

**Request for Proposal
For
Implementation & Support of ERP Solution at EdCIL
(OPEN TENDER)**

Tender Ref. No. **EdCIL/IS/ERP/2017**



EdCIL (India) Limited
(A Govt. of India Mini Ratna Enterprise)
'EdCIL House', Plot No. 18A, Sector – 16A NOIDA – 201301 (UP), INDIA
Tel: 0120 - 2512001 – 006, Fax: 0120 - 2515372



EdCIL (India) Limited
(A Government of India Enterprise)
(A Mini Ratna Company)
(An ISO 9001-2008 & 14001-2004 Certified Company) EdCIL
House, 18-A, Sector 16-A, NOIDA – 201301 (U.P.)

Tender No. EdCIL/IS/ERP/2017

Dated: 06.01.2017

Place for opening of the bid	Convention Hall EdCIL (India) Limited (EdCIL) (A Government of India Enterprise) EdCIL House, 18-A, Sector-16-A NOIDA - 201301 (Uttar Pradesh), India
Last Date & Time of Submission of Bid	27th January 2017 Up to 15:00Hrs
Date & Time of Opening of Technical Bid	27th January 2017 Up to 15:30Hrs

Cost of Tender Document: Rs.10,000 (Rupees Ten Thousand Only)

Name of the bidding company/ Firm	
Contact Person (Authorized Bid Signatory)	
Correspondence address	
Mobile No. Telephone No. Fax No.	
Web site	
Official e mail address	

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CHAPTER 1 – Preamble, Abbreviations and Interpretations

1.1 Preamble

EdCIL (India) Limited (EdCIL) EdCIL House,
18 A, Sector 16A NOIDA – 201301, U.P
India

EdCIL (India) Ltd. (EdCIL) invites tenders (two packets) in sealed covers, from firms for the appointment of SI (System Integrator) for implementation & Support of ERP Solution in EdCIL.

RFP document shall not be copied or distributed by the recipient to third parties (other than in confidence to the recipient's professional advisors). In the event that the recipient does not continue with its involvement in the process in accordance with the document, the same must be returned to EdCIL.

RFP document is available at EdCIL's website: www.edcilandia.co.in. Before final bid submission, SI would need to submit a bid fee of Rs. 10,000/- (Indian Rupees Ten Thousand only) in the form of Demand draft, payable at Noida, along with the bid response.

(Executive Director)

EdCIL (India) Limited

1.2 Abbreviations

Acronym	Description
AMC	Annual Maintenance Contract
AP	Accounts Payable
AR	Accounts Receivable
BoM	Bill of Material
BQC	Bidders Qualification Criteria
COTS	Commercial Off The Shelf
DMS	Document Management System
EdCIL	Educational Consultants India Ltd
EMD	Earnest Money Deposit
ERP	Enterprise Resource Planning
ERP solution	Integrated ERP software available across the shelf along with hardware and other components like RDBMS, Third Party Software, Connectors etc. as proposed by Bidder
GL	General Ledger
Go-Live	The date of acceptance of the ERP system by EdCIL
CMD	Chairman and Managing Director
ED(T)	Executive Director(Technical)
ED(CP)	Executive Director(Corporate Planning)
HOD	Head Of Department
HR	Human Resources

IP/SI	Implementation Partner/System Integrator
IT	Information Technology
LS	Lump Sum
MIS	Management Information Systems
MoU	Memorandum of Understanding
OEM	Original Equipment Manufacturer
PMC	Project Management Consultants
RDBMS	Relational Database Management System
RFP	Request for Proposal
SPOC	Single Point of Contact
WBS	Work Breakdown Structure
SI	System Integrator
Tendering Authority	EdCIL in this Bid Document
GUI	Graphical User Interface
SLA	Service Level Agreement

1.3 Interpretations

The following terms wherever occurring in the tender papers and wherever used throughout the execution of the work, shall, unless excluded by or repugnant to the context, have the meaning attributed thereto as follows:

"AUTHORIZED SIGNATORY" means the bidder's representative/officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/authority having the power of Attorney (PoA) from the competent authority of the respective Bidding service provider.

"BIDDER" means any individual/proprietor/partnership service provider/agency/company/contractor/supplier responding to Request for Proposal and who makes a Bid.

"BIDDER's REPRESENTATIVE" Shall mean a person in supervisory capacity who shall be so declared by the Bidder and who shall be authorized under a duly executed power of attorney to receive materials issued by the Purchaser to the Contractor for the works. He shall be responsible for proper execution of works at each or all places and shall take orders from Purchaser's Engineers and carry out the same.

"CONTRACT" means the agreement entered into between EdCIL and the selected bidder(s) in terms of clauses mentioned.

"DAY" means a working day as per Government of India (GOI)

"EQUIPMENT" Means all or any equipment considered necessary by the Purchaser's Engineers for satisfactory operation, as a whole, of the installations.

"MONTH" Means any consecutive period of thirty days.

"PROPOSAL" means the Technical Proposal and the Financial Proposal of the Bidder.

"PURCHASER" Means M/S EdCIL (India) Limited (EdCIL), (A Government of India Enterprise), EdCIL House, 18-A, Sector-16-A, NOIDA - 201301 (Uttar Pradesh), India.

"SUB-CONTRACTOR" Means an individual or a firm of Contractor or a Company registered under Indian Companies Act or an approved supplier of materials to whom the Contractor sublets portions of the contract.

"WORK OR WORKS" Means all or any of the items of the work for which the Bidder /Bidder has Tendered/contracted according to the specifications, drawings and Annexure hereto annexed or to be implied there from, or incidental thereto or to be hereafter specified or required in such explanatory instructions and drawings, being in conformity with the original specifications, drawings, Annexure and schedules and also such instructions and drawings additional to the aforementioned as may from time to time be issued by the Purchaser's Engineer during the progress of the contracted work.

"WRITING" includes all matters written, typewritten or printed either in whole or in part.

"SERVICES" means the services to be delivered by the successful bidder and as required
EdCIL (India) Ltd. Page 9 of 261 January 2017

to run the project successfully as per the Contract. A service is the intangible equivalent of an economic good.

CHAPTER 2 – Instruction to Bidders

2.1 Schedule for Invitation to Tender

1	Name of the issuing office	The Executive Director (Corporate Planning) EdCIL(India) Limited, EdCIL House 18A, Sector 16A, Noida-201301(UP)
2	Submission of Bid Document and Contact person	The Executive Director (Corporate Planning) EdCIL(India) Limited, EdCIL House 18A, Sector 16A, Noida-201301(UP)
3	Date of Bid document to be available on the website www.edcilandia.co.in	6 th January 2017
4	Last date for submission of Bid Query including online	16 th January 2017 at 12:00Pm
5	Date of Pre-Bid meeting(For online query please mention “Bid Query” in the subject line)	18 th January 2017 by 3:00Pm
6	Last date and time for submission of Bid Documents	27 th January 2017 by 3:00Pm
7	Date and time of opening of Technical Bid	27 th January 2017 by 3:30Pm
8	Bid Fee	Rs. 10,000/-(Rs Ten thousand only)
9	Earnest Money Deposit	Rs. 12,00,000(Rs Twelve Lakhs only)
10	Nature of Bid Process	Two Stage bidding: Prequalification plus Technical-Functional qualification and Financial Bids
11	Bid Validity	RFP responses along with commercials should be valid for 6 months from the last date of Submission
12	Place of opening of Bid Document	EdCIL House 18A, Sector 16A, Noida-201301(UP)

2.2 General Information to Bidders regarding procedure for submission of Bids

1. The Open tender enquiry is invited for hiring of SI for Implementation and support of ERP solution at EdCIL. The Bid is to be accompanied with bid fees of Rs. 10,000/- (Indian Rupees Ten thousand only) (Non-refundable) through demand draft in favour of EdCIL (India) Limited payable at Noida along with Technical Bid. There is no exemption from payment of bid document fees and the bids without requisite fee shall not be accepted.
2. Interested bidders are advised to study the document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications.
3. The Bidder shall bear all costs associated with the preparation and submission of its bid and EdCIL will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.
4. Bidders are neither allowed to join hands nor form a consortium to participate in the tender nor allowed to submit multiple bids. In case of detection of such cases, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.
5. EdCIL reserves the right to award the work, modify / cancel the award without assigning any reason.

6. Financial Bid

- a) The bidder shall indicate the prices as specified in the format given in Annexure-17.
- b) The bidders should quote their most competitive prices.
- c) All prices should be clearly written both in figures and in words.
Bidders should ensure that there is no alterations / corrections in the prices submitted by them.
- d) In case of a discrepancy between the prices in figures and words, the prices in words will be considered correct.
- e) The prices quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision.

7. Security Deposit/EMD

- a) The bidder should enclose EMD of Rs. 12,00,000/- (Indian Rupees Twelve Lakhs only) in the form of Demand Draft drawn in favour of EdCIL (India) Limited and payable at Noida, with the Technical proposal/bid.
- b) The bids without EMD shall be summarily rejected.
- c) The successful bidder shall in addition be required to deposit Performance Guarantee @ 10% of the contract value to EdCIL before release of his EMD. The Performance Guarantee shall be in the form of Bank Guarantee issued from a nationalized bank in favour of "EdCIL (India) Limited" to be valid up to 30 days after completion of contract. This Performance Bank Guarantee shall

be retained throughout the currency of the contract and extended by the bidder from time to time as required by EdCIL.

- d) Earnest money will be returned to unsuccessful bidders without interest within 90 days after award of contract or setting aside the tender, as the case may be.
- e) Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

8 **Acceptance of offer**

EdCIL reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

9 **Excuse from Claim**

The Bidder at no point of time can excuse themselves from any claims by EdCIL whatsoever for their deviations in conforming to the terms and conditions, payment schedules, time frame for implementation etc. as mentioned in Bid document.

10. **Adherence to Schedule**

The Bidder has to adhere to the time schedule of activities mentioned in the Bid and no request to change the last date or extend period/time for submission shall be entertained by EdCIL. However, EdCIL reserves the right to extend the date/time for submission of the responses without assigning any reason by notifying in its website.

11. **Submission of Bid**

The Bidder shall submit their Bids in two separate sealed envelopes:

- Technical Bid and
- Financial Bid

The tender is a “Two Bid” document. The Technical Proposal should contain all the relevant information and desired enclosures in the prescribed format along with Cost of Tender Document and Earnest Money Deposit (EMD). The Financial Proposal should contain only financial Bid as per Annexure 17. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

The Bid Document should be submitted as mentioned in this clause only on the tender document. Submission of Technical Bid and Financial Bid in any other format may result in invalidation of such bids. Bid submitted cannot be modified after the submission of the bid offers.

All information called for in the enclosed Annexure should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as “Not Applicable”. However the bidders are cautioned that not giving complete information called for in

the tender forms or not giving it in clear terms or making any change in the prescribed Annexure or deliberately suppressing the information may result in the bidder being summarily disqualified.

Offers sent by post should be sent by Registered/Speed Post so as to reach us before closing date i.e. by 27 January 2017 up to 15:00Hrs with an acknowledgment due. EdCIL shall not be responsible for any delay/ loss of offers sent by post.

12. Bid Response Format

The bidder shall effectively communicate the solution and shall cover all the requirements as given in the Bid Document. The bidder shall use the following format to submit the response:

- The documents of the Technical Bid shall be placed in sealed envelope clearly marking it as “Technical Bid for Selection of SI for ERP Implementation & Support”
- The financial Bid shall be placed in separate sealed envelope clearly marking it as “Financial Bid for Selection of SI for ERP Implementation & Support” (Do not open with Technical Bid).
- The above two envelopes shall be placed in third envelope, which shall also be appropriately sealed and marked as **“Tender for Selection of SI for ERP Implementation & Support”**

13. Right to Termination/Cancellation

Notwithstanding anything contained in this document, EdCIL, reserves the right to cancel/terminate the bid/offer process without assigning any reason whatsoever, at any time, prior to signing the contract and EdCIL shall have no liability for above-mentioned actions.

14. Authentication of Bid

The Bid document should be typed and there should not be any overwriting or cutting or interpolation. Signatures and official stamp of bidder's authorized person should be put at the bottom on each page of the bid document. The Bid Document shall be signed by a person duly authorized to bind the organization to the Contract. A duly stamped and notarized Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person signing the Bid Document shall sign and stamp at the bottom of all pages of the Bid Document and each page of the bid document should be properly numbered and submitted as a package along with forwarding letter on bidder's letter head. All the Bidders have to abide by all the terms and conditions mentioned in this Bid document.

15. Address for Submission of Bids

Bid Document complete in all respect shall be addressed to:

The Executive Director (Corporate Planning)
EdCIL (India) Limited (EdCIL) EdCIL
House, 18 A, Sector 16A NOIDA –
201301, U.P., India

In addition to the above, all envelopes including the inner envelopes shall indicate the name and address of the Bidder.

If the outer envelope is not sealed and marked as required, EdCIL will assume no responsibility for the Bid's misplacement or premature opening.

16. Late Bids

Any Bid received by EdCIL after the deadline for submission of Bids prescribed in this document, will be summarily rejected and returned unopened to the Bidder. EdCIL shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

17. Opening of Bids

EdCIL will open Technical Bids as per schedule. The bidder may depute his/their authorized representative for the event. The Bidder's representative who is present shall sign the attendance roll evidencing his/her attendance. Even if no representative of the bidder is available, the Bids would be opened as per schedule. In the event of the specified date of Bids opening/presentation being declared a holiday for EdCIL, the Bids shall be opened at the appointed time and location on the next working day.

18. Announcement of Bids

The Bidder's names, modifications, if any, in the Proforma and the presence or absence of requisite fees and such other details will be announced at the time of opening of Bids. No Bid shall be rejected at the time of Bid opening except for late submissions.

19. Completeness of Bids

EdCIL will examine the Bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Bid Document. Information must be furnished in comprehensive manner against each column of Bid Document.

20. Rectification of Errors

Bidders are advised to exercise greatest care in entering the pricing figures. No requests regarding correction of mistakes in the financial bids will be entertained. There should be no interlineations, erasures, alterations, fluid-marking, additions or overwriting are found in the financial bid. Arithmetic errors in bids will be considered as follows:

- a. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

- b. Notwithstanding the above, the decision of the Evaluation Committee shall be final and binding.

21. Rejection of Bid

Bid may be rejected at any stage of the evaluation if it is found that the company has provided misleading information or has been blacklisted by a Central or any State Government or has indulged in any malpractice/ unethical practice and has not honored contractual obligation elsewhere.

If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, EdCIL reserves the right to reject such a bid at any stage.

22. Validity of Bid

Bids shall be valid for acceptance for a period of at least 180 days after the last date of submission of bid. The Bid with lesser validity period is liable to be rejected. However, this is subject to the validity period of bid being extended further, if required, by mutual agreement from time to time.

23. Opening of Financial Bids

Financial Bids of only technically qualified bidder will be opened on date which will be intimated later to technically qualified bidders. The name of Bidder and bid prices shall be announced by EDCIL during opening of Financial Bid.

The date, time and venue of opening of financial bid of the technically shortlisted bidders will be intimated by email / letter.

25. Pre-bid conference

The bidder or his official representative is advised to attend a pre-bid conference on 18th January 2017 at 15:00 Hrs. at the office of:

**Executive Director (Corporate Planning)
EdCIL (India) Limited,
EdCIL House, 18A, Sector 16A
NOIDA-201301(U.P)
Phone: 120 2512008, Fax: 0120 2515372
Email: erpquery@edcil.co.in**

The purpose of this meeting will be to clarify issues and to answer queries on any matters that may be raised at that stage.

The bidder is requested to submit any queries by email (erpquery@edcil.co.in) so as to reach EdCIL not later than 16th January 2017 up to 12:00Hrs

Queries relevant to the bid documents shall be addressed to the Executive Director (Corporate Planning), EdCIL. Reply to the bidder's queries will be made by EdCIL (India) Limited by uploading of response in the EdCIL Website.

Proceedings of the pre-bid conference, including copies of the queries raised and responses given, will be furnished expeditiously to all those attending meeting. Any modification of the bid documents, which may become necessary as a result of the pre-bid conference, shall be made by EdCIL exclusively through the issuance of an Addendum (or Addenda) and not through the minutes of the pre-bid conference. Addenda will be treated as part of Tender Document. The copy of Addenda and response to other queries will also be hosted on EdCIL Website (www.edcilindia.co.in) for the purpose of downloading.

2.3 Bidding Document

1. The Tender response may consist of the documents listed below and any addenda as may be issued there to
 - a. **Technical Bid**
 - b. **Financial Bid**
2. Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the bidding documents. Failure to furnish all information as required or to submit a bid not substantially responsive to the bidding documents may result in rejection of the bid.

CHAPTER 3 – Company Background

3.1 Introduction to EdCIL

EdCIL (India) Limited (erstwhile Educational Consultants India Limited) (hereinafter called **EdCIL**), is the only Public Sector Enterprise under the administrative control of the Ministry of Human Resource Development, Government of India. EdCIL offers consultancy and technical support services in the areas of Education and Human Resource Development in India and abroad.

EdCIL has been categorized as Mini Ratna Organization by the Government of India and has been awarded Prime Minister's Award of Excellence. EdCIL is an ISO - 9001 – 2008 & 14001 - 2004 certified company.

Central Govt. in Education Sector annually spends about Rs 70,000 crores and the State Government spend is another Rs 2, 80, 000 crore. Hence there is a huge market potential for educational products in India.

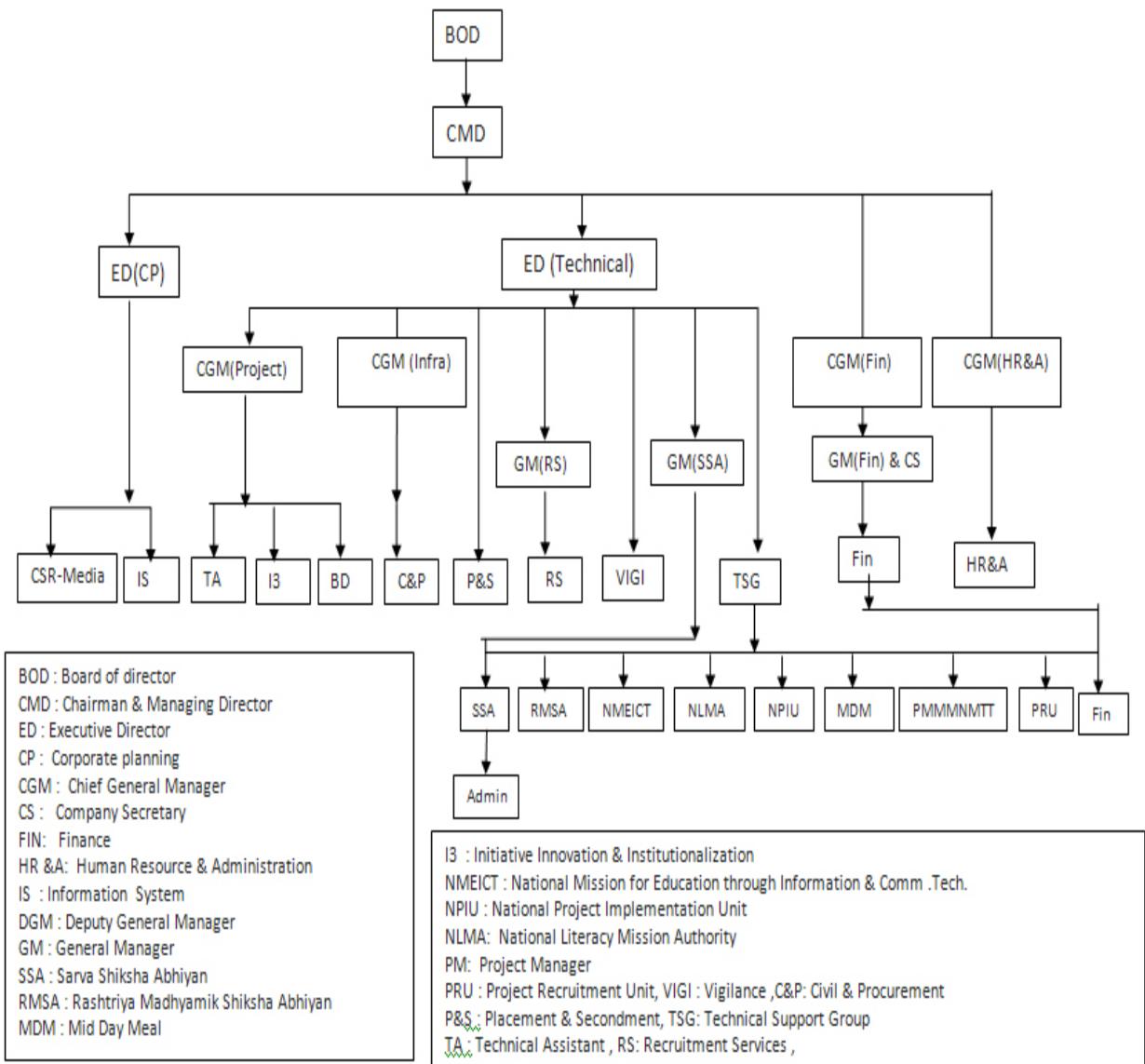
EdCIL is the only PSU project and consultancy company in the education sector providing entire spectrum of education and human resources development services on turnkey basis. EdCIL has over three decades of experience in conceptualization/setting up of premier educational institutions including IIT- Guwahati, IIM-Indore, and Calicut etc. EdCIL has successfully completed several national and international projects in diverse areas of education, funded by various foreign governments and international funding agencies. EdCIL is also the Nodal Agency of the Government of India for promotion of Indian education abroad. EdCIL has placed international students from 30 countries in various Indian institutions. EdCIL has a strong online recruitment services vertical accounting for an order book of about Rs 300 crore from 30 PSU/Govt., autonomous bodies.

EdCIL's IS Unit supports to EdCIL, manages day to day IT issues of other departments, content on the website, and also supports the recruitment team with online data collection from applicants

Detailed information about EdCIL is available on its website www.edcilindia.co.in.

3.2 Organizational Structure

The organization is structured across departments providing various services to clients, with the current organization structure as depicted below. Please refer to the EdCIL website for the updated version of the organization structure.



EdCIL Organization Structure

CHAPTER 4 – ERP Project at EdCIL

4.1 Project Background

EdCIL intends to move to a more responsive IT environment that provides seamless integration of its primary functional areas of project management across multiple departments project consultancy, business development, finance, HR & Admin functions etc. for quick decision making and better overall project management and to reduce time and effort taken to generate timely and relevant periodic reports.

EdCIL currently uses a multitude of COTS (Commercial-Off-The-Shelf) and custom made software to manage its core functions of projects management, consultancy, business development, finance and HR functions and so on. These applications are partially integrated with each other depending upon the specific needs; however data flow between these applications is limited.

With these goals in mind, EdCIL has undertaken a transformation program to implement a standard ERP solution that would be an enabler to the business. Such an ERP solution is expected to provide the foundation for leveraging technology to provide competitive advantage for EdCIL in the long run.

In this context, EdCIL has embarked upon selection and implementation of a suitable ERP solution to cater to its business requirements.

