific programs and forms shall be included in the Final Integration Test

Integration and system testing

- The purpose of the integration test is to execute the integrated components, including simulation of live operations, and analyze the results that are important for the functional verification of the production system.
- Integration testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system will run the processes of WBHIDCO. These business flows, using migrated data from the existing systems, shall be performed in a multifaceted computing environment comprising of ERP products, third-party software, system interfaces. The integration tests shall build the necessary level of confidence that the solution is complete and will perform the business processes of WBHIDCO.
- Integration testing shall focus on cross-functional integration points, as well as end-to-end business processes. The final integration test plan shall start with the testing of the cross-functional integration points (touch points) and end with the end-to-end testing of critical business processes identified within the Business blueprint document.
- Integration testing shall be done in two iterations.
 - The first iteration (Integration test) shall concentrate on testing all important business processes inside the ERP system, starting with touch point scenarios and ending with end-to-end-scenarios. It will be done by SI's functional consultants. Unit testing shall be carried out for customer specific developments like user-exits and transactions. Authorizations and user roles would also be tested in the Integration Test.
 - System Testing, as a second iteration, shall focus on the most important cross enterprise scenarios with touch points to external components, including testing of conversions, interfaces, reports, and the necessary authorizations. It will be conducted by WBHIDCO users with the assistance of core team.
- Integration and system tests need to be an evolutionary process that is driven from the previous testing efforts. The test cases and scenarios that were used for Baseline need to be reviewed by WBHIDCO and enhanced for the integrated and system tests. These selected cases will be combined to represent a business process flow such as a revenue cycle or a material acquisition cycle. Problems encountered during these efforts also need to be tested under an integrated environment.
- SI shall submit a report capturing the results of successful testing.

Load and regression testing

- Once the system integration testing of the configured and customized solution has been conducted successfully, load, volume, scalability and regression testing would be conducted prior to commissioning & Go-Live. The SI should use suitable simulation tools in accordance with the agreed test procedures keeping in view

WBHIDCO's projected future load of users as proposed by the SI and agreed by WBHIDCO.

- The SI is required to demonstrate the performance levels of the ERP solution as mentioned in the System performance requirements in this RFP.
- After successful testing and its clearance with WBHIDCO, the solution would then be considered as ready for Migration & Go-Live.

7. User Acceptance Testing (UAT)

- ☐ SI will provide Plans for User Acceptance Tests (UAT) and System Integration Tests (SIT) including Performance Tests (PT) to WBHIDCO and make the necessary changes to the ERP configuration to optimize performance.
- ☐ SI must ensure that granularity is built in the ERP application modules, sub-modules and individual functionalities so that these functionalities can be enabled or disabled through the application administrator as per requirement.
- ☐ There are two separate server required to run for Application and production on parallel basis for few period of times as a part of UAT.
- ☐ The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.
- ☐ SI will create and manage all necessary master files for the proposed ERP solution.

8. Hardware Sizing for Cloud Hosting

- Subsequent to the Creation of FRS the Bidder/SI has to do a Hardware Sizing to meet the performance and functional requirements of ERP Application and submit a Hardware Sizing Document and assist WBHIDCO to host the application on West Bengal State Data Centre's cloud environment.
- Selected System Integrator (SI) has to provide the specific requirements related to production & staging environment

9. Compliance to Standards

- ☐ The output reports must be compatible for trilingual (English, Hindi & Bengali) support. The display in the solution (i.e., ERP product) should be in English only.

- SI will ensure adherence to all relevant standards as defined and notified by Government of India (GoI) and Government of West Bengal (GoWB) from time to time.

10. Cutover and Go-Live

The SI would be responsible for ensuring that the switchover period from existing systems to ERP is as minimal as possible, as it will hamper critical business operations of WBHIDCO. The entire data set to be transferred to the new System should be ready in terms of comprehensiveness, correctness and accuracy, before the start of data migration activities.

The SI shall ensure that all the data to be transferred is migrated during the switchover period before cutover and new System is released forthwith to WBHIDCO for resuming 'business as usual' (BAU) operations.

The scope of cutover shall cover all the business processes implemented in ERP. The cutover strategy must contain detail of the sequence of activities, schedule for the activities/tasks, data conversion and the data migrations of the necessary balances and open items before Go-Live.

The key requirements of cut over plan are as follows:

- It should detail the data migration strategy mentioning the nature and volume of backlog transactions and the specified forms/formats/templates to capture the data.
- It should detail the strategy of handling data elements and open items used for planning cut over before Go-Live.
- It should describe the various pre-requisites and assumptions used for each of the data elements before uploading in the live system.
- It should detail the various business decisions to be taken collaboratively by WBHIDCO management and SI for finalizing the cut over strategy.

The SI is required to undertake the following to review "Go Live" readiness:

- Raising any queries with OEM support team for issue resolution.
- Review the health, usage and performance of the system till the stabilization of the system.
- Ensure resolution and documentation of all issues raised during implementation
- Complete the final configuration/ integration, load and stress testing, before switch over to production environment.

Declaration of "Go Live" – the system will be declared "Go Live" when the above tasks/activities are accomplished satisfactorily and approved by WBHIDCO

11.Audit

- ☐ Upon successful UAT and prior to the Go Live, WBHIDCO shall undertake testing and certification of the Software by any CERT-in empanelled security auditor. SI will be required to provide necessary support to the certification agency and carry out necessary updates to the system to meet the compliance requirements. The cost for obtaining the certification from CERT-in empanelled security auditor will be borne by the SI.
- ☐ The CERT-in empanelled security auditor will also conduct Vulnerability Assessment and Penetration Testing of the ERP system before Go-Live and hosting of the application in the West Bengal State Data Centre. If any deviation is observed it has to be complied as per the standard by The SI.

12.Hosting the ERP System

- ☐ SI will host the proposed ERP solution at West Bengal State Data Centre after proper clearance from CERT-in empanelled security auditor. In case of any non-compliance the SI has to comply the issue and necessary clearance needs to be taken from the security auditor.
- ☐ It must be noted that all system software shall be owned by WBHIDCO and handover/ transfer of ownership of these assets to WBHIDCO shall take place at the end of contract period.
- ☐ SI will submit validation/ audit statement from OEM as part of their bid for the products that have been proposed in the ERP system certifying that solution proposed by the SI is relevant and adequate with respect to their product.

13.Estimation of Networking & Security requirements

- ☐ SI will carry out an assessment on network infrastructure that needs to be used for the ERP system to perform satisfactorily.
- ☐ SI will ensure that the recommended network shall be able to accommodate possible scaling up requirements in future.

14.Data Migration of Legacy Data

- ☐ SI will finalize the requirements for data migration and prepare the strategy for building the Master Data schema. WBHIDCO will define the data to be

migrated. Data cleansing and porting has to be done by the SI. WBHIDCO will only validate the data before migration.

- ☐ SI will migrate all open transactions from existing ERP database/ Tally / manual system to the database implemented for the proposed ERP Solution.
- ☐ SI will provide interface in new ERP environment to access legacy data/closed transaction from the existing ERP environment for reference.
- ☐ The tool/ utility for performing data migration must be designed by the SI after adequate study of the data to be migrated.
- ☐ SI will identify all risks associated with the data migration and enumerate mitigation measures and prepare a Risk Identification and Mitigation plan for Data Migration. The plan must address the contingency measures to be adopted during the event of a data migration failure. It must also clearly specify measures to be taken to prevent data loss. It may be preferable to consider migration of data to a backup system at the same time as the new system to address data loss due to system failures.
- ☐ Data digitization is out of the scope for this project.
- ☐ A tentative time frame for developing the necessary scripts, testing the same and eventual execution on the production environment should also be indicated. To ensure that the SI gets adequate time to validate the data, the activities related to data preparation and conversion should commence during early stage of the Project. Confirmation of Data integrity will be done by the SI.

15. Integration with existing system

- SI has to develop & implement necessary Application Programme Interfaces (APIs) to integrate with the existing application systems. (i.e., WBHIDCO portal, Auto CAD / GIS application, GoWB procurement portal , Bank Portal etc.). SI has to provide proper documentation for this integration.
- ☐ SI has to integrate with existing Biometric attendance system of WBHIDCO for attendance management of the employee.

16. Operation & Maintenance

- Operation and maintenance wherever referred in this document includes “comprehensive onsite trouble shooting support” with total responsibility to guarantee uptime as per SLA as mentioned in Section-G

- ☐ The scope also includes but is not limited to provision of new releases, patches, versions of software including middleware, firmware, RDBMS, testing tools and bug correction.
- ☐ The SI is required to provide Operations and Maintenance support as per the details below:-

Description	Duration
Warranty Period of the ERP Solution	1 (one) year from the date of official Go-Live date
Maintenance Support for ERP solution start from the end date of warranty period	3 (Three) Years (Subject to extension by another for 2.5 years based on the satisfactory services rendered by SI during the initial 2.5 Years support period under same terms & conditions)
Development Change requests to allow enhancements to ERP solution as requested by WBHIDCO during warranty period (06 Months)	200 man-hours change requests have to be provided without any additional cost.
Development Change requests to allow enhancements to ERP solution as requested by WBHIDCO start from the end date of warranty period	200 man-hours per year change requests have to be provided without any additional cost.

17.Maintenance Support

The SI will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution. SI should propose appropriate manpower to cover L1, L2 and L3 activities. The support (L1, L2, and L3) shall include technical expertise, process implementation, policies compliance, governance and reporting.

The SI Support Team shall provide below mentioned services:

- ☐ Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems.
- ☐ The SI will deploy a team providing support for both functional as well as technical issues. The functional and technical issues in the implemented system resulting in

disruption of day to day activities of end users shall be referred to as 'Incidents'. These incidents shall be assigned a 'priority' which will be on the basis of the urgency/criticality and impact on WBHIDCO business.

- ☐ The SI shall provide and implement from time to time the Updates/ New releases/New versions of the software and operating systems as required. The SI shall provide updates & patches of the ERP software and tools to WBHIDCO as and when released by OEM without any additional cost to WBHIDCO.
- ☐ The nature of support would be 24X7 for application availability. The normal technical support hours would be 10:00AM to 6:00PM from Monday to Saturday every week. However beyond that time and on Sunday (24X7 hrs), the nature of support would be on On-Call basis. For On-Call support, SI shall nominate one suitable resource and names of these nominated resource should be available with WBHIDCO
- ☐ If the system is inaccessible, the SI has to work 24X7 till system availability.
- ☐ Any change in resource should be intimated at least 2 weeks in advance. WBHIDCO would conduct formal interview before deployment of resources after stabilization period and/or during change of resource due to any reason after initial deployment.
- ☐ The onsite and offsite functional/technical support team shall be bound by a predefined service level agreement (SLA) designed around priority and criticality of reported incidents.
- ☐ SI would deploy its support resources along with required logistics like Laptop, Mobile, Data Card, External Hard Disk of minimum 1TB etc. for onsite support.
- ☐ The scope of work during functional and technical support shall entail the following:
 - Providing complete resolution to all incidents reported by the end user at WBHIDCO while adhering to the SLA's as mentioned in Section G.
 - Complete configuration requests, development requests, testing tasks as and when required.
 - Tuning of ERP, databases, third party software, integration and any other components provided as part of the business solution.
 - Apply updates & patches of both hardware and software infrastructure of WBHIDCO associated with ERP project as and when released.

- Technical updates of the installation to the new version, as and when required.
- SI shall incorporate technological changes, and provide enhancements as per the requests made by WBHIDCO SI shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.

The specific requirements for each of Service Desk, Incident management and Problem management have been defined below:

16.1 Service Desk

The SI will provide a Service Desk which will serve as a Single Point of Contact (SPOC) for all incidents, problems, Changes and service requests related to ERP solution at WBHIDCO

- The SI will have to provide Service Desk function (Physical onsite Helpdesk support) providing support from 10:00 AM to 6.00PM Monday to Saturday.
- Minimum requirement of Helpdesk resource:
 - No. of Resources: 1 (One) Techno-Functional Consultant as Resident Engineer
 - Educational Qualification: BE / B.Tech / MCA
 - Experience: At least 5 Yrs. in maintenance or development of ERP and at least 2 Yrs. of experience in the proposed ERP solution
- WBHIDCO expects the SI to provide on call support in fluent English and Hindi / Bengali with excellent communication skill.
- Act as First Point of Contact for all the service support activities pertains to ERP Project.
- SI to provision support for required L1 / L2 / L3 activities covering ERP solution / software and Cloud.
- The SI needs to implement an ITSM compliant Service Desk tool, which will leverage automated mechanism to facilitate ticket logging, ticket tracking, and communication with requestor, ticket follow ups, audit trails, ticket assignation and ticket closure without any additional cost.
- Solution should comprise of a completely automated system of raising issues on a portal through call logging, ticket generation, sending alerts on email and requestors.
- It must also present and capture the service SLA's along with incident SLAs.
- The following ticket logging mechanisms need to be provisioned by SI for the Service Desk:
 - Phone Calls
 - E-Mail and
 - Self-Help web based tool

- Provide excellent customer service demonstrating patience while effectively dealing with client problems. SI shall ensure,
 - Solutions requiring specific support are assigned to the appropriate group(s).
 - Call follow-up on open/unassigned requests.
- The Service Desk shall log user calls for all in scope services and assign an incident/call ID number. Priority shall be assigned to each call as per the agreed SLAs.
- Creation of knowledge base / SOPs on frequently asked questions to assist in resolving basic issues themselves.
- Review the existing SOPs / FAQ available for relevant services.
- Track each incident / call to resolution; escalate the calls to the appropriate levels, if necessary as per the escalation matrix agreed between the SI and WBHIDCO. The escalation matrix shall be developed by the SI in discussion with WBHIDCO during the transition phase.
- Close the call / incident post confirmation from the user.
- Coordinate and act as a conduit with respective product OEM/Supplier/internal teams for managing incidents and drive towards closure of tickets as per their signed SLA/Support-Contract with WBHIDCO. These follow ups must be done rigorously depending on issue priority until resolution.
- Analyse the incident / call statistics and provide monthly reports including but not limited to:
 - Type of incidents / calls logged
 - Incidents / calls resolved
 - Incidents / calls open

16.2 Incident Management

Incident management is a term describing the activities of an organization to identify, analyse, and correct hazards to prevent a future re-occurrence. These incidents within organization are normally dealt with by either an Incident Response Team (IRT), or an Incident Management Team (IMT).

