NOTICE INVITING TENDER FOR IMPLEMENTATION OF ERP SOLUTION (HR, Financial & Accounting Module, Payroll & Document Management)

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Annexure

- Functional Specifications
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1.0 About EPI:

Engineering Projects (India) Limited (EPI), a Government of India Enterprise under the aegis of Ministry of Heavy Industries & Public Enterprises was incorporated in the year 1970 with the main objective to undertake turnkey projects and consultancy services in India and abroad. During the last 41 years, EPI is engaged in the field of execution of large and multi-disciplinary industrial & construction projects on turnkey basis and project consultancy in the areas of:

- Civil & Structural Works
- Metallurgical Sector
- Water Supply & Environmental Engineering
- Defence
- Housing
- Townships
- Hospitals & Institutional Buildings
- Industrial & Process Plants
- Coal & Material Handling Systems
- Oil & Petrochemicals
- Transmission Lines/Substations
- Irrigation, Dams & Canal Works
- Roads & Highways
- Shore Protection Works
- Airports
- Sports Stadia
- Mining Projects

EPI is pioneer in providing integrated services from concept to commissioning. The services rendered by the Company include the specialized activities such as:

- Feasibility Studies & Detailed Project Reports
- Design & Engineering
- Supply of Plant & Equipment
- Quality Assurance
- Project Construction
- Erection and Commissioning
- Operation and Maintenance
- Overall Project Management in almost all areas of engineering and construction domain.

EPI is the first Construction Company to take up large Industrial & Civil Engineering projects abroad. Till date EPI has completed 478 projects in India and 30 projects abroad to the entire satisfaction of its esteemed clients.

EPI is a "Mini - Ratna" company and consistently improving its performance. EPI has achieved "Excellent" rating consecutively for the 5 years on parameters of MOU signed with the Government of India.

EPI is one of the first few Construction and Contracting Companies in India to get Certification for ISQ 9001:2000 (Quality Management System) and upgraded ISO 14001:2004 Certification (Environmental Management System) which reflects its concern for environmental issues. The Certification covers all area of operation of EPI.
EPI has also got Certification for Occupational Health & Safety Management System OHSAS 18001:2007 for implementation at the Corporate Office supporting the functions of design, procurement and implementation of multi-disciplinary industrial and other construction projects from concept to commissioning.

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/Divisions

- Business Development (BDD)
- Planning & Monitoring (P&M)
- Consultancy and Engineering Division (C&E)
- Contracts
- Finance
- Information Technology
- Company Secretary (CS)
- Human Resources (HR)
- Legal
- Quality Assurance (QAD)
- Plant & Equipment (P&E)
- Raj Bhasha
- Vigilance

1.3 RO Functional Departments/Divisions

- Marketing (Mktg)
- Planning & Monitoring (P&M)
- Material Management (MMD)
- Finance
- Information Technology
- Project Management (PMD)
- Human Resources (HR)
- Legal
- Quality Assurance (QAD)
1.4 Information Flow within and outside the Organization
2.0 Existing IT Infrastructure

Information Technology Division is responsible for the creation and maintenance of application and data architecture, as well as for the architecture/design of all databases and repositories to fit the organization’s needs. Functions of this department include:

- Designing and maintaining an inventory of current applications and business functions that these applications support.
- Managing the transition during technological upgrades.
- Designing and implementing a process for updating, maintaining, and communicating the Application and Data Architecture with IT staff and business constituents.
- Reviewing the design of all databases.
- Setting standards for corporate data flows and file transfers.
- Reviewing and investigating new applications to enter the IT Production Environment.
- Participating in the review, qualification, and recommendation process of new and emerging database technologies in coordination with the technology/engineering team

Network:

EPI has a main IT setup at Corporate office, New Delhi and three other offices at Kolkata, Chennai and Mumbai. At the Corporate office, the network is a star topology, with all floors connected to a central switch. Desktops are connected to the network via 10/100 MB or 1 Gigabit Ethernet depending upon the edge switch and the desktop network card. The servers are connected via Gigabit Ethernet.

The main office is connected to the internet via a Wi-max 2 (1:1) MBPS connectivity. The interior networks secured with a Fortigate Firewall. Internet is provided to all employees through Proxy server. SSL VPN is used for remote connectivity with other Regional offices.

Servers:

The Servers at EPI are a mixture rack mounted and IBM Blade servers running on Windows 2000 and 2003. The Active Directory domain is running on a Windows 2003 platform. The main server is running on a Windows 2003 server with SQL Server as the database and it is connected to SAN. There are selected centralized file servers shared among departments. Desktops are backed-up locally and servers are backed-up by a tape library application.
Computers:

Corporate-wide there are approximately 100 PC’s ranging from Intel P-III through Core-2 Duo connected through the network with Windows XP OS and Windows 2000 OS. Ms-Office 2000/2003 is also installed in the PC’s for office applications.

Applications:

The main applications running on the server are Accounting software developed by HCL, Primavera, Ms-Project 2007 and Knowledge Management System. Other software used on the desktops are AutoCAD, Decca Plot and StaadPro.

E-Mail:

Corporate email is available to all the employees through the mailing services provided by National Informatics Centre. Email client use includes MS Outlook 2003 for desktop users on the corporate PCs. Desktops are protected by McaFee anti-virus application.
### 3.0 Prequalification Criteria

#### 3.1 OEM Eligibility Criteria

<table>
<thead>
<tr>
<th>S.no</th>
<th>Criteria</th>
<th>Supporting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The OEM should have atleast 10 authorized Implementation Partner in India for sale, support, customization and services of the ERP product.</td>
<td>List of the partners along with OEM self certificate</td>
</tr>
<tr>
<td>2.</td>
<td>The company should have a global presence and should have presence in India for more than Five years. Should have more than 1000 installations worldwide of the ERP Product.</td>
<td>Customer Reference List along with OEM Self Certification</td>
</tr>
<tr>
<td>3.</td>
<td>OEM should have more than 25 successful implementation of its ERP in India out of which at least two successful implementations in Construction/ Infrastructure/ project sector in India having a turnover of Rs 1000 Crore or above and at least two successful implementation in Indian PSU’s/ Government</td>
<td>Customer Reference List (customer name, contacts and details of order) along with OEM Self Certification</td>
</tr>
<tr>
<td>4.</td>
<td>The ERP product should support changing India localization requirements like Indian Taxation, PF, Gratuity and other statutory requirements etc.</td>
<td>OEM self certificate</td>
</tr>
<tr>
<td>5.</td>
<td>The ERP must also provide tools for Reporting on analytical, strategic and operational aspects.</td>
<td>OEM self certificate</td>
</tr>
<tr>
<td>6.</td>
<td>The ERP product should have readymade modules for Finance, Inventory, Fixed Assets, Human Resources, Procurement, Sales, Projects and Business Intelligence capability. Each of these modules must be out of the box integral with each other and with any COTS Project Management solution to be implemented later that is capable of providing estimation, contract management, tender management and other functionality related to Architecture, Engineering and Construction Industry. It has also to be integrated with Ms-Project and Primavera.</td>
<td>OEM self certificate</td>
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<tr>
<td>7.</td>
<td>The ERP must have a complete audit trail for all the transactions.</td>
<td>OEM self certificate</td>
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<tr>
<td>8.</td>
<td>The ERP must be UNICODE compliant</td>
<td>OEM self certificate</td>
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<tr>
<td>9.</td>
<td>The ERP must be able to integrate with industry standard GIS products.</td>
<td>OEM self certificate</td>
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<tr>
<td>10.</td>
<td>The Product OEM should have presence in India for more than five years.</td>
<td>OEM self certificate</td>
</tr>
<tr>
<td>11.</td>
<td>The Product OEM should be IPV6 ready.</td>
<td>OEM self certificate</td>
</tr>
<tr>
<td>12.</td>
<td>The OEM should have a product support centre in India.</td>
<td>OEM self certificate</td>
</tr>
<tr>
<td>13.</td>
<td>The OEM should have a product training centre in India.</td>
<td>Details of Training centre and trainings conducted.</td>
</tr>
<tr>
<td>14.</td>
<td>The Product OEM should not have been blacklisted by any Government or Public sector agency in the past.</td>
<td>OEM self certificate</td>
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</table>
3.2 Implementation Partner Eligibility Criteria