4.2 Objectives of this RFP

EdCIL has defined its vision to be “Most trusted consultancy organization to provide educational and human resource consultancy services”. Being a leading organization operating in a dynamic and competitive environment, the company realizes the significance of Information Technology as a strategic business enabler to streamline, integrate and standardize the business processes and the overall operations. In doing so, the company has embarked upon a major IT initiative to implement an ERP solution catering to the need of their existing lines of business.

EdCIL envisages the following benefits from implementing an ERP solution:

- Configure and deploy relevant modules of any leading Off-the-shelf enterprise resource planning 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.
- Enable initial business improvement as well as ongoing continual business process improvement activities.

- Assist in monitoring of key performance indicators of the organization on a real time basis by senior management.
- Being able to phase out applications used in isolation and rationalize application portfolio
- Have single version of truth in terms of information stored in systems and being visible to management for tactical and strategic decisions

4.3 Existing IT Landscape

Applications

EdCIL is at present running multiple in-house and Commercial-off-the-shelf (COTS) applications across its business functions, as follows:

- PMIS
- PF Statement Online
- Payroll
- Tally ERP
- Webtel
- Attendance Software
- E-Granthalaya
- Consultant database
- Online receipt application
- Vendor Registration for MSME/NSIC
- Intranet Portal
- EdCIL website

Please refer to Annexure 2 for details of existing hardware and software available in EdCIL.

Infrastructure and Facilities

In addition, the overall network map diagram as well as the details on available infrastructure are also captured in Annexure 1.

However, Bidder is encouraged to perform a due-diligence exercise during the bid process, by visiting the EdCIL IS Unit and to capture the latest updates in IT inventory including application & hardware. Bidder may co-ordinate with Mr. K.L. Sarkar [Executive Director, Corporate Planning, EdCIL] for scheduling the same during the Bid Process.

4.4 Target State Functional to Application Map

EdCIL envisages that ERP solution implemented will lead to deployment of an integrated platform that will enable business processes to different levels across the process value chain. ERP solution will provide an integrated platform to assist in the following:

- a) **Integrated Departmental systems:** Business functions / Departments as captured in this RFP carry out the activities either manually or primarily using applications

like PMIS, Tally ERP, E-admit card, Attendance software and other in-house application systems captured above. There are multiple application systems in place at EdCIL today across the organization. It is expected that some or all of these systems will be merged with / replaced by ERP Solution in future.

The ERP solution is envisioned to be the integrated platform for all the business functions.

- b) Integration with other Applications: The ERP solution will act as an integrator across enterprise applications and address the need for an enterprise wide system which will enforce cross functional and cross departmental workflows and at the same time maintain an audit trail of the transactions carried out within the system.

As part of this RFP, System Integrator (SI) is expected to ensure that the proposed enterprise solution can integrate with:

- o EdCIL's Email system
- o Proposed ERP modules
- o EdCIL Intranet
- o EdCIL Website

- c) Project Management: EdCIL requires the ERP solution to provide in-depth and highly evolved capabilities for project management for its different departments. The following departments of EdCIL as defined in the RFP require the project management as one of the key functional need, since they execute projects in their respective domains. The functional map for these departments have been captured as "Projects" in the Figure 1, as below:

- o Edu skill development and training
- o Edu ICT Services
- o Edu Consultancy Services (TA)
- o Edu Online Recruitment Services
- o Edu Overseas Services (Placement and Secondment)
- o Edu Infrastructure Services (Civil & Procurement)
- o Technical Support Group(TSG)

- d) Document Management: Each of the departments referred in point above execute projects in their respective domains. Each of these projects require a capture or creation of multiple document throughout the project life cycle stages with a need for maintaining versioning and confidentiality for these documents. EdCIL expects the ERP solution to provide the document management functionality wherein all the documents, including confidential documents, can be kept like Detailed Project report (DPR), Agency' survey report, etc. for each of the departmental projects.

A high level Function-to-Application mapping has been worked out to give a perspective of end state and overall business and application landscape to the Bidder. It may be

noted that this view is based on existing IT setup and understanding. EdCIL reserves the right to make appropriate changes to this envisaged roadmap at its discretion.

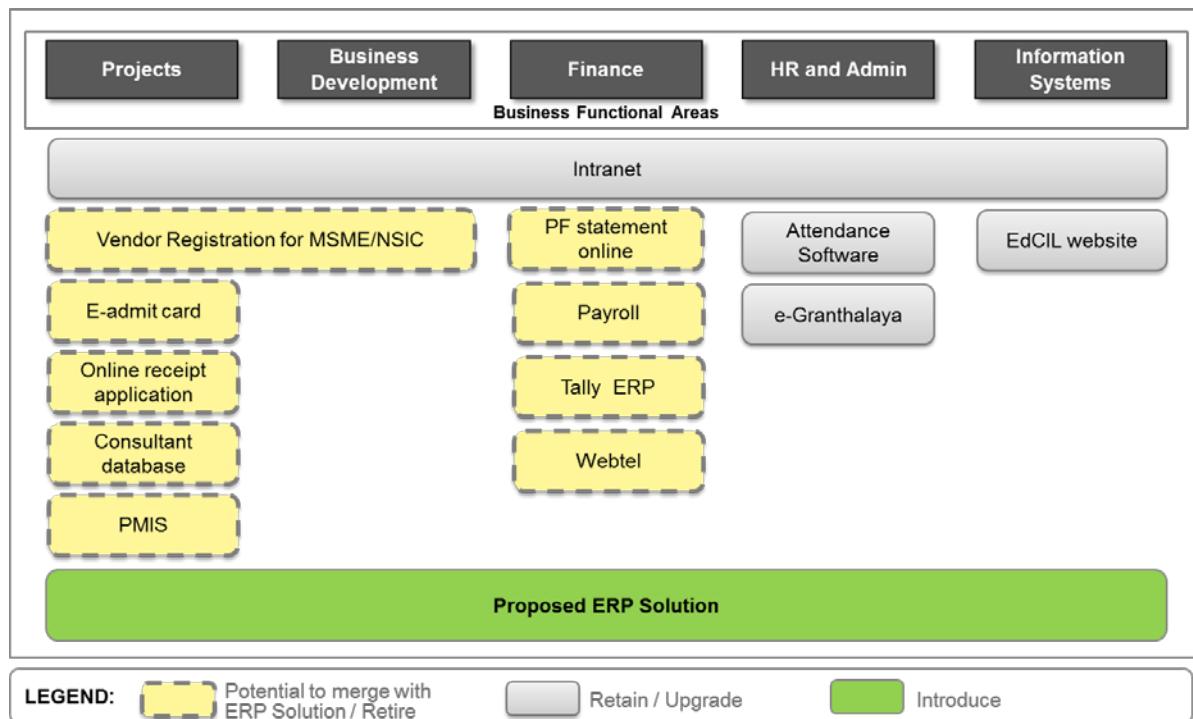


Figure 1 Target State Functional to Application Mapping

CHAPTER 5 – Scope, Approach and Timelines

5.1 Brief scope of work

The high level scope of services for the Bidder is defined as below. Please refer to Chapter 6 for detailed requirements relevant to the scope of this RFP, as well as elaboration on each of the items below:

- **Hardware Procurement and Installation:** The SI shall be responsible for hardware estimation, sizing, procurement, and installation for the proposed ERP solution. Details on the existing IT setup at EdCIL has been captured in the Annexure 1 and Annexure 2. However, Bidder is encouraged to perform a due-diligence exercise during the bid process, by visiting the EdCIL IS Unit. SI may co-ordinate with Mr. K.L. Sarkar [Executive Director, Corporate Planning, EdCIL] for scheduling the same.

EdCIL is looking for an On-premise ERP solution and therefore, cloud based ERP solutions should not be considered or proposed by the Bidder.

- **Software Licenses:** The SI shall procure the licenses for all the components proposed as part of the ERP solution.
- **ERP Solution Implementation:** The SI shall be responsible for go-live / realization of the end to end ERP solution as per the functional and technical requirements defined in this ERP document, including the following key activities:
 - Project Initiation
 - Business Blueprinting
 - Technical Solution Design
 - System Development
 - Testing
 - Data Migration
 - Trainings and Change Management
 - Cutover and Go-Live
 - Post Go-Live Stabilization support
- **Operations and Maintenance:** The SI is required to provide the following as part of Operations and Maintenance:
 - Maintenance support for the entire ERP solution, including hardware and software components, for a duration of 3 years from the date of completion of Post Go-Live stabilization support.
 - Implementation of Development change requests as per the effort defined in this RFP document (refer Chapter 6 for details)

- **Annual Maintenance Contract:** The SI shall provide Annual Maintenance Contract (AMC) for the hardware as well as the software components proposed as part of the ERP solution, for a duration of 5 years.
- **Project Management:** The SI shall be responsible for the project planning, resource management, execution, monitoring and status reporting throughout the duration of the contract, for the overall ERP solution implementation and support.

5.2 Implementation approach

The ERP implementation at EdCIL is to be carried out in a single phase approach to cover the requirements of all business functions and divisions defined in this RFP (refer Chapter 6, Section 6.1 on Organization Scope). This approach would involve implementation of ERP solution across all applicable business functions and locations for ERP systems in the same phase. The existing applications may either retire (functionality being merged in ERP) or retained with or without interfaces with ERP solution.

5.3 Timelines of ERP Solution implementation at EdCIL

The proposed timeline for the ERP solution implementation is 9 months from the time that the contract is awarded to SI by EdCIL till the Go-live. This would be followed by a Post Go-Live Stabilization Support for 3 months and an additional period of 3 years for Maintenance support, after the completion of Post Go-Live Stabilization. The bidder is expected to provide details of end-to-end project plan, milestones, resource loading plan, etc. with reference to the under mentioned timelines [M1 refers to Month 1, M2 refers to Month 2, etc. where Month 1 starts on the day that contract is awarded to SI by EdCIL].

Sl. No.	Key activities	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10-M12
1	Hardware Procurement, Software Licenses and Installation										
2	Project Initiation										
3	Requirements gathering workshops										
4	Business Blueprinting										
5	Technical solution design										
6	Data migration										
7	System Development										
8	Testing										
9	Trainings and Change Management										
10	Cutover & Go-Live										
11	Post Go-Live Stabilization Support										
12	Project Management										

Figure 2 Timelines

The deliverables expected out of each of these activities have been captured in **Section 7.1.3 Project Deliverables** of this tender document.

Note: EdCIL may require a pilot run on the system with any of the scenario/process as jointly agreed between EdCIL and the successful Bidder at the time of award of contract to EdCIL (India) Ltd.

successful bidder. The scenario / process steps as well as the timelines for the same would be mutually agreed upon by EdCIL and SI.

5.4 Responsibilities of EdCIL

EdCIL shall constitute a project governance structure with adequate representation from all the stakeholders to review the recommendations of the SI and accord necessary approvals.

EdCIL shall discharge the following responsibilities for successful implementation of the project.

- Mobilize appropriate EdCIL personnel
- Facilitate the training programs when conducted at EdCIL premises to the extent of providing the venue, projection/viewing of training material. For the avoidance of doubt, the entire training material with distribution to all participants in hard copy and soft copy, travel costs, local logistics, boarding and lodging/ accommodation costs of the Bidder shall be borne by the Bidder. If training venues are organized at other than EdCIL premises, the bidder shall make and bear all costs for successfully imparting training except boarding and lodging costs of EdCIL personnel.
- Communication within EdCIL for general adaptation to approved reengineered processes, to suit the specific requirements of the Integrated ERP solution in order to ensure comprehension of new processes.
- In order to facilitate the smooth functioning and able administration of the project, EdCIL shall on a reasonable effort basis, as far as practicable, provide support for the infrastructure needed at EdCIL premises. This may include office seating space along with network connectivity and power supply.
- In order to facilitate the smooth functioning and execution of the project, EdCIL shall, as far as practicable, provide all necessary approvals, reviews as may be applicable on a reasonable effort basis as expeditiously as possible. Provided hereinafter that the documents/subject matter on which such approvals/reviews are sought shall be accurate, unambiguous and qualitatively satisfactory in the opinion of EdCIL. Provided further that for the purposes of the above obligation, the Bidder shall ensure that such reviews & approvals are sought at least 21 calendar days prior to its intended utilization so as to allow EdCIL adequate time to complete protocols in connection therewith.
- For the purposes of the above mentioned clauses, any grievances/complaints by the Bidder, which, in the opinion of EdCIL is just, reasonable and warrant for a resolution shall be dealt with and addressed by EdCIL in the periodic meetings.
- Support with UAT (User Acceptance Test) testing as per the timelines / plan finalized between SI and EdCIL.
- Sign-off on data accuracy and completeness during the data migration, before data is loaded into ERP solution.

CHAPTER 6 – Detailed Scope of Work

Detailed Scope of Work

6.1 Organizational scope

The ERP solution shall be implemented for EdCIL India Limited.

6.2 Geographical scope

The ERP solution shall be implemented across the existing locations of EdCIL (EdCIL Head Office, Noida and TSG, Barakhamba road, New Delhi). The locations could change in future based on the business requirements of EdCIL. The ERP solution should have no limitation in terms of number of geographies it serves to.

6.3 Functional scope

The following functional areas and departments would be broadly addressed through the ERP solution:

- a) Edu skill development and training
- b) Edu ICT Services
- c) Edu Consultancy Services (TA)
- d) Edu Online Recruitment Services
- e) Edu Overseas Services (Placement and Secondment)
- f) Edu Infrastructure Services (Civil & Procurement)
- g) Technical Support Group(TSG)
- h) Information Systems
- i) Finance
- j) Business Development
- k) Human Resource & Administration

The functional areas listed above must be understood in line with the objectives and the industry sector that EdCIL is functioning. For example, business development in EdCIL would involve a significant amount of interaction with the project departments. Each functional area has been elaborated below to an extent to allow for a better understanding for the ERP solution to be proposed.

a) Edu skill development (Training)

This department mainly involves the following functions:

- Training and skill development for Central and State Government Programs/projects
- Proposal development and conversion
- Award of work to empanelled vendors for the projects secured
- Execution of projects through third party vendors/ Empanelment of vendors

- Project monitoring and closure
- Quality assurance

b) Edu ICT Services

This department offers services, which are technology led in nature. Currently, it is offering capacity building training services, IT based automation services like enterprise resource planning (ERP) solutions, digital library, smart classrooms, and management (networking & Wi-Fi facilities), solutions to educational institutions. As a summary, it is involved in the following functions:

- Providing consultancy services for technology enablement, implementation and support
- The department acts as a facilitator and engages with third party vendors for delivery of the projects secured, involving:
 - Project Planning
 - Vendor Empanelment
 - Invoicing
 - Project Management
 - Progress Reporting
 - Payment to vendors

c) Edu Consultancy Services (TA)

This department offers consultancy services to Educational institutes for preparing Detailed Project Reports (DPR), Impact Assessment, Institutional Planning, and Training Needs Assessment etc., involving:

- Project execution
- Delivery as per scope of services
- Document / Deliverable creation
- Quality assurance
- Monitoring execution to timelines

d) Edu Online Recruitment Services

This department offers services to various Government Departments/Public Sector Undertaking in order to select and appoint executives for various organizations. This is a large and high growth vertical of the company with opportunities for further increase in market share in view of the large size of market both in India and overseas. It is involved in recruitment services for institutes / programs / projects.

e) Edu Overseas Services (Placement and Secondment)

This department assists NRI, foreigners, PIO etc. to enroll in courses in Indian institutions. It also facilitates placement of teachers and experts abroad. Its key activities involve:

- Participation in international educational fairs

- Sign MoU with Indian Institutes and maintain/upgrade the information on courses offered and seats
- Relationship management with foreign government and scholarship programs
- Facilitate student application and placement
- Money remittance
- Facilitate placement of teachers to foreign countries
- Advertisement, screening, interview, selection and contracting
- Contract management

f) Edu Infrastructure Services (Civil & Procurement)

This department is supporting the following business functions:

- Provides project management services to institutes undertaking new constructions, involving:
 - Allotting and managing maintenance works through hired contractors
 - Maintaining a database of contractors
 - Design management services: Finalizing design & drawings with architect
 - Construction supervision
 - Payment
 - Account reconciliation
 - Risk management
 - Cost management

g) Technical Support Group

TSG provides Logistic Support for national level implementation of prestigious social sector projects of Government of India and International Funding Agencies.

h) Information Systems

This department provides IT support to all departments and divisions, involving:

- Maintaining IT assets (Hardware and Software), including
 - AMC
 - Purchases/Procuring IT assets
- Inventory management
- Website maintenance
- Content management on website

i) Finance

This department supports business with the management of following aspects:

- Account Receivables
- Fixed Assets
- Payroll
- Treasury management

- Account payables
- General Ledger
- Direct taxation
- Budgeting
- PF, Gratuity and Pension
- Financial vetting for BD, tendering etc.

j) Business Development

The department drives new opportunities with new prospects or existing Clients, including the following activities:

- Identifying and qualifying the opportunity: The representatives regularly scan through newspapers or through references for the opportunities
- Pursue with the opportunities
- Closure of the opportunities

k) Human Resource & Administration

This department manages the HR and Administration function, with activities including:

- Recruitment for staff
- Receiving applications and assessment
- On boarding and Confirmation
- Learning and Development
- Performance management
- Contract renew
- Leave and Time management
- Timesheet and cost allocation
- Medical support
- Cashless Hospitalization
- Vigilance and employee relationship
- Administration including:
 - Security
 - Printing
 - Travel and lodging
 - Publishing of advertisement
 - Procurement of items

6.3.1 Key EdCIL functional requirements

The consolidated set of functional requirements that cater to the needs of these functional areas and departments in EdCIL have been detailed in Annexure 3. Bidder is expected to provide compliance of the proposed ERP solution to each of the functional requirements captured in Annexure 3 as per the format prescribed in this RFP.

6.4 Technical scope for ERP solution

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

Bidder shall propose an ERP solution that shall support following technical features:

- i The proposed ERP product should offer typical functions like finance, HR/employee self-service, payroll, Project management and Business development as a single integrated solution with no Bolt On applications.
- ii The proposed integrated ERP product should be commercial off the shelf product (COTS).
- iii The proposed ERP product should be able to work on each of the following OS: Sun Solaris, HP UNIX, IBM AIX, Linux family, Windows Family.
- iv The proposed integrated ERP product should provide wide range of security features such as Authentication, Single Sign-On (SSO), Authorization and Integrated User management.
- v Proposed ERP product should be web enabled and standard internet browser driven.
- vi The ERP solution should be based on open architecture.
- vii The ERP solution should be vertically and horizontally scalable to handle increased load without requiring redesign.
- viii The ERP solution should be natively built based on 64 bit operating system and shall support 64 bit CPU architectures.
- ix The ERP solution (including Portal) offered shall be Unicode Compliant.
- x ERP solution proposed shall be IPv6 compliant.
- xi ERP solution should support LDAP standard based user identity repository
- xii The proposed ERP product should have real-time integration where postings happen on real-time basis and not in batch mode.
- xiii The Document Management functionalities should be integral part of ERP solution from compatibility perspective, to enable seamless end user experience around document management.
- xiv The Integrated Solution should be capable of generating consolidated as well as project wise financial/cost statements. The Integrated Solution should be able to generate financial statements under IFRS and Indian GAAP seamlessly at any point of time with detailed reconciliation between the two as reconciled through the Integrated Solution
- xv The proposed Integrated ERP Solution shall have extensive audit trail facility.
- xvi The Integrated Solution should be capable of enabling the audit (both internal and statutory) through the system.
- xvii The solution shall have capability of providing on-line information to facilitate tactical and operational decision-making through a Management Dashboard visually representing the key organizational performance data in a user-friendly manner.
- xviii The solution shall meet all Indian statutory requirements such as Excise, Sales Tax, Service Tax, GST, TDS etc. The Integrated Solution shall be IFRS compliant.

- The solution shall be able to timely adapt to changes in the statutory requirements without any limitations and at no extra cost to EdCIL.
- xix The proposed Integrated ERP solution should provide all three environments- Development, testing and Production.
 - xx Proposed ERP must have capability to get integrated with Disaster recovery set up considering the fact that EdCIL may go for Disaster Recovery set up in future.
 - xxi System shall provide Online password authentication at User level, Application level, Menu level, File level, Record level, Field level, Operation level (add, change, delete), Terminal, System Module, Master File, Time of day and day, Screen or field, Function performed, Authority levels based on amounts.
 - xxii ERP system shall Support facility to allow the defining of the password construct as Number of characters, Numeric, Character, Alphanumeric, Alphanumeric (length of chars/numbers to be predefined), Blank password (disallow), Case sensitive.
 - xxiii Support defining user activity (on transactions) access to be based on the following and not limited to Input, Hold, Modify, Delete, Authorize, Reverse, view/Display, Print etc.
 - xxiv Support storage of password, in the database, in encrypted form, Possible to define external users (from outside company) with access rights and authentication as described above.
 - xxv Provide ability to lock entry screen after a user-specified number of incorrect password attempts.
 - xxvi System shall log all update transactions in a secure audit trail file. It shall provide for required changes to user passwords based on a user-specified period of time.
 - xxvii Report attempts of unauthorized system access or use.
 - xxviii Provide the ability to define an access category relating to groups of users (e.g., members of a department or management class).
 - xxix Provide for data encryption when transmitted over LAN, WAN.
 - xxx Shall provide a facility to automatically logout the user if the system is inactive for more than a specified period of time.
 - xxxi The system shall support automatic logout in case of disconnection of user from the application server.
 - xxxii The system shall support definition of access rights for online available reports.
 - xxxiii System shall provide defining access control matrix for effective segregation of duties implementation.
 - xxxiv System to provide granular level of access control to implement segregation of duties.
 - xxxv System to provide reports to monitor assigned user access privileges at a granular (transaction and functionality level).
 - xxxvi The interfaces should be user friendly and with 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.

xxxvii The system should be based on Single Unified data model and capable of capturing data, already entered into the computer so as to ensure integrity of data.

xxxviii The system should be compliant to CERT-In, D/O Information Technology 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. Suitable firewall against unauthorized uses, interceptions, misuses by outside parties shall be provided.

The Bidder is required to provide compliance of the proposed ERP solution to the detailed technical requirements provided in **Annexure 4** of the tender, as part of the RFP response, in the format prescribed.

