## Technical specification for Consultancy services to conduct Business process study for ERP solution

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1.0 About EPI:

Engineering Projects (India) Limited, a Govt of India Enterprise is a leading Prime Contracting Company and has left its imprint not only in India but in the overseas market as well where its past operation spread over a decade in the wake of oil boom in the Middle East. EPI successfully executed 30 odd project valued over US$ 782.00 million in Iraq, Kuwait, Saudi Arabia, UAE, Yugoslavia, Maldives, Bhutan and Thailand.

EPI is a uniquely integrated engineering company capable of handling a broad line of contracting and consultancy business. Its composition and character make it ideally suited to take up execution of large and complex construction projects in a wide spectrum of industry.

EPI offers the following services:

1. Feasibility studies
2. Detailed project reports
3. Design and engineering.
4. Supply of plant and equipment
5. Quality assurance
6. Civil and structural works
7. Erection trial run and commissioning
8. Training of supervisors and contractors.
9. Operation and maintenance
10. Turnkey Project Management
11. Project Management Consultancy

EPI's engineering contracting business spans the following sectors:

1. Civil and Structural Works
3. Coal & Material Handling Systems
4. Metallurgical Sector Projects
5. Environment & Pollution Control
6. Oil & Petrochemicals
7. Defense-related Projects
8. Transmission Lines/Sub-stations
10. Roads & Highways
1.1 Regions of Operations

EPI's countrywide operations are taken care of by its Corporate Office (CO) at New Delhi and its five Regional offices (RO) at New Delhi, Chennai, Mumbai, Kolkata and Guwahati. Each of these offices functions as a separate profit centre. Each RO has various Site Offices.

1.2 CO Functional Departments

1. Business Development Division (BDD)
2. Planning & Monitoring (P&M)
3. Engineering Division (Engg.)
4. Contracts Division
5. Finance Division
6. IT Division
7. Company Secretary Division (CS)
8. HR Division (HR)
9. Legal Division
10. Quality Assurance Division (QAD)
11. Plant & Equipment Division (P&E)
12. Hindi Division
13. Vigilance

1.3 RO Functional Departments

1. Marketing Division (Mktg)
2. Planning & Monitoring (P&M)
3. Material Management Division (MMD)
4. Finance Division
5. IT Division
6. Project Management Division (PMD)
7. HR Division (HR)
8. Legal Division
9. Quality Assurance Division (QAD)
2.0 **Scope of Work:**

The scope of work for consultancy services to conduct Business process study for ERP solution in EPI shall include the following:

1. Conduct a detailed process study of existing business and functional processes at EPI and analyse the requirements to automate the processes with state of the art COTS products and Tier I ERP Platform.
2. The business processes analysed shall be classified as “Critical”, “Essential” or “Desirable” depending on the perceived importance of the processes.
3. Perform and document the fit gap analysis of the to-be process with state of the art COTS products and Tier I ERP Platform.
4. Document the specifications for the final solution at EPI based on the above business process study. This document would also specify Tier 1 ERP Platform requirements, COTS product requirements and detailed specification of System software, Hardware & Networking requirements.

3.0 **Eligibility Criteria:**

1. The bidder should be a global technology-consulting firm with their own suite of software products relating to automation and monitoring of capital projects with a global customer base.
2. The bidder should be a private or public limited company registered in India and having an annual turnover not less than 4 Crores in the last financial year. (Provide details on Appendix-VI).
3. The bidder should submit its Certificate of Incorporation and Memorandum of Articles.
4. The bidder should have a minimum of 50 (Fifty) personnel on its payroll who are technically qualified in conducting business process studies, system architecture and design and ERP implementation.
5. The bidder should have been in operations for at least five years on the date of application and should have successfully completed a minimum of five COTS and/or ERP Systems consultancy and implementation projects in the last four years globally including at least one Government organization in India.
6. The bidder should have experience in conducting Business process study in the functional areas of Project Management, Financial Management, Material Management and HR processes for an Indian Public Sector or any Construction organization having more than 1000 employees on its payroll.
7. The bidder should have conducted business process study, fit-gap analysis, software installation, implementation and training of Tier 1 ERP and COTS products in the areas of Infrastructure Construction, Ports, Power Plants, Roads/Bridges and other infrastructure related projects worldwide including India.
8. The project size of at least one of these capital projects being managed by the COTS and ERP solution that the bidder has implemented should be over Rs.1000 Crores.

9. The bidder should either own the COTS and ERP Products or be authorized by the OEM Vendor to make necessary customizations to it during the course of implementation.

10. The bidder should submit details of all the ERP and COTS system implementations (including business process study) executed in the last five years indicating Name of Work, Name of Client with complete contact address, Date of commencement and completion of each work, location and functional areas covered in the project (eg. Project Management, Finance, HR, Engineering design etc.)