<table>
<thead>
<tr>
<th>S.no</th>
<th>Criteria</th>
<th>Supporting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The bidder must have a minimum turnover of Rs. Two Crores each in the last three financial years and out of which should have an annual turnover not less than Five Crores for any one of the last three years.</td>
<td>Audited Financial Statements.</td>
</tr>
<tr>
<td>2.</td>
<td>The bidder firm should be registered in India. The bidder may be sole proprietary concern, partnership concern or company and should be registered with the Registrar of Firms/Registrar of Companies as applicable.</td>
<td>Copy of the Certificate of Incorporation.</td>
</tr>
<tr>
<td>3.</td>
<td>The bidder must have a valid Service Tax and VAT Registration in India.</td>
<td>Copy of Registration Certificate</td>
</tr>
<tr>
<td>4.</td>
<td>The bidder must be an Authorized/Certified Partner of the OEM’s for the proposed products/solutions.</td>
<td>Copy of Certificate from OEM</td>
</tr>
<tr>
<td>5.</td>
<td>The bidder should have at least 50 Full Time employees of IT / Finance / Accounts / HR / ERP Experts on its payroll.</td>
<td>Self Certificate</td>
</tr>
<tr>
<td>6.</td>
<td>The bidder should have been in operations for at least five years on the date of application and should have successfully implemented a minimum of four ERP projects including business process study in the last five years in India.</td>
<td>Self Certificate along with details of work executed</td>
</tr>
<tr>
<td>7.</td>
<td>Out of these four projects, the bidder should have successfully implemented or conducted a complete business process study on implementing the ERP system/E-Governance for at least one Government/Central or State PSU in India</td>
<td>Satisfactory certificate/Work order issued by client for whom the work was done.</td>
</tr>
<tr>
<td>8.</td>
<td>Out of these four projects, the bidder should have successfully implemented ERP solution for at least one Construction/ Infrastructure/ project sector companies in India having a turnover of Rs 1000 Crore or above.</td>
<td>Satisfactory certificate/Work order issued by client for whom the work was done.</td>
</tr>
<tr>
<td>9.</td>
<td>Out of these four projects, the bidder should have successfully implemented atleast two projects using a proposed solution with an order value of minimum Rs 1 Crore.</td>
<td>Satisfactory certificate/Work order issued by client for whom the work was done.</td>
</tr>
<tr>
<td>10.</td>
<td>The bidder company should have office in Delhi/NCR. In case company does not have office in Delhi/NCR, it should enclose an undertaking with the bid to set up the office within a month in case the contract is awarded to it and the same should be functional till the period of warranty or support whichever is later.</td>
<td>Address of Office with contact details.</td>
</tr>
<tr>
<td>11.</td>
<td>The bidder should not have been blacklisted by any Government or Public sector agency in the past</td>
<td>Self certificate</td>
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4.0 Bid Evaluation Process

Envelope – I containing Techno-commercial Bid shall be opened first and evaluation shall be done as detailed below.

Techno-commercial Bid (Envelope-I)

The evaluation will take into account the bidder’s financial, technical and production capabilities and past performance based on an examination of the documentary evidence of the bidder’s qualification submitted by the bidder as well as any other information that the purchaser deems necessary and relevant. However the bidder must meet the pre-qualification criteria.

The technical proposal, inter alia, would check

- Overall completeness and compliance with the bid requirements,
- The technical merits of solution, approach and methodology, equipment and architecture, deviation from the specified bid requirements and suitability of the facilities offered, quality, function and operation of any process included in the bid.
- The Bidders will be required to demonstrate the suitability of the proposed product using proof of concept (POC). The suitability criteria will include functions available out of the box, features matching EPI’s requirements and extent of customization required.
- The Bidders capability to implement the proposed solution and quality of its manpower.

Financial Bid

The Financial Proposal will be evaluated on following criteria

1. The financial proposals of the bidders whose bids are technically acceptable as per above mentioned technical evaluation criteria and whose commercial proposal is responsive shall only be opened and further evaluated for successful bidder.

2. A substantially responsive bid is one that conforms to all the terms, conditions and requirements of the bid documents without material deviation or reservation. If commercial proposal is not substantially responsive, it will be rejected and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation.

3. EPI will examine the financial proposals to determine whether any arithmetic errors have been made, whether the documents have been signed, and whether the proposals are generally in order.

4. If there is a discrepancy between words and figures, the amount in words will prevail. If a bidder does not accept the correction of errors, its proposal will be rejected and its bid security may be forfeited.
5.0 Schedule of Requirements

5.1 Hardware and Network Solution

The hardware and Network solution are excluded from the scope of work. However the Implementation Partner should clearly propose and indicate the Hardware, Network, MPLS-VPN (WAN), Internet Bandwidth, Security, DC/DR site requirements etc. after assessment of existing IT infrastructure and proposed ERP requirements.

The Bidder will suggest / review sizing of the hardware (Servers) and specification for above requirements to ensure that applications run smoothly. The bidder would also be responsible for the hardware configuration and operationalisation while EPI will directly buy the above hardware, and other peripherals from other sources.

5.2 Proposed ERP Modules

EPI intends to implement ERP solution in a phased manner. The various modules to be implemented in Phase-I for the ERP solution have been identified as follows.

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<th>S.no</th>
<th>Module Name</th>
<th>Phase-I</th>
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<td>Financial &amp; Accounting Module</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>HR &amp; Payroll</td>
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<tr>
<td>3.</td>
<td>Document Management</td>
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</tbody>
</table>

Architecture

The ERP should support Service oriented architecture and should be web enabled.

Functionalitys

The broad and overall features and functionalities of various applications, ERP modules are indicated in Annexure – I. These are only indicative. The Implementation Partner (IP) will be required to prepare SRS (System Requirement Specification) and understand the requirements through detailed discussions with the functionaries of various departments before undertaking the development / customization as the case may be.

The ERP application has to be implemented as per following standard implementation procedure viz:

i. AS-IS process study
ii. TO-BE design process
iii. Gap Analysis
v. Development
vi. Individual module testing
vii. Integration Testing
viii. User Acceptance Testing
ix. Final Data Migration
x. Go-Live
5.3 Basic ERP Application Requirements

The system will be basically a single unified business information system totally integrated on the entire business processes of EPI for enterprise management. The system should have the required depth, breadth and flexibility to provide on-line information access to all the designated users who will operate the respective business processes and it must be accessible through Internet as per required restriction.