6.5 Scope of Services for SI

6.5.1 Hardware Procurement and Installation

6.5.1.1 Hardware estimation and sizing

- i. The SI shall be responsible for hardware (server, storage, networking components, etc.) sizing for the ERP solution at EdCIL during implementation considering but not limited to the following
 - a. ERP solution to be implemented, including Development, Testing, Training and Production environment
 - b. Performance requirements set out in this tender
 - c. Scalability to meet business requirements
 - d. Current users and estimated transaction volumes
 - e. Users and transaction volume growth
 - f. Compatibility with the existing IT infrastructure at EdCIL
- ii. The sizing estimates must consider all aspects of sizing such as server configuration, storage, network, type of platform, number and type of users, the Owner's expected service levels, desired response time etc.
- iii. The SI shall review the existing IT infrastructure including Network (LAN, WAN), bandwidth, LAN components, Internet connectivity, EdCIL PCs and identify requirements for upgrade/addition of infrastructure along with necessary specifications as required.
- iv. The SI shall provide recommendations for power supply requirements including UPS for the envisaged solution. The sizing needs to be done based on EdCIL's requirement for performance, optimized power usage and scalability. This hardware assessment shall necessarily factor optimal re-use of EdCIL's existing hardware inventory.
- v. In case additional environment(s) are suggested by the SI as part of the solution

- architecture at a later date for ERP implementation at EdCIL, the same shall have to be brought in by the SI at no additional cost to EdCIL.
- vi. Bidder / SI needs to procure the hardware required enabling / implementing ERP solution for EdCIL and this shall be deployed / installed at EdCIL's data center.
 - vii. The deliverables for the hardware estimation and sizing activities should be completed within the timelines of the Project Initiation Phase.
 - viii. The SI shall submit a certificate from ERP OEM on the adequacy of the hardware sizing as per the format available in Annexure 6 (Undertaking on hardware sizing certification by OEM, Bill of Material (BOM) for entire ERP solution (with Commercial Prices), Bill of Material (BOM) for entire ERP solution (without Commercial Prices))
 - ix. Proposed Hardware should be supported by proposed Database OEM for at least next 5 years. Hardware should not be end of life and the spares of proposed hardware should also be available for another 5 years post end of contract.
 - x. The Vendors need to consider vertical and horizontal scalability as the suggested hardware needs to scale based on the business volumes, on the same hardware with additional processors, memory etc.
 - xi. The SI is expected to provide separate environments for: Test, Development, Training and Production
 - xii. The SI should provide the servers from the same family/platform for Test, and Development as that of the proposed Production.
 - xiii. The SI shall make site visits to EdCIL, Data centre to assess the IT / Non IT infrastructure requirements. The SI shall accordingly deploy the necessary hardware components, keeping in mind the project requirements of EdCIL.
 - xiv. The SI is encouraged to perform a due-diligence exercise during the bid process, by visiting the EdCIL IS Unit. SI may co-ordinate with Mr. K.L. Sarkar [Executive Director, Corporate Planning, EdCIL] for scheduling the same.
 - xv. The specification of the hardware to be deployed by the SI shall be based on the proposed ERP solution along with supplied platform operating system, RDBMS / database, other application software (as required), desired performance, response time, user load, up-time etc. for production, development and test environment.
 - xvi. The bidder is expected to size the hardware as per the response times mentioned in the System performance requirements captured in this RFP.
 - xvii. The bidder shall calculate and indicate storage requirement for ERP solution. SI will be responsible for procuring the required hardware / software for the backup solution, as applicable, based on the understanding gathered about EdCIL's existing IT setup during the due diligence done as part of bid process. Bidder may co-ordinate with EdCIL to perform this IT due diligence during the bid process.
 - xviii. EdCIL shall provide required space in data center for provisioning / installing the required hardware / software components. However, SI shall take the overall responsibility of integrating the storage with the hardware procured through this tender.
 - xix. The Backup Operation and archiving of ERP solution shall be taken care of by the SI using the hardware / software procured, as required, for backup as part of this tender. SI may perform due diligence during the Bid process to understand EdCIL's existing IT setup.
 - xx. The backup solution should support standard Back up features with enough

precaution to eliminate permanent data loss under any circumstances except disaster.

6.5.1.2 Supply and installation of hardware

- i. The SI shall be responsible to procure and install the necessary hardware and network components and commission the ERP development environment, Testing and production environment for EdCIL as per the proposed ERP solution.
- ii. SI should enter into back to back warranty/AMC agreement with Hardware/Software OEM for the relevant period mentioned in the tender document and share the same with EdCIL, if required.
- iii. SI is responsible to prove the response time captured in System performance requirements, from the procured hardware and ERP solution commissioned at the time of system testing and user acceptance testing. Successful results from the above test would be the part of final acceptance report and EdCIL would release remaining hardware payment as mentioned in payment terms. If SI fails to satisfy above criteria and tests, SI would have to procure and install additional hardware to satisfy the above mentioned requirements. The cost arising out of procurement, installation and configuration of any additional hardware would be incurred by SI with no additional liability on EdCIL.
- iv. SI is responsible to Supply and installation of standard tools, accessories and documentation, manuals and reference guides. Tools and accessories shall be part of the offered solution.

6.5.2 Software Licenses

6.5.2.1 Software Licenses

The bidder should provide requisite licenses for all the system software required for ERP solution including, but not limited to, Operating System, Enterprise class Database Software, Clustering and High Availability Software as applicable, Compilers, Document management, OS hardening and verification tool and all other required software and or applications etc. with sufficient number of licenses.

Bidder shall include all relevant core and additional ERP modules as part of the proposed BOM to ensure that all functional and technical requirements specified in Annexure 3 and Annexure 4 are adequately met. The bidder shall supply the latest version of the offered product at the time of implementation.

The high level break-up of users across multiple EdCIL departments is depicted below,

Function	Total Users
CMD office	2
Executive Director (CP)+Executive Director (T)	5
HR & Admin	20
BD/TA/I3	22
Finance Division	18
IS Division	10

Vigilance	2
ICT Division	2
TSG(Technical Support Group)	18
RSD(Recruitment Services Division)	19
P&S(Placement and Secondment)	7
Civil and Procurement	21
TSG Corporate	5
PRU(Project Recruitment Unit)	1
Admin/Developer	2
Total Users across all functions	154

During the RFP response, EdCIL expects the SI to profile proposed users across relevant user categories and also empower EdCIL to understand the usage profiles for future reference. In addition, the bidder is required to ensure that:

- i. Core ERP licenses should be interchangeable amongst modules, to allow all users to use all the modules of the ERP (Finance, Materials Management, Project Management, HR, etc.) dependent on their role authorizations. The licenses that are valid for multiple modules should be transferable amongst the corresponding modules for which the licenses are applicable.
- ii. Core ERP licenses should be interchangeable to allow all users across different geographies/locations/site access ERP application. All ERP licenses should be usable and transferable for any possible future subsidiaries of EdCIL.
- iii. ERP Solution should not require any additional licensing for the disaster recovery/hot stand by servers.
- iv. All the software envisaged is required to be on-premises software licensed to EdCIL. The solution configuration and customization (including development and administration) should be performed by SI using ERP licenses procured for EdCIL. Procurement of all licenses proposed for EdCIL's ERP solution should be completed by the SI at least 15 calendar days prior to the start of User Acceptance Testing (UAT).
- v. The End User License Agreement (EULA) shall be signed on acceptance of the system at the end of the stabilization period.
- vi. The SI would be responsible for providing information pertaining to the ERP product (including new features, functionality, releases, patches, upgrades) during the course of the ERP implementation project at EdCIL. The ERP OEM would be responsible for product information and updates as per the contractual obligations under the EULA and license contracts to be signed with EdCIL.
- vii. The RDBMS / database shall be enterprise edition and shall not have EdCIL (India) Ltd.

constraints on capability related to any future customization/development proposed to be undertaken by EdCIL in ERP solution. The solution database should be scalable to handle growth in data sets identified for the defined business processes. The supplied RDBMS / database shall be compatible with all software components to be supplied as part of the ERP Solution including the third party software.

- viii. The proposed ERP product along with the associated software, RDBMS / database, third party software etc. shall be able to meet the desired functional and technical requirements as specified in this tender unless otherwise agreed.
- ix. The proposed ERP product and related software shall be latest stable releases. Beta version of the software shall not be supplied.
- x. The ERP product OEM shall certify the Bill of Material (Annexure 6) for the proposed ERP solution with explicit confirmation regarding non-availability of standard ERP functionalities wherever third party software is proposed in the FRS.
- xi. The SI shall furnish the requirements and details of system software and details of the supporting software like operating systems, Anti- virus solutions and Networking equipment etc. (as per format available in Annexure 5). The bidder should also make sure that the software/operating system/other environment being suggested are a certified operating environment for the ERP product.
- xii. The software licensing policy shall hold for any compatible hardware or compatible operating system selected during the implementation stage.
- xiii. ERP licenses are transferable without any limitation within EdCIL across locations and functions.
- xiv. Same number of ERP licenses, AMC and licensing policies should be applicable for new product upgrades or versions.
- xv. SI will have to provide additional required licenses at the same or less cost as mentioned in this RFP response.
- xvi. EdCIL would reserve the right to procure for up to +/- 25% licenses required up to 2 years from the date of go-live at the same cost mentioned in the final purchase order given by EdCIL.
- xvii. EdCIL would have single agreement with SI for procurement, supply, installation and maintenance of software and hardware. There would not be any separate agreement with any OEM related to purchases mentioned in this RFP.

- xviii. SI should have back to back support and AMC agreements with software and Hardware OEM specifically related to this contract. EdCIL may verify this back to back arrangement.

6.5.2.2 Software tools

1. Bidder should provide latest ERP compatible versions of software tools included as part of the ERP solution. These tools should be in conformance to best industry practices, accepted industry standards and allow suitable modifications to changing business conditions.
2. These tools and automation features should be a part of the implementation for maximizing efficiency and quality of implementation.
3. It is expected that bidder will include all such software costs in the bid price. EdCIL shall not be responsible for any techno-commercial omissions, mistakes and bidder will be asked to pay for any such purchase required.

6.5.3 ERP Solution implementation

This section outlines the details of implementation services to be fulfilled by the SI as part of the ERP implementation at EdCIL. The SI shall implement the latest versions of the software available at the time of testing, including all available patches/upgrades (functional as well as technical) etc. unless otherwise agreed.

The SI shall be responsible for installation of ERP software, database, tools, and any other component (together referred as ERP solution) required for making the ERP solution successfully operational as per the requirements in this RFP document. The system is to be a single-instance; centralized installation servicing the entire organization. The phase-wise services required from the SI for the ERP implementation are as below:

6.5.3.1 Project Initiation

6.5.3.1.1 Project Planning

The SI is required to provide a project charter containing brief project description, approach and methodology, milestones, project organization, roles and responsibilities, project risks and mitigation plans, dependencies etc. This should be prepared at the start of the project and submitted to EdCIL for approval/acceptance, for meeting the overall timeline of the project as contractually committed through the Bid response.

The SI is also required to provide a detailed project plan including the detailed project plan, indicating all activities with resources required, their roles and responsibilities and time schedule of deliverables will be required to be prepared at the start of the project and submitted to EdCIL for approval.

The project plan should include a detailed plan view for installing and implementing the ERP solution covered under this RFP.

As part of RFP response, SI is expected to provide Project plan as per the formats given in Annexure 13.

6.5.3.1.2 Resource Planning

Proposed project implementation team

The SI should deploy a team specialized and experienced in ERP solution implementation to ensure successful and timely completion of the EdCIL ERP solution Implementation project. The key roles envisaged for the EdCIL ERP solution Implementation project team are enumerated below, along with the minimum profile requirements.

6.5.3.2.1 Roles and profile requirements

Sl. No.	Particulars
1	<p>Project Director (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <p>(a) Educational qualification: B.E/B.Tech/CA/ICWA/MCA/MBA (b) Experience: 1. At least 15 years total experience including 10 years of ERP implementation experience. 2. Involved in managing at least 8 successful full life cycle implementation(s) of ERP in organizations (at least the size of EdCIL).</p>
2	<p>Project Manager (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. The project manager must be PMP certified.)</p> <p>Provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <p>(a) Educational qualification: B.E/B.Tech/CA/ICWA/MBA/MCA (b) Experience: 1. At least 10 years total experience including 6 years of ERP implementation experience. 2. Involved in managing at least 5 successful full life cycle implementation(s) of ERP in organizations (at least of the size of EdCIL).</p>

Sl. No.	Particulars
3	<p>Solution Architect (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Also provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> (a) Educational qualification: B.E/B.Tech/MCA (b) Experience: <ol style="list-style-type: none"> 1. At least 10 years total experience including 8-10 years of ERP implementation experience. 2. Involved in at least 4 successful full life cycle implementation(s) of ERP. 3. Involved in solution design, business blueprinting in similar assignments in the past.
4	<p>Technical Architect (Please provide 1+1 alternate resumes. Please provide resume of the resources to be deployed on the project. Please also provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> (a) Educational qualification: B.E/B.Tech/MCA (b) Experience: <ol style="list-style-type: none"> 1. At least 10 years total experience including 7 years of ERP implementation (technical) experience 2. Should have been involved in installation of hardware and operating system, database and configuration, system maintenance, installation of proposed ERP system for at least 4 successful ERP implementations. 3. Should have been involved in fit-gap analysis jointly with functional consultant – identifies gaps and designs the solution to address the gaps.
5	<p>Functional Lead (Please provide 1+1 alternate resumes per module: like Projects, asset maintenance, Human resource, Finance & Accounting, Payroll, of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> (a) Educational qualification: <ol style="list-style-type: none"> 1. For Finance: A member of Institute of Chartered Accountants of India. 2. For Cost and Management Accountancy: A member of Institute of Cost and work Accountants of India. 3. For other Consultants: B.E/B.Tech/MBA/MCA (b) Experience: <ol style="list-style-type: none"> 1. At least 5 years total experience including 3 years of ERP implementation experience 2. At least 3 successful Full life cycle implementation(s) of ERP 3. Demonstrated leadership and managerial skills, as well as the ability to establish and maintain relationships with client leadership.

Sl. No.	Particulars
6	<p>Technical Lead (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> (a) Educational qualification: B.E/B.Tech/MCA (b) Experience: <ul style="list-style-type: none"> 1. At least 5 years total experience including 3 years of ERP implementation experience 2. Should have been involved in installation of hardware and operating system configuration, system maintenance, installation of ERP system for at least 3 successful ERP implementations 3. Should have experience in fit-gap analysis jointly with functional consultant 4. Identifies gaps and designs the solution to address the gaps. 5. Performed data migration activities (data upload script preparation, data upload etc.).
7	<p>Technical Consultant(s) (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> (a) Educational qualification: B.E/B.Tech/ MCA (b) Experience: <ul style="list-style-type: none"> 1. Minimum 3 years with at least two ERP end-to-end project implementation experience.
8	<p>Functional Consultant(s) (Please provide 1+1 alternate resumes per modules. Please ensure that the CVs of the functional consultants are provided module wise. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> (a) Educational Qualification: <ul style="list-style-type: none"> 1. For Finance Consultant: CA or ICWA 2. For other Consultant: B.E/B.Tech/MBA/MCA Experience: <ul style="list-style-type: none"> ERP Implementation Experience: <ul style="list-style-type: none"> 1. Minimum 3 years with at least two ERP end- to-end project implementation experience.
9	<p>Training & Change Management Lead (Please provide 1+1 alternate resumes. Please provide resumes of the resources that would be deployed on the project. Please also provide the number of years of experience with the current firm.)</p> <p>Minimum Requirements:</p> <ul style="list-style-type: none"> (a) Educational qualification: Any graduate with an MBA (b) Experience: <ul style="list-style-type: none"> 1. Minimum 5 years' experience in organizing trainings and change management workshops.

6.5.3.2.2 Requirements for the proposed project team

- i. All personnel in the key roles as described above shall be at least Engineering graduates / full time MBA in respective disciplines / CA / ICWA / MCA as per the role requirements specified above.
- ii. The Bidder is required to provide a phase-wise 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 14 - *Month-wise Deployment Plan*.
- iii. 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 14 – *Curriculum Vitae (CV) for Proposed Professional Staff and Certification by the Firm*.
- iv. The final proposed team shall be approved by EdCIL before deployment.
- v. EdCIL reserves the right to reject any member of the proposed project team during project execution based on the criteria defined above.
- vi. The SI shall maintain the same team throughout the contract. However, in the unlikely event the existing resource is required to be replaced, the SI shall inform EdCIL at least one month in advance. The replacement candidate must satisfy the minimum requirements as detailed in this section. The replacement resource must be provided within 15 days of intimation to SI by EdCIL. The SI must ensure at least 15 days of overlap between the incoming and outgoing resources to facilitate a smooth knowledge transfer and transition period.
- vii. During the ERP solution implementation, at least one lead consultant on full time equivalent basis for the roles specified above is required at site during all phases of the execution of work for ERP Implementation up to completion of post Go Live system stabilization period.
- viii. The SI may position other additional consultants 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.
- ix. EdCIL reserves the right to request for change of any member of the project team during the execution of work phase.
- x. Onsite team members shall be available at EdCIL on all working days (Monday to Friday) during standard working hours (8:30 AM to 5:00 PM), however the SI has to ensure the availability of one resource till 7:00 PM on all working days and if required, Saturday may be counted as a working day.
- xi. Onsite team members shall follow EdCIL's holiday calendar and other rules.
- xii. Onsite team might need to stay beyond standard working hours on working days or on Saturdays/Sundays/closed holidays in exigencies without any additional charges to EdCIL.
- xiii. Onsite team members shall be required to record their attendance as per applicable policies and procedures at EdCIL.
- xiv. The SI shall not change any member of the Project Team during the course of the project. However, in the unlikely event of a change being required, the SI shall inform EdCIL at least one month in advance, along with submitting the curriculum vitae of an equivalent (or higher) replacement resource, as specified in Annexure 14. EdCIL reserves the right to consider suitability of the proposed resource before acceptance for deployment on the ERP Implementation project. In addition, SI must provide details

of knowledge transfer carried out between the outgoing and incoming resource and must ensure at least two weeks overlap for smooth transition.

6.5.3.2 Business Blueprinting

SI will perform a business process analysis and prepare a Business Blueprint ('As Is', 'To be' and Gap Analysis) Report with required process definition and flow diagrams, process enhancements and gap-fitment analysis to map all business requirements of EdCIL 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 EdCIL.

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 EdCIL the principle to be applied is that if ERP offers a particular functionality relevant to EdCIL 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

1. The TO-BE process design shall include
 - a. Overall Organization design
 - b. Process charts / flow diagrams outlining broad processes and sub-processes for each function (including reversal cycles and process variants)
 - c. Codification system
 - d. Procedure for key structure allocation

- e. Checks and controls for processes
 - f. Roles and responsibilities for processes
 - g. Business process improvement planned through new process design
 - h. Integration with existing systems which are to be retained
2. MIS and Reporting requirements
- a. Required report formats
 - b. Management dashboards for various levels

6.5.3.3 Technical Solution Design

SI shall draft a detailed Technical solution design for EdCIL scope of implementation (mapping each process and functional requirements to proposed product specific technical requirements), which would be the basis for further implementation and realization / system development. The technical solution design document shall include the following:

- a. Technology configuration: The Technical Configuration shall include (but not limited to):
 - a. Detailed Technical architecture of solution
 - b. Interface with external systems
 - c. System operating procedures
- b. System configuration: The System Configuration shall include (but not limited to)
 - a. Definition of user profile for all functional areas
 - b. Definition of Master / Transaction data structures
 - c. Definition of parameters for system configuration for all application modules and reporting tool(s)
 - d. Standard reports for each function / module
 - e. Customization areas with details of customization scope
- c. Data migration strategy: Data migration strategy shall include (but not limited to)
 - a. Master Data preparation strategy
 - b. Strategy for legacy/transaction data migration.

6.5.3.4 Data migration

The Data conversion and migration shall include the following activities to be performed by the SI:

- Defining strategy for unification of reference data / codes across the EdCIL organization as appropriate
- Training to the EdCIL Core Team to facilitate data conversion and migration.
- Perform the extraction of existing data from legacy systems,
- Perform the cleansing, formatting, and conversion of data extracted from legacy systems as per the strategy provided,
- Uploading of the data to new system,

- Creating of new/additional data mandatory in new system.

The following data for the last three years need to be migrated:

- Opening and Closing balances for the past years from the legacy system. The quantum may vary across various functions of EdCIL.
- All open transactions and all transactions from the start of financial year of Go-Live.
- Complete set of data in existing financial system
- Standing or master data such as vendors/suppliers, contractors, customers, all employees, material, work breakdown structures, organization assets and equipment, preventive maintenance, work specification, defect codes, cost data, etc.
- All open projects, including project plan, progress monitoring and tracking of deliverables, project financial data, etc. The live project data to be populated based on the agreed TO-BE process requirement.
- All the related Master Data and associated drawings and test results etc. as applicable
- Archival data for pattern or trend analysis or statutory / legal requirements etc.

The SI would be responsible for ensuring that data migration is complete in all aspects, within time so that the requirements of the implementation are fulfilled.

The key tasks and responsibilities of the SI and EdCIL for data migration are as follows:

Tasks	Description
Data Identification and Preparation	<p>The SI should obtain complete understanding of the data which has to be migrated to ERP. The possibility and extent of summarized historical data which has to be migrated to ERP should also be assessed. This phase will consist of two steps:</p> <ol style="list-style-type: none"> 1) Data Profiling - involves studying the source data thoroughly to understand its content, structure, quality and integrity. EdCIL would assist the SI to gain functional knowledge in carrying out this activity. 2) Data Mapping - Once the data has been profiled, an accurate set of mapping specifications can be developed based on this profile considering the data requirements and new codification standard to be maintained in ERP. This activity will be done by the SI. <p>The combination of data profiling and mapping will essentially be the first step of the data conversion exercise.</p> <p>Summarized historical data that needs to be migrated should be clearly identified which would be uploaded in the ERP in a consolidated manner and would be separated from the open transactional and opening balance data.</p>

Data Cleansing	<p>After the data profiling and mapping is done, SI need to prepare and provide guidelines to identify duplicate / abnormal entries in database. Based on this, a checklist is prepared and handed over to EdCIL for cleaning data.</p> <p>Data correctness / integrity would be ensured by EdCIL while providing the data.</p>
Data Extraction	<p>This task includes pulling data from operational and external data sources in order to prepare the source data for ERP during the migration exercise. This step involves creation of data into the format required by ERP from data which is currently stored in the electronic / non – electronic format (hard copies).</p> <p>EdCIL will validate and sign off the data extracted prior to loading into ERP.</p>
Developing data conversion scripts	<p>The SI will develop scripts as may be required for data conversion and transformation activities.</p>
Data Loading	<p>The extracted and transformed data will be loaded by the SI to the ERP database using data loader utilities or specific programs developed for this purpose (Data Load Scripts).</p>
Testing and Verification	<p>The SI is responsible for testing and verifying the accuracy of data which is loaded to ERP in terms of the following:</p> <ul style="list-style-type: none"> • Number of records created • Value of the data • Duplicate data • Translation of data from legacy to ERP <p>EdCIL will validate and verify the final data which is loaded in ERP.</p>

- i. The SI shall carry out migration of all data which may be available at various EdCIL offices and sites.
- ii. The SI shall formulate the “Data migration strategy document” which will also include quality assurance mechanism. This will be reviewed and signed-off by EdCIL prior to commencement of data migration.
- iii. The SI shall generate appropriate control reports before and after migration to ensure accuracy and completeness of the data.
- iv. The SI shall identify and convey to EdCIL in advance about all the mandatory data fields required for functioning of the proposed solution and which are not available in the legacy systems/manual files that are required to be obtained by EdCIL.
- v. The SI shall develop data entry programs/ applications templates along with necessary guidelines that may be required for the purpose of data migration in order to capture data available with/ obtained from EdCIL in non-electronic format.
- vi. The SI shall conduct the acceptance testing and verify the completeness and

- accuracy of the data migrated from the legacy systems to the proposed solution.
- vii. In addition to the above mentioned data migration requirements, SI are required to migrate any other data which would be required as a part of the solution. However, please note that the scope might not be limited only to these requirements.