Incident Management Services are the activities associated with restoring normal Service Operation as quickly as possible and to minimize the adverse impact on WBHIDCO's business operations, thus ensuring that the best possible levels of Service Quality and Availability are maintained. The SI needs to cover following listed responsibilities as part of this process:

- Regular monitoring and reporting of component performance, availability, utilization and efficiency.
- Monitor lifecycle of incident/service request ticket and follow escalation matrix to ensure SLA compliance.
- Manage end user communication
- Create and use SOPs for common / reoccurring service requests and incidents.

- Support to all end user devices available in the current setup for the proposed solution
- Establish Incident Management process and tool to automate the process workflows.
- Interface and coordinate with the WBHIDCO and Third Parties for effective closure of Incidents.
- Establish process / procedures for workflow, escalation, communication and reporting processes that help to achieve and improve SLAs; WBHIDCO will review and approve Incident workflow, escalation, communication and reporting processes.
- Engage in entire Incident lifecycle support including detection, escalation, diagnosis, status reporting, repair and recovery.
- WBHIDCO will authorize closure of all Critical and Major Incidents.
- Utilize and update known-error database and Knowledge articles.

A Crisis Management process shall be defined by the SI to manage Critical and Major incidents, related to ERP solution.

- This process will include the workflow and escalation matrix that needs to be followed for all Major Incident.
- Such incidents need to be dealt with urgency and taken on priority for resolution.
- All major incident tickets will require a confirmation from WBHIDCO SME for closure.
- It is a mandate to create a Problem ticket for Major incidents.
- The SI is expected to manage and drive the Major Incident Management process for WBHIDCO across various vendors/OEMs as well.

16.3 Problem Management

Problem Management is the process responsible for managing the lifecycle of all problems. The primary objectives of problem management are to prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents. The SI needs to cover following listed responsibilities as part of this process:

- The SI shall be required to define, implement and follow the Problem Management process.
- Enable Root Cause Analysis for:
 - All Critical and major incidents.
 - Incidents repeating more than 3 times.
 - Top 5-10 incidents across all service domains.
- Provide skilled resources to investigate problems, perform Root Cause Analysis and meet the agreed SLAs.
- Identify problem mitigation actions and propose solutions to WBHIDCO

- The Problem Management Process needs to evolve within a stipulated time frame to include identifying the impact or relationships between given CI's (Configuration Items) and build those relationships amongst CI's to understand the underlying cause of recurring incidents within network/server/application.
- SI must commit to reduction in repeat incidents on a quarterly basis for incidents of all priorities.

18. Change Management and Capacity Building

18.1. Change Management

In the event of any proposed change to the ERP application during the contract period after Go-Live, the SI will follow the procedure as mentioned below:

- If WBHIDCO wants any modification/change in any feature, interface, function, etc. of the ERP solution, it will raise Change Request in the format as prescribed by SI.
- SI will study the Change Request and submit Change Request to Change Control Board (CCB). CCB will consists of 5 members, three from WBHIDCO (HOD of the requesting department, HOD of finance department, ERP Project Manager) two from SI team (Project Manager, Technical Expert). CCB will give approval/ rejection of the Change Request
- After receiving approval from CCB, SI will complete the changes desired by WBHIDCO and tested it properly in the staging environment before place it to the operational environment.
- The change will be verified by CCB on implementation of the change request to the operational environment. Proper impact analysis and estimation of the changes will be done by the SI
- After implementation of changes, it is observed that the changes are found not appropriate as per requirements or does not work properly; in that case, SI will provide rollback mechanism without any interruption of regular operation of application.
- Even if there is no change request, any statute changes (releases of patches/fixes or change in taxes etc.) have to be installed & configured by the SI until the contract period.

18.2. Training & Capacity Building

18.2.1 Requirements

- **Methodology:** The following methodologies must be followed by the SI to deliver trainings:
 - Classroom training
 - System walk through
 - Hand on practice sessions
 - On the Job Training
 - Group learning where in a particular task is given to a particular group of people
 - Train the Trainer
- **Evaluation Parameter:** Each training session would be evaluated by SI using the WBHIDCO participant feedback, based on the following high level parameters:
 - Training delivery effectiveness: based on content and presentation by trainer(s)
 - Theoretical knowledge assimilation by trainees
 - Practical knowledge: Ability to perform guided/unguided exercises
- **Evaluation mechanism:** Each training session must be evaluated basis the feedback captured from WBHIDCO by the SI as follows:
 - Evaluations after class room sessions to ascertain the level of assimilation by the group and effectiveness of training.
 - Evaluation after system-walk through
 - Evaluation after a particular time of on the job training
- Group tasks to a number of members who have gone through the same training to ascertain the level of understanding as a group
- Overall requirements for product specific training and ERP Transformation to be delivered and supported by the SI during the ERP implementation project at WBHIDCO are as below:

18.2.2 Induction training

This training program shall be conducted during the Business blueprint and Technical Solution Design and System Development stage and shall cover the following:

- ERP Change Management requirements during each stage of project
- Organization transition to ERP
- End to end processes in selected ERP

18.2.3 ERP Handling – 1

This training program shall be conducted during the System development stage and shall cover the following

- ERP handling for end to end processes
- Basic concepts and systems workflow
- Develop capability to process transactions
- Understand integration and dependencies to other process areas

18.2.4 ERP Handling – 2

This training program shall be conducted towards the end of System Development stage and shall cover the following

- Overview of ERP end to end processes
- Function wise capability of ERP
- High level set up and transaction flow
- Function wise transaction processing in ERP
- High level configuration in ERP
- Capability building for training end users

18.2.5 ERP End user Operation

This training program shall be conducted prior to Go-Live and shall cover the following

- Overview of ERP end to end processes
- Overview of ERP functional processes
- Function wise transaction processing in ERP
- Capability building for training end users

18.2.6 ERP System Operation

This training program shall be conducted post go-live and shall cover the following

- System administration,
- Database administration, and
- System / hardware maintenance and operations

18.2.7 ERP Development

This training program shall be conducted post go-live and shall cover the following

- Customization / development done as part of ERP solution
- Reports / queries / forms etc.
- Interfaces

No.	Type of Training	Target Audience	No. of Sessions	Details: Location, Mode of Delivery, Method of Delivery
1	Induction Training	Executive Management, ERP Core Team	Minimum 2 Sessions	On-Site, Class Room, Physical Presence Training given by SI
2	ERP Handling – 1	ERP Core Team	Minimum 2 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises
3	ERP Handling – 2	Domain Experts <ul style="list-style-type: none"> •Finance & Accounts •Sales •Purchase •Real Estate 	Minimum 2 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises or Train the Trainer
4	ERP End User Operations	End Users <ul style="list-style-type: none"> •Finance & Accounts •Sales •Purchase Real Estate 	Minimum 4 Sessions	On site; delivered by WBHIDCO supported by SI, Physical presence; Class Room training and System walk through following

				the hands on exercises or Train the Trainer
5	ERP System Operations	IT Core Team	Minimum 3 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises
6	ERP Development	IT Development Team	Minimum 3 Sessions	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises

19. Documentation of the ERP Project

SI will provide documentation, which should follow the IEEE standards. This documentation should be submitted as the project undergoes various stages of implementation. Indicative list of documents include:

- Manuals from OEMs.
- Training Material: Training Material will include the presentations used for trainings and also the required relevant documents for the topics being covered.
- User Manuals: For all the Application Software Modules, required for operationalization of the system.
- System Manual: For all the Application Software Modules, covering detail information required for its administration.
- Installation Manual
- Source Code document

Note: The successful bidder will ensure upkeep & updating of all documentation and manuals.

20. Application Security

- ☐ The system must provide an end-to-end security solution to protect the ERP applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers.
- ☐ Using Firewalls and Intrusion Detection Systems such attacks and theft should be controlled and well supported (and implemented) with the security policy.
- ☐ The security implementation shall cover all three layers namely physical, network and transport layer.
- ☐ The SI shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further.
 - ☐ Tool-based Static Analysis (Source Code scanning) of code for critical applications
 - ☐ Black-box scanning of applications for vulnerabilities and their subsequent patching
 - ☐ Testing for vulnerabilities through manual audits based on the Open Web Application Security Project (OWASP) Top 10, subsequently code is hardened to remove the vulnerabilities found. This process performed iteratively shall certify the application to be safe for hosting

- ☐ System should have proper authorization mechanism in place to give only the designated users viewing or changing permissions.
- ☐ System should have the ability to perform password management functions including controlled password expirations, minimum password length and enforcement of alphanumeric password standards, password history logging and user locking for failed login attempts.
- ☐ Should maintain an audit trail of all the transactions and all entries into the system

Server Security

- ✓ Vulnerability Assessment of the Server shall be carried out
- ✓ Servers shall be hardened regularly
- ✓ Additional Layer of Security shall be provided to applications by deploying these behind the Firewall

Note: Please note that the project scope mentioned here are indicative in nature and may vary/change depending upon the situation

It is basically a turnkey based project where the OEM / System Integrator (SI) needs to develop an end to end ERP solution across all the offices/Projects/Revenue Centres of WBHIDCO.

Broadly the project is categorized into five parts:

- I. Development, Customization, Integration and Implementation of End-to-End ERP Solution
- II. Supply and installation of necessary hardware and system software
- III. Digitization of Legacy Data.
- IV. Support and Maintenance of deployed application
- V. Capacity building and Change Management

I. Development, Customization, Integration and Implementation of End-to-End ERP

Solution:An ERP solution including the below mentioned probable applications at WBHIDCO needs to be proposed. The implementation of the ERP will be carried out as per the standardized SDLC methodology. Adequate requirement analysis and evaluation of the existing system needs to be done for the required integration with the ERP. The basic modules of the ERP solution are:

- A. Human Resource Management System (HRMS):** The Developer has to propose an integrated Human Resource Management System (HRMS) application including components like Recruitment, Appraisal, Leave, Service Book, Tour, etc. There are approximately 250 employees at WBHIDCO. The HRMS should contain the relevant data of all the staff to generate various reports.
- B. Integrated Asset Management System:** As WBHIDCO deals with construction of buildings, facilities, infrastructures, allotment of Lands, plots to various Individuals/Institutions/entrepreneurs, an integrated asset management system carrying information of essential assets.
- C. Project Monitoring Information System (PMIS):** A PMIS system is required to be implemented in WBHIDCO which covers all the on-going projects along with their status, expenditures, pending clauses, bills etc. The PMIS needs to be integrated with the proposed ERP Solution.
- D. Estimation:** It is envisaged to have an enterprise version system for preparation of estimate. This tool should have the facility for preparing abstract estimate as well as detail estimates related to the various projects carried out by WBHIDCO.
- E. GIS Integration:** Geographic Information System (GIS) should be integrated with the ERP solution so as to take the GIS based data of all the Action Areas within the jurisdiction of WBHIDCO.

F. Financial Accounting System: A Financial Accounting Application (**based on Ind AS**) is required to manage the financial transactions, Billing, Payment, Taxation, Compilation, Fund Transfer, Fund Monitoring etc. for WBHIDCO.

G. Land Acquisition and Rehabilitation & Re-settlement (LA & RR):WBHIDCO is engaged with acquisition/alienation of Land (Both Govt. /Pvt.) for the purpose of developing New Town. The process of RR is also to be monitored by the corporation through this application. The proposed LA & RR application should contain detailed information of the Lands acquired and others status for smooth evaluation and effective monitoring.

H. .Revenue /Cost Centres: WBHIDCO has in its possession and control various Revenue Centre/Cost centres viz.

- Biswa Bangla Convention Centre (Rent, Revenue Sharing)
- Business Club (collection from Restaurant and Bar)
- Cafe Ekante (Restaurant and cottage rent)
- Eco Park (Rides, rent and Entry Ticket Sale)
- Mother Wax Museum (Entry Ticket Sale)
- Nazrul Tirtha (Cinema, rent)
- Rabindra Tirtha (Rent and ticket selling)
- Swapnobhor (collection from Sr. Citizen)
- Snehodiya (Rent)
- Kolkata Gate (Collection from rent and entry ticket)

Both revenue/costs of these centres are required to be integrated with the Finance module.

II. Supply and installation of necessary hardware and system software

For smooth implementation of the proposed ERP, a set of IT infrastructure is needed to be deployed and up gradation of existing infrastructure is also essential. The Developer has to specify necessary hardware for the implementation which will be hosted in the West Bengal State Data Centre in Moni Bhandar Building.

III. Support and Maintenance of deployed application

After the implementation of the ERP solution, necessary support and maintenance services should be provided by the Developer.

VI. Capacity building and Change Management

Apart from implementation of the ERP solution, the Developer needs to provide necessary training plan and change management plan so that the WBHIDCO users can adapt the system more effectively.

The Key Sections/Departments are given below:

1. Administrative Department(HRMS)
2. Commercial Department
3. Engineering Departments
4. Estate Management
5. Finance & Accounts Department
6. Law Department
7. Land & RR
8. Marketing Department
9. Planning Department
10. Secretarial Department

SECTION – F: PROJECT TIMELINE & PAYMENT SCHEDULE

1. TIME SCHEDULE FOR IMPLEMENTATION

WBHIDCO intends to complete the implementation and Go-Live by nine (9) months.

The SI shall submit a schedule for the below mentioned deliverables (but not limited to) that would be delivered during the course of the project plan. The proposed timeline of submission of the deliverable should also be mentioned in “T+W” format wherein “T” shall specify the day on which Minutes of kick-off meeting would be issued. This activity would be completed within 2 weeks from the date of signing of contract by both parties. ‘W’ shall specify the number of weeks after the kick-off meeting when the deliverable would be submitted.