The System will be, essentially characterized by the following features:

1. The system should support 3-tier deployment Architecture
2. The system should be a Web-enabled product with an in-built web development toolkit.
3. The product should be available with the source code with developer licences.
4. The product road map should be published and be available in the public domain
5. The product licensing should support concurrent users / unlimited named users.
6. The solution should be user friendly and easy to customize
7. The product licensing should allow user name and password for all employees so as to enable correct audit trail.
8. The system should be able to support already existing Microsoft Platform
9. The system should support Active Directory
10. System Should be able to support & Integrate with day to day Office Tools including Worksheets, Word Processing, Presentation etc.
11. Solution should be completely Synchronized with MS-Exchange
12. Solution should have in-built report writing tools & does not require any third party tools for creating such reports.
13. Solution should provide users with the functionality of screen customization according to their personal preferences at User Interface level without any programming effort.
14. Solution should allow customizing fields properties. It should be possible to use these fields when we upgrade to future releases without any additional effort.
15. System should allow to add additional customized fields without affecting the application core for upgrade version
16. Solution should support n\textsuperscript{th} level drill-down for a transaction and roll-up capabilities at all transaction levels. The drill down should work across all modules.
17. Solution should be able to interface with 3rd party application to or from each module.
18. Solution should support standard bar coding interfaces
19. Solution should allow to edit the on line help and save the same so that organization specific policy details related to transaction are available to users online.
20. System should support single sign-on
21. The functionality can be extended over web based on roles. The roles and
functionality is configurable and customizable.

22. System Security
   a. Authentication and Secure Access to solution
   b. Configurable Function Access Control
   c. Configurable Data Access Control

23. Reporting Services
   a. Provide seamless integration of all the modules/ components
   b. Provide a system that delivers reports in the prescribed formats
   c. Provide the system that gives a hierarchical view of all type of information 
      so that each officer can have its own view of data at each level of hierarchy. 
      The level is defined as any of operational unit, namely subdivision, division, 
      circle, zone or head office.

24. Printing Services

25. Web-based secure access over the internet

26. Acceptable response times over the PSTN dial-up usage

27. Support Workflow for various requests, review and approval required within various 
    business processes

28. Support ability to attach documents, spreadsheets, drawings, etc. at specific places 
    on needs basis

29. Alerts and Business Event Notifications that can be configured by system 
    administrator and subscribed by end user

30. Web based System Administration of entire application should be possible

31. Audit Trails & Archival should be an integral part of the system

32. Backup tools

33. Provide the system that gives complete "drill down" of information required up to 
    subdivision level for concerned business processes

34. Provide users tools to do effective analysis based on information available in the 
    database in order to meet the requirements mentioned

35. Software should support changing India localization requirements like statutory 
    requirements etc.

36. ERP should support multi-location offices.

37. ERP should provide authorization control at location / department / position level.

38. ERP should have controls to manage authorization as per compliance norms of the 
    organization

39. ERP should have security at each level (application level as well as database level)

40. The ERP must be available on an Industry Standard platform that supports SOA 
    and is extendable for further future enhancements.

41. Integration with GIS Systems and Document Management Systems

42. Integration with emailing systems.

43. The ERP must also provide for Reporting on analytical, strategic and operational 
    aspects.

44. ERP Solution should also have Implementation/Support tool, which is integrated 
    seamlessly and will be used during the implementation life cycle to carry on the 
    critical activities of the project.
5.4 Project Management

The Implementation Partner will be required to engage concurrent teams for timely completion of activities of different phases. The staffing and reporting hierarchy within the team should be clearly defined and communicated to EPI. The activities to be performed are indicated below.

1) The bidder shall designate a single point of contact for the project, for EPI to interface with, on all project issues.
2) The bidder shall intimate the contact details including mobile numbers and e-mail address etc. to EPI within two weeks of the letter of Award/Intent.
3) All project work after Proof of Concept (POC) testing & thereafter shall be carried out at EPI's premises or as decided by EPI, at its sole discretion.
4) In case EPI decides for carrying out work at its premises then EPI will only provide electricity, space & furniture, computers etc and rest all other logistics including additional equipments, software etc will be responsibility of the bidder.
5) The bidder shall deploy one person at EPI office to facilitate communications, monitoring, control etc till the final acceptance. EPI will only provide the following infrastructure at its premises for the bidder's personnel:
   a. Seating space with furniture
   b. Computer with LAN connection facilitating access
6) Any additional equipment and/or product and/or accessories required by the bidder, will be the bidder's responsibility. All risks and costs related to such equipment(s) will be borne by the bidder.
7) The bidder shall provide EPI with a work breakdown and project schedule for all activities specified in Scope of supply/work/maintenance/training of this Tender and any subsequent amendments and/or clarifications, within a week of the Letter of Award/Intent.
8) IEEE standards should be followed wherever applicable during the implementation of the project. If there is no such standard or any other standard is to be followed, then the bidder should get his/her template formally approved by EPI before proceeding. Please attach a copy of any other standards which you intend to use with the technical response, if any.
9) The bidder shall ensure weekly project status reporting which will specify the following:
   a) Planned start date and end date for each activity
   b) Actual start date and end date for each activity
   c) Activities carried out in the previous week
   d) Activities planned for next week
   e) Activities which were planned for the previous week but could not be carried out.
   f) Any schedule slippages that have occurred, and corrective measures to bring the project back on schedule.
   g) Any information/review pending from EPI as on date and date from which pending.
   h) Likely reviews by EPI in the next fortnight
   i) Time required from EPI in the next fortnight including details of person to be met, duration and agenda of meeting.
j) Outstanding bug/ error count
k) Follow up on pending issues/ action items of previous reviews
l) Summary depicting the highlights, lowlights and/or any important issues/points that should be brought out/ highlighted

10) The weekly status report will not be limited to software development only, but shall include and cover all activities which are to be carried out by the bidder for successful completion of the ERP software.

11) The weekly status report of the previous week should be handed over by the bidder’s site official in hard copy to EPI designated official by 1700 hours on the first working day of the week. The same should also be sent by e-mail to EPI designated official every week.

12) The bidder’s Project Manager shall have onsite fortnightly reviews in person (with the EPI nominated team every Tuesday morning (or the next working day, in the event of Tuesday being a holiday) from 10 AM to 11 AM or at the date, time and venue notified by EPI. All action points will be recorded and followed up in the successive review meeting.

13) All working days will be with reference to the EPI calendar.

14) The Implementation Partner shall provide comprehensive warranty of all the modules delivered during the project. It shall be 3 months for every such deliverable from the date of its successful acceptance.

5.5 Project team

1) Detailed Resumes of all team members with experience relevant to the project shall be submitted within a week of the Letter of award/ intent as per table given below.

2) The team and/or each team member shall commence the work only after prior formal approval by EPI and the team once identified shall be dedicated to the project and will not be changed unless requested by EPI and/or with EPI’s written consent.

3) The bidder shall deploy the minimum personnel resources as given in Table below.

4) However, the bidder may deploy any extra resources in addition to the said minimum requirement if desired by the bidder to complete the assignment at the risk and cost of the bidder and with prior formal approval of EPI.

<table>
<thead>
<tr>
<th>Designation</th>
<th>Years of Experience</th>
<th>Nos</th>
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<tbody>
<tr>
<td>Project Manager</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Lead Architect &amp; Business Analysts</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>ERP Functional</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>ERP Technical</td>
<td>5</td>
<td>2</td>
</tr>
</tbody>
</table>
5.6 Implementation Milestones

The implementation schedule spans over a period of 12 months within which all the three modules indicated herein must be completed. The Implementation Partner will be required to deploy concurrent teams to work on different activities to ensure timely completion of the project. The activities wise suggested schedule is given below. Bidders however are free to suggest delivery and phased completion schedules based on their understanding of the project activities. It would, however, be ensured that the schedules so arrived at must adhere to the desired overall timeframe of 12 months.