6.5.3.5 System Development

The SI shall be responsible for installation of ERP software, database, tools, and any other component (together referred as ERP solution) required for making the ERP solution successfully operational as per the requirements of EdCIL. The system is to be a single-instance, centralized installation servicing the entire organization.

Based on the approved business blueprint and technical design, the SI will undertake the system configuration and customization. After completion of configuration / customization to the product, SI shall carry out a trial run. If the need arises and the result is not up to the expectation of EdCIL management, further reconfiguration will be done by the SI in order to close any gaps left in meeting the desired objective.

EdCIL intends to implement standard ERP functionalities and the leading practices available in the offered solution, as far as practically possible. SI is required to undertake customization that may be needed in line with the changed, improved or specific business processes requirement prepared during Business blueprint phase of the ERP solution implementation. SI shall implement the changes as per the Business blueprint and Technical Design Report in order to achieve the desired functionality. However the same must be tested, accepted and approved by EdCIL.

Other IT applications / systems in EdCIL IT environment should be integrated with the ERP solution on a consistent, on-line, real time or on a batch processing basis and to operate in an automated fashion without manual intervention. SI is expected to propose ERP solution for easy integrations between ERP and other applications to meet the requirements captured in this tender document. The scope of external integration will be to:

- All required data residing in current legacy applications as identified by EdCIL Team in consultation with SI is transferred to ERP Solution from the external system(s).
- Ensure that all interfaces are self-checking so that any exceptions or data validation errors are reported by the system.
- Ensure integration logs are maintained to confirm the success or otherwise of the interface, complete with control totals.
- As part of this RFP, System Integrator is expected to support integration of proposed enterprise applications with Email system, Proposed ERP modules, EdCIL Intranet and Website (as may be required).

SI needs to provide configuration, customization and installation reports to EdCIL. SI should follow disciplined approach for configuration and customization which should not restrict EdCIL for any future upgrades to its ERP solution. To this effect SI should provide a certificate from OEM which certifies that the SI has followed a disciplined approach for configuration & customization of ERP solution which will not stop EdCIL from future upgrades.

Configuration: The below list of items developed or changes to standard items shall be

considered as “Configuration” and not as “Customisation”.

- Use of ERP provided features to achieve specific process requirements/ expectations
- Configuration of Field selection and Screen Layouts
- Definition and assignment of User Defined statuses for various objects
- Definition of Authorisation Controls and Assignment
- Configuration of standard Workflows
- Seamless integration across all ERP Products, ERP add-on products/ components
- Reports developed in functional area using standard reporting capability
- Standard Reports
- Change to ERP standard forms to incorporate standard texts and EdCIL logo.
- Conversion Programs developed for migrating data for Go-Live from existing applications.
- Integration of ERP systems using licensed Connectors

Customization: The below list of objects developed shall be considered as “Customisation”. All custom developments should be carried out in a controlled and planned manner with adherence to ERP prescribed Coding Standards and Naming Conventions.

SI should explore all options available in Standard ERP to meet the requirements, demonstrate standard options to EdCIL. If EdCIL concludes that no option meets the requirement and the requirement is critical for business, SI will submit the case for custom development to the Program Management Committee of EdCIL. The following details should be submitted to EdCIL:

- Business Blueprint document
- Complexity Classification under Simple/ Medium/ High, with justification
- Any impact to Standard functionality/ features and future upgrade
- Effort and Time-line Estimation
- Impact to project time-lines/ deliverables

EdCIL reserves the right to seek customisation to meet its unique requirements and validate the design or findings suggested as custom development by the system integrator. In case it is difficult to arrive at the reasonableness of these requirements on customization during the implementation, the same shall be resolved through discussions. In case the issue is not settled, the same shall be referred to the Steering Committee and the decision of the Steering Committee is final. EdCIL reserves the right to get the Business blueprint and effort reviewed by an external consultant.

The SI shall ensure integration across modules, with existing software, and third party software. It is expected that the SI shall follow good programming practices as part of customization and development activities, and leading practices for implementation, both from ERP solution and industry perspective.

6.5.3.6 Testing

- i. The SI shall provide details of tests being carried out during the implementation (e.g. EdCIL (India) Ltd.

- 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.
- ii. 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.
 - iii. 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:
 - 1. Baseline configuration testing**
 - i. 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.
 - ii. 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.
 - iii. SI is required to submit a report capturing the baseline configuration testing results.
 - 2. Development testing**
 - i. 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.
 - ii. On the basis of these tests, a report would be submitted by the System Integrator for review and approval by EdCIL. 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 EdCIL location in an environment/infrastructure as mutually agreed upon.
 - iii. The development testing shall cover testing of:
 - a. Unit testing of customer-specific development
 - b. Conversions
 - c. Enhancements (customized components and other code enhancements)
 - d. Reports
 - iv. 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.
- v. After unit testing is completed, all customer-specific programs and forms shall be included in the Final Integration Test

3. Integration and system testing

- i. 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.
- ii. Integration testing shall be accomplished through the execution of predefined business flows, or scenarios, that emulate how the system will run the processes of EdCIL. 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 and various hardware and software components. The integration tests shall build the necessary level of confidence that the solution is complete and will perform the business processes of EdCIL.
- iii. 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.
- iv. Integration testing shall be done in two iterations.
 - a. 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.
 - b. 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 EdCIL users with the assistance of core team.
- v. 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 EdCIL 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.
- vi. SI shall submit a report capturing the results of successful testing.

4. Load and regression testing

- i. 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 EdCIL's projected future load of users as proposed by the SI and agreed by EdCIL.

- ii. The SI is required to demonstrate the performance levels of the ERP solution as mentioned in the System performance requirements in this RFP.
- iii. After successful testing and its clearance with EdCIL, the solution would then be considered as ready for Migration & Go-Live.
- iv. SI is required to submit a report demonstrating successful completion of testing.

5. User acceptance testing (UAT)

- i. The SI will develop procedure and acceptance criteria for UAT for EdCIL approval prior to start of the UAT phase. The purpose of this acceptance is to ensure conformance to the required process operations, response times, and integrity of the software after installation, and to eliminate any operational bugs.
- ii. A critical criterion for UAT would be the validation and conformance of ERP solution in terms of details captured in the business blueprint and Technical design document.
- iii. UAT shall be carried out before Go-Live at site as per approved procedure and the test reports shall be signed off.
- iv. At the satisfactory conclusion of these acceptance tests, the implementation of the software shall be considered complete for migration. The UAT must be carried out on hardware procured for hosting the ERP solution.
- v. The SI is required to submit a report demonstrating successful completion of testing.

6.5.3.7 Training and change management

6.5.3.7.1 Training requirements

- a) 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
- b) Evaluation parameters: Each training session would be evaluated by SI using the EdCIL 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

c) Evaluation mechanism: Each training session must be evaluated basis the feedback captured from EdCIL 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 EdCIL are as below:

i. 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

ii. 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

iii. 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

iv. 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

v. 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

vi. 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

S. No.	Type of Training	Target audience	No. of sessions / batch	Details: Location , Mode of delivery, method of Delivery
i.	Induction training	Executive Management, ERP Core Team	Minimum 2 sessions	On site, delivered by SI, physical presence, class room
ii.	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
iii.	ERP Handling – 2	Domain experts Business Development Project Management (Common and Unique section) Contracts & Purchase, Finance and Accounts, Human Resources, IS	Min 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
iv.	ERP End User Operations	End Users (Business Development, Project Management, Contracts & Purchase, Finance and Accounts, Human Resources, IS)	Min 3 sessions	On site; delivered by EdCIL Trainers (covered under Train the Trainer sessions), supported by SI, Physical presence; Class Room training and System walk through following the hands on exercises
v.	ERP System Operations	IT Core Team	Min 3	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises
vi.	ERP Development	IT Development team	Min 3	On site; delivered by SI, Physical presence; Class Room training and System walk through following the hands on exercises
vii.	ERP Transformation	Executive Management, ERP Core Team	Min 10	On site; delivered by SI, Physical presence; Class Room training and System walk through

In addition to the above, the SI shall develop web based training modules for Self-service portal and other functional areas as required as e-learning modules. This system shall be able to monitor the number of users availing the web based training.

6.5.3.7.2 Change Management

The SI would be required to set up ERP Change Management helpdesk during the course of the Project Implementation for answering routine queries pertaining to ERP implementation project and providing ERP Change Management workshops, for EdCIL business and IT users.

- i. The Bidder's response to this bid document must provide details of the ERP Change Management helpdesk, communication model and approach, and proposed team composition.
- ii. The team must be headed by an ERP Change Management Consultant / Training Manager, as specified in team profile requirements in this RFP.
- iii. SI shall focus on building awareness amongst EdCIL employees on benefits of ERP solution implementation, changes (if any) to their current roles and responsibilities, processes, changes in dashboard screens and its solution addressing the employee's concerns and apprehensions.
- iv. The SI is required to conduct the ERP Change Management Workshops for EdCIL employees. The workshop content and material shall be designed with specific focus on the requirements of various levels.
- v. The approach to be adopted by the SI for designing and execution of ERP Change Management plan for ERP implementation at EdCIL shall be as below:
 - a. Impact assessment – Identify the changes to the current functioning, organization structure, roles and responsibilities, current capacities (training to the existing resources or deployment of additional resources) etc.
 - b. Assess change readiness – Identify and evaluate, (based on the Impact Assessment), the key potential roadblocks and enablers within the organization structure, processes and technology for implementing the changes due to ERP solution implementation.
 - c. Design the ERP Change Management approach – Advise on the optimal way of implementing the changes for ERP transformation for EdCIL, from where it is to where it needs to be, for successful implementation of the project and to mitigate the project risks. This will include the approach to implement organizational change and capability development including but not limited to the issue of time frames required and periodic evaluation of ERP Change Management.
 - d. Develop the change plan and implement the change – Design a road map to effectively achieve/implement all the changes, which are essential for success of the project. The roadmap shall include an implementation plan, and shall contain change milestones based on the change vision, benefits milestones for ERP Transformation, benefits tracking mechanisms, actions to build commitment and actions to ensure business continuity.
 - e. Define change governance – including appropriate decision making and review structures for the management of change, with clearly defined roles and responsibilities.
 - f. Implementation of ERP Change Management Plan – The SI shall provide all the necessary services for successful and flawless implementation of the ERP Change Management plan.

- vi. During the whole exercise of organizational ERP Transformation, the awareness of the stakeholders about the impending change, understanding of the need for change and commitment to new ways of working should be enhanced. The SI shall proactively work with EdCIL to address the project needs and gain buy-in and involvement of all the stakeholders in achieving the change.

6.5.3.8 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 EdCIL. 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 EdCIL 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:

- i. 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.
- ii. It should detail the strategy of handling data elements and open items used for planning cut over before Go-Live.
- iii. It should describe the various pre-requisites and assumptions used for each of the data elements before uploading in the live system.
- iv. It should detail the various business decisions to be taken collaboratively by EdCIL management and SI for finalizing the cut over strategy.

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

- i. Raising any queries with OEM support team for issue resolution.
- ii. Review the health, usage and performance of the system till the stabilization of the system.
- iii. Ensure resolution and documentation of all issues raised during implementation
- iv. 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. The date of issue of “Certificate of system acceptance” to SI by EdCIL shall be considered as the ‘Go-Live date’ of the ERP solution.

The SI shall provide user adoption support after implementation of ERP solution. During the implementation period prior to “Go Live”, the system integrator would support EdCIL users in using the system.

6.5.3.9 Quality assurance

The SI shall develop a Quality Assurance Plan for the execution of this project. The quality parameters should be defined specifically, tangibly and practically for all the project phases like project management, functional coverage, support services and documentation. The quality parameters should be regularly monitored and reported to EdCIL. However, EdCIL may appoint an Independent Quality Assurance Partner to monitor and advise EdCIL during the course of implementation.

The Quality Assurance Plan shall be finalized during the project preparation phase

6.5.3.10 Post Go-Live stabilization support

The post go-live stabilization support provided by the SI would cover the following:

- i. The System Integrator shall provide post go-live stabilization support, as a part of this project, by deploying the same technical & functional consultants at site for full three months / one financial quarter after Go-Live, as were involved during the implementation.
- ii. The cost of this shall be borne by the System Integrator.
- iii. During the Stabilization period the System Integrator would help EdCIL user to correct any troubleshooting (software or hardware) while doing transactions or generating reports.
- iv. The System Integrator will update the user manuals and configuration manuals if required.
- v. Any required configuration and/or customization required during this phase would be done by SI without any additional cost to EdCIL.
- vi. SI shall maintain sufficient team size to support seamless operations and maintain the SLAs proposed in this tender document

6.5.3.11 System and solution documentation

The SI will provide detailed final system documentation for the reference of EdCIL. The SI shall provide ongoing product information for reference purposes and facilitating self-education for EdCIL personnel.

Two sets of hard copies of all documentations along with the soft version shall be supplied by the SI and shall include but not limited to the following:

- i. All ERP solution components and associated third party software product related documents
- ii. System manuals, product guides and quick reference guides for the hardware components procured by the SI
- iii. Configuration document consisting of system setting and parameters for each functional module
- iv. Standard operational procedure (SOP) manuals

- v. Documents related to data structures/tables
- vi. On-line help manual
- vii. Technical manuals
- viii. Installation guides
- ix. System administration and Operations & Maintenance manuals
- x. Toolkit guides and troubleshooting guides
- xi. User manuals including system instructions and use cases, how to run a program to perform specific task in the system with sample reports, screen formats etc.
- xii. Program flow and descriptions
- xiii. Training manuals
- xiv. Any other documentation required for usage of implemented solution by the SI

All documents mentioned above as well as any other standard documentation for the product will be supplied as part of this contract.

6.5.3.12 Vetting services from ERP Product OEM

The SI is required to obtain vetting services from ERP Product OEM for the following deliverables at no extra cost to EdCIL:

- i. Vetting of Business Blueprint and Technical Solution Design
- ii. Vetting of System Architecture
- iii. Vetting of Deployment Architecture
- iv. Vetting final Hardware Specifications including sizing (for all environments)
- v. Vetting of Test Strategy, Plan and Test Cases document
- vi. Vetting of Functional and User Acceptance Testing Scripts and Test Results
- vii. Vetting of SI Data migration Strategy, Plan and Data Migration process
- viii. Vetting of Technical Documentation

The Bidder is required to incorporate the above-mentioned services in its Project Plan as part of bid response, and elaborate detailed activities as part of Work Breakdown Structure to be submitted during Project Preparation phase.

6.5.3.13 System performance guarantee

- i. Performance guarantees shall be provided by the SI for the solution capabilities of ERP and modules supplied and implemented.
- ii. The SI is required to advise EdCIL on an appropriate systems environment upgrade during post-implementation period of ERP implementation. Also, refer to the technical requirements section of the RFP for details of EdCIL expectations in this regard as given in Annexure 4.
- iii. EdCIL requires the SI to ensure along with the selected product OEM that all the agreed performance criteria such as response time, concurrent users etc. are met during implementation, Go-Live, post Go-Live stabilization period and post-implementation support period.

- iv. EdCIL requires adherence to claims by the SI and ERP product OEM about the solution, ERP product capabilities as well as high availability and reliability.

6.5.3.13.1 System performance requirements

i. Performance criteria

The SI would be required to perform monitoring tests to measure performance times during peak load. The SI would seek assistance from ERP Product OEM, as required, to provide demonstration test conditions. The measured metrics shall be as follows:

A. Response time performance criteria

Measurement	Response Time
End to End response time (end user to core application and back) for LAN Users	< 2 sec
Time for Report Generation: <ul style="list-style-type: none"> • Simple Report • Medium Complexity report • High Complexity report 	<ul style="list-style-type: none"> < 5 sec (Simple) < 30 sec (Medium) < 1 min (High)

B. Concurrent Users support

Measurement	Minimum Concurrent users to be supported
Support concurrent users for access to ERP solution	90

The SI would be responsible for ensuring that at the time of implementation the above requirements are not compromised in case of change in the following parameters:

- a) Number of geographical locations at which users can be supported, while maintaining the performance metrics given above
- b) Total size of the record repository which can be supported, in Gigabytes or Terabytes, while maintaining the performance metrics given above
- c) Number of total users which can be supported, while not impacting the performance under normal operating conditions

These response times will be demonstrated by the SI during Stress and Load testing before Go-Live and during Load Testing in an environment / infrastructure as mutually agreed along with EdCIL. This should be supported by the ERP product

OEM.

All efforts including data, personnel, hardware/software tools, scripts shall be the responsibility of SI. EdCIL shall review and evaluate the validity of the test results.

6.5.3.14 General Solution Requirements

Following are the general requirements with regards to the overall ERP Solution implementation at EdCIL:

- i. The Bidder is responsible for envisaging all software requirements to fulfil the intended functionality of ERP solution in EdCIL. The bidder shall indicate any associated or additional third party software required to meet the functional requirements. All such software costs have to be included in the bid cost. Any such software including third party packages identified during implementation to fulfil EdCIL's functionality will have to be included by the bidder in his bid. Any additional software if required but was not indicated at the time of bidding will have to be supplied by the bidder and costs borne by the bidder.
- ii. Bidder must provide a deployment schematic showing how the different modules should be hosted on different server hardware and compatible OS. The bidders ERP solution should have functional and technical features as per functional and technical requirements mentioned in Scope of Work, Annexure 3 and Annexure 4.
- iii. EdCIL at any time may ask bidder to substantiate its product claims through appropriate evidence or a demo for sample test conditions, to verify the product fit to EdCIL requirements as specified in different sections of the RFP.
- iv. Unless desired by EdCIL to upgrade to new release, the implemented version of the ERP Product should be supported by product OEM for at least fifteen (15) years from the date of implementation of the ERP Product.
- v. EdCIL prefers to have minimal customization in the ERP Solution. The SI will hand over to EdCIL the ERP source code pertaining to customization and all related documentation. The title, rights and IPR over such customization will be passed on to EdCIL as and when the corresponding deliverables are submitted.
- vi. All data input to third party software, middleware, connectors (provided to EdCIL) as part of its solution offering to meet the requirements shall be unlimited and may involve two- way flows of data. Any cost arising out of this feature has to be built in its price quote.
- vii. The ERP implementation should be compatible with current EdCIL IT infrastructure. The existing IT setup is provided in Annexure 1. However, SI may contact EdCIL during the bid process to perform a due diligence to understand the existing IT setup at EdCIL.
- viii. The hardware and software combination shall support the ERP product solution without any known defects, patches and workarounds.
- ix. The future versions of the solution shall support functionalities provided and implemented in the earlier versions.
- x. It is expected that Bidder would not make incorrect/inaccurate/false claims about ERP product or SI implementation capability to achieve higher technical score. Any claims by the Bidder found to be inaccurate at any stage may result in

- disqualification of the bid.
- xi. EdCIL can at any time during the course of the selection process for ERP Product and SI, ask from the Bidder for suitable documentary proof or ask for demonstration to prove to ensure its products capability.
 - xii. If any claim or submission about product suitability to EdCIL's requirements presented by the Bidder is found to be false at any stage after award of contract, then EdCIL may impose a suitable performance penalty.

6.5.4 Operations and Maintenance

Operation and maintenance wherever referred in this document includes "comprehensive onsite trouble shooting support" with total responsibility for repairs including replacement of defective components. These services should be rendered within stipulated timelines duly adhering to the service levels. 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
Maintenance Support for ERP solution start from the end date of successful Post Go-Live stabilization support	3 (Three) years (Subject to extension by another for 2 years based on the services rendered to EdCIL by SI during the initial 3 Years support period.)
Development Change requests to allow enhancements to ERP solution as requested by EdCIL	3 (Three) years (based on the capacity / effort estimates required and captured as part of this RFP)

- SI may perform due diligence to understand the IT setup available with EdCIL as part of the existing setup.
- SI may make reasonable assumptions about the ticket volume for estimating the maintenance support
- The operation & maintenance period shall commence after go live stabilization and provisional acceptance by EdCIL.
- During the period of warranty, SI shall remain responsible to arrange replacement and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the EdCIL's representative in this regard to direct the contractor to attend any damage or defect in work shall be final and binding on the contractor.

- Bidder agrees that if equipment are required to be taken outside EdCIL premises for repair or replacement, suitable spares would be provided and the cost of transportation and other expenses will be borne by the bidder.

6.5.4.1 Maintenance Support

ERP Operation and 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 EdCIL's business.
- The SI shall provide and implement from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI shall provide upgrades, updates & patches of the ERP software and tools to EdCIL as and when released by OEM without any additional cost to EdCIL.
- The nature of support would be 24X7. The normal support hours would be as given in section **6.5.4.1.1** below. However after that time and on Sunday (24 hours), the nature of support would be on On-Call basis (only for critical high priority incidents). For On-Call support, SI shall nominate one person per module and names of these nominated resources should be available with EdCIL.
- Any change in resource should be intimated at least 2 weeks in advance. EdCIL 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 shall be provided by trained and experienced functional and technical experts appointed by SI. Each member of the functional and technical support team must have a minimum total working experience of 3 years with at least 2 end to end implementations completed.
- The onsite and offsite functional/technical support team shall be bound by a pre-defined service level agreement (SLA) designed around priority and criticality of reported incidents (as detailed in Section 6.5.5 of this tender document).
- SI will not propose that FTEs proposed for helpdesk support would also provide application – functional and technical 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 EdCIL while adhering to the SLA's as mentioned in Section 6.5.5.

- 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 upgrades, updates & patches of the products to EdCIL as and when released.
- Technical upgrade 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 EdCIL. SI shall perform minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.
- 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 specific requirements for each of Service Desk, Incident management and Problem management have been defined below:

6.5.4.1.1 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 EdCIL.

1. The SI will have to provide Service Desk function (Physical onsite Helpdesk support) providing support from 8.30AM to 7.00PM Monday to Saturday.
2. EdCIL expects the SI to provide on call support in fluent English and Hindi with excellent communication skill.
3. Act as First Point of Contact for all the service support activities.
4. SI to provision support for required L1 / L2 / L3 activities covering ERP solution / software and hardware.
5. The SI needs to propose an ITSM compliant enterprise 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.
6. 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.
7. It must also present and capture the service SLA's along with incident SLAs.
8. The following ticket logging mechanisms need to be provisioned by SI for the Service Desk:
 - a. Phone Calls
 - b. E-Mail and
 - c. Self-Help web based tool
9. 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.
10. Respond to user requests for assistance that are submitted via email.
11. 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.