Following are the list of key deliverables (but not limited to) and timelines for the proposed project stages as a part of ERP Solution implementation at WBHIDCO:

Number		Description of Deliverables	
Project Stage: Project Initiation			T+4W
PI1		Project Kick-off meeting	
PI2		Preparation of Project Charter	
PI3		Project Plan, including Work Breakdown Structure, communication / coordination procedure, deliverable submission schedule and detailed implementation schedule	
PI4		Document standards and templates for deliverables and reports	
PI5		Resource Mobilization Plan	
PI6		Initial workshop on overview of ERP & functionality of various modules	
PI7		Project Risk, Assumption, Issue and Dependency (RAID) log	
Project Stage: Software Licenses delivery			T+4W
SL1		Delivery confirmation for purchase of software licenses and initiation of installation in the staging environment at West Bengal State Data Centre	
Project Stage: Business Blueprint Design			T+20W
BB1		Detailed Plan for Business blueprint design	
BB2		Report on Validation of AS-IS processes	
BB3		TO-BE processes Report / Blueprint design document	
BB4		Gap Assessment Report	
BB5		ERP Change Management plan and implementation schedule	

Number		Description of Deliverables	
Project Stage: Technical Solution Design			T+24W
TS1		Solution Design Document	
TS2		Solution Architecture & Deployment Architecture	
TS3		Transport Request release strategy with approval mechanism	
Project Stage: Data Migration			T+28W
DM1		Data Collection Templates	
DM2		Data Migration Strategy Report	
DM3		Data Migration Tools & Conversions	
DM4		Data migration completion report	
Project Stage: System Development			T+28W
SD1		Configuration documents for all processes and modules	
SD2		Design, Development and Technical documents	
SD3		Customized detail document capturing the customizations for different components like Reports, Forms/Layouts, Enhancements, Workflows, Interfaces, etc.	
Project Stage: Testing			T+32W
TT1		Testing Strategy document, including Test Plan and schedule, acceptance criteria etc.	
TT2		Baseline Testing Report	
TT3		Development Testing Report	
TT4		Integration Testing Report	
TT5		User Acceptance Testing Report	
TT6		Load Testing and performance Report	
TT7		Defect, Issue and Resolution Log for all testing	
TT8		CAPAT (Corrective and Preventive Action Taken) Report	
Project Stage: Training and Change management			T+36W
TC1		Training Plan with schedules and training content	
TC2		ERP Change Management and Readiness Assessment Report	
TC3		User Manuals and Quick Reference guides	
TC4		Regular emailers, design of flyers/ posters etc. for ERP	

Number	Description of Deliverables	
	awareness & adoption as captured in the Change Management plan	
TC5	Delivery of User Training	
TC6	User Training Evaluation Report / feedback	
Project Stage: Cut-over and Go-Live		T+36W
GL1	Cut-Over Strategy	
GL2	Go-Live Plan	
GL3	Log of Defects, Issues and Changes	
GL4	Resolution Report	
Project Stage: Acceptance		T+36W
AC1	Acceptance report for WBHIDCO and sign-off	
Project Stage: Post Go-Live		T+36W
PG1	Incident and Problem Management Report (weekly)	
PG2	Change Log (weekly)	
PG3	Monitoring and health status reports (Monthly)	
PG4	Status report for defect fixes categorized by priority and completion (Weekly)	
PG5	Root cause analysis report (Quarterly)	
PG6	System availability and Backup report (Monthly)	
PG7	SLA Adherence report (Monthly)	
PG8	Post Go-Live Stabilization completion report	
Project Stage: Warranty Period Post Go-Live Support		T+48W
WP1	Incident and Problem Management Report (weekly)	
WP2	Change Log (weekly)	
WP3	Monitoring and health status reports (Monthly)	
WP4	Status report for defect fixes categorized by priority and completion (Monthly)	
WP5	Root cause analysis report (Quarterly)	
WP6	System availability and Backup report (Monthly)	
WP7	SLA Adherence report (Monthly)	

Number Description of Deliverables		
WP8	System Performance Report (Monthly)	
Project Stage: Project Governance and Reporting		Ongoing
PG1	Project Status Report to PM (weekly)	
PG2	Presentation to ERP PM and Core Team (Weekly)	
PG3	Presentation to ERP Project Management Committee (Fortnightly)	
PG4	Presentation to ERP Steering Committee (Monthly) and at the end of each phase or on need basis	
PG5	Updated baseline of Project plan (fortnightly)	
PG6	Updated Resource deployment plan baseline (monthly)	
Project Stage: Maintenance Support after Warranty Period		Ongoing
MS1	Incident and Problem Management Report (weekly)	
MS2	Change Log (weekly)	
MS3	Monitoring and health status reports (Monthly)	
MS4	Status report for defect fixes categorized by priority and completion (Monthly)	
MS5	Root cause analysis report (Quarterly)	
MS6	System availability and Backup report (Monthly)	
MS7	SLA Adherence report (Monthly)	
MS8	Load & Regression Testing Report (Quarterly)	
MS9	System Performance Report (Monthly)	

The timelines are indicative. Bidders may suggest deliverable timelines as per their methodology by keeping overall Go live timeline within T+36 W.

Note:

- The Template of all the documents needs to be pre-approved by WBHIDCO
- Delay in any deliverables would lead to the violation of SLA as mentioned in Section-G of this document
- Weekly Project Progress reports to be submitted in an approved format.

2. PAYMENT MILESTONE

Payments for the project shall be released after the stage-wise completion of each milestone and receipt of payment from WBHIDCO. (All Payments except Software Licensing charges will be released within 30 days after receiving payment from WBHIDCO).

Phase	Project Activity		Deliverables	Payment Milestone
Zero (0)	General & System Requirement Study (SRS)	General	Inception Report and Project Management Plan	NA (% of total implementation cost)
		Requirement Document Preparation	<ul style="list-style-type: none"> <input type="checkbox"/> Functional Requirement Specifications document <input type="checkbox"/> Software Requirement Specification document <input type="checkbox"/> Gap analysis on existing infrastructure, network and hardware recommendations 	10% (% of total implementation cost).
One (1)	Design	Design and Development of Solution blueprinting	<ul style="list-style-type: none"> • As per audited & approved As-Is & To-Be document • Business Blueprint document 	5% (% of total implementation cost)
	Infrastructure	Software Licensing	Delivery and installation of Software License including 1 st year Annual Technical Support) at WBSDC.	<ul style="list-style-type: none"> • 90% payment of the total software license value will be made after successful delivery of software with proper documentation • 10% payment of the total software license value will be made after Go-live of application. There should not be a gap of more than 24 weeks between delivery of software license and application Go-Live
Two (2)	Implementation	Delivery of system for UAT (all modules)	<ul style="list-style-type: none"> • Completion of Data Migration • Completion of Testing and available environment for UAT 	10% (% of total implementation cost)
		Completion of User Acceptance Testing (UAT)	<ul style="list-style-type: none"> • User Acceptance Certificates obtained from the HOD of each department 	10% (% of total implementation cost)

		Completion of System Integration Testing	Integration of the application at WBHIDCO in staging environment	15% (% of total implementation cost)
		Completion of training	Successful completion of training of all users	10% (% of total implementation cost)
		Go-Live	Solution Go-Live & handover of mandatory documents	<p>30 (% of total implementation cost) (Payout would be tagged to SLA).</p> <p>Remaining 10% of total implementation cost will be released after 1 year from Go-Live date.</p> <p>The documents to be handed over by SI will be but not limited to:</p> <ul style="list-style-type: none"> • SRS • BPP • SDD • Supporting manuals • Test cases & reports • BCP manual • Unencrypted Source Code
Three (3)	O&M Support / FMS	Post Go-Live Handholding & Maintenance Support	As per Scope of Work	Payment will be made on quarterly deferred basis. Quarterly Facility Management Support charges will be calculated as (total value of FMS charges /12 quarters (12 quarters = 3 years) (Payout would be tagged to SLA)
Four - Seven (4-7)	Annual Technical Support from OEM	Renewal of Software License and support charges	Renewal of 2 nd year Annual technical Support charge for software license	Payment would be made after support renewal (documentary evidence should be submitted)
			Renewal of 3 rd year Annual technical Support charge for software license	Payment would be made after support renewal (documentary evidence should be submitted)

			Renewal of 4 th year Annual technical Support charge for software license	Payment would be made after support renewal (documentary evidence should be submitted)
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Note: All payments are linked with SLA as mentioned in the Section-G

SECTION - G: SERVICE LEVEL AGREEMENT

The key service level requirements for the ERP system availability, which need to be ensured by the SI during the warranty period as well as during the operations and maintenance support period. All complaints shall be lodged with the service desk, which will allot ticket number for each complaint indicating location, function, time of registration and severity of the complaint. Centrally managed web-based ticketing tool for lodging the complaints will be provided by SI, as a part of the facilities.

Service Level Agreement (SLA) shall become the part of contract between WBEIDCL and the successful bidder. The successful bidder has to comply with Service Levels requirements to ensure adherence to quality and availability of services, throughout the period of this contract - for a period of four years. The successful bidder has to supply appropriate software/hardware/ automated tools as may be required to monitor and submit reports of all the SLAs mentioned in this section.

1. Measurement of SLA

The performance of the SI in terms of SLA compliance will be measured as per the following:

- The performance of the support shall be tracked on a monthly basis as per the SLA service levels detailed in this section.
- In case of slip in SLA percentage or service levels for any category of incidents for any month, the SI shall be subjected to penalty as defined in serial no. 3 under section G of this tender document.
- In case of continued low performance of the maintenance & support in terms of meeting the defined SLAs, WBEIDCL at its own discretion may consider termination of the support contract.
- The SI would be required to perform reporting for operational maintenance and support activities on a monthly basis. Evaluation of the performance will be conducted on a quarterly basis by WBHIDCO

1.1 Incident Support SLAs

Incident Level	Minimum Service Level
Critical	99.99%
Major	99.50%
Minor	98.00%

In the event of WBHIDCO users not defining the severity for incident, the SI team will analyze the problem and will set appropriate severity to the problem. In case the SI support team does not agree with severity defined by WBHIDCO user then all such disagreements will be discussed with WBHIDCO. In such cases, decision of WBHIDCO shall be final.

In addition, the SI needs to provide the following expected SLA levels for:

Measurement	Service Level
Notifying users in advance for all known planned maintenance schedules	100%
Provide SLA compliance reports, monitoring and maintenance related reports	100%

1.2 Application Availability SLAs

Below is the indicative list of availability SLAs for ERP solution, SI or Bidder needs to enhance / extend this list.

Domain	Minimum Service Level
ERP Solution Availability	99%
Backup	100% for Offline

Application availability is defined as: $\{(\text{Scheduled operation time} - \text{Application downtime}) / (\text{scheduled operation time}) \} * 100\%$

Where:

- “Scheduled operation time” means the scheduled operating hours of the Application for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.

- “Application downtime” subject to the SLA, means accumulated time during which the Application is not available to the WBHIDCO users or customers due to in-scope system or infrastructure failure, and measured from the time WBHIDCO and/or its personnel log a call with the Vendor help desk of the failure or the failure is known to the Vendor from the availability measurement tools to the time when the Application is returned to proper operation.
- Uptime will be computed based on availability of the applications to the WBHIDCO users irrespective of availability of servers either individual servers/clusters. Also, noncompliance with performance parameters and system / service degradation will be considered for downtime calculation.
- Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.

2. Severity Classification

IR Classification	Description	Response Time	Resolution Time
Critical (P1)	System degradation that slows down operations. Problem affecting production systems, demanding immediate attention. Customer or IT service has been affected. Business risk is moderate to low. SLA 99.99%	10 Minutes	60 Minutes
Major (P2)	Other problems with no business impact. SLA 99.5%. Shall include components from production infrastructure whose have failed however operations is not impacted.	30 Minutes	120 Minutes
Minor (P3)	Other problems with no business impact. SLA 98%	240 Minutes	2 Days

3. Maintenance of SLAs

- i. The SI would implement a system to measure the SLAs as defined in this RFP. This system will be audited by WBHIDCO Any variation between actual real time performance and real values may lead to deduction of quarterly payment as mentioned in the above Penalty Calculation Table.
- ii. The SLA parameters shall be measured for each of the sub systems' SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools. All such required tools should be provided by the successful bidder. WBHIDCO will have the authority to audit these tools for accuracy and reliability.
- iii. Various SLAs to be operationalized during the contract period, are mentioned in the SLA Table given below:

#	Parameter	Target	Basis	Penalty
1. Application Performance				
1.1	ERP application Availability	Minimum 99.99% up time	Per occurrence/Qtr .	0.75 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
1.2	MIS System Availability	Minimum 99% up time	Per occurrence/Qtr .	0.50 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
1.3	Maximum time for Menu Navigation, Window/ Screen Opening, Screen Navigation (Average)	Minimum 3 sec	Per occurrence/Qtr .	0.25 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
1.4	Reports Generation Response Time (Alerts/ MIS/Logs etc.)	<ul style="list-style-type: none">• Simple query -<5 Secs.• Complex query-<30 secs	Per occurrence/Qtr.	0.25 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
2. Manpower Deployment in Help Desk				

2.1	Deployment of resources	Minimum 99% deployment of resources	Per Occurrence/Qtr .	0.50 % of the quarterly payment will be deducted in case of more than 2 occurrence in a quarter
3. Technical Support, Trouble Ticketing & Issue Resolution				
3.3	Critical Issue (P1) (that impacts more than one production services & higher management call)	<ul style="list-style-type: none"> Response Time = 10 minutes Resolution Time= 60 minutes 	Per Occurrence	0.75 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
3.4	Medium Level Issue (P2) (that does not impact production services)	<ul style="list-style-type: none"> Response Time = 30 minutes Resolution Time= 120 minutes 	Per Occurrence	0.50 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
3.5	Low level Issue (P3) (upgrade, shifting and preventive maintenance of non-production items)	<ul style="list-style-type: none"> Response Time = 240 minutes Resolution Time= 2 days 	Per Occurrence	0.25 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
4. Change Request Management				
4.1	Impact Analysis & Report of CR	Within 3 days	No. of days	0.25 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
4.2	Modification in existing forms & reports (on approval of Change Request by CCB)	Form level change – <ul style="list-style-type: none"> 1 to 5 fields = 5 day 5 to 10 fields = 10 days More than 10 fields = 15 days Report level change <ul style="list-style-type: none"> 1 to 5 fields = 5 days 5 to 10 fields = 10 days More than 10 fields = 15 days 	No. of days	0.25 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.