The Implementation Partner will submit to EPI the Project Plan in a fortnight from the date of LOI/work order and in consultation with EPI finalize it and mobilize resources for starting the project before the end of the month.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Activities</th>
<th>Schedule</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Project Plan and Initiation</td>
<td>&lt; in weeks &gt;</td>
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<tr>
<td>2.</td>
<td>System Requirement Study and Document submission</td>
<td></td>
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<tr>
<td>3.</td>
<td>Delivery, installation and configuration of ERP and related software.</td>
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<tr>
<td>4.</td>
<td>Implementation Plan</td>
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<td>5.</td>
<td>Data Migration</td>
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<td>6.</td>
<td>Roll out Plan</td>
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<td>7.</td>
<td>Training Plan</td>
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<td>8.</td>
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<tr>
<td>9.</td>
<td>AMC &amp; Support</td>
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</tbody>
</table>
6.0 Scope of work

i. Supply, Installation, Configuration, Customization (as required), Implementation and training of the ERP solution.

ii. Supply of the ERP product including source code and database licenses for requisite users in line with EPI’s business requirements. Bidder shall deliver one hard and one soft copy of all legal licenses, registration documents, user manuals, technical manuals, and systems manuals.

iii. Supply of any other software required for successfully implementing and managing the ERP System.

iv. The Implementation partner should support the ERP Software Product version supplied to EPI for a period of 24 calendar months (One year on-site and one year remote support) from the date of Go-Live. Bidders are expected to give detailed information covering each of the above points along with timeframe as part of the proposal.

v. Identification of the customization needs to match with EPI’s requirements including addition of new reports, change management and provide necessary documentation including effort required for the same.

vi. The Implementation Partner shall implement all required upgrades, patches, bug fixes etc. until the end of support period.

vii. The Implementation Partner will give adequate training at all locations to different personnel at various levels of the organization.

viii. The Implementation Partner will also cater to necessary change management essential for the implementation of the ERP application.

ix. Hardware and Networking are not included in the scope of work; however the bidder should do sizing of Hardware and necessary networking equipment to support the ERP Application and clearly indicate the Networking, Internet Bandwidth, VPN/WAN requirements.

x. Data migration will take place from the current system to proposed ERP for the data that is two year old. The amount of Data to be migrated is estimated to be around 10 GB.

xi. In spite of the above, some minimum changes might have to be made to meet the unique operational and business requirements. Such customizations shall be identified during the ‘To – be’ stage and will be firmed up during the implementation process and will be executed completely by Implementation Partner. Such customization will be limited to the development of additional forms, reports, graphs and queries.

xii. EPI shall use the existing standard functionality of the ERP solution as far as
possible, and shall make all efforts to avoid making any modifications to the
software as they affect support of the product and also hinder the future upgrade
paths.

xiii. The Implementation Partner will provide support during the period of Warranty and
AMC of the ERP and any other software supplied by them.

xiv. Backup and Archiving Policy

a) The Implementation Partner shall extend co-operation to DBA in calculation and
assessment of storage requirement for Online, tape library, SAN ports etc for ERP
application. This shall be done after taking BCV, RAID and disaster requirement for
each application.

b) There shall be industry standard Back up policy with enough precaution to
eliminate permanent data loss under any circumstances except disaster.
Implementation Partner shall prepare detailed Backup policy for the same in co-
ordination with DBA.

c) The backup processes within the Data Centre shall ensure that all lost data can be
recovered in the event of data centre failure. The Implementation Partner shall
assume responsibility for verifying the recovered data of ERP application.

d) The proposed solution must support the online archival of the data. The archival
process shall do a logical archival rather than at database table level. The archived
data must be in a consistent state for future restoration.

c) The Implementation Partner in co-ordination with DBA must provide the tools to
archive and restore the data from time to time.

6.1 Scope of Supply & Deliverables

i. The delivery of Licensed ERP Software & RDBMS should be by supplying CD/
DVD(s) and Licenses in soft & hard copies as detailed below.

At present the total number of employees is 450+. The number of licenses required
for employee self service portal, HR records and Payroll processing are 500. The
total number of users for Finance & Accounting module is 25 and out of which 14
numbers of users shall be operating the Finance & Accounting module
concurrently. The total number of users for HR module is 15 and out of which 10
numbers of users shall be operating the HR module concurrently. The Document
Management solution shall be used by all the employees but however the number
of users accessing the Document Management Solution concurrently shall be 100.
The number of licenses for RDBMS shall be 25 Concurrent users.

The bidder may provide licenses in either Named users or Concurrent users’ mode
considering the operations by total number of users indicated above. The licensing
policy and ratios of calculating concurrent users should be indicated.

The application should come with source code and capability of development by
three users. Necessary Administrative and Super User licenses for ERP
Application/RDBMS should also be provided.

The above requirement of licenses is approximate and tentative and EPI reserves
the right to modify license requirements at its sole discretion.
ii. The delivery of code should be by supplying three sets of duly labeled and indexed working CD/DVD(s).

iii. The delivery of documentation should be by supplying three sets of duly labeled and indexed working CD/DVD(s) and two well bound hard copies.

The project will have the following deliverables:

1. The bidder should provide System Administration manual(s), User / operational manual(s) and all related manual(s), service guides and handbooks, which shall be used by EPI to run the ideal production environment. This should include how the various parameters should be monitored and tuned in the live system.

2. All installation and configuration reports, documents, diagrams etc are to be supplied before commissioning.

3. Two sets of above specified manuals should be provided in printed duly hard bounded form and 2 sets in soft copy on CD should be provided.


6. Project Management Plan

7. Quality Plan


9. Detailed Design along with Database Design Document


11. Standards to be followed

12. Test Cases, Test Data, Test Plans and Results (Unit Testing, Integration Testing, System Testing, performance testing, load testing, stress testing, penetration testing etc)

13. Implementation & Training Plan

14. System Integration Plan

15. Security Policy and Plan

16. Backup and Disaster Recovery Plan

17. Maintenance Plan

18. Patch Management Plan

19. Configuration Management Plan

20. Release Notes

21. Installation Guide

22. Backup and Disaster Recovery Guide including Risk Mitigation Plan

23. Training Material

24. Upgradation/ Expansion Plan

25. Change Management Plan

26. Well Commented Source code with all Data Structures (for customized code)

27. Data Migration

28. Modified Policies

29. User Acceptance Testing
6.2 Scope of Warranty, Maintenance and Support

Lifetime Support

The bidder will obtain from the OEM, a letter that the software system will be supported by the OEM for next 10 years or during the entire lifetime of the software system, whichever occurs later. If the OEM plans to terminate support to the software system or entirely phase out the system, OEM will

i. Give not less than one year’s notice in writing to do so and
ii. Immediately following the termination or phasing out, provide to the purchaser at no additional cost the complete source codes and the customization made to it so far, and all necessary permissions to facilitate maintenance of the software system by third party agencies or by using the purchaser's internal resources as deemed necessary by them. Implementation Partner shall obtain all guarantees from the ERP Application Software Vendor that are required in order to comply with above condition.

Performance standard and Service Level parameters

i) The bidder will provide on-site comprehensive warranty maintenance for both baseline products and application software supplied by them during the maintenance period.

ii) The on-site comprehensive warranty maintenance would include:

   i) Adaptive Maintenance
   ii) Perfective Maintenance
   iii) Corrective Maintenance
   iv) Emergency Maintenance
   v) Preventive Maintenance

iii) A schedule will be drawn up for preventive, adaptive and perfective maintenance during the fortnightly project status review between EPI and the bidder.

iv) All the supplied products shall be maintained by the Implementation Partner and not by the OEMs during the warranty and maintenance period.

v) The scope of maintenance includes acquisition and installation of upgrades/patches/revisions on the supplied products. It includes porting the application, renewal of licenses and data migration to accommodate upgrades/patches/revisions etc. of the supplied products.

vi) EPI will permit the Implementation Partner to implement software updates and new version releases during the currency of the contract provided, that the new release does not adversely affect systems operation or performance, or require extensive reworking of the systems. In case where the new version release adversely affects the systems performance, the period for implementation of the new version shall be suitably extended and the Implementation Partner shall continue to support and maintain the version currently in production for as long as necessary to properly implement the new version.

vii) The scope also includes making necessary changes and enhancement required by EPI.

viii) Notification of all bugs or enhancement requests will be logged onto the bidder’s bug reporting site and sent by e-mail, or delivered by hard copy (Fax etc) to the bidder’s Project Manager by EPI (the format for details of bugs can be decided by bidder after discussion and approval of EPI).
ix) All maintenance will be carried out at EPI premises or as decided mutually between EPI and the bidder on a case to case basis. The bidder may have to keep provision for a scaled down version of the system to facilitate debugging at EPI premises. No debugging shall be carried out on the live production system.