12. Creation of knowledge base / SOPs on frequently asked questions to assist in resolving basic issues themselves.
13. Review the existing SOPs / FAQ available for relevant services.
14. 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 EdCIL. The escalation matrix shall be developed by the SI in discussion with EdCIL during the transition phase.
15. Close the call / incident post confirmation from the user.
16. 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 EdCIL. These follow ups must be done rigorously depending on issue priority until resolution.
17. 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

6.5.4.1.2 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 EdCIL'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:

1. Regular monitoring and reporting of component performance, availability, utilization and efficiency.
2. Monitor lifecycle of incident/service request ticket and follow escalation matrix to ensure SLA compliance.
3. Manage end user communication
4. Create and use SOPs for common / reoccurring service requests and incidents.
5. Support to all end user devices available in the current setup for the proposed solution
6. Establish Incident Management process and tool to automate the process workflows.
7. Interface and coordinate with the EdCIL and Third Parties for effective closure of Incidents.
8. Establish process / procedures for workflow, escalation, communication and reporting processes that help to achieve and improve SLAs; EdCIL will review and approve Incident workflow, escalation, communication and reporting processes.
9. Engage in entire Incident lifecycle support including detection, escalation, diagnosis, status reporting, repair and recovery.
10. EdCIL will authorize closure of all Critical and Major Incidents.
11. 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.

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

6.5.4.1.3 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:

1. The SI shall be required to define, implement and follow the Problem Management process.
2. Enable Root Cause Analysis for:
 - 2.1 All Critical and Major incidents.
 - 2.2 Incidents repeating more than 3 times.
 - 2.3 Top 5-10 incidents across all service domains.
3. Provide skilled resources to investigate problems perform Root Cause Analysis and meet the agreed SLAs.
4. Identify problem mitigation actions and propose solutions to EdCIL.
5. 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.
6. SI must commit to reduction in repeat incidents on a quarterly basis for incidents of all priorities.

6.5.4.1.4 Categorization, Response and Resolution timelines

Categorization of Incidents:

Level	Criteria	Expected Response and Resolution time
Critical	Any incident due to which 50 or more users cannot access the Application software and hardware components that are part of proposed ERP solution.	<ul style="list-style-type: none"> • Response Time: During business hours - Within 30 minutes. • Resolution Time: During business hour- Within 4 Hours • Response Time: Non - business hours - Within 1 hours or (earlier as per business hours if business hours begin) • Resolution Time: During Non-business hour 8 hours (earlier as per business hours if business hours begin)

Level	Criteria	Expected Response and Resolution time
Major	<p>Any incident due to which 10 to 49 users cannot access the Application software and hardware components that are part of proposed ERP solution. or;</p> <p>Any incident which is classified as "Critical" for which an acceptable (by EdCIL) workaround has been provided</p>	<ul style="list-style-type: none"> • Response Time: During business hours - Within 60 minutes. • Resolution Time: During business hour – within 8 hours • Response Time: During Non-business hours - Within 1 hours or (earlier as per business hours if business hours begin) • Resolution time: During non-business hour – within 12 hours (earlier as per business hours if business hours begin)
Minor	<p>Any problem due to which 1 to 9 users cannot access the Application software and hardware components that are part of proposed ERP solution or;</p> <p>Any incident which is classified as "Major" for which an acceptable (by Company) workaround has been provided</p>	<p>Response and resolution for other criteria –</p> <ul style="list-style-type: none"> • Response Time: During business hours - Within 4 hours. • Resolution Times: During business hours – within 16 hours. • Not supported during non-business hours.

Categorization of Configuration changes:

Level	Classification Type	Expected Response and Resolution time
Critical	<p>Configuration changes which are critical to day to day working and requires immediate change. Below mentioned are examples of configuration change at critical level</p> <ol style="list-style-type: none"> Addition or deletion of an authority level. Change in Dearness allowance, tax etc. Change in tariff policy Change in SOP with critical effect. Generation of simple reports from masters 	<ul style="list-style-type: none"> • Response Time: 4 hours • Resolution Time: SI should implement configuration change within 2 days from date of EdCIL approval.
Major	<p>Configuration changes which are major but not critical to day to day working and requires immediate change. Below mentioned are examples of configuration change at major level</p> <ol style="list-style-type: none"> Change in SOP with major effect. Joining of new employee 	<ul style="list-style-type: none"> • Response Time: 8 hours • Resolution Time: SI should implement configuration change after successful testing within 4 days from date of EdCIL approval.

Level	Classification Type	Expected Response and Resolution time
Minor	Configuration changes other than critical and major for day to day working. Below mentioned are examples of configuration change at minor level <ul style="list-style-type: none"> a. Change in process (addition or deletion) 	<ul style="list-style-type: none"> • Response Time: 8 hours • Resolution Time: SI should implement configuration change after successful testing within 8 days from date of EdCIL approval.

6.5.4.2 Development Change Requests

After post go-live stabilization period there may be requirement of development changes in ERP system. Expected number of man days which will be required to complete the development activities during each year of support is given below. SI has to quote man days charges for three years of support. The number of man days given below is approximate and can increase or decrease based on the requirement.

During 1 st year of support	100 man days
During 2 nd year of support	200 man days
During 3 rd year of support	200 man days

- I. Scope of work for development change support has to be out of scope of usual support activities. This should be agreed by EdCIL.
- II. Development work would include change request, customization to existing reports or forms, changes to workflow, and new report development. This would also include any future integration effort with existing or new applications.
- III. The procedure for approval of development cost would be followed as mentioned below:-
 - a. EdCIL would intimate the requirement via email, letter to SI team.
 - b. SI team will raise the Change request process.
 - c. Discussions may happen between EdCIL and SI in understanding the requirements SI would be required to submit the effort estimations required to meet the requirements.
 - d. EdCIL team would jointly verify the effort estimations, SI may be asked for the presentation for justifying the effort estimations submitted by SI, if required.
 - e. After obtaining the approval from in-charge of work, SI team will be communicated through approval letter. EdCIL may reject the effort estimations and SI may be asked for new effort estimations if rejected.
 - f. The approved effort estimations would be deducted from total man days after the completion of the work.

6.5.5 Service Level Agreements

The key service level requirements for the ERP system availability, which need to be ensured by the SI during the post go-live stabilization period as well as during the operations and maintenance support period. The performance of the SI in terms of SLA compliance will be measured as per the following:

- a. The performance of the support team shall be tracked on a monthly basis as per the SLA service levels detailed in this section.

- b. In case of slip in SLA percentage or service levels for any category of incidents for any quarter, the SI shall be subjected to penalty as defined in section 6.5.6 of this tender document.
- c. In case of continued low performance of the support team in terms of meeting the defined SLAs, EdCIL at its own discretion may consider termination of the support contract.
- d. 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 EdCIL.

i. Incidents support SLAs

Incident Level	Minimum Service Level
Critical	98%
Major	95%
Minor	90%

In the event of EdCIL 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 EdCIL user then all such disagreements will be discussed with EdCIL. In such cases, decision of EdCIL 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%

ii. Application Availability SLAs

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

Availability SLAs:

Domain	Minimum Service Level
ERP Solution Availability	Expected: 99.95%
Backup	100% for Offline

Application availability is defined as:

$$\{(Scheduled\ operation\ time - Application\ downtime) / (scheduled\ operation\ time)\} * 100\%$$

Where:

1. "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.
2. "Application downtime" subject to the SLA, means accumulated time during which the Application is not available to the EdCIL's users or customers due to in-scope

- system or infrastructure failure, and measured from the time EdCIL 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.
3. The business hours are 9 AM to 6 PM on *any calendar day* the EdCIL's office is operational. The Vendor however recognizes the fact that the branches will require to work beyond the business hours and holidays on need basis.
 4. Uptime will be computed based on availability of the applications to the EdCIL's users irrespective of availability of servers either individual servers/clusters. Also, non-compliance with performance parameters and system / service degradation will be considered for downtime calculation.
 5. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.

iii. Performance SLAs

Below is the set of Performance SLAs applicable to the ERP solution

Category	Measurement	Minimum Service Level
System Response Time	End to end response time should be < 2 seconds (end user to core application and back)	99%
	Support 90 concurrent users for access to ERP application	99%

6.5.6 Penalties

The SI shall be subjected to the following types of penalties in case of inability to meet EdCIL's requirements. The penalty applicable to the SI shall be independent of the Security Deposit and the Performance Guarantee submitted by the successful bidder at the award of contract.

- A. Non-adherence to overall Project timelines: If the SI fails to achieve the completion of project up to the stabilization period within defined duration (as agreed jointly between EdCIL and bidder at the time of contract award), the payment to SI will be liable for deduction @0.5% of the payable amount for Implementation Services up to stabilization period for delay of each week or part thereof. This penalty shall be subject to a ceiling of 10% of the corresponding payable amount up to stabilization period.

B. Penalties for Incident Support

SI would publish monthly and quarterly report of measurements listed above. Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

Level	Minimum Service Level of SLA's	Penalty as a percentage of quarterly support fee
Critical	SLA compliance between 98% to 95% against total tickets received for this service level	5% of the quarterly payment
	SLA compliance Below 95% against total	10% of the quarterly payment

	tickets received for this service level	
Major	SLA compliance between 95% to 90% against total tickets received for this service level	3% of the quarterly payment
	SLA compliance Below 90% against total tickets received for this service level	5% of the quarterly payment
Minor	SLA compliance between 90% to 85% against total tickets received for this service level	2% of the quarterly payment
	SLA compliance Below 85% against total tickets received for this service level	5% of the quarterly payment

Service Level shall be measured on a monthly basis but penalties shall be computed and charged at the end of each quarter.

C. Penalties for Availability measurements

SI would publish monthly and quarterly reports capturing measurements listed for the ERP solution availability requirements listed in Section 6.5.5. Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

Minimum Service Level of SLA's at critical level	Penalty as a percentage of quarterly payment
Between 99.5% to 99%	2% of the quarterly payment
Between 99% to 98%	5% of the quarterly payment
Between 98% to 90%	10% of the quarterly payment
Below 90%	Escalation to EdCIL steering committee which may lead to partial payment of only 50% quarterly payment.

D. Penalties for Configuration Changes Support

Penalties would be imposed for not meeting expected resolution time (as captured in section 6.5.4.1.4), for the Configuration changes, as per the table below:

If the duration of critical level configuration changes lies	Following penalty will be recovered at every default and breach in SLA
On 3 rd day and up to 5 th day	Penalty Payment of INR 5000
Beyond 5 th day and up to 10 th day	Payment of INR 10000
More than 10 days	Escalation to EdCIL steering committee Payment of INR 20000
If the duration of Major level configuration changes lies	Following penalty will be recovered
On 5 th day and up to 10 th day	Penalty Payment of INR 2000
Beyond 10 th day and up to 15 th day	Penalty Payment of INR 4000
More than 15 days	Escalation to EdCIL steering committee Payment of INR 10000
If the duration of Minor level configuration changes lies	Following penalty will be recovered

On 9th day and up to 15 th day	Penalty Payment of INR 2000
Beyond 15 th day and up to 20 th day	Penalty Payment of INR 4000
More than 20 days	Escalation to EdCIL steering committee Payment of INR 10000

E. **Penalties for Development Changes Support**

Penalties would be imposed for not meeting minimum service level of SLA as per the table below:

Criteria for completion of Development Change request	Following penalty will be recovered
If completion time exceeds between 10% to 15 % from time mentioned in work order for each development change	Deduction of 5% of work order value
If completion time exceeds between 15% to 25% from time mentioned in work order for each development change	Deduction of 10% of work order value
If completion time exceeds beyond 25% from time mentioned in work order for each development change	Escalation to EdCIL steering committee which may lead to deduction of 25% of work order value

6.5.7 Annual Maintenance Contract

The SI is required to provide the Annual Maintenance Contract (AMC) for 5 (Five) years from Post Go-Live stabilization for hardware procured as well as Software licenses procured by SI for the ERP solution. The AMC of all supplied software and hardware shall include all version / firmware upgrades (functional as well as technical), patches/fixes, upgrades, critical security alerts, documentation updates, compliance of mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.), performance fine tuning, problem resolution for the OS, database, middleware, browser and the application software for total solution provided by the SI during the implementation, warranty and post implementation maintenance and technical support periods.

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 EdCIL about the same along with interpretation of the direct or indirect benefits to EdCIL. The SI should inform EdCIL 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 and not later than 12 months after these are released in the country of origin.

All licenses for third party applications (such as databases, if applicable), middleware and connectors, procured for implementation of ERP in EdCIL shall be covered under AMC and warranty as applicable for the ERP product.

The SI shall furnish the requirements and details of system software and details of the supporting software like operating systems, Anti-virus solutions and Networking equipment etc. with the corresponding deployment schematic for the ERP modules identified. The bidder should also make sure that the software/operating system/other environment being suggested are a certified operating environment for the ERP product.

6.5.8 System audit and certification

EdCIL reserves the right to carry out technical audit of ERP implementation through any other certified agency designated by EdCIL during warranty period. Based on the findings and recommendations from such audit activities, the SI shall take necessary corrective measures to comply with the performance parameters stipulated in the Tender document. Any deficiencies pointed out after technical audit and agreed by EdCIL, shall be rectified by the SI within 42 days of the agreed audit report and at no additional cost to EdCIL.

6.5.9 Provisional Acceptance

- Immediately after the completion of the work at each place hereinafter referred as location, the SI shall certify and advise the EdCIL in writing that the installation is (i) complete (ii) ready for satisfactory service and (iii) ready to be handed over.
- The tests will be conducted jointly by EdCIL and SI. The test schedule shall be finalized by mutual discussion between the SI and EdCIL. Any component, modules, sub modules, sub-assemblies or equipment failing during the commissioning test shall be replaced/repaired free of cost by bidder.
- EdCIL's authorized personnel shall issue a Provisional Acceptance certificate (PAC) for successful commissioning covering all materials and services the final acceptance test. The PAC shall not hold up for minor deficiencies in the execution of work, which are likely to be attended/rectified by SI during stabilization and support period. EdCIL's decision in this respect shall be final. The Provisional Acceptance Certificate shall be signed by both the parties and shall be issued after successful go-live.

6.5.10 Final Acceptance

- The final acceptance certificate will be issued after 1 year from the date of expiry of Post Go-Live stabilization support period.
- Notwithstanding the issue of Final Acceptance Certificate the SI and the EdCIL shall remain liable for fulfilment of any obligation incurred under the provision of the SI prior to the issue of Final Acceptance Certificate which remains

unperformed at the time such certificate is issued and for determining the nature and extent of such obligation the contract shall be deemed to remain in force between the parties hereto.

6.5.11 Warranty

- All equipment and system (server and other associated equipment etc.) supplied by the SI shall be guaranteed against the defects for a period of twelve months from the date of issue of Final Acceptance Certificate. The SI shall provide comprehensive warranty maintenance for all the items supplied by him against this tender.
- During the period of warranty, the SI shall remain responsible to arrange replacement and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the EdCIL's representative in this regard to direct the SI to attend to any damage or defect in work shall be final and binding on the SI.
- During the period of warranty, the SI shall be responsible to the extent expressed in this clause for any defects that may develop under the conditions provided for by the contract and under proper use, arising from faulty materials, design or workmanship in the plant, or from faulty execution of the plant by the SI but not otherwise and shall remedy such defects at his own cost when called upon to do so by EdCIL who shall state in writing in what respect the portion is faulty.
- If it becomes necessary for the SI to replace or renew any defective portions of the system under this clause the provisions of this clause shall apply to the portions of the plant to be replaced or renewed until the expiration of three months from the date of such replacement or renewal or until the end of the warranty period whichever may be later. If any defect is not remedied within reasonable time, EdCIL may proceed to do the work at SI's risk and expense, but without prejudice to any other rights which EdCIL may have against the SI in respect of such defects.
- Until the Final Acceptance Certificate shall have been issued, the SI shall have the right of entry, at his own risk and expense, by himself or his duly authorized representatives, whose names shall have previously been communicated in writing to EdCIL at all reasonable working hours upon all necessary parts of the works for the purpose of inspecting the working and the records of the system and taking notes there from and, if he desires at his own risk and expense, making any tests subject to the approval of EdCIL which shall not be unreasonably withheld.
- In subject of this warranty, the SI shall make his security deposit, as required under Terms and conditions, valid to cover the period of warranty also.
- During the free warranty maintenance period SI should stabilize the working of the system. EdCIL has the right to extend the period of supervision of the maintenance free of cost till the system stabilizes and works satisfactorily for

a reasonable period of time. If during the time any equipment etc. is to be added or deficiencies are to be rectified to make the system work trouble free the same also will have to be done by the SI free of cost as to make good all the deficiencies.

CHAPTER 7 – Project Management

7.1 Project Management

SI shall do efficient project planning using industry standard project management methodology. SI is expected to perform following activities as part of project management but not limited to:

7.1.1 Project Initiation

SI shall perform the Project planning and resource planning as part of the Project initiation. Please refer to section 6.5.3.1 for the detailed requirements for Project and resource planning as these have been captured as part of the ERP Implementation Services stage.

7.1.2 Project governance and reporting

7.1.2.1 Project governance

- i. There shall at all times be a Steering Committee consisting of the EdCIL's top management and ERP Program Director from the SI team. 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.
- ii. Project Management Office (PMO), consisting of a Program/Project Manager from EdCIL, Program Director from SI, Change Manager from SI, Training Manager from SI, and Project Manager from SI. 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 PMO would also enable communication and reporting across the project organization, including the project team and senior management.
- iii. Core Group consisting of functional experts, technical experts and Infrastructure experts of the SI, and technical (IT) and functional resources of EdCIL.
- iv. EdCIL may appoint, quality assurance partner to assist during delivery of some of the above responsibility

7.1.2.2 Project reporting

The SI shall provide written progress reports at regular intervals to EdCIL as defined below. The SI shall submit a written progress report of the Project every week including exception reports and issues that require action along with proposed effective solutions and timelines for implementing such solutions to remedy such issues. The weekly project review meeting shall be attended by SI which shall be held at EdCIL premises. The date and time of the meeting shall be decided mutually. The SI shall provide a written report on 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

Other than the planned meetings, EdCIL may call for Steering committee / Project Management Office group meeting with prior notice.

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 EdCIL and SI.

EdCIL reserves the right to ask the bidder for the project review reports other than the standard weekly review reports.

7.1.2.3 Risk and Issue Management

The SI shall develop a Risk Management Plan and shall identify, analyze and evaluate the project risks, and shall develop cost effective strategies and action plans to mitigate those risks.

The SI shall develop an issue management procedure to identify, track, and resolve all issues confronting the project. The risk management plan and issue management procedure shall be done in consultation with the EdCIL's program management office (PMO).

The SI shall monitor, report and update the project risk profile. The risks should be discussed and a mitigation plan be identified during the project review meetings with the program office.

The Risk and Issue management should form an agenda for the Project Steering Committee meetings as and when required.

7.1.3 Project deliverables

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 issue of LOA/PO. „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 EdCIL:

Number	Deliverable Description	
	Project Stage: Hardware Procurement and Installation	T+4W
HP1	Hardware sizing estimates for ERP Solution, vetted by ERP OEM	
HP2	Delivery challans/ invoices / confirmation of purchase of Hardware components	
HP3	Hardware deployment architecture	
HP4	Detailed BOM with technical specifications	
HP5	Backup Strategy document	
HP6	Storage Strategy document	
HP7	Hardware installation and inspection report, vetted by hardware OEM	
	Project Stage: Software Licenses delivery	T+4W
SL1	Invoice / delivery confirmation for purchase of software licenses	
	Project Stage: Project Initiation	T+4W
PI1	Project Kick-off meeting	
PI2	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: 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	
	Project Stage: Technical solution design	T+24W
TD1	Solution Design Document	
TD2	Solution Architecture & Deployment Architecture, vetted by ERP OEM	
TD3	Transport Request release strategy with approval mechanism.	
	Project Stage: Data Migration	T+28W
DM1	Data Collection Templates	
DM2	Data Migration Strategy Report vetted by ERP OEM	
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 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: Provisional Acceptance	T+36W
PA1	Provisional Acceptance report for EdCIL sign-off
Project Stage: Post Go-Live stabilization support	T+48W
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 Support: Maintenance Support		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	System Performance Report (Monthly)	
Project Stage: Development change requests		Ongoing
DC1	Development Change Request implementation report	
Project Stage: Project governance and reporting		Ongoing
PM1	Project Status Report to PM (weekly)	
PM2	Presentation to ERP PM and Core Team (Weekly)	
PM3	Presentation to ERP Executive Committee (Fortnightly)	
PM4	Presentation to ERP Steering Committee at the end of each phase or on need basis	
PM5	Updated baseline of Project plan (fortnightly)	
PM6	Updated Resource deployment plan baseline (monthly)	
Project Stage: Final Acceptance		T+100W
FA1	Final Acceptance report for EdCIL's sign-off	
Project Stage: AMC		Yearly
AM1	Invoices of AMC (or renewal of AMC) for hardware components	
AM2	Invoices of AMC (or renewal of AMC) for software licenses renewal	

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

CHAPTER 8- Bid Evaluation and Eligibility Criteria

8.1 Availability of Professional Staff

Having selected the SI on the basis of, among other things, an evaluation of proposed SI, EdCIL expects to finalize a Contract on the basis of the Professional staff named in the Proposal. Before contract finalization, the EdCIL will require assurances that the Professional staff will be actually available. The EdCIL will not consider substitutions during contract finalization unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the SI may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the SI within the period of time specified in the letter of invitation to finalization discussions.

8.2 Bid Evaluation

The evaluation of the bid responses would be done based on the following:

8.2.1 Pre-Qualification

Based on the response to mandatory Pre-Qualification requirements.

- The bidders' Pre-Qualification Proposal in the bid response document is evaluated as per the requirements specified in the RFP and adopting the pre-qualification criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified, client contact information for verification, profiles of project resources and all others as required for evaluation.
- The bidders shall meet all the mandatory compliance requirements. Failure in meeting the mandatory compliance requirements will result in disqualification of the bidder.
- All the bidders will be communicated of the results of evaluation of the prequalification bids.
- The bids of those bidders who qualify in the prequalification process only will be considered for their Technical Functional bids and Financial bids.
- The Technical Functional bids and Financial bids of those bidders, who fail to qualify the prequalification criteria, will be returned to the respective bidders, without opening and any further processing.

- EdCIL doesn't restrict credentials and proofs given for ERP implementation experience on the basis of ERP version installed for clients vis-a-vis ERP version proposed in response of this RFP.
- OEM and/or SI should propose latest version of ERP product for installation in EdCIL.

8.2.1.1 Pre-Qualification Requirements

These are mandatory requirements to be met by the ERP product vendor and the system integrator. Only those bidders who meet all the mandatory requirements as provided in pre-qualification criteria below shall be considered for technical functional evaluation.