11. The bidder should have a partnership with at least one academic institution in India, (recognized by the Government of India as a Scientific and Industrial Research Organisation – SIRO) specializing in construction management or capital project management research that has endorsed the COTS product.
4.0 Additional Information & Terms and Conditions:

1. All pages of documents should be signed and stamped by the bidder.
2. In case, the bidder abandons the job at any stage during the period of the contract, EPI reserves the right to get the job completed through any other means/agency at their risk and cost. In the event of unsatisfactory performance, EPI reserves right to cancel part or whole of the contract and make alternate arrangement at any time during currency of contract on risk & costs of the party.
3. The party shall interact with the concerned officers of EPI and understand the requirements of the organization. Based on the above interactions and input data made available by EPI the party will prepare documents showing the present stage of the organization and the desired stage to be achieved. No traveling expenses or other expenses of any kind shall be paid by EPI.
4. The above documents shall be submitted for comments of EPI. EPI’s comments will be incorporated and then revised documents shall be submitted for approval of EPI. Once approved, one soft and two hard copies of the approved documents will be submitted to EPI.
5. Termination of Contract - If the party fails to perform any of the obligations under this contract or if EPI is dissatisfied with the services/quality of work, the EPI may terminate the services of the party with a 7 days’ notice. EPI shall not be held liable for any cost, damage, expenses or any loss whatsoever that the party may suffer on being served with the winding up notice.
6. The Business Process Study will be conducted at EPI’s Corporate Office and Regional office at New Delhi, India and not require any travel to the other Regional Offices. All interviews conducted with EPI personnel not situated at Delhi shall be conducted telephonically.
7. The documentation activity shall be conducted by the party at its own offices.
8. Completion Period Within 6 weeks from the date of acceptance of LOI/PO/Work order.
9. Arbitration of Dispute - EPI and the party shall make efforts to settle disputes amicably. Only if amicable settlement is not possible, the same shall be referred to the sole arbitration of the Chairman & Managing Director of EPI or the person appointed by CMD EPI and the decision of the Arbitrator shall be final and binding on both the parties.
5.0 EVALUATION PROCESS:-

The Bid evaluation process shall be in two-stages

1) Techno-Commercial evaluation
2) Price evaluation.

   a. Technical bid shall be opened first and will be evaluated for fulfillment of the Bidders Eligibility Criteria
   b. Price-Bid of only techno-commercially acceptable bidders shall be opened subsequently.
   c. The bidder, whose total price as per price schedule is determined to be the lowest after evaluation will be considered for the award of contract.
   d. However, EPI reserves the right to reject any or all the bids without assigning any reason, whatsoever.

6.0 Schedule of Payments

1. 25% of the total cost shall be paid on completion of process study and submission of fit-gap analysis document (S.no 1 & 2) of price bid.

2. 50% of the total cost shall be paid on submission of document to-be specifications for the final solution (S.no 3) of price bid.

3. Balance 25% of the total cost shall be paid after incorporating EPI’s comments in all the documents and submission of final documents in both hard and soft copies.
## CHECK LIST

<table>
<thead>
<tr>
<th>S.No</th>
<th>Description (Activity)</th>
<th>Bidders Comments</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
<td>Completion period Within 6 weeks from the date of issue of LOI/PO/Work order.</td>
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<tr>
<td>2.</td>
<td>Validity: 90 days from Technical Bid Opening Date</td>
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<td>3.</td>
<td>Confirmation of acceptance to EPI’s payment terms and conditions.</td>
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<td>4.</td>
<td>Whether agency has done a similar project Viz-a-viz process evaluation in a Public Sector Organization in last 4 years. (Provide details on Appendix-III with work order details)</td>
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<tr>
<td>5.</td>
<td>Whether the agency has done similar process evaluations specific to Construction companies in last four years. (Provide details on Appendix-IV with documentary evidence)</td>
<td></td>
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<td>6.</td>
<td>Bidder having expertise in COTS Product with proficiency in Project Management. (Provide details on Appendix-V with documentary evidence)</td>
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<td>7.</td>
<td>Whether bidder is certified by any leading construction and research institute in India. (Please provide documentary evidence)</td>
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Signature of Bidder  
(Authorized Signatory)
## Price Bid

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<thead>
<tr>
<th>S. No.</th>
<th>Component</th>
<th>Amount (INR) (in figures)</th>
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<tbody>
<tr>
<td>1</td>
<td>Detailed study of various Business processes and capturing the requirements</td>
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<td></td>
<td>to be automated by the COTS and ERP solution</td>
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<td>2</td>
<td>Document Fit gap analysis of the to-be process with industry leading</td>
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<td></td>
<td>packaged solution</td>
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<tr>
<td>3</td>
<td>Document to-be specifications for the final solution including the COTS</td>
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<td></td>
<td>Product requirements, Tier I ERP platform requirements, Hardware,</td>
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<td></td>
<td>Networking and Software system requirements.</td>
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Amount (in words)

Signature of Bidder
(Authorized Signatory)
Appendix - III

Details of similar work executed in a Public Sector organization in last four years

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of the client and contact person with Telephone Nos.</th>
<th>Nature of work</th>
<th>Period From</th>
<th>Period To</th>
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Signature of Bidder
(Authorized Signatory)
Details of similar work executed with Construction Companies in the last four years

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<th>S. No.</th>
<th>Name of the client and contact person with Telephone Nos.</th>
<th>Nature of work</th>
<th>Period</th>
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<tbody>
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<td></td>
<td>From</td>
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<td>To</td>
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Signature of Bidder
(Authorized Signatory)
Details pertaining to the COTS ERP product

<table>
<thead>
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<th>Product Details</th>
<th>Overview</th>
<th>Features/Modules</th>
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Signature of Bidder  
(Authorized Signatory)
Appendix - VI

Annual Turnover of the Company

Annual Turnover for the year ended March 31st 2010:

________________________________________________________________________

________________________________________________________________________

Note: Please indicate the amounts in both figures and words.

Signature of Bidder
(Authorized Signatory)