The bugs will be categorized as follows:

i. 1-Critical: The defect results in the failure of the complete or major software system, and/or of a subsystem, and/or of a software unit (program or module) within the system and the system is not available at present.

ii. 2-Major: The defect results in the failure of the complete software system, and/or of a subsystem, and/or of a software unit (program or module) within the system. There is no way to make the failed component(s) work completely; however, there are acceptable processing alternatives which will yield the desired result.

iii. 3-Average: The defect does not result in a failure, but causes the system to produce incorrect, incomplete, or inconsistent results, or the defect impairs the system usability.

iv. 4-Minor: The defect does not cause a failure, does not impair usability, and the desired processing results are easily obtained by working around defect.

v. 5-Exception: The defect is the result of non-conformance to a standard, is related to aesthetics of the system, or is a request for an enhancement. Defects at this level may be deferred or ignored.

vi. All on-site comprehensive warranty maintenance work, where the severity of the bug is 1 or 2 (as per categorization in acceptance criteria above), is to be carried out within 24 hours of reporting the problem, for 95% of the bugs reported.

vii. All on-site comprehensive warranty maintenance work, where the severity of the bug is 3 or 4 (as per categorization in acceptance criteria above) is to be carried out within 48 hours of reporting the problem, for 95% of the bugs reported.

viii. In case delay of resolution beyond the time limit mentioned above, Liquidated Damages (LD) clause shall be applicable as mentioned in section 7.8 of Special terms & conditions.
6.3 Scope of Training

i. Imparting different levels training which includes training for Functional Core Users, Technical Core Users, End-Users, Top Management, Train the trainer, Change Management etc at CO Delhi and other Regional offices. The training will be as per the convenience and discretion of EPI.

ii. The Implementation Partner shall provide the training at EPI on working days (Monday through Friday) between 10.00 AM to 05.00 PM only. Training should include functional training, training on the base product and system / database administration activities as per following details.

   a) End-user training for all modules
   b) ERP Application maintenance training
   c) ERP System Administration training
   d) Database Administration
   e) Change Management

iii. All training shall be conducted as instructor-led training and should have at least 50% time as hands-on training.

iv. User level trainings might have to be conducted at all regional offices with no extra cost.

v. The bidder will provide soft copies (three sets) of all training material and course material to enable EPI to conduct further training to its staff/users, if required at a later point.

vi. The bidder will provide each participant with a copy of the training material. This material should be approved by EPI at least 2 days prior to start to the course/training.

vii. Training should include functional training, training on the base product and system/database administration activities.

viii. The bidder shall provide a detailed training plan to EPI, before the commencement of the training. This should include:

   a) The training schedule and venue
   b) Course Objectives and pre-requisites, including learner profile
   c) List of courses and delivery mode (Hands-on component, self-learning component and instructor-led component)
   d) Infrastructure required for each training
   e) Course material being provided for each training
   f) Feedback mechanism for trainer.
   g) Evaluation mechanism for trainee

6.4 Review Mechanism

1) The review mechanism for all documents and training material will be as follows:

   a) The document will be provided to the EPI Project Manager (PM) before the review at least 7 days in advance.
   b) The Implementation Partner will make a presentation on the document to the Project Manager / designated committee, if required, on the day of the review, and the committee may ask for additional information or changes.
c) EPI will issue a formal acceptance of the document subject to above reviews.

2) Code review may also be carried out by EPI. This will be carried out over a period of a month, during the POC testing. Any observations and comments in this regard leading to a code change shall be done in mutual consultation of EPI and the Implementation Partner.

6.5 Technical Audit of ERP

EPI reserves the right to carry out technical audit of ERP implementation through any other certified agency designated by EPI during warranty period. Based on its recommendation, Implementation Partner shall take necessary corrective measures to comply the performance parameters stipulated in the Tender document. Any deficiencies pointed out after technical audit and agreed by EPI, shall be rectified by the Contractor without additional cost within 45 days of the agreed audit report.

6.6 Acceptance Criteria

1. The acceptance plan will be drawn up by EPI and Implementation Partner within 3 weeks of signing of the contract.

2. All acceptances by EPI will be given in writing.

3. The acceptance criteria for various deliverables is as follow:
   a) Document Delivery: Review Comments incorporated and sign off by EPI
   b) Code delivery: No errors of type 1,2,3 and sign off by EPI after code review and testing
   c) Data: Accuracy and completeness as specified by EPI
   d) Full Features and Integration testing as per scope of Work
   e) Training: Review comments on training material incorporated and satisfactory course feedback

4. Acceptance criteria for any other activity not covered by this document, will be decided between EPI and Implementation Partner in their fortnightly status review meetings and then will be signed off by EPI.

6.7 Service Level Agreement (SLA)

The bidder should submit the Service Level Agreement (SLA) in line with the TENDER terms and conditions including but not limited to the following contents within 3 weeks of Letter of Award/ Intent

i. Service availability with defined application availability
ii. Data Load and Contingency Plan
iii. Data Back-up
iv. Problem Management and Problem Reporting
v. Problem Escalation
vi. Work Requests Life Cycle
vii. Reporting Metrics
viii. Measurement & Reporting Tools
ix. Review of Performance
x. Maximum time to repair
7.0 Special Terms & Conditions

7.1 Performance Security

The Performance Security shall be submitted by the successful bidder within 14 days of LOA/Work order in the form of a Bank Guarantee from any nationalized/scheduled Bank as per the format specified by EPI. The Performance security shall be 10% of the total contract value. The Performance Security is to ensure due performance of all obligations of the Contractor under the Contract against an event of default by the Contractor and/or any Material Breach of its obligations there under. The Performance Security shall be kept valid for a period of 6 months (six months) beyond the expiry of the Contract/Warranty period and Post Implementation Support.

7.2 Obligations of the Parties

i) The Implementation Partner shall perform all Services in accordance with the Scope of the Work/Services as stated in the section ‘Scope of Work’ of section VI, including all related Works/services there of.

ii) The Implementation Partner shall exercise reasonable skill, care and diligence in the performance of his obligations under the Agreement.

iii) Neither party will make any promise, representation nor give any warranty or guarantee with respect to services and products, which are not authorized by the other party.

iv) Neither party shall have the right or authority to assume or to create any obligation or responsibility to assume or to bind on behalf of or in the name of other party in any manner apart from the rights and obligation arising out of the terms and conditions of the Contract.

7.3 Assistance to the Implementation Partner

EPI shall assist the Implementation Partner in:

i) Providing access wherever it is required for providing the Services as per the Scope of Work.

ii) Providing required infrastructure and environment, if so required under the Scope of the work.