4.3	Development of new forms & reports (on approval of Change Request by CCB)	Form level change <ul style="list-style-type: none"> 1 to 5 fields = 7 days 5 to 10 fields = 12 days More than 10 fields = 17 days Report level change <ul style="list-style-type: none"> 1 to 5 fields = 7 days 5 to 10 fields = 12 days 	No. of days	0.25 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
4.4	Change in Workflow (On approval of CR by CCB)	Within 5 days	No. of days	0.50 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
4.5	UAT defects fixing	Within 3 days	No. of days	0.75 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
4.6	Security Audit Report (NC to be closed)	Within 3 days	No. of days	0.50 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.
4.7	Deployment of CR outflow clearance	Within 2 days	No. of days	0.25 % of the quarterly payment will be deducted in case of deviations more than 2 occurrence in a quarter.

Note:

- Number of days mentioned here is the number of working days not the calendar days
- WBEIDCL would also have right to invoke termination of contract in case of breach or deviation of SLA is more than 2 occurrences/ quarter.

SECTION- H: FORMATS FOR ELIGIBILITY CRITERIA

Annexure-1: Declaration for Eligibility Criteria

<<To be printed on lead bidder company's letterhead and signed by Authorized signatory>>

WEBEL/EOT/COM/19-20/00022

ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)

Sl. No.	Eligibility Criteria	Submitted (Yes / No)
1	Average Annual Turnover from ERP business in last five (5) financial years ending 31.03.2018 should be minimum INR 100 Crores per year and must have been a profit-making organization for last 3 financial years ending 31.03.2018.	
2	The bidder should have implemented at least 5 (Five) ERP solutions in India as System Integrator with the following modules in last 5 years for 100 transactional users for project worth more than 2 Crores each : <ul style="list-style-type: none">• Finance & Accounts• Project Management• Procurement & Inventory Management• Real Estate Management• Document Management System• Business Intelligent Reporting	
3	The bidder must have successfully implemented at least one ERP solution of the same version of the ERP product offered in this tender within India in Govt. sector / PSU.	
4	The bidder should have implemented at least 2 (Two) ERP solutions in Government Sector/PSU in India as System Integrator.	
5	The bidder must have valid ISO/IEC 27001:2013 certificate for Information Security AND SEI CMMi level 3 & above certification for Software Design, Development & Testing	
6	The Bids shall be submitted only by the Bidder; no consortium is	

	allowed in this Bid. Declaration in this regard needs to be submitted.	
7	<ul style="list-style-type: none"> • Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. • The bidder should have existence in India for last five (5) years at the end of 31st March 2018. • The bidder should be into the business of IT/ITeS for the last five (5) years at the end of 31st March, 2018. • The bidder shall be solvent at the date of bidding 	
8	<ul style="list-style-type: none"> • Trade License • GST Certificate • Income Tax Return (Latest 5 years) • Copy of PAN • Articles of Association/ Company Registration (depending on company type) 	
9	The responding firm must not be blacklisted by any Central/any State Department/establishments in India at any point of time for breach of ethical conduct or fraudulent practices.	
10	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non Judicial Stamp Paper.	
11	The Bidder shall pay EMD of Rs. 20,00,000 (Rupees twenty lakh only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.	
12	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website	

	https://wbtenders.gov.in .	
13	Manufacturer's tender specific authorizations for Software License must be submitted. Bidder has to quote the latest available version GST compatible ERP product in India.	
14	OEM has to authorize the bidder as an implementation partner mentioning the type/category of partnership with validity period.	
15	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, and Techno-Functional Consultants) has to be in the payroll of the bidder.	
16	<ul style="list-style-type: none"> The proposed solution has to be platform independent The proposed solution must have the capability to integrate with mobile app for MIS reporting & workflow management The proposed solution should be capable to integrate with digital signature for workflow management 	

ELIGIBILITY CRITERIA FOR OEM

#	Criteria	Detail	Submitted (Yes / No)
1.	Profile of ERP Product Vendor (OEM)	<ul style="list-style-type: none"> The company must have average revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 completed financial years. Should be registered as a company in India Should have a minimum of 10 implementation partners in India Should have at least one (1) authorized training centre in East India for the proposed ERP product. Must have its own development and support centres in India. The OEM should be capable to audit & certify the TO-BE business processes as prepared by the SI before initiation of system design. The proposed solution by the OEM must have India Localization features such as taxation, employee related rules & regulations (such as Form 16, PF etc.) to meet Government / Statutory compliances, Indian languages, etc. and must also 	

#	Criteria	Detail	Submitted (Yes / No)
		capable of incorporating future changes therein. • The OEM has to provide the life cycle of the proposed solution (i.e. expected time-line of the product to be declared as out of support).	
2.	Customer Base	• Must have installed across its ERP deployed for 20 customers in India. • Must have worldwide more than 30,000 unique user base	•
3.	Implementation in Government sector in India	• Must have successfully implemented ERP in 5 government/PSU customers in India with the following functions: Finance, Business Development, Projects, Procurement, Tendering, and Inventory.	•
4.	Customer Support in India	• OEM product vendor must have helpdesk in India manned by qualified professionals to provide support	•
5.	Non Blacklisting Criteria	• The OEM must neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools / Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law.	•

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone & Fax :

Mobile Phone No :

E-mail address :

Annexure-2: Format for Bidder's Particulars

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Bidder information Format

#	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Quality Certificates and its validity	
11.	GST registration No.	
12.	Permanent Account Number (PAN)	
13.	Corporate Identity Number (CIN)	

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Mobile		
Fax		
Email Id		

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

Annexure-3: Bidder's Annual turnover over last 3 financial years

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that below are the details regarding Overall turnover over last 3 financial years for our organization.

#	Details	FY 2015-16 (in Crores) (a)	FY 2016-17 (in Crores) (b)	FY 2017-18 (in Crores) (c)	Average Turnover [(a+b+c)/3]
1	Overall Annual Turnover				
2	Sales turnover from ERP Business				

Yours Sincerely,

Signature of Statutory Auditor (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

Annexure-4: Declaration for not being blacklisted

(Self-declaration for not being blacklisted by any Government Entity)

(To be submitted on the Letterhead of the responding firm)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Ref: RFP for Implementation of an Integrated Enterprise Resource Planning (ERP) solution for
West Bengal Electronics Industry Development Corporation Limited (WBEIDCL) Ref:
RFP No. WEBEL/EOT/COM/19-20/00022 Date: 20-06-19

Dear Sir,

In response to the above mentioned RFP I/We, _____, as _____
<Designation> of M/s _____, hereby declare that we are not blacklisted
or ineligible to participate for bidding by any State/Central Government, Semi-Government
or PSU.

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Annexure-5: Format for Manufacturer's Authorisation Form

(To be submitted on the Letterhead of the Manufacturer and duly signed by an authorized signatory)

Date:

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Ref: Tender No.: WEBEL/EOT/COM/19-20/00022 Date: 20-06-19

WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

When resold by _____, these products are subject to our applicable standard end user warranty terms till the end of contract period by the SI/bidder.

We assure you that in the event of any failure/issue, not being able to fulfil its obligation as our Service Provider in respect of the warranty we would continue to meet our warranty through alternate arrangements.

We also confirm that _____ is our authorized service provider/system integrator and can hence provide maintenance and upgrade support for our products.

We also confirm that the products quoted are on our current product list and are not likely to be discontinued within 5 years from the day of this letter. We assure availability of spares for the products for the next five years.

We also confirm that the License will be delivered within scheduled delivery dated as per the tender terms from the date of placement of confirmed order.

The Toll free number, ticketing website and escalation matrix with the mail Id and fixed mobile number are as follows. In case of any change it will be intimated to you immediately by us.

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the authorization for and on behalf of _____

Dated on _____ day of _____ 2018

Annexure-6: List of documents submitted

Technical Solution is to be documented in a structured manner. Check-list for the mentioned documents to be included in the Technical bid in following format:

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Eligibility Criteria Cover letter (Annexure-1)		
2.	Power of attorney / board resolution to the authorized Signatory of the Bid		
3.	Bidder's particulars (Annexure-2)		
4.	Bidder's annual turnover for last 3 years (Enclose copy of Audited Balance Sheet for last 3 years, Copy of the audited Profit & Loss Statements for each of the last 3 financial years) (Annexure-3)		
5.	Declaration for not being black-listed (Annexure – 4)		
6.	Formats for Technical bid (Section I)		
7.	NIT Declaration (Annexure – 7)		
8.	Certified copies of valid PAN document/ CMMi Level 3 or above certification/ ISO 27001 Certification/GST registration		
9.	Technical Capability / Past Projects (Annexure – 8)		
10.	Bidder's Understanding of the Project requirements		
11.	Technical Solution Proposed		
12.	Approach & Methodology		
13.	Compliance to Section-K of Functional Requirement Specification.		
14.	Certificate from HR department mentioning the relevant manpower strength.		

SECTION- I: FORMATS FOR TECHNICAL BID

Annexure-7: NIT Declaration

(To be submitted on the Letterhead of the bidder)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Ref: WEBEL/EOT/COM/19-20/00022 Date: 20-06-19

Sub: Submission of proposal in response to RFP for Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Housing Infrastructure Development Corporation Limited (WBHIDCO).

Dear Sir,

- i. We have examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP no. _____ Dated _____ for “Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Housing Infrastructure Development Corporation Limited (WBHIDCO)”, in full conformity with the said RFP document.
- ii. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- iii. In the event of acceptance of our bid, we do hereby undertake:-
 - a. To commence services as stipulated in the schedule of delivery forming a part of the attached proposal.
 - b. We affirm that the price quoted are inclusive of all charges and all taxes.

- iv. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of submission of the bid.
- v. The EMD as given in Notice Inviting Tender Section is attached with this proposal.
- vi. The EMD of INR 20,00,000 (Rupees Twenty Lakh only) submitted by us may be encashed if we do not submit the requisite Performance Bank Guarantee within 60 days of award of contract.
- vii. We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.
- viii. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
- ix. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
- x. We understand you are not bound to shortlist / accept any proposal you receive

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Date:

Annexure-8: Technical Capability/ Past Projects

General Instructions on Preparation of the Technical Proposal

Bidders have to submit a very structured and organized technical bid, which will be analysed by the Technical Evaluation Committee for different compliances with regards to the requirements of the project. The document submitted must be searchable and well indexed without any handwritten material. Quality and completeness of the information submitted by the Bidder will matter a lot for carrying out fair evaluation of the bidder's capability.

The past experience in several projects is to be submitted in the format mentioned below:

#	Criteria	Details
	Client Information	
1	Name of the Client	
2	Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, email id)	
3	Nature of Business / operation of Client	
	Project Details	
4	Brief description of the Project	
5	Version of ERP Product Implemented	
6	ERP Modules implemented	
7	Number of Users of the ERP solution	
8	Date of Contract Award	
9	Date of ERP Go-Live	
10	Functional areas of business covered in the project	
11	Location of ERP implementation in India	
12	Work Order value	
	Supporting Documents	
13	Copies of Work Order issued by the Customer detailing scope of work and values of project incl. taxes	
14	Work completion certificate by the Customer	

Signature with Official Stamp:

Name of Authorised Signatory:

Designation:

Undertaking on Total Responsibility

Date:

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Dear Sir,

Sub: Self-certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed implementation of Integrated ERP solution, as per the requirements of the RFP.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Annexure-9: Schedule of Delivery

The ERP Implementation project at WBHIDCO is expected to be completed within 9 months of initiation date of the project. The Bidder is expected to furnish the details of the milestone dates as per below format in line with WBHIDCO's implementation plan as mentioned in Section-F.

Sl. No.	Activity Title	Schedule Date of Start Of Activity	Schedule Date of Delivery / Completion of Activity
1.	Project Initiation		
2.	Software Licenses delivery		
3.	Business Blueprint Design		
4.	Technical Solution Design		
5.	Data Migration		
6.	System Development		
7.	Testing		
8.	Training and Change management		
9.	Cut-over and Go-Live		
10.	Project Warranty Support		
11.	Post Go-Live Stabilization Support		

Signature:

Name of Authorised Signatory:

Designation:

Annexure – 10: Resource Deployment

Format: Month –wise Resource Deployment Plan

Bidder should provide a breakup of hours per month and per project phase for each of the role that will be deployed across the ERP solution implementation and stabilization.