Criteria	Details	Documentary Evidence to be attached
Qualification Criteria for ERP product vendor		
Company profile of ERP Product vendor / OEM	<ol style="list-style-type: none"> 1. The company must have revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 years. 2. Should be registered as a company in India 3. OEM should have a minimum of 10 implementation partners in India 4. One authorized training center in North India which provides training on the ERP Solution. 5. ERP product vendor must have its own development and support centers in India. 	<ul style="list-style-type: none"> • Attach Balance sheet and P/L statement for last financial 3 years (i.e. 2015-16, 2014-15, 2013-14) • Certificate of Incorporation from Registrar of Companies (ROC) • Self-certificate along with list of authorized implementation partners in India • Self-certificate along with list and address of authorized training centers India • Self-certificate from OEM for development and support centers details in India
Customer base	<ol style="list-style-type: none"> 1. Must have installed across 20 customers in India. 2. Worldwide unique user base of > 30,000 	<ul style="list-style-type: none"> • Self-certificate from OEM along with customer list • Self-certificate from OEM

Implementation in Government sector in India	<p>Must have successfully implemented in 5 government/PSU customers in India.</p> <p>At least 2 out of these 5 Projects implemented should cover at least 4 functions from following list:</p> <p>Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement.</p>	<ul style="list-style-type: none"> Duly signed and stamped Completion Certificate with details as per Annexure 6 (Certification from ERP Product Vendor / OEM – Implementation)
Customer support in India	<p>OEM product vendor should have helpdesk in India manned by qualified professionals and internet support to provide 24X7 support through a toll free support line.</p>	<ul style="list-style-type: none"> Certificate from ERP Product Vendor / OEM – Support as per Annexure 6
Technical Criteria for ERP product		

Product	<ol style="list-style-type: none"> 1. The Proposed product should offer all the functions like finance, HR/employee self-service, project management, payroll, business development and planning as a single integrated solution with no Bolt On applications. 2. The proposed integrated product should be commercial off the shelf product (COTS). 3. The proposed integrated product should provide wide range of security features such as Authentication, Single Sign-On (SSO), Authorization and Integrated User management. 4. Offered ERP package should be web enabled and standard internet browser driven. 5. The offered ERP should be able to work on each of the following OS: Sun Solaris, HP Unix, IBM AIX, Linux family, Windows Family etc. 6. The proposed user licenses should be full and complete in all respect, there should be a provision to create, modify, delete, inquire records and create transactions with each user. 	<ul style="list-style-type: none"> • Self-Certificate from OEM
Requirements for System Integrator		

Company profile of the System Integrator	<ol style="list-style-type: none"> 1. The bidder must have a turnover of Rs.1000 Crores per year in the last three completed financial years and should be a profit-making in the last three completed financial years 2. The bidder should be a registered company in India 	<ul style="list-style-type: none"> • Audited balance sheets and P&L to be attached for the last three completed financial years (i.e. 2015-16, 2014-15, 2013-14) • Certificate of Incorporation from Registrar of Companies (ROC)
Experience in ERP Implementation	<ol style="list-style-type: none"> 1. Should have successfully implemented at least 5 ERP projects in last 5 completed financial years. Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response. 2. Should have at least 100 full time consultants of proposed ERP product. 3. Should have at least 800 personnel in IT services. 	<ul style="list-style-type: none"> • Duly signed and stamped Completion Certificate details as per formats available in Annexure 12 (Summary as well as Detailed) • Undertaking should be provided by authorized signatory of the bidder company (SI).
Experience in Government/PSU Sector	<p>Should have successfully implemented at least One ERP projects in government / PSU sector in last 5 completed financial years.</p> <p>Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list:</p> <p>Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement.</p>	<ul style="list-style-type: none"> • Duly signed and stamped Completion Certificate with details as per formats available in Annexure 12 (Summary as well as Detailed)

Quality certification	The bidder must have been assessed for a CMMI Level 5 and (ISO 27001 & ISO 20000) for IT services. The assessment should be valid for next six months, as on the last date of bid submission.	<ul style="list-style-type: none"> • Certificate copy and details of Quality certification as per Annexure 11
Authorization from OEMs	The Bidder must produce Manufacturer/OEM authorization certificate for solution proposed from ERP OEM and Hardware OEM.	<ul style="list-style-type: none"> • Duly filled in forms as per Annexure 6 (Certificate of ERP Solution and Authorization by OEM, Authorization by OEM)

8.2.2 Technical Functional and Financial Evaluation

After short listing of bidder based on eligibility criterion the Technical bid will be evaluated by evaluation committee set-up by EdCIL.

8.2.2.1 Technical Functional Evaluation

Technical Functional Evaluation Framework

The bid response of the SI that qualify as per the Pre-Qualification criteria, would be evaluated based on the following Technical Functional Evaluation framework:

Sl. No.	Category	Criteria	Evaluation Basis	Max Score	Parameters Rating	Comments
1	ERP Product Capability			55		
1.1	ERP Product Fitment (Functional)	Compliance in terms of fitment to Functional Requirements Specifications (FRS)	Response provided by the bidder to FRS	30	Absolute Score normalized to scale of 30 as per rating framework.	To be jointly signed by SI and ERP OEM
1.2	ERP Product Fitment (Technical)	Compliance in terms of fitment to Technical Requirements Specifications (TRS)	Response provided by the bidder to TRS	10	Absolute Score normalized to scale of 10 as per rating framework	To be jointly signed by SI and ERP OEM

1.3	ERP Product credibility – large implementations in India	Number of successful Implementations of proposed ERP Product with minimum ERP user base of 1000 in India. These implementations should have successfully gone live in last 7 years prior to bid due date and should be currently operational.	Self-certificate from OEM along with customer list, user base, date of go-live and current operational status	10	Less than or equal to 3 implementations: 5 4 implementations: 7.5 Greater than or equal to 5 implementations: 10	
1.4	Post Implementation Support	Number of authorized implementation partners in India	Self-certificate from the authorized signatory of the ERP Product OEM providing the list of authorized implementation partners	5	Minimum 10 Implementation partners: 3 Marks More than 10 and less than or equal to 20 implementation partners: 4 Marks >20 implementation partners: 5 Marks	
2	SI Capability			45		

2.1	SI credibility	Average Annual Turnover of the Bidder during the last three (3) financial years (FY 13-14, 14-15 & 15-16)	Statement of annual turn-over by the bidder (authorized signatory) as per Annexure 11 (Turnover statement by System Integrator)	15	>= INR 2000 Crores :(15 marks) >= INR 1500 Crores and < INR 2000 Crores:(10 marks) >= INR 1000 Crores and < INR 1500 Crores :(5 marks)	
2.2	Bidder's experience in implementation in India	Bidder's experience in implementation of ERP projects in India during last 5 completed financial Years in terms of total revenue from such implementations.	Copy of work / service orders capturing scope & revenue and Client Completion / Implementation certificate to be attached	15	>= INR 45 Crores :(15 marks) >= INR 15 Crores and < INR 45 Crores:(10 marks) < INR 15 Crores :(5 marks)	
2.3	Number of ERP projects implemented in government / PSU in India	Number of ERP projects implemented in government / PSU in India during last 5 completed Financial Years. Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR,	Implementation experience with details as per formats provided in Annexure 12 (summary as well as detailed)	10	More than or equal to 11 projects :(10 marks) Greater than or equal to 6 Projects and less than < 11 Projects:(7.5 marks) Greater than or equal to 1 and less than 6 Projects :(5 marks)	

		payroll, tendering, projects, operations, inventory, procurement.				
2.4	Functional skills	Full functional consultants of proposed product	time of ERP	Undertaking should be provided by authorized signatory of the bidder company (SI).	5	>=500 (5 marks) >= 100 and less than 500 (3 mark)

- The Technical Functional evaluation scores would be collated across the above parameters (Sl. No. 1.1 to 2.4, as per the table above) for each Bidder and will be denoted as Ts.
- The minimum qualifying marks for the technical functional evaluation is 60 out of a total of 100 marks as per the evaluation criteria listed above.

ERP Product Fitment

Compliance in terms of fitment to Functional Requirements Specifications (FRS) and Technical Requirement Specifications (TRS) as captured in Sl. No. 1.1 and 1.2 in the above table, will be evaluated based on the following:

1. Bidders would be required to respond to the compliance of functional requirement specifications as provided in **Annexure 3 (Functional Requirement Specifications)** and **Annexure 4 (Technical Requirement Specifications)**.
2. SI shall be responding to the compliance of FRS and TRS by giving their responses against the requirements which would be scored as per the below matrix:
 - o Bidder rating for FRS

Bidder response as captured in Column “SI Response” of the response format provided in Annexure 3 of this RFP, for each requirement		
SI Response (Response Key)	Response Depiction	Rating
SD	Standard product feature and supported as delivered out of box or through configuration	5
SC	Supported by customization / custom objects.	3
TP	Possible to be supported through 3rd party software	1
NS	Not supported	0

- Bidder rating for TRS

Bidder response as captured in Column “SI Response” of the response format provided in Annexure 4 of this RFP, for each requirement		
SI Response (Response Key)	Response Depiction	Rating
SD	Standard product feature and supported as delivered out of box or through configuration	5
SC	Supported by customization/custom objects.	3
TP	Possible to be supported through 3rd party software	1
NS	Not supported	0

3. All functional areas (e.g. business development, Finance, HR, etc.) in the FRS would carry equal weightages.
4. Each of the requirements in FRS and TRS (captured in Annexure 3 and 4) would carry equal weightages.
5. Each Functional requirement specification (FRS) as captured in Annexure 3, will be rated based on SI's response using the Ratings above, with 5 as Max rating for each.
6. The Total score of SI across all the Functional requirement specifications will be calculated by adding the SI ratings for each of the Functional requirements.
7. Score for ERP Product Fitment (Functional) will be collated and calculated as follows:
 - a. ERP Product Fitment (Functional) =

$$\frac{\text{Total score of SI across all the Functional requirements}}{\text{Maximum total score across all the Functional requirements}} \times 30$$
8. For an illustration, the ERP Product Fitment (Functional) score for a sample (illustrative) SI would be calculated as below (*functional areas and requirements depicted are not exhaustive in this illustration*)

Each Functional requirement specification would be rated, as per the illustration below:

S.NO.	Functional Requirement Specification	A. Sample SI's Response (illustrative)	B. Max Rating	C. Sample SI's Rating (illustrative)
BD-01	Ability to capture leads from various sources like direct lead from government agency, Newspaper/Website Advertisement, direct lead through personal contacts, cold calls and Mailers	SD	5	5

BD-02	Ability to capture name of the opportunity and Key dates identification like Pre-Proposal conference, submission, result.	SC	5	3
BD-03	Ability to capture key team members - lead, Project manager, Project team member	TP	5	1
.
BD-31	Ability to upload the Service Agreement/MOU/Contract Template	NS	5	0
Total for Business Development (31 requirements)			155	140

The Sample SI rating across the Functional Areas will be added to arrive at the **Total score of SI across all the Functional requirements** and **Maximum total score across all the Functional requirements**, as depicted in the table below:

S.NO.	Functional Area	Max Rating	Sample SI Rating
1	<i>Business Development</i>	155	140
2	<i>Project management(Common)</i>	200	190
3	<i>Contract Management</i>	35	30
4	<i>Reports</i>	1190	1100
5	<i>Skill Development</i>	100	80
6	<i>ICT</i>	50	35
7	<i>TA</i>	90	80
8	<i>Infra</i>	80	70
9	<i>Placement & Secondment (PnS)</i>	185	185
10	<i>Recruitment Services Division (RSD)</i>	90	90
11	<i>TSG</i>	50	40
12	<i>HR</i>	740	700
13	<i>Admin</i>	295	250
14	<i>Finance</i>	1300	1200
15	<i>IT</i>	150	130
16	<i>DMS</i>	105	100
Total		4815	4420
Total score of SI across all the Functional requirements = 4420 (illustrated as above) Maximum total score across all the Functional requirements = 4815 (illustrated as above) ERP Product Fitment (Functional) = $4420 / 4815 \times 30 = 27.539$			

9. Similarly, each of the technical areas (e.g. Application capability, workflow, etc.) in the Technical Requirement specification (TRS) would carry equal weightages.
10. Each Technical Requirement specification (TRS) as captured in Annexure 4, will be rated based on SI's response using the Ratings above, with 5 as Max rating for each.
11. The Total score of SI across all the Technical Requirement specification will be calculated by adding the SI ratings for each of the Technical Requirement specification.
12. Score for ERP Product Fitment (Technical) will be collated and calculated as follows:
 - a. ERP Product Fitment (Technical) =

$$\frac{\text{Total score of SI across all the Technical requirements}}{\text{Maximum total score across all the Technical requirements}} \times 10$$

8.2.2.2 Financial Evaluation

The financial bids shall be opened of only those bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The EdCIL shall inform the date, place and time for opening of financial bid in due course.

- Total Cost of Ownership (TCO) will be arrived at by adding cost of:
 - Hardware required for ERP Solution
 - Software Licenses
 - ERP Implementation
 - Post Go-Live stabilization support
 - Maintenance support (for 3 years after Post Go-Live stabilization support)
 - Development Change Requests (3 years, as per man days requirements defined)
 - AMC for Software licenses (for up to 5 years after stabilization) and AMC for Hardware (for up to 5 years after stabilization)
 - Extension of Maintenance Support (additional 2 years, at the discretion of EdCIL)
- The Bid having the Lowest TCO shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial score of other bidders will be calculated on the basis of the following formula:

Financial score will be denoted as Fs,

$$\text{Whereas } Fs = \frac{100 \times \text{TCO of Lowest bidder}}{\text{TCO of the bidder}}$$

The Financial bid should be provided with the following key requirements:

- The implementation partner will provide technical cost for fully supporting the ERP solutions and hardware, as per the Financial Bid format available in Annexure 17.
- The Bidder shall quote a price for all the components, the services of the solution to meet the requirements of EdCIL.

- All the prices will be in Indian Rupees (in words and figures). In case of discrepancy, the amount in word will prevail.
- No adjustment of the price quoted in the Price Proposal shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.
- The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields.
- It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The Price bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the Price bid. In case of a discrepancy between the Bill of Material and the Price bid, the technical Bill of Material remains valid. In no circumstances shall the Price bid be allowed to be changed / modified.
- It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder. It should be separately and clearly indicated how the local taxes will be applied for selling these services by a registered entity in India to EdCIL which is headquartered at Noida.
- The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.
- All costs incurred due to delay of any sort, shall be borne by the Bidder.
- EdCIL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- EdCIL reserves the right to ask the Bidder to submit analysis of rate and data sheet for the rates quoted in the Price bid by the bidder.
- If any of the prices of different components are bundled together in the Price Proposal, unbundling of these prices, i.e. allocating prices for individual components during evaluation or during signing the contract, if awarded the contract, will not be allowed.
- SI would quote the commercial strictly as per formats given. Any deviation, would lead to rejection.
- If the price for any of the services is not explicitly quoted in the price bid or mentioned as zero, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and EdCIL has the right to source services for which no price was quoted or quoted as zero, at no additional price.
- If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the contract.
- In the event of any increase or decrease of the rate of taxes due to any statutory notification/s during the term of the Contract, the consequential effect shall be borne by EdCIL, in case breakup of Taxes were clearly provided by the bidder in their offer.

8.2.3 Final Selection

Marking Methodology:

Technical Functional Score should be denoted as “Ts” and shall be used to compute the final score in combination with Financial Score “Fs”. The final selection of the bidder will be based on QUALITY AND COST BASED SELECTION (QCBS).

There will be 70% weightage for Technical Evaluation and 30% weightage for Financial Evaluation.

Final Score shall be calculated as:

$$\text{Final Score} = \text{Ts} \times 0.7 + \text{Fs} \times 0.3$$

The bidder(s) whose bid has secured the highest “Final Score” will be considered as successful bidder(s).

CHAPTER 9- Proposed Contract Terms

9.1 Proposed Terms and Conditions

1) Income Tax/ Service Tax Registration Certificate

PAN and Service tax registration No. should be quoted.

2) Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

3) Language

- a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the bidder and EdCIL, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- b) The Bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

4) Notices

- a) Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with proof of dispatch.
- b) A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

5) Applicable Law

- a) The contract shall be interpreted in accordance with the laws of the Union of India.
- b) Governing Law and Choice of Forum:
 - The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at Delhi (India).

6) Deliverables

The bidder whose tender is accepted shall arrange to start the services as mentioned in the Bid document.

7) PAYMENT TERMS

The payment will be made within 30 days on receipt of invoice (in duplicate) against successfully completion of the services as per the timeline indicated. This is to be duly certified by authorized representative of EdCIL.

Payment milestones

Following payment milestones will be applicable for the ERP solution implementation and support:

Milestone Number	Payment Milestones	% Payment of Sub-total for Services Provided
Hardware Procurement and Installation		
M1	"On account payment" for supply of hardware / equipment. Payment shall be paid on production of the following documents: a) On receipt of materials at site. d) Challans / Invoice in duplicate. [Completion of deliverable HP1 up to HP6 as defined in section 7.1.3 of this RFP document]	70% of the value of hardware / equipment supplied [i.e. Total Price captured for line item A in the Financial Bid, as per format defined in this RFP]
M2	Successful completion of installation & commissioning of equipment and testing to the satisfaction of EdCIL personnel. [Completion of deliverable HP7 and PA1 as defined in section 7.1.3 of this RFP document]	25% of the value of goods supplied [i.e. Total Price captured for line item A in the Financial Bid, as per format defined in this RFP] shall be paid after the successful completion of installation & commissioning of these equipment at various locations and issue of Acceptance certificate (Provisional Acceptance) by EdCIL.
M3	Final Acceptance by EdCIL [Completion of deliverable FA1 as defined in section 7.1.3 of this RFP document]	5% of the value of goods supplied [i.e. Total Price captured for line item A in the Financial Bid, as per format defined in this RFP] shall be paid at the issuance of Final Acceptance certificate by EdCIL
Software License		
M4	Software License [Completion of deliverable SL1 as defined in section 7.1.3 of this RFP document]	75% of the cost of software licenses [i.e. Total Price captured for line item B in the Financial Bid, as per format defined in this RFP] at the time of delivery of licenses
M5	Provisional Acceptance [Completion of deliverable PA1 and PA1 as defined in section 7.1.3 of this RFP document]	20% of the cost of software licenses [i.e. Total Price captured for line item B in the Financial Bid, as per format defined in this RFP] at the time of Provisional Acceptance

Milestone Number	Payment Milestones	% Payment of Sub-total for Services Provided
M6	Final Acceptance [Completion of deliverable FA1 and PA1 as defined in section 7.1.3 of this RFP document]	5% of the cost of software licenses [i.e. Total Price captured for line item B in the Financial Bid, as per format defined in this RFP] at the time of Final Acceptance
ERP Implementation		
M7	Post Project Initiation [Completion of deliverable PI1 up to PI7 as defined in section 7.1.3 of this RFP document]	15% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP]
M8	Post Business Blueprint [Completion of deliverable BB1 up to BB5 as defined in section 7.1.3 of this RFP document]	15% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP]
M9	Post ERP Implementation [Completion of deliverable TD1 up to TT8, GL1 up to GL4 and PA1 as defined in section 7.1.3 of this RFP document]	30% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP]
M10	Post Trainings and Change Management [Completion of deliverable TC1 up to TC6 as defined in section 7.1.3 of this RFP document]	15% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP]
M11	After successful Post Go-Live Stabilization Support [Completion of deliverable PG1 up to PG8 as defined in section 7.1.3 of this RFP document]	20% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP]
M12	At the time of issue of Final Acceptance [Completion of deliverable FA1 as defined in section 7.1.3 of this RFP document]	5% of the value of ERP Solution Implementation Cost [i.e. Total Price captured for line item C in the Financial Bid, as per format defined in this RFP]
Operations and Maintenance		
M13	Maintenance Support [Completion of deliverable MS1 up to MS8 as defined in section 7.1.3 of this RFP document]	Maintenance Support fee applicable per quarter [i.e. Derived from 3 year price captured for line item D.1 in the Financial Bid, as per format defined in this RFP] adjusted for applicable penalties defined in this RFP, after the completion of quarter
Change Requests		
M14	Completion of development changes requests scheduled	Quarterly payment to cover for Change requests completed in the quarter as per

Milestone Number	Payment Milestones	% Payment of Sub-total for Services Provided
	for the quarter [Completion of deliverable DC1 as defined in section 7.1.3 of this RFP document]	EdCIL sign-off
Annual Maintenance Contract – Software Licenses Renewal		
M15	Yearly advance payment on receipt of invoice [Completion of deliverable AM2 as defined in section 7.1.3 of this RFP document]	100% of AMC price per year [i.e. Price captured for Year 1 to Year 5 as per break-up available for line item E.1 in the Financial Bid, as per format defined in this RFP]
Annual Maintenance Contract – Software Licenses Renewal		
M16	Yearly advance payment on receipt of invoice [Completion of deliverable AM1 as defined in section 7.1.3 of this RFP document]	100% of AMC price per year [i.e. Price captured for Year 1 to Year 5 as per break-up available for line item E.2 in the Financial Bid, as per format defined in this RFP]

* Completion of each milestone as mentioned above would be on the basis of:

- Completion of all activities as mentioned in the Technical Scope, including applicable training sessions
- Acceptance of EdCIL for all deliverables up to the given milestone, as captured in Chapter 7
- The payment milestones listed above would be adjusted as per the penalties, as applicable and as captured in this RFP document

On Account Payment for Supply of equipment

“On account payment” for supply of equipment, materials indicated in the price schedule subject to recoveries of liquidated damages, if any, shall not be made more than twice in a calendar month as given below.

70% (Seventy percent) of the value of equipment/material supplied, payment shall be paid on production of the following documents:

1. On receipt of materials at site.
2. Manufacturer's inspection certificate that the materials are in accordance with the specifications of the contract.
3. Challans / Invoice in duplicate.
4. Original Inspection certificate issued by Inspecting Officer nominated by EdCIL. This would be a certificate that the materials supplied are as per the contract.
5. Certificate from consignee nominated by concerned personnel of EdCIL that the amount claimed in the invoice is correct as per terms of the contract. This should be verifiable from the bill of material quoted in RFP response and contract.
6. Insurance policy for material (100% of the value of on account payment) as per Clause 30 in section 9.1 of this tender document.

25% (twenty five percent) value of the goods supplied shall be paid after the successful completion of installation & commissioning of whole system and issue of "Provisional Acceptance Certificate by EdCIL.

5% (Five percent) value of the goods supplied shall be paid after the issue of "Final Acceptance Certificate" by EdCIL.

8) Performance Security

Within 15 days of the receipt of notification of award, the Bidder shall furnish performance security of 10% of the total order value as demanded by EdCIL, valid up to 90 days after the date of completion of the contract, failing which EMD of the same will be forfeited & the contract will be cancelled. The Performance Security shall be in the form of Bank Guarantee issued by a Nationalized bank in favour of "EdCIL (India) Limited". This Performance Bank Guarantee shall be retained throughout the currency of the contract and extended by the bidder from time to time as required by EdCIL.

The proceeds of the performance security shall be payable to EdCIL as compensation for any loss(es) resulting from the failure of the Bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by EdCIL for failure.

The Bank Guarantee in favour of EdCIL (India) Ltd shall be issued by a Nationalized/Scheduled Bank only located in India, as per format given in Annexure 15.

The Performance Security will be discharged by EdCIL and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations.

In the event of any contract amendment, the Bidder shall, within 7 days of receipt of such an amendment furnish the amendment to Bank Guarantee, rendering the same valid for duration of the contract as amended and for further period of 90 days thereafter.