7.4 Duration of Contract

The period of the contract for ‘Implementation of Enterprise Resource Planning (ERP) solution under Phase-I (HR & Payroll, Financial & Accounting Module and Document Management)’ under this Tender will be three years including post implementation support for two years extendable for a period as may be mutually agreed and upon such terms and conditions as may be decided by the Parties.
7.5 Effective Date of Contract

EPI will issue the Purchase Order / work Order along with terms & conditions to the successful Bidder.

This Contract shall come into force and effect on the date of letter of acceptance of work order issued by EPI. On acceptance of the LOA, the Implementation Partner shall take action as per the scope of work specified in Section 6.

7.6 Delays in the contractor’s performance

Time is the essence of the Contract. Delivery of the deliverables and performance of the services shall be made by the Implementation Partner in accordance with the time schedule drawn at the time of start of work and mutually agreed by the EPI and Implementation Partner. In case the delivery is not completed in the stipulated delivery period, as indicated, EPI reserves the right either to short close /terminate the contract as per clause 7.10 and/or recover liquidated damage as indicated under clause 7.8 A & B of this document. The termination/short closing of the contract shall be the responsibility of the Implementation Partner and EPI reserves the right to get the balance work completed at the risk and cost of the Implementation Partner.

7.7 Extension of Time

i) Time is essence of the contract. EPI reserves the right for consideration to grant extension of time on request of the Implementation Partner in exceptional circumstances provided the delay is not attributable to Implementation Partner.

ii) If at any time during the performance of the contract, the Contractor encounters condition impending timely delivery of the deliverables and performance of service, the Implementation Partner shall promptly notify to the EPI in writing the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Implementation Partner’s notice, the EPI shall evaluate the situation and may at its discretion extend the period for performance of the contract (by not more than 4 weeks per module and not more than 12 weeks in all. The decision regarding extension of time shall be communicated within two weeks of the receipt of request.
7.8 Liquidated damages

A) Supply and Implementation part

The date of delivery of the modules stipulated at the time of System Requirement Specification (SRS) of each module should be deemed to be the essence of the contract and delivery must be completed not later than the dates specified therein. Extension will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contracted delivery period, without prior concurrence of EPI and be accepted by EPI, such deliveries will not deprive EPI of its right to recover liquidated damages as mentioned below.

Should the contractor fail to deliver any module within the period prescribed and agreed for delivery, then EPI, without prejudice to other remedies available to it shall be entitled to recover liquidated damages, a sum equivalent to 0.5% of the value of the delayed delivery for each week of delay or part thereof for a period up to 10 (Ten) weeks, and thereafter at the rate of 1.0% of the value of the delayed delivery for each week of delay or part thereof for another Ten weeks of delay subject to maximum 10 % of the total value of the contract.

B) Warranty, Maintenance and Post-implementation Support part

i. In case of a delay of resolution after 24 hours for category 1 & 2 types of bugs a sum of Rupees 500/- (Rupees Five Hundred Only) per hour or a part thereof shall be deducted till the resolution of the same, from the quarterly warranty maintenance and support charges as applicable.

ii. In case of a delay after 48 hours for category 3 or 4 bugs a sum of Rupees 250/- (Rupees Two Hundred Fifty Only) per hour or a part thereof shall be deducted from the quarterly warranty maintenance and support charges as applicable.

iii. The upper ceiling of the penalty on the on-site comprehensive warranty, maintenance and support services shall be the total amount to be paid to the Implementation Partner for providing on-site warranty maintenance and support services in a year under the contract. In case the total penalty in a year is more than the balance payment to be made to the Implementation Partner during the year, EPI may request the Implementation Partner to deposit the amount with EPI within a stipulated time period or may revoke the performance guarantee either in part or full to realize the outstanding dues for non-performance of the contract.
7.9  Force Majeure

Force Majeure Events shall mean one or more of the following acts or events:

a) Acts of God or events beyond the reasonable control of the affected Party which could not reasonably have been expected to occur, exceptionally adverse weather conditions, lightning, earthquake, cyclone, flood, volcanic eruption, fire or landslide;

b) Strikes or boycotts (other than those involving the Implementation Partner or its employees/ representatives or attributable to any act or omission of any of them) interrupting supplies and services to the public for a period exceeding a continuous period of seven (7) days.

c) An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, civil commotion which prevents or restricts the performance by the Implementation Partner of its obligations for a period exceeding a continuous period of seven (7) days.

As soon as practicable and in any case within 7 days of the date of occurrence of a Force Majeure Event or the date of knowledge thereof, the affected party shall notify other Parties of the same, setting out the details of such Force Majeure Event.

Upon the occurrence of any Force Majeure Event, the following shall apply:

i) There shall be no Termination;

ii) The Parties shall bear their respective costs and no Party shall be required to pay to the other Party any costs arising out of such Force Majeure Event;

iii) The Implementation Partner will not be liable to pay the Liquidated Damages for the period for which the Force Majeure events persist.

Upon the cessation of any Force Majeure Event, the Parties shall immediately resume their respective obligations.

7.10  Event of Default and Termination

EPI may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Implementation Partner, terminate this contract in whole or in part. The Event of Default by the Implementation Partner shall be as set out below:

i) Material Breach to meet any of its obligations and which breach the Implementation Partner fails to cure for a period of 30 days (or such longer period as the EPI may authorize in writing) after receipt of the default notice from EPI;

ii) The Implementation Partner fails to deliver any or all of the deliverables to the satisfaction of the EPI within the time period(s) specified in the contract, or any extension thereof granted by the EPI pursuant to clause 7.7

iii) The Implementation Partner has abandoned the Work(s) as set out in the Scope of Work;

iv) The Implementation Partner has been declared insolvent;

v) A resolution has been passed for voluntary winding up of the Implementation Partner;
vi) Any petition for winding up of the Implementation Partner has been admitted and liquidator or provisional liquidator has been appointed or the Implementation Partner has been ordered to be wound up by Court of competent jurisdiction, except for the purpose of amalgamation or reconstruction with the prior consent of EPI provided that, as part of such amalgamation or reconstruction and the amalgamated or reconstructed entity has unconditionally assumed all obligations of the Implementation Partner;

vii) The Implementation Partner has unlawfully repudiated the Contracts or has otherwise expressed an intention not to be bound by the Contracts.

In the Event of Default of the Implementation Partner in relation to the Work, EPI shall, without prejudice to any other right that it may have, be entitled to encash the Performance Security(ies) for such work(s) and terminate Contract at its sole discretion and get the work executed at the risk and cost of Implementation Partner.

EPI reserves the right to terminate the Contract by giving 1 (one) month advance notice in writing to the Implementation Partner, without assigning any reason there of.

7.11 Effect of Termination

Notwithstanding any other rights and remedies provided elsewhere in the Agreement, on termination of this Contract:

i) Neither party will represent the other party in any of its dealings. Either party shall not intentionally or otherwise commit any act(s) as would keep a third party to believe that the other party is still providing services as provided under this Contract.

ii) Both the parties will settle, within seven working days of Termination of this Contract all the outstanding dues of the other party save and except the dues under dispute.

iii) Each party shall not use each other’s name, trademark, brand name, logo, etc. in any visual form after termination of this Contract.

iv) EPI shall not be prevented from usage of ERP solution which would have been already developed and implemented under the scope of contract.

v) For the incomplete modules EPI may obtain the services from other agencies at Implementation Partner’s risk and cost, upon such terms and in such manner as it deems appropriate and the Implementation shall be liable to the EPI for payment of any excess cost over and above what was agreed to in the contract for such similar services.

vi) The expiration or termination of the Contract for any reason whatsoever shall not affect any obligation of either party having accrued under the Agreement prior to the expiration or termination of the Contract and such expiration or termination shall be without prejudice to any liabilities of either party to the other party existing at the date of expiration or termination of the Contract.
7.12 Notices

Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent by registered mail, Speed post, courier or facsimile to such Party at the address given in the proposal document for issue of proposal document.