Sl. No.	Role	<Project Phase>				Total
		Month 1	Month 2	...	Month n	
1	Project Manager	<No. of Hours>	<No. of Hours>		<No. of Hours>	
2	Solution Architect					
3	Functional Lead					
4	Technical Lead					
5	Techno-Functional Consultant					

Signature :

Name :

Designation :

Date :

Time :

Seal :

Business Address:

1.	Name of the person	
2.	Role in the project	
3.	Educational Qualification	
4.	Total number of years of experience	
5.	Number of experience with current company (the bidder)	
6	Functional Area / Expertise	
7	Certifications	
8	Number of complete life cycle ERP project implementation carried out (provide details)	
9	The names of customers for which the person was a Project Manager/Technical/Domain consultant(Please provide the relevant names)	
10	The functional areas /processes implemented under Proposed ERP product	

Signature :

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Annexure-11: Format of Curriculum Vitae (CV) for proposed Professional Staff

#	Description	To be filled by the bidder for each resources
1.	Name of the person	
2.	Role in the Project	
3.	Educational Qualification	<Photo copies of certificates to be provided>
4.	Total number of years of experience	
5.	Number of years with the current company (the Bidder)	<To be certified by the HR Dept. with employee ID>
6.	Functional area / expertise	
7.	Certification	<Photo copies of certificates to be provided>
8.	Number of complete life cycle ERP implementations carried out (provide details)	
9.	The names of customers for which the person was a Project Manager/Technical/Domain consultant(Please provide the relevant names)	
10.	The functional areas /processes implemented under ERP	

Signature :

Name :

Designation :

Date :

Time :

Seal :

Business Address:

SECTION- J: BILL OF QUANTITIES / SERVICES

Annexure-12: BOQ

#	Description	Quantity	UOM
1	License Cost For Implementation of the following modules in the proposed ERP COTS Package : <ul style="list-style-type: none"> • Finance & Accounts (20 Nos.), • Project Planning & Control (10 Nos.) • Project Costing (10 Nos.), • Purchasing (10 Nos.) • Inventory Management (20 Nos.), • Sourcing (10 Nos.) • Procurement Contract (10 Nos.) • Real Estate (20 Nos.) • Enterprise Asset Management (10 Nos.) 	120 Nos.	Per User
2	Implementation Cost of the following Modules : <ul style="list-style-type: none"> • Finance & Accounts (20 Nos.), • Project Planning & Control (10 Nos.) • Project Costing (10 Nos.), • Purchasing (10 Nos.) • Inventory Management (20 Nos.), • Sourcing (10 Nos.) • Procurement Contract (10 Nos.) • Real Estate (20 Nos.) • Enterprise Asset Management (10 Nos.) 	1 Job	Lump Sum
3	License Cost For Implementation of the following modules in the proposed ERP COTS Package : <ul style="list-style-type: none"> • HR, Payroll, Employee Self Service 	500 Nos.	Per User
4	Implementation Cost of the following Modules : <ul style="list-style-type: none"> • HR, Payroll, Employee Self Service 	1 Job	Lump Sum
5	License Cost For Implementation of the following modules in the proposed ERP COTS Package : <ul style="list-style-type: none"> • Document & File Management System 	120 Nos.	Per User
6	Implementation Cost of the following Modules : <ul style="list-style-type: none"> • Document & File Management System 	1 Job	Lump Sum
7	License Cost For Implementation of the following modules in the proposed ERP COTS Package : <ul style="list-style-type: none"> • Business Analytics & Business Intelligence Reporting 	10 Nos.	Per User

#	Description	Quantity	UOM
8	Implementation Cost of the following Modules : • Business Analytics & Business Intelligence Reporting	1 Job	Lump Sum
9	ANNUAL TECHNICAL SUPPORT FOR OEM ERP SOFTWARE LICENSES	3 Years	Years
10	ANNUAL MAINTENANCE CONTRACT COST AFTER WARRANTY - 1 st Year	1 LS	Lump Sum
11	ANNUAL MAINTENANCE CONTRACT COST AFTER WARRANTY – 2 nd Year	1 LS	Lump Sum
12	ANNUAL MAINTENANCE CONTRACT COST AFTER WARRANTY – 3 rd Year	1 LS	Lump Sum
13	MAN-POWER CHARGES POST GO-LIVE SUPPORT FOR CHANGE REQUEST BY SI	1 Man-days	Man-days
14	MAN-POWER CHARGES FOR TECHNICAL SUPPORT BY OEM	1 Man-days	Man-days

- **Prices to be quoted in e-Tender portal only and not in physical bid. If it has been found that the bidder has mentioned the price anywhere in the physical tender, the bid will summarily be rejected.**
- All Price quoted shall be made in Indian Rupees only. The parameter will be used to determine the successful bidder. The price quoted should be exclusive of applicable taxes, duties, fees, levies, and other charges as may be applicable.
- During the payment stage, WBEIDCL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.

Annexure-13: Format for Performance Bank Guarantee

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT-CUM-PERFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WBEIDCL, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its registered office at Webel Bhavan, Block EP & GP, Sector-V, Salt Lake Electronics Complex, Kolkata-700091 (hereinafter called "The Purchaser") having agreed to accept from

_____ (hereinafter called "The Contractor") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfilment by the Contractor of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for

_____ (hereinafter called "the said work order _____ dated _____)". We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. _____ dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, _____ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of _____ Rupees _____) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for _____ Work Order no. , _____ dated _____

(3) WE _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. _____ dated _____ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. _____ dated _____ have been fully paid and its claims satisfied or is

charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. _____ dated _____ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

(5) The liability under the Guarantee is restricted to Rs. _____ (Rupees _____) only and will expire on _____ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filed against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

(6) The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the Contractor.

(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, _____ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we _____ have set and subscribed our hand on this _____ day of _____.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

1. B.G. for security Deposit-cum-Performance Guarantee, Earnest Money should be executed on the Non- Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents. The Power of Attorney is to be witnessed by two persons mentioning their full name and address.
3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as Non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Proforma prescribed by WBEIDCL in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Vendor are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WBEIDCL

SECTION- K: TENTATIVE REQUIREMENT SPECIFICATION WITH COMPLIANCE STATEMENT

Introduction

The proposed solution should be **COTS** based. The Functional Requirements document is a high level Business Blueprint document. Based on these requirements, the system will be conceptualized and designed. The SI would submit an updated FRS before implementation of the solution. The bidder must submit compliance sheet to the FRS, duly certified by OEM in the OEM's letter head. Response to Functional Requirement will be submitted in the following format:

Compliance Status				ERP Modules	
S	C	TP	NC	Module	Sub-Module

S : Standard
C : Customization
TP : Third Party Solution
NC : Non-Compliance

The noted specification is tentative and not limited to the following requirements.

1. Finance & Accounts

Sl. No	Requirements
Transaction Accounting - General Requirements	
1.	The system to generate an output of all accounting entries for a user specified period
2.	The system to identify, distinguish between realized and unrealized gain and loss (G/L) in the system and report on the items
3.	The system to support rounding (up, down, nearest)
4.	The system to process, track, account and report on for the necessary range of currencies across all the modules
5.	The system to permit entry of free format text (e.g. in the case where the accounting personnel wants to provide additional information during posting of Journal entries, vouchers etc.)

6.	<p>The system to support the user definable fiscal years with following capabilities:</p> <ul style="list-style-type: none"> • Splitting a fiscal year into multiple user-definable accounting period. • Allow for multiple accounting periods to be "open" at any given time • Restrict posting to specific accounting periods based on authorizations Not allow for posting to prior fiscal years which have been closed
7.	<p>The system to have voucher processing controls with following capabilities:</p> <ul style="list-style-type: none"> • provides for directly posting any voucher to the ledger or keeping it "on-hold" • should not allow for modifications of any voucher posted to the ledger • should allow modifications of details on a voucher kept "on-hold" • provides for automatically reversing any voucher: <ul style="list-style-type: none"> ✓ Individually ✓ Collectively batch wise
8.	<p>The system to process voucher in faster ways and ease of data entry in the following ways:</p> <ul style="list-style-type: none"> • Provision to provide reference to an existing voucher with an option for copy and modify few details as required before posting. • Should provide for voucher templates • Should provide for recurring vouchers
9.	The system to support multiple sub-ledger of main ledger/General Ledger
10.	The system to support assignment of accounting details for the sub-ledgers and its components like Customer, Purchase Vendor/ Contractor, Employee, Asset, Inventory, Work Order, Investment, Loans, Project, Borrowings, Deposits, Govt. Bodies (Taxes) etc. with segregation of its type whether asset or liability.
11.	The system to automatically post and update general ledger control / main account whenever a sub-ledger account is posted.
12.	The system to maintain only balances for control accounts in the General ledger till closure; further details of such transactions would be available in the respective sub-ledgers.
13.	The system not to allow direct postings to main / control accounts in general ledger.
14.	The system to provide an option to match debits and credit when a voucher is posted
15.	The system to automatically issue warning for duplicate vouchers based on same dates, same references, same accounts, same party etc.
16.	The system to record the dates of the event, accounting, preparation of the voucher, authorization of the voucher, changes, if any, reference document, rectification, if any etc. on each voucher
17.	The system to support memo transactions for reporting.

18.	The system to automatically convert any of the memo transactions into regular transactions for processing.
19.	The system to keep track of all inter-related transactions e.g. Purchase order to Goods Receipt to Vendor invoice to Payment
20.	The system to support reporting for user-definable accounting periods or a period range for all reports
21.	The system to allow printing documents / reports on pre-printed stationery.
22.	The system to allow mapping of Chart of Account Codes with the one as prescribed by the Corporation & Schedules / as per IndAS Standards.
23.	The system to integrate with other modules as and when introduced without much customization/modification to the existing module.
General reporting requirement	
24.	The system to print / publish reports; and save them as viewable files in PDF, TXT and MS-Excel formats.
25.	The system to export and extract data and graphical reports to spreadsheets / databases/ text/ presentations, etc. for analysis and reporting.
26.	The system to define a schedule for generation of each report. (e.g.: daily, weekly, monthly)
27.	The system to be able to isolate and report on errors and exceptions.
28.	The system to generate financial statements at the various defined levels of the Organization / entities
29.	The system should prepare a MIS report based on data input during the month.
30.	<p>The system to support the generation of internal reports and transactional reports for each of the organizational units. It should be able to report at least on the following heads:</p> <ul style="list-style-type: none"> • By revenue / expense heads • By asset / liabilities head • By transaction types • By status in the workflow process like draft pending
31.	The system to generate profitability report for the entire organization (SBU wise & Line of Service wise)
General Ledger	
32.	The system to maintain group chart of accounts
33.	The system to support multiple charts of accounts and map the transactions automatically onto the different charts.
34.	The system to add new general ledger codes to the existing chart of accounts

35.	The system to block and delete GL accounts not in use. However deletion to be done with proper authorization
36.	The system to create an audit trail for the GL account created and amended
37.	The system to ensure that only authorized persons are allowed to create general ledger master data
38.	The system to add new accounts, change descriptive information on existing accounts and delete accounts no longer required.
39.	System shall allow transactions which will not be processed automatically but are to be posted manually or any rectification entries to be captured by posting a manual JV
40.	System shall allow accrual/deferral entries in case of recording provisions
41.	System shall allow a cycle of processing recurring transactions which are of routine and repetitive nature e.g. insurance charges, maintenance charges
42.	System shall allow reversing general ledger transactions which has been posted in error
43.	System should allow periodic closing such as month end closing and year end closing
Integration Requirements	
44.	The system to consolidate information within and across general ledgers for month end reporting purposes
45.	The system to integrate G/L, accounts payable, accounts receivable with all the sub-ledgers and synchronize with the G/L in on-line, real-time manner. System should facilitate recording of transactions through sub-ledger, e.g. employee wise conveyance, LTA, etc.
46.	The system to support the functionality of financial module to be fully integrated with the logistics and payroll modules thus ensuring that the operational and financial books always reflect the same results.
47.	The system record and do inter-department accounting for the transactions
48.	The system to reconcile accounts of the inter-departments
49.	The system to support multiple levels of approval for a journal voucher before it is posted into General Ledger.
50.	The system to track period-end provisions by different voucher series.
51.	The system to automatically keep all provisions till 31 st March / FY closing
52.	The system to ensure that all pending activities are carried out before closure and prompt any alert or notification if some activities are not carried out

53.	The system to allow post adjustment entries in closed period with proper audit trail and authorization.
54.	The system to make provisions for expenses from the system based on open items at the time of period closing.
55.	The system to do a periodic and year end closing of accounts as per user defined closing calendar.
56.	The system to carry forward the closing balance of the financial year as opening balance to the next financial year automatically
57.	The system to automatically carry forward of balances for balance sheet accounts
58.	The system to automatically reset of all profit and loss accounts for new year
59.	The system to automatically transfer of P&L accounts for closing year to show the balance in the retained earnings for the books
60.	The system to keep the previous year open for a specified period while processing the next year's data
61.	The system to provide additional periods for the adjustment entries i.e. say audit entries on the last day of financial year /month for any outstanding liability/adjustments
62.	The system to allow write off prepaid expenses regularly on a predefined basis
63.	The system to calculate interest as per predefined information.
Accounts Receivable	
64.	The system to allow Accounts receivables system to be fully integrated to the general ledger and Cashbook.
65.	The system to allow for the following types of transactions: <ul style="list-style-type: none"> • Customer invoices/ Bills • Adjustment journals • Collections
66.	The system to generate document numbers automatically / manually
67.	The system to generate credit/debit notes to customers based on certain predefined logic
68.	The system to provide analytical, summary and standard reports that reflect an accurate picture of the accounts receivables
69.	The system to support automatic posting for sales accounting and invoice processing
70.	The system to support the functionality of maintaining credit limits in both period and value and to stop invoicing in case, the outstanding exceeds the credit limits fixed

71.	The system to provide the list of billing against a sales order
72.	The system to record client particulars PAN, TAN etc. in the system
73.	The system to define payment terms
74.	The system to enter the document /reference number against which an invoice is raised
75.	The system to check for double billing
76.	The system to generate dunning letters through the system for customer balances confirmation, payment follow up and TDS certificates
77.	The system to create recurring invoices for fixed and variable expenses
78.	The system to conduct trend analysis of fixed and variable expenses on periodic basis
79.	The system to reverse credit and debit notes raised with appropriate reason codes
80.	The system to provide for manually posting Debit Notes/Credit Notes to customer accounts
81.	The system to record cash receipts with/without reference to Invoices/ billings
82.	The system to facilitate in adjusting more than one invoice/Credit Note/Debit Note in one collection statement
83.	The system to apply receipts against customer debits (against invoices) and record various types of receipts in the form of bank and credit card (and refunds by the same mode of payments)
84.	The System should also disclose the securities available against outstanding amount without affecting the party balances i.e. B.G/L.C etc. given by the
85.	The system to support the functionality of having an intermediary account to post entries before they are posted to main bank accounts
Accounts Payable	
86.	The system to fully integrate the Accounts payables system with the general ledger, cash book, accounts receivable, fixed asset, purchasing, inventory, Costing and other relevant functions
87.	The system to provide for the following types of transactions: <ul style="list-style-type: none"> • Vendor Invoices • Vendor debit & credit notes • Vendor advances • Adjustment Journals
88.	The system to support direct and purchase order (PO) based invoice entry with payment schedules
89.	The system to allow to enter invoices for adhoc purchases, regular and service PO

90.	The system to support debit credit note for rate differences in transactions
91.	The system to support different tax rates and purchase rates for different line items in the same PO
92.	The system to provide for regular and automatic adjustment of invoices , credit notes with prepayments, debit notes
93.	The system to allow to track and trace documents through the use of an document numbering scheme
94.	The system to allow workflow for streamlining work processes and alert for the approval, pending items for approval etc.
95.	The system to record the following details for each vendor master record: Vendor Type, Vendor code, Name, Address, Payee name (if different from the vendor), Payment address (if there is a different payee), Telephone number, Fax number, E-mail, Contact person, Payment terms, Payment method, Payment charges to be recovered, Paying Bank details, Vendor Bank details, GST Numbers, Permanent Account Number, Payment location, Payment lead time, TDS exemption details, SSI details, ECS related information, RTGS related information, dealers, Vendor type, MSME related information etc.
96.	The system should be amenable to new GST requirements.
97.	The system to check and stop creation of duplicate vendor master accounts. (The system could check for duplicate address, PAN numbers or bank account details to avoid duplicate vendor master creation).
98.	The system to support multiple approval hierarchy for invoices as per the delegation of authority.
99.	The system to facilitate matching invoice with PO and Goods receipt so that data entry is minimal
100	The system to manage payments, advances and deductions to vendors.
101	The system to support receipt of money from vendors.
102	The system to make part payment against an invoice and balance payment process on a subsequent date
103	The system to make advance payment to a vendor and later link it to vendor specific invoice or invoices received
104	The system to allow grouping of multiple line items in one payment. The system to allow splitting one line item into multiple payments
Bank & Cash Accounting	