9) Consortium

No consortium will be entertained by EdCIL.

10) LD on account of Delays in the Bidder's Performance

Delay on part of the Bidder for reasons solely attributable to the bidder in the performance of its delivery obligations as is directly attributable to them shall render the Bidder liable to the imposition of penalty (LD).

@ 0.5% of the order value for each week or part thereof subject to maximum of 10% of the order value, unless an extension of time is agreed upon.

11) Termination

EdCIL may without prejudice to any other remedy for breach of contract, terminate the contract in case of occurrence of any of the following events. In EdCIL (India) Ltd.

such an occurrence EdCIL shall give not less than thirty days written notice of termination to the Service provider.

a) Termination of The Contract

The Contract is liable to be terminated if the Service Provider:

- i. Becomes bankrupt or insolvent or goes into liquidation (other than a voluntary liquidation for the purpose of amalgamation or reconstruction, in the case of a Company) or is ordered to be wound up or has a receiver appointed on its assets or execution or distress is levied upon all or substantially all of his/their assets or
- ii. Makes an arrangement with or assignments in favour of his/their creditors or agrees to carry out the contract under a committee or inspection of his/their creditors; or
- iii. Abandons the work; or
- iv. Persistently disregards the instructions of EdCIL in contravention of any provision of the Contract; or
- v. Fails to adhere to the agreed program of work;
or
Assigns or sublets the work in whole or in part thereof without prior written consent of EdCIL; or Performance is not satisfactory;
or
If the Service Provider obtains the contract with EdCIL with illegal manner;
Information submitted/furnished by the contract are found to be incorrect.
- vi. The above shall be without prejudice to EdCIL's other rights under the law.

b) Consequences of Termination

If the contract is terminated by EdCIL for reasons detailed above or for any other reasons whatsoever:

- i. EdCIL shall reserve the right to get work completed at the risk and cost of the Service Provider and to recover from the Service Provider any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to EdCIL.
- ii. Performance Guarantee Bond/Security in any form submitted by the Service Provider shall stand forfeited.
- iii. The Service Provider shall have no claim to compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.
- iv. All the dues payable to the Service Provider for the work executed by him before and up to termination shall only be released after making adjustments for the expenses, charges, demands, expected losses etc. incurred by EdCIL as a consequence of termination of the contract.

c) **Termination for convenience**

- i. EdCIL, by Notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for EdCIL's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- ii. Depending on merits of the case the Service Provider may be appropriately compensated on mutually agreed terms for the loss incurred by the Service Provider if any due to such termination.

12) Settlement of Disputes

- a. **General:** If any dispute arises between the Service Provider and EdCIL during the execution of contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the Service Provider on the points of dispute. The representation so received shall be examined by Competent Authority in EdCIL. The Service Provider will also be given an opportunity of being heard and the decision on the representation will be conveyed in writing.
- b. **Legal Jurisdiction:** All legal proceedings arising out of any dispute between both the parties regarding contract shall be settled by a competent court situated in Delhi (India) only, after decision of the Purchase committee for settlement of disputes.

13) Arbitration:

- c. If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to a sole arbitrator as per Arbitration and Conciliation Act, 1996 of Government of India or any statutory modifications or re-enactment thereof.
- d. All legal proceedings shall have to be lodged in courts situated in Delhi (India) and not elsewhere.
- e. All arbitration proceedings shall be conducted in English. Recourse against any Arbitral award so rendered may be entered into court having jurisdiction or application may be made to such court for the order of enforcement as the case may be.

The Arbitral Tribunal shall consist of the sole Arbitrator appointed by mutual agreement of the parties.

Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the controversy or disagreement continue to fulfill their obligation

under this Agreement so far they are reasonably able to do so.

14) Reservation of Rights:

EdCIL reserves the right to:

- a. Extend the Closing Date for submission of the Proposals
- b. Amend the proposal requirements at any time prior to the Closing Date, provided that the amendment is displayed on the EdCIL Website <http://www.edciliindia.co.in>.
- c. Seek information from the Bidders on any issue at any time.
- d. To accept any bid or reject any bid without assigning any reasons and accept bid for all or anyone options for which bid has been invited.
- e. Terminate or abandon this Procedure or the entire project whether before or after the receipt of proposals or midway during currency of the agreement.
- f. Seek the advice of external consultants/experts to assist EdCIL in the evaluation or review of proposals.
- g. Make enquiries from any person, company or organization to ascertain information regarding the Bidders and its proposal.
- h. Reproduce for the purposes of this Procedure the whole or any portion of the Proposal despite any copyright or other intellectual property right that may subsist in the Proposal.

15) Suspension

- a. EdCIL may, after giving a written notice of suspension to the Service provider, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Service Provider, if the Service Provider fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:
 - i. Shall specify the nature of the failure and
 - ii. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Service Provider.
- b. EdCIL may engage some other agency for the completion of suspended work, which will be carried out at the risk and cost of the Service Provider.

16) Force Majeure

- Notwithstanding anything contained in the Bid Document, the Service Provider shall not be liable for forfeiture of security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.
- For purposes of this clause "Force Majeure" means an event beyond the

control of the Service Provider and not involving the Service Provider's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, earth quakes, epidemics. The preventive measures for fire breakdown must be followed otherwise will not be applicable here. The decision of EdCIL, regarding Force Majeure shall be final and binding on the Bidder.

- If a Force Majeure situation arises, the Service Provider shall promptly notify to the EdCIL in writing, of such conditions and the cause thereof. Unless otherwise directed by EdCIL in writing, the Service Provider shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. EdCIL may, terminate this agreement by giving a written notice of a minimum 15 days to the Service Provider, if as a result of Force Majeure; the Service Provider is unable to perform a material portion of the services for a period of more than 30 days.

17) Indemnity

In case, any special, indirect, incidental, consequential damages including loss of revenue, data, records/reports and any such resultant action in consequence of these events takes place, the exemplary/punitive/recoveries, as per the provisions of the contract or under any applicable law, the parties shall make themselves liable for such indemnification as arise out of the contractual obligation.

18) Special Terms and Conditions

- The exact scope of work, deliverables, milestones and timelines will be mutually decided later at an appropriate time looking to the requirements of the project. However, the decision of the tendering authority, in this regard, shall be final and binding upon the firm.
- Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of EdCIL. Such offers will not be considered as valid quotations. Offers not submitted in the standard formats given in the tender document will be summarily rejected.
- The discretion of EdCIL for awarding business and mode of business will be final and binding on the bidder.
- EdCIL reserves the right to award the work/cancel the award of work/modify the work without assigning any reason. In case of differences, if any, the decision of EdCIL shall be final.
- Any court case arising out of bidder's mistake will be defended by the bidder with no cost to EdCIL and any legal liability arising out due to negligence of bidder will be borne by the bidder.

19) Intellectual Property Rights Warranty

The Supplier hereby represents and warrants that:

- (a) The System as supplied, installed, tested, and accepted;
- (b) Use of the System in accordance with the Contract; and
- (c) Copying of the Software and Materials provided to the

Purchaser in accordance with the Contract do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

20) Liabilities for costs and damages

WITHHOLDING AND LIEN IN RESPECT OF SUMS CLAIMED

Whenever any claim or claims for payment of a sum of money arises out of or under the contract against the SI, the Purchaser shall be entitled to withhold and also have lien to retain such sum or sums in whole or in part from the security, if any, deposited by the SI and for the purpose aforesaid the purchaser shall be entitled to withhold the said cash security deposit or the security, if any, furnished as the case may be and also have lien over the sum pending finalization or adjudication of any such claim.

In the event of the security being insufficient to cover the claimed amount or amounts or if no security has been taken from the SI, the Purchaser shall be entitled to withhold and have lien to retain to the extent of such claim amount or amounts referred to spura, from any sum or sums found payable or which at any time thereafter may become payable to the SI under the same contract or any other department of the Central Government pending finalization or adjudication of any such claims.

It is an agreed term of the contract that the sum of money or moneys so withheld or retained under the lien referred to by the purchaser till the claim arising out of or under the contract is determined by the Arbitrator (if the contract is governed by the Arbitration clause) or by the competent court, as the case may be, and that the SI will have no claim for interest of damages whatsoever on any account in respect of such withholding or retention under the lien referred to spura and duly notified as such to the SI

For the purpose of this clause, where contractor is a partnership firm or a limited company, the purchaser shall be entitled to withhold and also have alien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company, as the case may be, whether in his individual company or otherwise.

21) Limitation of Liability

Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

- (a) the Supplier or SI shall not be liable to the Purchaser, whether in contract, tort, or

otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and

(b) The aggregate liability of the Supplier or SI to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier or SI to indemnify the Purchaser with respect to intellectual property rights infringement.

22) UNDERTAKING

The bidders intending to submit the RFP documents shall submit an undertaking to EdCIL along with the proposal response , in the format provided in Annexure 9 and Annexure 10.

23) Bidder Clarifications and EdCIL's responses

All clarifications from the bidders relating to this RFP must be submitted in writing exclusively to the contact person before the last date for receipt of clarifications as specified in the Tender Notification Table in the format specified in Annexure 8. The mode of delivering written questions would be through email. In no event will EdCIL be responsible for ensuring that bidders' clarifications have been received by them.

24) Amendments to RFP

- Bids once submitted will treated, as final and no modification will be permitted. No correspondence in this regard will be entertained.
- No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.
- In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.
- If EdCIL deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue amendments to this RFP. Such amendments would be uploaded on EdCIL website on time to time basis. Any such amendments shall be deemed to be incorporated by this reference into this RFP.
- At any time prior to the deadline (or as extended by EdCIL) for submission of bids, EdCIL, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, EdCIL may modify the RFP document by issuing amendment(s). Such amendments would be uploaded on EdCIL website on time to time basis, and these will be binding on all the bidders.

In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, EdCIL, at its discretion, may extend the deadline for the submission of bids.

25) Defaults and Delays

- The Bidder shall execute the work with due diligence and expedition, keeping to the approved time schedule. Should he refuse or neglect to comply with any reasonable orders given to him in writing by the EdCIL in connection with the work or contravene the provision of the Contract or the progress of work lags persistently behind the time schedule due to his neglect, the Purchaser

shall be at liberty to give seven days' notice in writing to the Bidder requiring him to make good the neglect or contravention complained of and should the Bidder fail to comply with the requisitions made in the notice within seven days from the receipt thereof, it shall be lawful for the purchaser to take the work wholly or in part out of the SI's hands without any further reference and get the work or any part thereof, as the case may be, completed by other agencies without prejudice to any other right or remedy of the Purchaser.

- Whenever the Bidder is unable to complete the work and contract is rescinded
- The security deposit & PBG shall be forfeited and the balance work shall be got done independently without risk & cost of the failed Bidder. The failed Bidder shall be debarred from participating in the Tender for executing the balance work.
- The work shall be treated as sufficiently completed when the Provisional Acceptance Certificate (PAC) have been issued for the work under consideration.

26) Disqualification

The proposal submitted by the bidder is liable to be disqualified if one or more violations of the following conditions are violated.

- Violation of the bid submission process.
- Financial Proposal and Technical proposal are not submitted in separate sealed covers.
- The price information, the pricing policy or pricing mechanisms or any document/information/file indicative of the commercial aspects of the proposal are either fully or partially enclosed or are part of the Technical Proposal.
- If a bidder submits more than one bid.
- Non-compliance to the conditions of the bidding process
 - The Bid documents are not signed as per guidelines of the RFP.
 - The required EMD has not been paid as specified in the RFP.
 - The Bid validity period is shorter than the required period.
 - The Bid is not submitted in accordance with this document.
 - During validity of the Bid, or its extended period, if any, the bidder revises its quoted prices.
 - The bidder qualifies their Bid with their own conditions.
 - Bid is received in incomplete form.
 - Bid is not accompanied by all the requisite documents.

Non responsive Content of the proposal

- Information submitted in Techno-Commercial offer is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the bids or during the tenure of the contract including the extension period, if any.
- The deliverables as given in the Technical solution should be in consonance with the Financial Bid. Any deviations in the final deliverables between Technical and Financial Bid shall make the Bid as being unresponsive and may lead to disqualification of the Bid.

Inability to respond in accordance with the bidding guidelines

- The successful bidder, invited to sign the contract qualifies the letter of acceptance of the contract with its own conditions.

- The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by EdCIL.

Fraudulent and corrupt practice

- Bidder tries to influence the proposal evaluation process by unfair/unlawful/corrupt/fraudulent means at any point of time during the bid process defines, for the purposes of this provision, the terms set forth below as follows:
- “corrupt” practice means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- “fraudulent” practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the purchaser of the benefits of free and open competition;
- “Unfair trade” practices means supply of goods (computer hardware, software, printers, networking equipment, etc.) different from what is mentioned in the bid documents, and includes change of parts/components, use of refurbished/repaired/substandard/ duplicate parts instead of genuine new parts or change the specifications and/or make of the company for which the supply order was given by Purchaser.

Consequences of disqualification

- If a bid or a proposal is disqualified, the bidder will not be eligible to participate in the bidding process initiated by this RFP.
- If the proposal/bid is disqualified, it will not be processed further and the same will be communicated to the bidder through email/fax. No further correspondence from the bidder with EdCIL will be entertained.
- Documents submitted as a part of the proposal and which have not been opened will be returned to the bidder.
- Documents submitted as a part of the proposal and which have been opened at the time of disqualification will not be returned to the bidder.
- If the disqualification is for the reasons of fraudulent or corrupt practice, EdCIL has the right to initiate action to black list the bidder as per the provisions of the relevant acts/rules.

27) Conflict of Interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI due to prior, current, or proposed contracts, engagements, or affiliations with EdCIL (as per format available in Annexure 15 – Conflict of Interest). Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP.

28) Government Restrictions

In order to discharge the obligations in respect of supply of products and services, it is

essential that the bidder undertakes that there are no Government restrictions or sanctions or limitations in the country of the supplier or countries from which products or subcomponents are being procured and/or for the export of any part of the system being supplied. The bidder shall also undertake that the OEMs of products have no right to inspect the end usage of the solution.

29) Taxes

- The Bidder and all personnel employed by him shall pay such taxes like Income Tax as are payable under statutory laws of India and the Purchaser **WILL NOT ACCEPT** any liability for the same.
- Deduction of Income Tax at source as per provisions of Finance Act and Income Tax in force shall be made from the Bidder and the amount so deducted may be credited to the Central Government.
- Wherever the law makes it statutory for the Purchaser to deduct any amount towards Sales Tax on Works Contract, the same will be deducted and remitted to the concerned authority.

30) Insurance

The Bidder shall take out and keep in force a policy or policies of insurance against all liabilities of the Bidder or the Purchaser at common law or under any statute in respect of accidents to persons who shall be employed by the contractor in or about the site for the purpose of carrying out the works on the site. The Bidder shall also take out and keep in force a policy or policies of Insurance against all recognized risks to their offices and depots. Such insurance shall in all respects be to the approval of the Purchaser and if he so requires in his name.

31) Insurance of Materials and Installation

- The Bidder shall take out and keep in force a Policy or policies of Insurance for all materials irrespective of whether used up in the portion of work already done or kept for the use in the balance portion of the work until such works are provisionally handed over. For this purpose, the works are deemed to have been provisionally handed over when provisional acceptance certificate is issued for the locations.
- The Bidder shall not be liable for losses/damages to the materials either used up in the portion of work done or his material kept for use at site, in consequence of Mutiny, or other similar causes over which the Bidder has no control and which cannot be insured. Such losses or damages shall be the liability of the Purchaser and if required by the Purchaser, be made good by the contractor at the cost of the Purchaser.
- The Bidder should, however, insure the stores brought to site, against risks in consequence of war and invasion, as required under the Emergency Risk (Goods) Insurance Act in force from time to time.
- It may be noted that the beneficiary of the insurance policy should be EdCIL or the policies should be pledged in favor of EdCIL. The SI shall keep the policy/policies current till the installations are provisionally handed over to the purchaser. It may also be noted that in the event of SI's failure to keep the policy current and alive, renewal of policy will be done by purchaser for which the cost of the premium plus 20% of premium shall be recovered from the SI.
- For the purpose of enabling the contractor to take the insurance cover in

connection with this contract, EdCIL will advise the approximate price of all the EdCIL supply materials to the Bidder.

32) Sub-letting of work

No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation whatsoever. **Subcontracting of the work is not permitted.**

9.2 Compliance to Tender Terms and Conditions

- The bidder shall indicate paragraph by paragraph for each section of the tender document that either his tender complies in every respect with the requirements of each clause and sub clause or if not, precisely how they differ from the requirements of the tender. In later case, the bidder shall enclose a separate statement as per proforma given, indicating only the deviations for any clause or sub clause of Terms and Conditions of Contract, Instructions to Bidders, Technical Specifications, Detailed Scope of work, etc. which he proposes with justifications for deviations proposed. The purchaser reserves the right to accept or reject these deviations and his decision thereon shall be final (see Annexure 19).
- The equipment offered shall be in accordance with the drawings and specifications. Details of variation from the drawings and specifications, if any, should be clearly indicated separately for each annexure with justification for deviations proposed. The Purchaser reserves the right to accept or reject these deviations and his decision thereon shall be final.
 - Firms should give details of similar works carried out giving details of the name of the project, date of award, number of locations, value of the contract, the original execution period and the actual execution time taken.
 - The bidder should serially number all the pages of the credentials.
 - The bidder should provide information about the compliance of various clauses / sub clauses / paragraphs (when bidder plans to give separate compliance of each paragraph or sub clause) of the tender document as per following table.

Serial no.	Clause no. with chapter no.	First few words of clause / sub clause / paragraph	Compliance status (compliant/ partially compliant/non-compliant)	Reference of clause /page no. of supporting document	Remarks if any

The table given above, complete in all respects, must be placed with the response document. For partially compliant and non-compliant items, suppliers shall state if functionality will be fully supported in future release of equipment.

CHAPTER 10 – Award of Contract

10.1 Award of Contract

EdCIL will award the contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal.

10.2 Notification of award

EdCIL will notify the successful bidder in writing or by fax or email, to confirm in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, EdCIL will promptly notify each unsuccessful bidder and return their bid security.

10.3 Agreement

The successful bidder shall within 15 days after having been called upon by notice to do so be bound to execute an agreement based on accepted rates and conditions, in such form as the EdCIL may prescribe, and lodge the same with the EdCIL together with the conditions of contract, specifications and schedule of prices referred to therein duly complete. The form for agreement is included in Annexure 15 (Agreement).

10.4 Signing of contract

EdCIL shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder

During the period of the contract, EdCIL could buy any of those items which are not included in the contract and which are part of the quoted price of the bidder. EdCIL will have the right to buy those services at the same rate for which the bidder was selected as the successful bidder. The price quote for all the services indicated in the quote will be valid for the complete period of Contract.

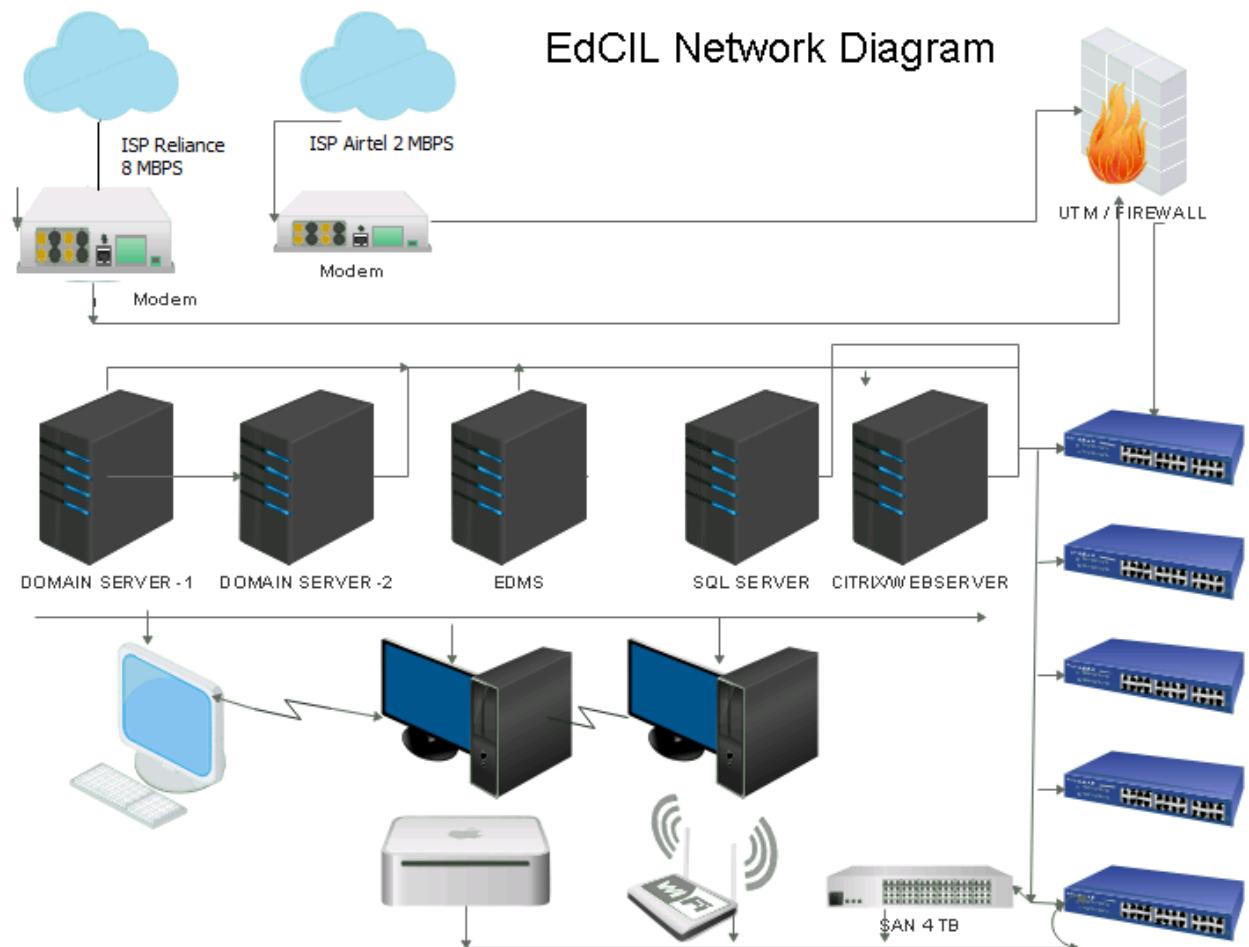
Although the price quoted in the price proposal by the bidders for implementing the ERP solution at EdCIL will be a single consolidated figure, EdCIL may seek the services of the successful bidder to carry out additional work as part of the implementation project.

Once a contract is signed with the successful bidder based on the price proposal, no adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract.

shall be the only payment, payable by EdCIL to the bidder for completion of the contractual obligations by the successful bidder under the contract, subject to the terms payments specified as proposed in the techno-commercial proposal or the one agreed between EdCIL and the bidder after negotiations. The price would be inclusive of all taxes, duties, charges and levies as applicable.