7.13 Jurisdiction

All actions at law or suits arising out of or in connection with this contract or the subject matter thereof will be instituted in the Delhi court alone.

7.14 Arbitration of Dispute

EPI and the Implementation Partner 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.

7.16 All other terms and conditions as per GPC & GCC of EPI. Bidders are requested to see GPC and GCC of EPI before submission of bids.
8.0 Schedule of Payments

A) Supply of ERP Software & Implementation of ERP

i. 5% of the total price (Annexure – II (A) of the price bid) shall be paid on completion of process study and approval of document.

ii. 10% of the total price (Annexure – II (A) of the price bid) shall be paid on successful Delivery, installation and configuration of ERP and related software.

iii. 10% of the total price (Annexure – II (A) of the price bid) shall be paid on successful implementation of Finance & Accounting module.

iv. 10% of the total price (Annexure – II (A) of the price bid) shall be paid on successful implementation of HR module and Document Management Module.

v. 5% of the total price (Annexure – II (A) of the price bid) shall be paid on successful implementation of Payroll module.

vi. 10% of the total price (Annexure – II (A) of the price bid) shall be paid after data migration and successful integration of the entire modules.

vii. 10% of the total price (Annexure – II (A) of the price bid) shall be paid after rolling out to regional offices and completion of training at all levels.

viii. Balance 40% of the total price (Annexure – II (A) of the price bid) shall be paid after Go-Live including submission of user-manual, source code, system manual and training manual and acceptance.

B) AMC of ERP Licenses & Post implementation support

i. Total Amount towards AMC of Licenses (S.no 1, Annexure – II (B) of the price bid) shall be paid on completion of one year warranty period.

ii. Equated quarterly installments of the On-site support price (S.no 2, Annexure – II (B) of the price bid) shall be paid at the end of each quarter on successful service provided by the Implementation partner.

iii. Equated quarterly installments of the Remote support price (S.no 3, Annexure – II (B) of the price bid) shall be paid at the end of each quarter on successful service provided by the Implementation partner.
9.0 Instruction to Bidders

9.1 Introduction

i. Sealed tenders in the prescribed form are invited by Engineering Projects (India) Limited, New Delhi as per details given below.

The tender is for ‘Implementation of ERP Solution’ as described in Notice Inviting Tender. The bidder is required to sign each page of ‘Tender Documents’ and return the complete ‘Tender Documents’ duly signed and stamped on each page.

ii. Tenders complete in all respects must be received at the address given in the ‘Data sheet’ not later than the time and date indicated therein. Tenders shall be submitted in sealed envelope marked “Tender for Implementation of ERP Solution (HR & Payroll, Financial & Accounting Module and Document Management) at the following address:

Group General Manager (Contracts),
Engineering Projects (India) Ltd,
1st floor, Core 3, Scope Complex,
Lodhi Road, New Delhi – 110003,
Ph: 011- 24361666, 011- 24365012
Fax: 011 - 24363426
E-mail: contracts@epi.gov.in

iii. The bidder is required to submit their offer in 2 separate sealed and super scribed envelopes indicating the following:-

1st Envelope (Techno-Commercial Bid)

The bidders are requested to furnish the documents required for pre-qualification in this envelope. In this envelope the bidder should also keep the EMD, Tender Document fee, complete ‘Tender Documents’ along supporting documents duly signed and stamped on each page as their acceptance, deviation sheet and un-priced copy of price bid and super scribe the envelope with “Techno-Commercial Bid”.

2nd Envelope (Price Bid)

The form of Price Bid duly filled in with the rates both in words and figures in the same form as issued to bidders should be submitted in this envelope, with superscription “Price Bid”. No terms and conditions or deviations if any or any other thing should be kept in this envelope.

The two envelopes should be enclosed again in a sealed cover super scribed as mentioned in S.No. – ii above.

iv. The bidders are required to deposit Earnest Money Deposit (EMD) of an amount of Rs. 3,50,000/- (Rupees Three Lacs Fifty thousand Only) as follows:
a) The EMD shall be in the form of Bank guarantee valid for six months or Crossed Demand Draft drawn in favour of Engineering Projects (India) Ltd., New Delhi. Tenders not accompanied with EMD shall be rejected. No interest shall be payable for the sum deposited as EMD.

b) The bidders are also required to deposit Tender Document Fees (Non Refundable) of an amount of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of crossed Demand Draft drawn in favor of Engineering Projects (India) Ltd., New Delhi. Tenders not accompanied with Tender Document Fee shall also be rejected.

c) EMD & Tender Document Fees must be submitted in 1st envelope superscripted as “Techno-Commercial Bid”. The bidders must not keep Earnest Money and Tender Document Fees with Price Bid in the 2nd envelope.

v. EPI reserves the right to postpone the tender submission date and issue required amendment, if any. Selected bidders may be called for discussions/clarifications/presentation after the tenders have been scrutinized.

vi. No deviation shall be allowed from the terms and conditions stipulated in the ‘Tender Documents’ and tender containing deviations are liable to be rejected. If any Deviation is inescapable, the same must be specified in a separate ‘Deviation Sheet’ and kept in 1st envelope along with techno-commercial bid, otherwise, the bidder shall be deemed to have accepted all conditions specified in these ‘Tender Documents’. EPI does not bind itself to accept any or all deviations. EPI reserves its right to reject such tenders without any further correspondence with the bidder and their price bid shall not be opened.

vii. The tender shall remain open for acceptance for a period of 180 days from the due date for receiving the tender by EPI. If any bidder withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable, Engineering Projects (India) Limited without prejudice to any other right or remedy shall be at liberty to forfeit the Earnest Money deposited.

viii. EPI shall hold one Pre-Bid meeting with bidders on the time, date and address specified in the Data sheet, so as to enable EPI to issue clarifications and replies to the queries of the bidder to the extent possible.

ix. Bidders are requested to send their queries regarding ‘Tender Documents’ if any in writing by post or fax or email latest by the date and to the address specified in the Data sheet.

x. These ‘Instructions to bidders’ shall form part of the ‘Tender documents’.

xi. Submission of a tender by the bidder implies that he has read the complete contract documents and has made himself aware of the scope, terms & condition and specifications of the work to be done. No claim of tenders whatsoever, within the purview of this clause, shall be entertained at any stage.

xii. EPI takes no responsibility for tenders lost/delayed in postal transit and therefore, bidders should lodge their tenders sufficiently in advance.
xiii. EPI reserves the right to reject any or all tenders or annul this process at any stage and also the right to place orders for full or part work without assigning any reasons thereof. The bidder shall have no claim on EPI on this account whatsoever.

xiv. In the event of award of work, the successful bidder must furnish the Security Deposit cum performance bank guarantee equivalent to 10% of order value valid for 6 months beyond the expiry of the Contract/Warranty period and Post Implementation Support.

xv. EMD of the successful bidder shall be converted into a part of Security Deposit/ returned on receipt of security deposit.

xvi. The successful bidder, on award of the work shall not sublet the whole or part of the work without the written permission of EPI.

xvii. The words Bidder/SUCCESSFUL Bidder/the Implementation partner/Contractor are synonymous.

xviii. EPI reserves the right to split the order.

xix. The order shall be governed by the Indian laws for the time in force.

xx. Jurisdiction – All disputes shall be subject to Delhi Courts only.

9.2 Response to functionalities

The functionalities of modules to be implemented have been attached at Annexure-I. The Bidders are requested to attach these functionalities in a compliance sheet by stating whether their product complies with these functionalities or not. In case, the product does not support the functionality, the bidder is requested to mention the customization aspects related with the functionality.