105	The system to record the following details for each bank: Name of the Bank, Branch, Address, Telephone number, Fax number, Contact person (Multiple), Type of account, Account Number Date of opening, Date of closure, Consortium/ Non-consortium, CC Limits, Non-fund limits, SWIFT Code, Cheque Inventory, Authorized signatories (Multiple with limits), Validity dates for authorized signatories
106	System shall have the provision for defining all company bank accounts
107	The system to record payments in cheques, RTGS, Cash and internet banking
108	System shall allow the issue of cheques against payments through both manual cheques and automated cheque printing
109	System shall allow for posting of all accounting entries related to payments
110	System shall allow the payment through banks and e payment options
111	System shall allow the processing of payments from vendors and others through cheque and ePayment modes
112	System shall allow the handling of cash receipts and payments
113	System shall allow the process of bank reconciliation
114	The system to track the time between cheques issued for payment and actual date of realization (Stale cheques)
115	The system to keep track of "bounced" cheques. The system to automatically generate accounting entries for cheques bounced
116	The system to Control and monitor Earnest Money Deposit/ Bank Guarantee for the various contracts
117	The system to interface with finance module for auto generation of Bank Payment Voucher, Bank Receipt Vouchers and Journal Vouchers
118	The system to maintain records of all cheques: <ul style="list-style-type: none"> • Deposited into the collection accounts on a daily basis • Paid to all payees
119	The system to maintain details of all cash: <ul style="list-style-type: none"> • Deposited into bank accounts on daily basis with voucher. • Withdrawal from the bank on a daily basis
120	The system to do bank reconciliation, using bank statements input either: Manually or through soft copy/third party database /spreadsheets
121	The system to maintain approval hierarchy before the release of cash payment.
122	The system to generate notification to the originating department of the payment made.
Controlling & Budgeting	

123	The system should enable handling of grants received from Governments.
124	System shall allow the planning, allocation, controlling and monitoring of overhead costs
125	System shall allow the maintenance of profit center accounting
126	System shall allow profitability analysis and reporting
127	System shall allow preparation of annual, quarterly and monthly budgets
128	System should be capable of handling running account (RA) bills
Financial Statement Preparation	
129	System shall allow the preparation of trial balance
130	System shall allow the preparation of profit and loss account
131	System shall allow preparation of balance sheet
132	System shall allow preparation of the financial statements for various periods, like annual, quarterly and monthly
Tax Management & Compliance	
133	System shall allow for the handling of all TDS related transactions
134	System shall allow proper deduction of TDS and payments to the Government
135	System shall allow generation and distribution of TDS certificates
136	System shall allow for the submission of TDS returns to the Government
137	System shall allow for the handling of all tax related transactions
138	System shall allow for payment of tax to the government
139	System shall allow for filing of tax returns
140	System shall allow for the handling of all GST related transactions
141	System shall allow for all GST related payment to the government
142	System shall allow for the submission of GST returns
143	System shall allow for the handling of all Tax related transactions
144	System shall allow for the payment of Tax to the government
145	System shall allow for the submission of Tax returns
146	System shall allow for the preparation of reports and annexures for submission of statutory returns and audit

147	System shall have the provisions to incorporate the changes due to GST and should have a roadmap for the implementation of GST in the system
148	<p>The system to generate following forms:</p> <ul style="list-style-type: none"> • Form 16 • Form 17 • Form 24Q • Form 26Q • Form 27Q • All GST related reports • Any other forms as required
149	The system to handle retrospective TDS / surcharge rate changes.
Asset Accounting	
150	System shall allow for the proposal of asset purchase by various departments
151	System shall allow for the approval of asset purchase by Finance department
152	System shall allow for the purchase of assets through the procurement route
153	System shall allow for the recording of assets in the asset register
154	System shall allow for the handling of assets under construction and their capitalization
155	System shall allow for transfer of asset from one location to another
156	System shall allow for retirement of assets through selling, scrapping and
157	System shall allow for the handling of depreciation of assets and various depreciation as applicable to different types of assets
158	The system to provide data fields for recording the insurance policy details of the assets
159	The system to facilitate lodging of insurance claims for lost/damaged assets based on the status entered in the system
160	The system to record and report on the status of various insurance claims made
Funds Flow	
161	System shall allow for the determination of sources and use of funds.
162	System shall allow for the preparation of periodic funds flow statements like monthly, quarterly and annual
MIS Reports	
163	The system to generate Trial balance at periodic intervals.

164	The system to generate Profit/Loss Account & Balance sheet in accordance with Schedules of the Companies Act 2013.
165	The system to generate sales, expense & profit estimation
166	The system should provide the facility of drawing bank reconciliation on weekly basis. The System should also allow authorized users to upload the bank statements and reconciliation statement on weekly basis
167	The system should provide the current date while printing cheques. The system should keep a record of authorization & printing dates in reference to cheque number
168	The system should reflect the voucher in ledger only after payment is authorized or cheque is printed
169	The system should provide a consolidated summary of salary credits, debits, supplementary credits of all regional offices on monthly basis
170	The system should provide consolidated reports for refundable & non-refundable loans and final settlement cases for all regions with purposes and number of cases

2. **Project Management**

Sl. No	Requirements
171	System should have the ability to capture project hierarchy to the lowest level
172	System should have the ability to capture project plan \ schedule
173	System should define, track and report on budget for each project at the lowest task level and generate utilization reports. Projects should be trackable against the Grants received from the Government wherever such Grants are applicable.
174	System should be able to check for budget encumbrance when booking the expense.
175	System should be able to define the Project Milestones
176	System should track project actual expenses at the lowest task level

177	System should have the facility to post adjustment entries for costs booked to projects
178	System should restrict access to specific projects to specific users (on the basis of permitted provisions)
179	System should keep project open across multiple accounting period and year
180	System should enable processing of project capitalization on completion or in phases
181	System should calculate cost overrun activity wise
182	System should be able to link multiple projects running simultaneously
183	System should generate Periodic Progress Report interfacing with Project Management Tool
184	System should generate project specific cost overrun/ time over run report
185	System should generate project utilization report
186	Physical progress as well as value based progress of any specific project is needed to be monitored by WBHIDCO
187	Geographic Information System (GIS) should be integrated with the ERP solution so as to take the GIS based data of all the Action Areas within the jurisdiction of WBHIDCO.

3. **Procurement Management**

Sl No	Requirements
Vendor Empanelment	
188.	System to integrate with WBHIDCO portal to capture the information provided by the new vendor for empanelment
189.	System to check the eligibility criteria based on the parameter mentioned in the EOI set by WBHIDCO
190.	System will allow the approving authority to approve the name of the vendors selected.
191.	System will generate an unique identification number (format will be decided later) for each vendor selected through empanelment process
192.	System will generate a registration certificate with vendor registration number
193.	System will intimate the selected vendors.
Vendor Deregistration/ Renewal	

194.	System will generate a report based on the following criteria: <ul style="list-style-type: none"> • Vendor Name • Vendor Code • Name of the projects vendor associates • Items supplied/Service rendered • Status of the project • Date of order placed • Date of order delivered • Feedback from customer
195.	System should have the facility to mark the vendors for blacklisting or non-performer by the competent authority of WBHIDCO
196.	System to generate a deregistration letter after proper approval by the approving authority and the status of the vendor will be “Inactive”
197.	System to allow competent authority for renewal of the registration of vendor and a registration renewal certificate will be issued
198.	System to intimate the vendor upon de-registration/renewal
Tendering Process and Purchase Order Management	
199.	System should have facility to receive tender documents from interested vendor(s)
200.	System will check the tendering mode based on the purchase value mentioned in the AA&FS
201.	System will update the AA&FS based on mandatory dates mentioned by the competent authority
202.	System will generate an ID number for each tender entry made against AA&FS
203.	System will update the status of tender at different stages and update the TEC report
204.	System should have an approval Workflow for RFP/RFQ
205.	System will update the details of the selected vendor and map with concerned project code. The vendor can be selected based on Lowest Cost Price or Quality Cost Based Selection
206.	System to cater all informations related to EMD & PBG against a particular tender
207.	System to update the Rate Contract (RC) List with relevant informations
208.	System to check monetary limit as well as name of the vendors in RC list in case of Rate Contract.

209.	System to check the conditions before approval for repeat purchase/ order. The conditions will be: <ul style="list-style-type: none"> • Repeat order not applicable for Emergency procurement • Items to be re-ordered should be of identical specification • upto 100% of previously ordered quantity
210.	System will able to log all informations related to a tendering process
211.	System should have a provision to link purchase orders with project code and activity
212.	The system should create PO with reference to Contracts
213.	The system should create POs with different number series based on purchase type
214.	The system should automatically identify the specific terms and conditions, and allow to print them.
215.	System should allow users to raise a Purchase Order (PO) on selected vendor
216.	System should have an approval Workflow for Purchase order.
217.	System should enable vendor acknowledgement of the PO receipt or delivery schedules through Portal and automatic updating of PO status in the system
218.	System should download PDF version of PO
219.	System should enable view purchase order history with revision details.
220.	System should have a provision of system to view expiry date of PO and expected delivery date of item
221.	System should not allow raising of PO in case of an expired rate contract
222.	System should have the ability of following alert/notification: <ul style="list-style-type: none"> • Auto generation of PO mail to vendor and User Department • Receive “confirmation / order acknowledgment” from vendor
223.	System should generate Alerts to competent authority for approvals required on PO
224.	System should have the capability to keep audit trail of original Purchase Order in case of amendments to Purchase Order.
225.	System should also have a provision for exceptions in case of deviation in respect of quality, quantity & time schedule
226.	System should facilitate issuance of LOI/Work Order & Purchase Order
227.	System should have provisions to initiate return of EMD to unsuccessful vendor(s)
228.	System should have the ability to procure various materials against MOU

229.	System should have the ability to handle Import purchase.
230.	System should have the ability to obtain quotations from vendors from outside country through Open Tender / Foreign Tender.
231.	System should have the facility to procure items through Government e-Marketing (GeM) portal

4. Infrastructure Development & Maintenance

Sl No	Requirements
Preparation of Detailed Project Report (DPR)	
232.	System will generate a separate project code for Development of each Allotted Plot.
233.	System should cater all information for the application of DPR consultant
234.	System should have the ability to update information on tendering process at different stages.
235.	System will gather information on selection of vendor on L1 basis.
236.	System should have the facility to upload preliminary cost estimation.
237.	System should have facility to delegate approval request to concerned authority (as per DoP)
Soil Test Survey	
238.	System should gather information related to selection of vendor as mentioned in the Tendering module
239.	System to facilitate issuance of Work Order for performing Soil Test
240.	System should be able to upload Soil Test Report
241.	System will allow the competent authority to approve the Soil Test Report
Preparation of Detail Estimate	

242.	System will allow user to create a detail estimation with tentative time lines for completion of the project.
Selection of Contractor & Project Management	
243.	System should gather information related to selection of Contractor as mentioned in the Tendering module
244.	System will facilitate issuance of Work Order (WO) and relevant document generation like measurement book, DPR, initial estimation using CAD etc. for capital projects.
245.	System will manage the execution of project and track each activities as mentioned in the Project Management module.
246.	System will track all RA bills related to a particular project and generate a payment release advice to Finance department
247.	System will verify the fund utilization and generate an alert message when fund is going to be exhausted to the concerned user
248.	System will check duplicate invoices against a particular project code
249.	System will check the final bill after proper adjustment and issue final settlement letter after completion of a project
250.	System will generate a final work completion certificate
Complaint Management	
251.	System should provide an API from where the tenant/user can lodge their complaint related to infrastructural maintenance
252.	System should provide a unique ID number (docket no.) once the complaint has been registered
253.	System should provide a workflow management for grievance redressal
254.	System should provide a dashboard to monitor the status of complaint
255.	System should have a vendor master database containing vendor name, address, category of works/services to be provide and statutory requirements.
256.	System should provide a AMC master database where the detail information about the AMC coverage with duration under different categories of the items procured
257.	System should generate alert message if the resolution time exceeds and escalate it to higher authority for necessary action
258.	System should check the AMC coverage and intimate the departmental head about the expiry of AMC for each category of items
259.	System should intimate complainant once the solution will be provided and update the status accordingly

260.	System should have the provision for following types of reports: <ul style="list-style-type: none"> • Monthly Call Log Report • Monthly Call Resolution Report • AMC status report • Category wise Vendor details
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5. Real Estate Management

Sl. No	Requirements
261.	System will gather all information (number of floors, size of the floor, facilities available etc.) of a building after completion and a property code will be generated
262.	System will allow the user to fix up rent structure
263.	System will allow user to select the competent applicant and a customer ID will be created to the eligible vendor after selection process. System will generate a customer card.
264.	System will match property ID with the Customer ID and customer property card will be created.
265.	System will send an UIN to each applicant using which they can track their application status
266.	System will send an intimation of allotment of property to customer through mail
267.	System will facilitate issuance of Provisional Allotment, Final Letter of Allotment & Final Letter of Agreement
268.	System will update customer & property details against final allotment & will generate a final allotment letter.

269.	System will generate a money receipt against the payment received
270.	System will generate an alert message to the concerned user for lapse of agreement at the end of agreement period
271.	System will initiate refund of security deposit to Tenant(s) in the event of non-renewal and no dues pending
272.	System will generate a MIS for the status of each property
273.	System will allow to upload the scanned agreement copy in PDF format
274.	System will check for pending dues against each property allotted to a particular customer before final settlement
275.	System will automatically generate an NOC/NDC if all dues are cleared

6. Common Modules

Sl No.	Requirements
Generic/System Requirements	
276.	A comprehensive search component needs to be built in the system. The search component should be available across various sub modules
277.	System should be integrated with payment gateway so that payment can be made online
278.	System should be integrated with external systems/agencies wherever possible so that data can be shared in digital mode
279.	Whenever electronic transfer of data takes place, system should send alert to the concerned persons
280.	System should maintain status and audit trail for all data exchanged between the system and external systems/agencies
281.	Modules should be integrated so that data flow is seamless across them
282.	System should have proper authorization and authentication mechanism
283.	If a user is inactive for a specified period of time, the user session should expire

284.	User should have an online help functionality
285.	The online help pages should have search functionality so that user can search using the relevant keywords
286.	Should allow users to access the system through internet as well as intranet
284.	The system must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them.
285.	System should have the facility to upload bulk data into the system
286.	System should provide industry standard integration functionalities based on service oriented architecture
287.	System should support workflow and allow configuration of the workflows based on rules
Administration	
288.	System should allow creation/edit of user groups
289.	System should display all the user groups available in the system
290.	System should allow the creation of users and allocation to user groups
291.	System should display all users available in the system
292.	System should provide functionality to delete users from a group
293.	All deletes should be soft delete and history of the same should be stored in the system
294.	System should have functionality to search users based on combination of First Name, Last Name and/or Username
295.	System should allow sorting of records based on First Name, Last Name and User name
296.	Username should be unique across the system
297.	System should have functionality to export the records to pdf, excel etc.
298.	System should allow assigning and editing of privileges for a user group
299.	Privileges can be at a Group level as well as Individual Level, system should clearly indicate the “Inherited Privileges” and the “Individual
300.	System should have provision to assign users to multiple groups
301.	System should have functionality to activate/deactivate any user
302.	Admin should be able to regenerate password (system generated) for the user and send it via email/sms

303.	Admin should be able to maintain list of master data as needed by the system
304.	System should check for duplicate entry and throw error message when a master data is added/edited
305.	Master data should be configured for all selection options in the application
MIS Reporting	
306.	System should allow users to add/bookmark reports to their personalized dashboards
307.	Types of reports available to a user will be based on the role and privileges assigned to that user
308.	User should be able to generate reports based on criteria provided
309.	User should be able to save the criteria used to generate a report. The saved criteria should be accessible to users to generate one click reports
310.	System should provide a calendar to select date ranges for a report generation criteria
311.	Users should have option to export, print or send reports as pdf attachment through email
312.	System should provide an option to select the number of records to be displayed per screen
313.	System should have pagination feature to access reports displayed in multiple pages
314.	User should be able to sort the report data based on the column headers
315.	Users should be able to export reports to various formats like pdf, excel, word, CSV etc.
316.	User should be able to generate reports in all standard graphical formats like Line Chart, Bar Chart, Pie Chart, Area Chart, X Y Scatter Chart etc.
317.	Users should be able to generate reports using controls like date, =, >, <, and, or etc.
318.	System should be able to perform trend analysis, forecast data based on time, season
319.	System should have a drill-down action that allows exploring the data from high-level view (aggregate data) to low-level view (detailed/transactional data)

320.	<p>List of Reports:</p> <p>A tentative list of reports are mentioned below. It is not an exhaustive list and there could be additions or deletions to the list during the detailed functional study by SI.</p> <p>Financial Management:</p> <ul style="list-style-type: none"> • List of payments to suppliers • List of other payments • Bank wise payments for both cheque and e-payments • Overhead costs and allocations • Cost center wise costs • Profit center accounting • Profitability analysis • Budget • Trial balance • Profit and Loss account • Balance sheet • Tax payment status • Statutory returns incl. GST • Audit • Asset register • Asset disposal status • Asset movement status • Depreciation • Funds flow statement etc. <p>Vendor Management:</p> <ul style="list-style-type: none"> • Vendor master report • Vendor payment status • Vendor bill status etc. <p>Project Management</p> <ul style="list-style-type: none"> • List of the project with status • Project profitability • Project expenses • Project wise collection etc.
Audit Trail	
321.	System should record all changes made to the data/records against the username
322.	System should record the timestamp when the changes are made
323.	System should record both the original and updated value when changes are made

324.	The audit trail recorder will record any change that is committed to the database. If the user make changes but doesn't save them to the database, the audit trail recorder will not record them
325.	System should provide a reporting screen so that all changes made to the system can be viewed
326.	System should provide search functionality to search the audit trail records
327.	Audit trail reporting screen should be only accessible to users having the necessary privileges
328.	By default, all audit trail records should be displayed in a grid format, arranged with respect to timestamp in descending order
329.	User should be able to search audit trail records for a particular date range
330.	System should provide pagination feature to display the audit trail records
331.	System should display data in rows spread across the following columns at a minimum: <ul style="list-style-type: none"> • Timestamp • Username • Screen/Section/Module Name • Field Name • Previous Value • Current Value • Other additional information as required
332.	User should be able to sort the records based on the column headers
333.	User should be able to export the data in various formats like pdf, excel, word, CSV etc.
334.	User should be able to print the audit trail data
335.	The system should record the IP address of the client machine/device in the audit trail
Alerts & Notifications	
336.	System should automatically generate reminders of any pending or overdue actions
337.	System should allow the user to create and send user alerts/notification to identified group/other users
338.	System should be able to determine whom the alert or notification has to be sent based on the Delegation of Power (DoP) matrix
339.	System should allow the user to schedule the activities and maintain the calendar with reminders
340.	The alerts/notifications should be available to be sent in the form of an Email, or SMS to the registered phone or as an alert in the application once the user logs into the system

341.	System should allow the user to view alerts/notifications
342.	The system shall throw alerts when the request is pending for a period exceeding a pre-defined time limit
User Profile	
343.	System should have capability for creation of the following two types of user profiles: a) Internal Users b) External Users
344.	All users should be able to register themselves on the site by providing required details
345.	For External Users, system should have a workflow for approval of user registration
346.	System should alert if data is not provided for all mandatory fields during registration
347.	User should be able to access only those services/functionality to which access has been granted (based on “Inherited Privileges” and “Individual Privileges”)
348.	System should allow only one session at a time for a user i.e. when one User logs in to the application using his own credentials, then the same credentials must not be allowed to be used for logging into the application through same or different computer
349.	System should allow registered users to log in to the system using valid username/password
350.	System should present personalized dashboard as the first interface after successful log in
351.	System should allow creation of only one user profile for a particular username or email id or mobile phone number
352.	System should allow users to update/delete user profile (delete should be soft delete)
353.	System must allow a user to be part of more than one group
354.	System should allow a maximum of 5 attempts for log in
355.	System should allow the user to regenerate a lost password/reset password
356.	For External Users, system should have a workflow for approval of user profile update
Workflow Management	
357.	The System should be able to save the workflow item/document and route the request to the concerned authority as per the workflow demonstrated in the process map

358.	Movement of work items based on the hierarchy of different departments as per Delegation of Power
359.	Facility to mark the application to pre-defined hierarchy
360.	Inbox for officers (listing work items received)
361.	System should provide the facility to choose work items from the list as per his/her own decision for taking action on work items
362.	Creation/ uploading of a Note Sheet for Scanned Documents.
363.	Alerts for delay in action. A notification/Email will be sent to the concerned user as well as to his superiors.
364.	Facility to mark / redirect the application to other officer based on the following two conditions: <ul style="list-style-type: none"> • in case of leave • if the person is repeatedly failing to clear the workflow items
365.	Facility to mark the application to other department for their NOC / Comments / Input
366.	Check-list for rejection of any work items
367.	System Administration should have the authority to change the workflow based on the approval be highest authority
368.	The system should consider the list of holidays for tracking the timelines of various approving authorities in the workflow.
Live Dashboard	
369.	Dashboard provides summarized view of information/work items/ documents one can drill down to the details of the information for all modules.
370.	User is able to configure his dashboard and select summarized data that he wishes to see. <u>Alternatively the organisation can decide on the dashboard</u>
371.	System should present personalized dashboard as the first interface after successful log in.
372.	Ability to monitor applications with a dashboard.
373.	The system should provide user-defined executive dashboard (financial information, key performance indicators, etc.) based on user profile.
374.	System should cater the pending work items based on the workflow for which user action is pending
375.	System should provide the status of the work items which must support the decision making system of WBHIDCO management.
376.	The system should allow to manage the dashboard view of critical activities.
377.	Dashboard should have a provision to generate an alert (with colour coding) based on the timestamp and due date for approval.

378.	Dashboards should usually refresh based on changes to data, so a user might like to turn on and off the auto refresh feature.
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7. Management Self Service Module

Sl. No	Requirements
Digital Signature integration for Workflow Management	
379.	The system should enable online approvals (with digital signatures) by various levels of management, for the business/service processes and the support function processes identified
Mobility	
380.	System should be able to handle the following all functionalities but not limited to: <ul style="list-style-type: none"> • View of Dashboard • View transactions • View of documents & reports • Receiving Alerts & Notifications • Work flow management

8. Stores & Inventory Management Process

Sl. No	Requirements
381.	System should have an inventory master database with all types of spare parts/materials with specification & quantity which will be required for specific types of products
382.	In case of out of stock situation of a particular item, system should generate an alert message to the concerned departmental head for necessary procurement (including Revenue Centres)
383.	The system should create a unique Job Order Number once the order received from customer and approved by approving authority. The details of job information will be entered into the database
384.	System should check the inventory position for the items required for processing of that job item.
385.	System will forward the order to Commercial Department for tendering process to procure items.
386.	System will allow user to update material inventory once the materials will be received by the department through vendor and will be ready to use for production
387.	System should have the ability to return the rejected material to the vendor for rectification / replacement.

388.	System should have the ability to raise Stores Receipt Voucher (SRV) for consignments against a Purchase Order
389.	System should generate a unique Product ID once the product is ready for QC
390.	System should have the facility to generate Bar Code against the product ID once the product has passed the quality control.
391.	System should maintain a product master database with Product ID, Bar Code, product specifications & date of manufacturing.
392.	System will track the despatch of product to customer and update the status after receiving the Delivery Challan (DC) from customer.
393.	System will generate the invoice after DC details will be entered into the system
394.	System will update the payment details once it is received from customer

9. Payroll, Human Resource & Talent Management

Sl. No	Requirements
General	
395.	The system should include all the master data, configuration and rules that <u>enable Personnel and HRD transactions in the application</u>
396.	The system to provide for Holiday master data (for every calendar year) that helps in managing Holiday details such as Holiday date, holiday description etc.
397.	The system to allow Competent Authority (workflow rules) master that helps in assigning the appointing authority, approving authority, leave sanctioning authority and immediate supervisor so as to manage the HR processes workflow
398.	The system to allow different document templates that are used in different HR Modules across the software.
399.	The system to allow Organization Management Master that manages the organization hierarchy immediate supervisor and reportees for every employee. This will help drive workflow for employee and manager self
400.	The system should have the provision of capturing previous experience and information not limiting to: Names of agencies/ organization, Tenure (from-to), Role.
401.	The system should have the provision of maintaining the following minimum employee information: Employee number, Employee name, Address (Present and permanent), ID & Address Proofs, Phone number, mobile number, e-mail ID, Gender, Mobile number, Marital Status Academic Qualification, Professional qualifications, Designation and Date of birth.
402.	The system should allow to change the cadre/ designation/ pay scale/ reporting structure of the employee after getting promoted or demoted by authorized personnel

403.	The system should able to change the role of the employee (Promotions)
404.	The system should be able to record the retirement date of the employee and update HR record accordingly.
405.	The system should be able to record suspension, termination & retirement of the employee
406.	The system should be able to freeze all the rights of the suspended, terminated & retired employee
407.	<p>The System should allow to record, update and manage the following:</p> <ul style="list-style-type: none"> • Employee basic information • Grade and Pay related particulars • Service Record • Loans & Advances • Appraisal information • Skills & Training • Leave information • Perquisites & eligibility information • Actions initiated information
Recruitment	
408.	The system should be able to view the vacancy position in different views to meet the recruitment authority requirements
409.	The system should allow to design the resource requirement plan
410.	The system should allow the regional/ sub-regional Offices to post the resource requirement plan to P&A department. The system should consolidate the resource requirement plan
411.	System should be able to accept duly-filled applications & documents from applicants for the designated vacant posts
412.	System should be able to conduct preliminary screening of the applications for incomplete/missing or invalid information and other ineligible applications
413.	System should allow to fix up the pay against the approved vacant post
414.	The system should generate the office orders to respective authorities responsible for recruitment to specific post
415.	System should allow to incorporate the details of the shortlisted candidates
416.	System should be able to link the selected candidate and generate the offer letter accordingly
417.	System should intimate the details of the selected candidate to the concerned/indenting department
418.	System should open a personal file of the new joinee.
Appraisal	

419.	System should intimate each employee about the Annual Performance Appraisal process at the end of each financial year
420.	System should allow each employee (including new joiner tenure more than 6 months) to fill up form based on his own assessment.
421.	System should automatically send the appraisal form to the supervisor/ Project manager/Departmental Head of the concerned employee.
422.	System will intimate the concerned employee after finalisation of rating and percentage of salary increment.
423.	System will intimate Finance Department for salary increment and Payment to employees
Promotion	
424.	The System should provide name of the officials, posting profile and promotion records
425.	The system should provide access to Vigilance report and 5 years ACR of the candidate to authorized users
426.	The system should capture status of the promotion process
427.	The system should have the ability to define grade advancements within departments across all offices
428.	The system should be able to upload promotion list and print Promotion Letters of candidates found suitable for promotion
429.	The system should support prospective/wait listed promotions
430.	The system should be able to release promotion only on reporting at new place in case of officer getting transferred on promotion and generate periodical detailed report on non- reporting
431.	The system should be able to do salary fitment on promotion & intimate Finance Department accordingly
432.	The system should have the capability to handle Back Dated promotions with respective promotion policy
433.	The system should capture the departmental promotion committee formulation & procedures in case of promotions and appraisals
Attendance	
434.	The system should have the provision for maintaining calendar of working days and holidays
435.	The system should integrate Bio-metric Attendance system
436.	The system should allow the facility to reconcile attendance data with leave application, time off, on duty travel, etc. to be facilitated