The following table describes how to respond to the questions in respect of ERP modules

<table>
<thead>
<tr>
<th>Response</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Compliance (FC)</td>
<td>The entire stated requirement is supported in the base product. No</td>
</tr>
<tr>
<td></td>
<td>Customization is required. Provide an explanation-refer to comment field.</td>
</tr>
<tr>
<td>Compliance with customization required (CC)</td>
<td>The entire stated requirement is not supported in the base product but can</td>
</tr>
<tr>
<td></td>
<td>be provided by customization to the base product.</td>
</tr>
<tr>
<td>Not Available (N/A)</td>
<td>The entire stated requirement is not currently supported and will not be</td>
</tr>
<tr>
<td></td>
<td>available before the end of warranty period</td>
</tr>
</tbody>
</table>
9.3 Preparation of Proposal

The bidders are requested to submit a Proposal written in the language(s) specified in the Data Sheet. The bidder is requested to confirm by e-mail to Group General Manager (Contracts), EPI after successfully downloading the Tender document.

i) Site Visit

Bidders should contact the Employer’s representative for their visit, if required to obtain additional information and to verify existing setup. Bidders should ensure that EPI representatives are advised of the visit well in time to allow them to make appropriate arrangements for supply of information. All costs related to the visits shall be borne by the interested bidder.

ii) Cost incidental to preparation of Proposal

Bidders shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. EPI is not bound to accept any proposal, and reserves the right to annul/reject/modify the selection process at any time prior to Contract award, without assigning any reason.

9.4 Technical Proposal

In preparing the Technical Proposal, the bidders are expected to examine the documents comprising this Tender in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal. The Technical Proposal should, among others, include the following information / documents to be submitted with technical bid:

a) A brief description of the bidder’s firm and an outline of recent experience on assignments/projects.

b) All supporting documents related to qualification criteria (Both OEM & Implementation Partner).

c) Responses to the detailed functional specification of the ERP Modules and proposed solution/application package as per Annexure-I.

d) Unpriced Price-Bid as given in Annexure II along with detailed BOM, Specification and licensing policy.

e) Covering Letter and Undertaking as per Annexure-III & IV

f) Vendor General Information as per Appendix – I

g) Abstract of Terms and Conditions as per Appendix – II

h) Relevant experience as per Appendix – III, IV and V

i) A detailed description of Work Plan and Schedule as per Appendix - VI
j) Composition of Implementation Team with defined roles and tasks as per Appendix-VII and the proposal shall include the names and CVs of key professionals and support team staff it proposes to assign to the project.

k) Approach and Methodology as per Appendix-VIII

l) Project Deliverables

m) A list of full set of User Manuals, Reference Manuals etc.

n) Hardware/Network solution proposed as per Appendix-IX

o) Departure/Deviation from Technical Specification (if any)

p) Deviation from Commercial Terms & Conditions (if any)

q) Maintenance and support details

r) Comprehensive user and technical training schedule and strategy on these systems, tools and facilities

s) Support mechanism (2 year support from the date of Go-Live)

9.5 Price Bid

In preparing the Price Bid, the bidders are expected to take into account the requirements and terms and conditions of the Tender document. The price bid should follow the format given in Annexure II along with detailed BOM. It lists all costs associated with the assignment should be inclusive of all taxes, duties, fees, levies, service tax etc. and other charges imposed under the applicable law, on the bidders.

The Bidders should quote the price of their services in Indian Rupees only and payment shall be made in Indian Rupees only and all statutory deductions shall be made by EPI as per rates prevalent on the date of payment.
10.0 Roles & Responsibilities

A clear definition of roles and responsibilities of all the partners involved brings transparency, accountability, manageability and efficiency in any project. The following are the roles and responsibilities of EPI and the Implementation Partner.

Responsibilities of EPI

As owner of the Project, the role of EPI in the successful implementation of the project includes discharging the following responsibilities:

1. To ensure that all the participating departments take active part in the implementation of the project
2. To identify key points of contacts who would be able to dedicate quality time with the Implementation Partner.
3. To conduct fortnightly review meetings at regular intervals to monitor the overall progress of the project
4. To ensure speedy centralized issue resolution
5. To ensure timely sign–offs
6. To provide necessary facilities to the vendor during the development and customization and roll out stage
7. To handle the crucial change management.
8. Production facilities – space, inputs for SRS, computing & communication, etc
10. Mechanism to resolve the differences - Response times.
11. Provide physical records/data for database and application migration.
12. To provide the infrastructure for the training such as training hall, furniture, computers for the trainees, network connectivity to the ERP server, projector, etc
Responsibilities of Implementation Partner

1. To fulfill all the tasks as outlined in the Scope of Work specified in the Work order.

2. To ensure security of the data with adequate back–up measures.

3. To provide training to the user community to make them conversant with the application software.

4. To provide handholding support.

5. To meet the functional requirements specified in this document and cover any other related functionality identified by EPI to complete the assignment.

6. To provide full documentation of the implementation of the software and user manuals and the documentation work shall be carried out at their offices.

7. To undertake maintenance of software during support Period.

8. To provide updates, upgrades and new patches.

9. To ensure successful integration of the system.

10. To prepare user feedback forms for service level parameters in consultation with EPI and Project Consultants.

11. To follow the terms and conditions as specified in this Tender document and in any other subsequent related documents.

12. To provide Annual Maintenance support once the project has been implemented.
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCV</td>
<td>Business Continuance Volume</td>
</tr>
<tr>
<td>BOM</td>
<td>Bill of Material</td>
</tr>
<tr>
<td>COTS</td>
<td>Commercially Off-the shelf</td>
</tr>
<tr>
<td>DBA</td>
<td>Database Administrator</td>
</tr>
<tr>
<td>DC</td>
<td>Data Centre</td>
</tr>
<tr>
<td>DR</td>
<td>Data Recovery</td>
</tr>
<tr>
<td>EMD</td>
<td>Earnest Money Deposit ie Bid Security</td>
</tr>
<tr>
<td>EPI</td>
<td>Engineering Projects (India) Ltd</td>
</tr>
<tr>
<td>ERP</td>
<td>Enterprise Resource Planning</td>
</tr>
<tr>
<td>GPC</td>
<td>General Purchase Conditions</td>
</tr>
<tr>
<td>GCC</td>
<td>General Contract Conditions</td>
</tr>
<tr>
<td>HR</td>
<td>Human Resource</td>
</tr>
<tr>
<td>INR or ₹</td>
<td>Indian Rupees</td>
</tr>
<tr>
<td>LOA</td>
<td>Letter of Award</td>
</tr>
<tr>
<td>LOI</td>
<td>Letter of Intent</td>
</tr>
<tr>
<td>LAN</td>
<td>Local Area Network</td>
</tr>
<tr>
<td>MPLS</td>
<td>Multiprotocol Label Switching</td>
</tr>
<tr>
<td>NIT</td>
<td>Notice Inviting Tender</td>
</tr>
<tr>
<td>OEM</td>
<td>Original Equipment Manufacturer</td>
</tr>
<tr>
<td>POC</td>
<td>Proof of Concept.</td>
</tr>
<tr>
<td>PSU</td>
<td>Public Sector Undertaking</td>
</tr>
<tr>
<td>SAN</td>
<td>Storage Area Network</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>SOA</td>
<td>Service Oriented Architecture</td>
</tr>
<tr>
<td>SRS</td>
<td>System Requirement Specification</td>
</tr>
<tr>
<td>VPN</td>
<td>Virtual Private Network</td>
</tr>
<tr>
<td>WAN</td>
<td>Wide Area Network</td>
</tr>
</tbody>
</table>