437.	The system should provide interface to payroll and employee service record wherever necessary
438.	The system should provide alerts pertaining to attendance records to the reporting officer
439.	The system should generate reports on absentee employees and alert the associated functions like payroll, cash etc.
440.	The system should deduct Casual Leave as per applicable conditions
441.	The system should intimate the employee for notifying employee for leave application update, status update of Casual Leave & deduction in Casual Leave
Leave Management	
442.	The system should have a provision for Leave crediting system to update leave accruals as per organizations policy (with applicable limit on leave
443.	The system should be able to provide facility to award and maintain different types of leave to employee as per the grade and eligibility criteria
444.	The System should support workflow with authorized Officer crediting leave to employees depending on their grades.
445.	The system should provide a facility for Authorizing Officer to review the credited leave records and endorse. Shall also be in a position to authenticate, confirm or reject and update specific/ set of leave credit depending on the requirements by the authorizing officer
446.	The system should provide an interface with Attendance and payroll system to take care of consumption of leave and update records accordingly
447.	The system should provide a workflow based Leave Operation system.
448.	The system should allow leave requirements to be initiated and forwarded to his/her superior for sanction and approval and shall get a feedback whether leave has been approved, rejected or conditional etc.
449.	The system should allow approving authority to approve the leave after checking eligibility and availability. Approval shall be sent by way of sanction order with appropriate comments
450.	The system should have the provision of specifying the type of leave, leave with strictures like half pay, loss of pay etc. in the sanction order, depending on the eligibility and availability.
451.	The system to update the sanctioned leave in the leave records and wherever wages/pay is involved, it shall interface with the payroll system. It shall also update the employee's service record
452.	The system should allow employees to submit "Joining Report" for resuming their offices wherever, prescribed for such requirements.
453.	The system should have the capability to credit leave balances through an accrual process in the system automatically based on user defined criteria

454.	The system should have the capability to maintain local holidays and integrate with the leave management
455.	The system should be capable of record keeping and maintenance of historical data
456.	The system should have the capability to integrate with pay-roll module for calculation and recovery of loss of pay etc.
457.	The system should have the capability to provide the Section-in charge consolidated status of present/absent employees working under him/her.
458.	The system should have the ability for online approval/rejection of leave
459.	The system should have the provision for sending notification to the employee with status of approval or rejection
Loans & Advances	
460.	The system should be able to maintain the types of loans as per the eligibility, along with limits for such loans for each category of employees.
461.	The system should have a provision of maintaining loan application, approval and disbursement information, such information can be submitted either by forms or data entry
462.	The system should have a provision to define a record schedule for the loan
463.	The system should allow advice recovery to payroll each month based on the prescribed percentage of each individuals loan
464.	The system should allow to record details of references made by payroll for each employee
465.	The system should have the facility to suspend or modify the record schedule for any given loan, including reversals of any wrong recoveries that have been made
466.	The system should be able to provide information at any time to P&A departments to facilitate loan management activities
467.	Individual employees to get information on loans that they are eligible loans analysed by them and status of recoveries of such availed loans as on any
468.	The system should notify employee-applicant with the loan schedule & EMI details fixed by P&A department and about sanction & release of loan
469.	Facility to generate hard copy, printouts of statutory registers, brief details
470.	Provide upload facility for the scanned copies of the documents associated for any given loan
471.	Provision to calculate penalties / penal finance charges
472.	The system should support pre-Closure of loans and should be able to calculate interest till such period
473.	The system should have a facility of showing decreasing number of EMIs loan

474.	The system should provide the upper limits of loan amount for employees based on cadre & type of loan
475.	The System should be able to generate report regarding loan sanctioned during particular month, details of outstanding loans with interest
476.	All orders for all loans/ advances should be generated by system. Orders in case of medical loan, computer loan, festival advance should have a validity of one month and the system should be able to issue alert in case of non-
477.	In case of computer loan or any other type of loans, the system should provide alerts to be given in case of non- submission of required documents. Facility to upload scanned copies of documents.
Car Pool Arrangement	
478.	System should track the availability of car (car repository) and allocate the car based on request for car requisition.
479.	System should accept car requisition application from employees
480.	System should be able to verify the requisition slip for details before searching and allocating a car
481.	System should show the allotment of each car with time duration. System should also mark the allotment of the car to the concerned employee.
482.	System should intimate the car allotment to the respective employee along with driver name and car details.
483.	System should keep a record for each booking details
484.	System should generate a system generated report at each month
Exit & Retirement	
485.	The system should be able to identify the reason of exit e.g. retirement/ compulsory retirement/voluntary retirement/death/resignation/dismissal etc.
486.	The system should have the ability to process the voluntary retirement application as per the rules defined for the particular scheme
487.	The system should initiate Clearance process and notify concerned employee accordingly
488.	The system should have provisions to facilitate approval of Clearance report & Full and Final Settlement report
489.	The system should have the capability to generate retirement notice to concerned departments and retirement proposal at least 3 months in advance in case of superannuation for sanction. For other type of retirement/exit as soon as the papers are submitted/ on-line request is received.
490.	The system should have the capability to initiate the process for making payment of the retirement as per applicable rules
491.	The system should have the ability to analyse data relating to exits/ retirements

492.	The system should have the ability to conduct on-line near real time exit interviews and record observations/comments of the authority.
493.	The System should be able to calculate Gratuity of employee exiting due to superannuation/VRS/CRS/ Death/ resignation/dismissal etc.
494.	System should mark the employee record after proper exit management and make the payroll inactive
495.	The system should enable management of various stages and activities related to the Exit/ Superannuation processes.
Payroll Management	
496.	The System to maintain history of records in the system (Example: changes made to compensation structure etc.
497.	The System to generate costing at various levels and be integrated with ERP GL for posting of the payroll
498.	The System to generate employee related reports-based on cost center wise / SBU wise , level wise, location wise, etc.
499.	The system should have the ability of system to generate statutory reports/ challans /forms of the applicable statutes
500.	The system should have the ability of system to restrict duplication of payment to employees
501.	The system should have the ability of system to generate data that is compatible for filing of returns with the IT department
502.	The system should have provision for separate payroll (for permanent or contract staff) processing for different groups of employees
503.	<p>The system should have the capability to make computation of the following elements:</p> <ul style="list-style-type: none"> • Fixed pay elements applicable to all employees like basic, PF, special allowance, conveyance allowance etc. • Variable pay elements based on parameters like options exercised by the employee, place of duty etc. (CCA, HRA, Recoveries like LIC, NIC etc.) • Formula based pay elements like (DA as a % of basic) and combination of the above
504.	<p>The system should have the capability for making calculation of pay based on Compensation Rules like:</p> <ul style="list-style-type: none"> • Scale of Pay • Years of Service • Grade • Location • Employee type like permanent staff and contractual staff Others (user defined)
505.	The system should have the capability to maintain/ configure pay elements like LTA, CPF and Medical, Service Award etc.

506.	The system should allow pay types based on defined monthly cycles of pay
507.	The system should have the capability to allow the authorized user to override the standard rate of pay for individual employees
508.	The system should have the capability to allow restriction of administrative functions to a few select payroll users
509.	The system should have the capability to provide data upload facility to upload history payroll data
510.	The system should have the capability to allow the maintenance of slab wise details for statutory elements like Income Tax, Professional Tax as well as user defined elements
511.	The system should have the facility to calculate tax as per the Income tax act without the manual intervention. The tax slabs, rates and surcharges shall be maintained by the system and the tax shall be computed automatically
512.	The system should have a provision for handling payroll claim process such as LTC claim, medical reimbursement claims and off-cycle payment for the same
513.	The system should have provision to generate the statutory forms such as Form 16, Form 24 etc. and same should be available in the system itself.
514.	The system should have a provision for withholding salary of the suspended/ absentee employee
515.	The system should have a provision for generating bank transfer report for monthly payments.
516.	The system should have provision for generation of pay slip electronically with the applicable payment of allowances and deduction heads. Pay slip should be in printable form and should also be available online.
517.	The system should have ability to support Gratuity and superannuation computation supporting user definable contributions
518.	The system should have the provision for computing final settlement to arrive at payable and recovery amount
519.	The system should have provision for handling financial year end tax declaration and subsequent calculation for generating statutory forms
520.	The system should have the capability to process arrear and backdated payment calculations
521.	The system should have the capability to handle LTA and medical exemptions as per the income tax rules
522.	The system should have the capability to calculate HRA rebate
523.	The system should have the capability to provide linkage to leave, punishments, promotion, location, qualifications
524.	The system should have the capability to define tax rules to determine employees tax liability as per changes by the central government/ local statutory legislation for actual tax liability of employee

525.	The system should have the capability to provide investment declaration form in electronic format. The employee will be required to fill and submit the form electronically so as to automatically updating of salary record and tax calculation by the system
526.	The system should have the capability to project the tax liability of each employee for the period within a tax calendar based on the employee declaration of savings etc. and providing tax planners to the employee.
527.	The system should have the capability to handle Exemptions and Rebates as per the Income Tax Rules
528.	The system should have the capability to support PF settlement process including generation of settlement sheets and relevant vouchers for
529.	The system should have the facility to maintain following types of allowances: <ul style="list-style-type: none"> • House Rent Allowance • Festival Allowance • Dearness Allowance
530.	The system should have the facility to maintain following types of deductions: <ul style="list-style-type: none"> • Computer Advance • Festival Advance • Medical Advance
531.	System should have facility for providing any updates or changes to any of the Allowances and Deductions: Processing of arrears and preparation of supplementary pay bill tax deduction as per existing laws
532.	System should provide information related to cash, cheque payment and direct deposit to employee's Bank account
533.	System should Generate consolidated information on income tax deducted including generation of Form 16
534.	System should be able to Include Salary and other benefits
535.	System should be able to include revised salary and benefits
536.	System should show all the information to check and reconcile payroll to competent authorities
537.	System should allow integration with HR and Finance function
538.	System should be able to show complete payment history
539.	System should show the component view of pay structure
540.	System should allow to print pay slip on demand
541.	Required accounting entries related to the Payroll should be generated by the system.
Third Party & Sub Contractor Management	

542.	System should have facility to enter the details of selected vendor for guest house, canteen, security service management, third party contractual employees and sub-contractor management.
543.	There should be a management tool which can be managed the compliance of sub-contractors
544.	The system should facilitate receipt of Limited tender documents & Bills
545.	The system should facilitate the various approval processes required for Bid-opening & TEC report approval
546.	System should cater all the bills received from these vendors and processing of those bills under Finance module
547.	The system should send verified bills to Finance Department for processing and payments to Vendor(s)

Employee Self Service (ESS)	
548.	The system should allow employee to access his personal & professional records
549.	The system should be able to display the payslip / Form 16 on demand
550.	The system should allow employee to submit request for Car pool service
551.	The system should allow employee to print the payslip
552.	The system should allow employee to view their eligibility of various benefits like loans, advances, leaves, travel allowances etc.
553.	The system should provide the facility to the employee to raise business travel request and book necessary train/ flight tickets and hotels based on approvals. After completion of travel they should be able to submit the relevant vouchers/documents against that travel
554.	The system should show various training programs scheduled across the department and enable application for such programs
555.	The system should allow to perform all the training related task listed in training sub module
556.	The system should allow to manage the dashboard view of critical activities
557.	The system should be single point access for accessing all the functions and features of the system (in accordance with permitted access provisions)
558.	The system should have the capability to empower employees to enter the data/view/edit pre-defined data on self for e.g. updation of personal records like details, marital status, record/change nomination etc. and leave balance, leave status (Cannot be modified), Salary details, liabilities, declare investments for IT returns, Property returns, Lease data, Medical & Entertainment etc.
559.	The system should have the capability to provide links to the important items hosted in various in-house websites/ intranet e.g. important circulars/ instructions/ policy documents etc.
560.	The system should provide access to staff training information
561.	The system should enable managers to review staff training history
562.	The system should give managers the ability to create and save their own custom reports
563.	The system should allow managers to view their direct reports as well as drill down to lower levels under their area of responsibility

10. Business Development/ Government Sales

Sl No	Requirements
Customer Enquiry / Customer Order Execution	

563A.	The system should capture the amount received through Sale / Lease of Land / Building
563B.	The system should capture the amount collected through Point of Sale at different Revenue Centres.
563C.	The system should capture the stock handled in different Revenue Centres.

11. File Management System

System should have provision for office automation system for:

- File Creation
- File Movement
- File Dispatch
- File Tracking
- File Access Rights
- File Archive & Destruction

Sl. No.	Requirements
File Creation	
564.	System should have the option to create a new file based on the input given by the user.
565.	System should have the facility to attach the scanned image of the file as well as electronic version (.doc or .pdf) of the document, with the file created into the system.
566.	System should create file name automatically based on the input given by the user.
567.	System should have the facility to save the metadata into the system and confirmation to be displayed.
568.	System should be able to archive a file.
File Movement	
569.	System should have the facility to move forward/backward the file in the hierarchy as per the file subject or concerned authority.
570.	System should have the facility to add notes to the created file before send it to the next level of authority. The note can only be modified by the concerned user. Once forwarded, the content of the note cannot be modified. User will able to view it only.

571.	System should provide facility to users to select the movement of File as flexible or sequential from the dropdown available on the File movement page. (By default the movement pattern is flexible for all movements).
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Sl. No.	Requirements
572.	If the original file is in movement and a parallel movement of the file is required because of any new document related to the file, then a part file of the original file may be created. The system should have the option to create a new part file which will be tagged with original file.
File Dispatch	
573.	System should have a facility to create a dispatch request of the file which will be moved to other department physically.
574.	User would take the printouts of note sheet and the relevant documents that are to be sent to other department. User would put in remarks column of dispatch details that a physical file is sent for dispatch.
File Tracking	
575.	System should have facility to search the file based on file number, file name, searchable content of the file and/or any other meta data associated with that file.
576.	The output of the search result should have only those files on which the logged in user has access. The user may also search files that has been archived in the system.
577.	User with admin privileges should have access on all the files by default
578.	If output search file is in flow then it should open in a Read only mode
File Access rights	
579.	Access restrictions to file should be based on roles & privileges of the user
580.	The file should be moved to those persons who have the privileges to open/view the file
File Archive & Destruction	

Sl. No.	Requirements
581.	System should be able to archive the files / documents within the file.
582.	System should be able to keep a note of destruction of the file.