Annexure 1

IT Network Map



Annexure 2

Hardware and Application details

The list of IT hardware currently deployed by EdCIL is as captured below:

SL No.	Type of Hardware	Quantity	Specification	Purpose	Location
1	Servers HP	1 Nos	HP Proliant Xeon 2 Core, 8 GB RAM, 500 GB HDD	Data Base Server for Library S/W (E-Granthalaya) and EDMS Server	IS Unit
2	Servers IBM	1 Nos	ERP Database Server, Xeon 2 Core, 8GB RAM, 500 GB HDD	HR-ERP Data Base Server	IS Unit
3	Citrix Server IBM	01 Nos	Xeon 2 Core, 16 GB RAM, 500GB HDD	HR-ERP Application Server, Online Application Data Server, Semantic Backup Server	IS Unit
4	Servers IBM	02 Nos	Intel Xeon 4 Core, 2.4 GHz, 8GB RAM, 4 TB HDD	AD & DC Server, and Tally ERP 9.0&Computecx Software for Finance Dept.	IS Unit
5	SAN Storage IBM	1 Nos	4 TB HDD	For Backup and Connected with Citrix Server	IS Unit
6	Multiple Laptops, Desktop, Printers	Multiple Desktops- 98 Laptops - 14+28 Printer 40	Intel P4, 3.2 GHz, 1 GB RAM, 80/40 GB HDD etc.	Daily business operation work in the departments.	All offices &, Departments

Below table depicts the various applications being used by EdCIL

Application Type (Custom / COTS)	Application Name	Description of Application functionality
Custom built	EdCIL Website (Hosted with C-DAC)	Website contains the information about EdCIL's business verticals, organization structure, vision, mission, etc.
Custom built	Intranet	Intranet portal for employees to access information about Department Circulars, Photo Gallery etc.
Custom built	Online Receipt Application	Online application receipt for recruitment activities used by TSG/PRU
Custom built	Consultant Data base	Data Bank for Consultant
Custom built	Vendor Registration For MSME/NSIC	Vendor Registration application for MSME
Custom built	PF Statement Online	Used for generating annual PF Statement of Employees
Custom built	Payroll (Desktop of Finance)	Used for generating Payroll Statement / Pay slip Preparation(DOS Mode in DBASE/FOXPRO)
COTS	Tally ERP	Used by Finance for General Ledger / Account Payables / Account receivables processing
COTS	Attendance Software (Hosted in Desktop Admin)	Used for logging attendance / punch-in data
Custom built	E-Granthalaya	Used for maintain Library information
COTS	Webtel	Keeps the data pertaining to Tax
COTS	EDMS	The Software License has expired , BOD, Departments Scanned Files are available
COTS	Mail Software (Hosted at NIC)	NIC Mailing Solution being used
COTS	Computecxh Software	The Software is used for the following. 1. Service Tax Return, 2. VAT Return 3. Balance Sheet & Auditing Calculation 4. TDS Return

Annexure 3

Functional Requirements Specification

Bidder needs to provide the compliance of Proposed ERP solution to the Functional Requirement specifications captured in this Annexure, in a spreadsheet as per the format below:

Format for response to FRS

Functional requirements specification for Projects(Common)			SI Response on Functional Compliance		
Sl. No.	Business process	Particulars	SI Response (Response Key)	Module	Comments
PM01	Project Initiation	Ability to allow the project manager to upload Service agreement/MoU signed/Work order received from the client			
PM01	Project Initiation	type, Timelines, Deliverables, Project team, Project Budget, Payment milestones			
PM01	Project Initiation	Ability to generate a notification to Respective HoD and Finance department for approval with above mentioned inputs like client name, project type etc			

Bidder needs to fill in the response as per the format above for each of the Functional requirement, capturing:

- The compliance of ERP solution proposed by the bidder in format above, with the following guidelines:
 - The Column name "SI Response (Response Key)" should only have the response indicators – "SD" or "SC" or "TP" or "NS".
 - The interpretation for each of these Response indicators is listed below:

Response	Explanation
SD	Standard product feature and supported as delivered out of box
SC	Supported by customization/custom objects. This will involve changes to source code
TP	Possible to be supported through 3rd party software
NS	Not supported

- If the response is "SD" or "SC", bidder has to specify the ERP Product module name that will meet the requirement. In case the response is "TP", bidder should provide the details in Comments column.
- Solution Module name that meets the given requirement partly / completely or through Third party software (Column name "Solution Module" in the format above) and
- Comments to provide additional details explaining any customization / third party plug-in / reasons for non-compliance (Column name "Comments") in the format above.

Functional Requirements Specifications:

Actors mentioned in the FRS are indicative based on the high level requirements shared, however, the same may get changed / refined based on the actual configuration of roles and users in the system at the time of ERP implementation.

FRS for Business Development

Sl. NO.	Processes	Particulars
BD-01	Identify & qualify	Ability to capture leads from various sources like direct lead from government agency, Newspaper/Website Advertisement, direct lead through personal contacts, cold calls and Mailers
BD-02	Identify & qualify	Ability to capture name of the opportunity and Key dates identification like Pre-Proposal conference, submission, result.
BD-03	Identify & qualify	Ability to capture key team members - lead, Project manager, Project team member
BD-04	Identify & qualify	Ability to capture Opportunity stage like Identify, dropped, pursue, won, lost, close.
BD-05	Identify & qualify	Ability to capture indicative cost as per defined template, reason for dropping/lost/won and competition
BD-06	Identify & qualify	Ability to capture client service segment / department (Training/Research/DPR etc.)
BD-07	Identify & qualify	Ability to generate a unique reference number for each lead captured in system and a mail should be sent to all team member with the reference no.
BD-08	Identify & qualify	Ability to capture the submission of opportunity for qualification (next stage)
BD-09	Identify & qualify	Ability to capture the Cost, resource requirements, timelines, plan to manage delivery, client's potential and recommendation around Viable/Non-viable
BD-10	Identify & qualify	Ability to capture the decision inputs like Go/No-Go e.g. at early stage of the lead itself if mgmt. doesn't want to go ahead because of so and so reason etc.
BD-11	Identify & qualify	Ability to capture the scenario a) If decision is GO – Team to update the lead in the system as 'Pursue' and proceed to prepare proposal. b) If decision is No-Go: the team to update lead in the system with the status that lead is 'Dropped' because of any given reason.

BD-12	Identify & qualify	Ability to generate MIS reports of a) opportunities logged every month with status, b) opportunities pending in the system beyond 6 months, c) Opportunities requiring approval from HoD/CA
BD-13	Identify & qualify	Ability to send the comments and reasoning about opportunity's status & recommendation ('Dropped', 'Extended', 'Converted')
BD-14	Identify & qualify	Ability to generate the reports based on comments from HoD and update opportunity status as: Dropped, Extended and Converted.
BD-15	Pursue	Ability to send the decision of 'Go' to the Project Team
BD-16	Pursue	Ability to upload Costing template for the proposal
BD-17	Pursue	Ability to capture the scenario for Prepare proposal/Expression of Interest (as applicable). Proposal will have two parts to it – Technical Proposal and Financial Proposal. a) Ability to support template for proposal preparation. The suggested contents of technical proposal template are: About the organization ,Approach and methodology, Team, CVs of team members, Work plan b) Financial proposal: Costing should be supported as per costing template ,Financial proposal submission form as per standard template of EdCIL
BD-18	Pursue	Ability to capture the scenario wherein opportunity will also be scanned for other requirements and relevant requests will be initiated EMD/Bid fee: request to be sent to Finance team, General Conditions of Contract: send for review to legal team, Any certification/client documentation: send request to relevant client/department/ministry, Pre-bid meeting: prepare questions for pre-bid and PM and/or BD team to attend

BD-19	Pursue	Ability to send the proposal for approval. a) Technical Approval from ED/HoD of the pursuing Department b).Financial approval to be taken from the finance department If the proposal is loss making, then ability to send a notification to CMD/Board of Directors and capture the special approval process Refer to Schedule of Power matrix for seeking approvals of the signing authorities
BD-20	Pursue	Ability to support "Proposal Finalisation", printing of the document for submission & ability to insert EMD/Bid process fee as required by the Proposal (once approved in workflow)
BD-21	Pursue	Ability to capture details for submitting the proposal e.g. cost, risk etc. and change the status in system to 'Submitted'
BD-22	Pursue	Ability to capture the remarks of follow up along with the date and results
BD-23	Pursue	Ability to capture the final outcome of the opportunity. A) If Lost then update in the system with reasons and system to capture the status of EMD refund b) Won: update in the system that opportunity has been won
BD-24	Closure	Ability to capture the following scenario a) If project is 'Won' and work Order is received, Project is to be initiated with just the Work Order. B) If MoU / Agreement to be signed, capture the status
BD-25	Closure	Ability to capture prepared draft Service Agreement/MoU/Contract for services (as given in the RFP) – complete with project information and attachments as necessary (if required).
BD-26	Closure	Ability to capture the following scenario a) Approval of the Draft. If standard template of SA/MoU is used and no change is made from standard, only HoD approval is required. B) If client template is used (different from EdCIL standard template), then approvals will be required from Respective HoD, Finance and Legal
BD-27	Closure	Ability to capture final decision on the lead i.e. approved/changes suggested

BD-28	Closure	Ability to send a notification to all the stakeholders for proceeding to final work, printing on stamp paper to get the work order/service agreement and sending to client for signing
BD-29	Closure	Ability to capture/upload signing of work order/Service agreement
BD-30	Closure	Ability to capture the status of the payment as per the contract made e.g. Advance payment request is raised, EMD received back, BG given to client etc.
BD-31	Closure	Ability to upload the Service Agreement/MOU/Contract Template

Functional requirements specification for Projects(Common)		
Sl. No.	Business process	Particulars
PM-01	Project Initiation	Ability to allow the project manager to upload Service agreement/MoU signed/Work order received from the client
PM-02	Project Initiation	Ability to allow the project manager to capture client name, project type, Timelines, Deliverables, Project team, Project Budget ,Payment milestones
PM-03	Project Initiation	Ability to generate a notification to Respective HoD and Finance department for approval with above mentioned inputs like client name, project type etc.
PM-04	Project Initiation	Ability to capture the comments/Observations of HoD and Finance department at the time of approval/rejection on any project aspects e.g. project type, timelines, deliverables, budget, payment terms
PM-05	Project Initiation	Ability to allow finance to create a project code, capturing along the approval comments / description
PM-06	Project Initiation	In case of rejection, ability to capture the comments of Finance & Respective HoD. These comments should be routed in the system to Project manager for the necessary changes
PM-07	Project Initiation	Ability to create a project specific folder space in document repository linked to Project code
PM-08	Project Initiation	Ability to capture the advance payment and any milestones as agreed in the Service agreement /Work Order
PM-	Project	Ability to allow the project manager to upload the project planning

09	Initiation	documents
PM-10	Project Planning	Ability to allow the project manager to update versions of the Project planning documents (e.g. work plan, team details) as required and capture the remarks to summarize the change.
PM-11	Project Planning	Ability to allow the project manager to capture the details of third party/SME hired for project e.g. name & roles for which SME got hired, total amount to be paid to SME, Project governance plan, name of the third party
PM-12	Execution	Ability to generate invoice which should be linked with the specific project code and a given invoice milestone
PM-13	Execution	Ability to capture monthly/quarterly progress report of the project and system should allow to update the progress of the project on the need basis
PM-14	Execution	Ability to monitor the status of payments to be made to the vendor / third party
PM-15	Execution	Ability to forecast that the milestone is about to reach and Invoice should be raised as per the contract
PM-16	Execution	In case of Invoice is not raised on time, system should generate an escalation mail up to 3 levels like mail to Project manager, HoD, CA at the interval of 2 days
PM-17	Execution	Ability to raise the request for release of payment for the subject matter reviewers / Vendors
PM-18	Execution	Ability to get system alerts on events like payment milestone due, vendor payments, payments received, margin going below threshold, schedule delays for activities, effort overrun beyond a threshold.
PM-19	Execution	Ability to capture data from Time sheet for man-hour spent on each deliverable
PM-20	Execution	Ability to track project progress at different dates for analysis
PM-21	Execution	Ability to monitor and generate ordering/manufacturing related progress for various equipment, materials etc. at various hierarchical levels.
PM-22	Execution	Ability to track project progress at different dates for analysis
PM-23	Execution	Ability to store project progress at different dates for analysis

PM-24	Change request	Ability to have initiator, approver for the change request of the project
PM-25	Change request	Ability to capture the nature of change request of the project e.g. Business level change, Process level change, Admin level change
PM-26	Change request	Ability to capture reason of the change, justification and Impact of the change for the project and upload of any supporting documents
PM-27	Change request	Ability to send a mail to Project manager, HoD, Finance and Legal when any changes are being made in the project
PM-28	Change request	When any changes are routed for the approval/rejection to Respective HoD, Finance or Legal, system should allow to capture the comments of respective HoD, finance and legal
PM-29	Change request	Ability to send an intimation mail to HoD and Project manager stating that change request is finally approved
PM-30	Change request	Ability to make the changes in the project code based the changes made at the Process level, Business Level and Admin level
PM-31	Project Closure	Ability to capture status updates for the completion of activities, deliverables, acceptance by the client and Payments receipts from the client
PM-32	Project Closure	Ability to capture completion of all the payments made to the vendor. System should also allow provision to update that client has signed-off the project closure, along with sign-off date
PM-33	Project Closure	Ability to upload project closure certificate
PM-34	Project Closure	Ability to trigger the project closure and send a notification to Competent authority, Finance, Legal and Respective HoD
PM-35	Project Closure	Ability to allow the respective departments to work on the closure request e.g. Legal will review that all legal and contractual commitments are completed
PM-36	Project Closure	Ability to capture the inputs from Finance on validating the project financials and signing off that all payments have been received as per the contract
PM-37	Project Closure	Ability to capture the observation of Finance at the time of closure like if any dues pending to vendor or from client , any audit requirements pending
PM-38	Project Closure	Ability to capture comments / verification by HoD that to confirm that deliverables are as per expectation

PM-39	Project Closure	If Project closure is rejected by any of the Approvers, system should have the ability to send a mail to PM along with comments for rejection from the relevant department
PM-40	Project Closure	If all approvers accept closure, system should have the ability to close the Project Code & system should send a notification to all team members that project is successfully closed now
Functional requirements specification- Contract Management		
SI No.	Business process	Particulars
CM-01	Contract management	Ability to raise the request for the new contract/Existing SLA or the new SLA/AMC
CM-02	Contract management	Ability to capture the following scenario a)If vendor is already available, system should be capable of showing the details of new vendor b) If it is a new vendor, system should allow to capture:: Type of Contract (Contract with client / Vendor / AMC), Counterparty details (Name of Organization, Contact person etc.), Contract Start date / duration, Service covered in the contract (Scope of work), Payment Milestones and terms (including banking details)
CM-03	Contract management	Ability to allow the update/Download the above mentioned scenarios data
CM-04	Contract management	Ability to send the notification to HoD, Finance and Legal so as to approve/reject and give their comments for the above mentioned drafted document/data. If it is being suggested that re-work is required, system should allow to do the re-work and again it should be sent to HoD, Finance and Legal for the approval
CM-05	Contract management	Ability to send the above approved document to CA for the final approval/Comments, if required
CM-06	Contract management	Ability to generate a pdf with the above inputs , approved by CA/HoD
CM-07	Contract management	Ability to upload the above generated pdf with signature as per the legal requirements
Requirements for Reports		
Progress Reporting		Ability to generate procurement / tender status report for inclusion in project progress report.
Progress Reporting		Ability to generate project progress statistics at various hierarchical levels e.g. department level, specific

	project level
MIS	Ability to maintain historical data for reporting
MIS	Ability to generate reports at different level such as per site, per location
MIS	Ability to generate reports in a matrix of divisions, functions and Job codes (Project / WBS)
MIS	Ability to download reports to excel spread sheet and save in PDF format.
MIS	Ability to produce reports in graphical form for presentation
MIS	Ability to have report writer to provide flexibility in selecting formats and layouts
MIS	Ability to modify the selection parameters of the report to provide different output
MIS	Ability to perform arithmetic calculation on the input data
MIS	Ability to add comments in the report (editing of reports)
MIS	Ability to send the report output through mail
MIS	Ability to schedule the report generation and sharing over email at defined frequency
Mobility	Ability to provide the MIS Reports on Mobile set of the selected Users
Project	Project cost and Revenue by Project
Project	Ability to generate the details of financial concurrence provided during the month and compliances verified
Project	Ability to generate the number of invoices received, processed, pending on fortnightly basis
Project	Ability to generate the reports for creditors ageing report segment wise/category wise
Project	Ability to generate the cash flow forecasts for targeted payments

Project	Ability to generate the debtors ageing report
Project	Ability to generate planned vs. actuals report for schedule, effort, cost with data at project, department or EdCIL level
Manpower Planning	Manpower budget for last year
Recruitment	Report on Number of Open Positions and Filled in positions
Recruitment	Status Report of applicants
Recruitment	Post based Roster – Prepared on the basis on government guidelines on reservations
Training and Development	Report of competency analysis
Training and Development	Report on Nominations for training
Training and Development	Report on training division/department wise
Employee Relations	Employee dependent details report
Employee Relations	Dependent request process details
Performance Management	Report on Number of vacant/filled positions
Performance Management	Report on Promotion/ Increments
Performance Management	Status report on appraisals
Performance Management	Rating distribution report
Performance Management	Promotion data book
Payroll and Reimbursement	List of employee applied for encashment
Payroll and Reimbursement	List of employee who have not submitted final claim with 30 days
Payroll and Reimbursement	List of employee who have availed LFA
Payroll and Reimbursement	List of employee who's LFA for the block is due for the superannuation/resignation.
Payroll and Reimbursement	List of employees on foreign assignment
Payroll and Reimbursement	List of employees on foreign assignment and status (family/single)
Transfers	Report of employees on foreign assignment

Transfers	Report on confirmation of joining.
Transfers	List of employee on sensitive Post e.g. Vigilance department
Time Management	Employee Wise Punch in/punch Out Report
Time Management	Department Wise Attendance Report
Time Management	Department timesheet coordinator wise defaulter report
Time Management	Over Time report employee wise/department wise/level wise.
Time Management	Report for absentees.
Time Management	Leave Balance monthly/quarterly/yearly report
Time Management	LWP details report
Time Management	Auto encashment/leave encashment report
Time Management	Leave Adjustment Report
Time Management	SL/EL encashment details of all employees in a particular period
Separation	Report on Number of vacant positions
Separation	Periodic (Monthly / Quarterly / Annual) Attrition report by department/division, position, level, etc.
Induction	Report on Number of Open Positions and Filled in positions
Induction	List of Consultants/Outsourced employee
Induction	Monthly Status Report of Consultants (Joining /Separation/Extension Report)
Induction	Quarterly Report on Status of consultants
Induction	List of Outsourced employee location wise/Department Wise
Induction	Monthly Status Report of Outsourced employee (Joining /Separation)
Induction	Regular Employee vs. Outsourced Employee report

Confirmation and Extension	Report on employee due for confirmation
Confirmation and Extension	List of Probationer confirmed
Confirmation and Extension	Monthly /Quarterly status report of Consultants
Confirmation and Extension	List of consultants whose period of contract is expiring
Process Management of Computer Operations	Ability to maintain the register wherein IT department user can maintain the preventive measure input related to Desktop/Laptop e.g. life of Desktop/Laptop, back up data taken from identified system etc.
Acquisition of Hardware and Software	Periodic reports on <ul style="list-style-type: none"> o Hardware/Software acquired during the Period o No. of acceptance tests failed/rejected
Software Development	Periodic reports on <ul style="list-style-type: none"> o Project Control and Progress Monitoring
Software Services for Projects	No. of ITS proposals received/submitted, if any
Corporate MIS	Main Projects report (Project specific)
Corporate MIS	Contracts and Purchase Report
Corporate MIS	Marketing reports (No of reports, Business development)
Corporate MIS	Function wise Annual Budget Performance
Corporate MIS	Project performance report
Corporate MIS	Project Progress and Man hours Performance Status Report
Corporate MIS	Performance Report <ul style="list-style-type: none"> o Man Hour Utilization Report
Corporate MIS	Milestones Achievement for individual (MoU Critical) projects
Corporate MIS	Workload Projection
Corporate MIS	Project completion report & Monitoring Impact assessment report
Corporate Planning	Interim and Final MoU Progress Reports
Corporate Communication	Client Annual Report (financials)

Corporate Communication	Corporate Communication activities status report (Monthly, Quarterly, Annually)
Risk	Risk Register (across organization and drill down by department/division/project/client etc.)
Risk	Risk Compliance Verification Report
Lead Generation	Cumulative reports for the current year
Client Registration and Pre-Qualification	Monthly Progress Report (including cumulative, historical report) - No. of registration/Pre-qualification requests received in the period - No. of client registrations/Pre-qualifications done in the period - No. of unsuccessful prequalification submissions
Client Registration and Pre-Qualification	Information / Profile on New client / Geography
Opportunity Management and Preparation of Proposal	Monthly progress report - Executive Summary: Business secured, Man hour Capitalization, Proposals submitted
Opportunity Management and Preparation of Proposal	Total Business in current FY (by month, Placement, Overseas, Secondment, others, etc.)
Change Order Activities	Monthly Progress Report: - Change Orders processed during the period and details
Project Structure	Projects Structure report with parameters such as: project structure defined, resource assignment (e.g. material, manpower, outsourcing/subcontracting, etc.) completed/pending, control budget, milestones defined etc.
Project Structure	Kick-Off Meeting MoM
Project Monitoring and Control	Dashboard for Projects on parameters such as Project Status (e.g. Ongoing/Under Execution, To be Started, On Hold, Completed/Closed etc.), by division/department, project type (e.g. Consultancy, etc.) with drill down facility

Project Monitoring and Control	<p>Project level reports:</p> <ul style="list-style-type: none"> o Contract-wise progress for packages and item rate tenders (including quantitative status for various items) o Statutory approvals status o Control vs actual man-hours o Projected man-hour estimates to completion o Projected cost estimates to completion
Invoice and Payment Tracking	<p>Invoice Tracker: tracking of various types of invoices across projects:</p> <ul style="list-style-type: none"> o Invoice status: e.g. Not invoiced, Outstanding, Delivered, etc. o Expenses to be reimbursed by the Client o Outstanding payments to suppliers/contractors
Invoice and Payment Tracking	Reconciliation report of vendor invoice and payment
Contract Administration and Change Order	<p>Change Order (CO) Report:</p> <ul style="list-style-type: none"> o Status: e.g. To be generated, Pending Internal Approval, Pending client Approval, All approvals in place, Execution started, etc. o CO Details such as resources – man-hours, material, cost calculation, etc.
WBS and Scheduling	Summary Status on WBS and Look Ahead schedule
WBS and Scheduling	Exception Report
Progress Measurement and Monitoring	Project Progress Report Summary status
Capital cost Estimation for Feasibility Reports and financial analysis	<p>Capital Cost Report & Write Up</p> <ul style="list-style-type: none"> o Relevant section of overall feasibility report generated pertaining to capital cost o Cost summary sheets unit wise and overall
Capital cost Estimation for Feasibility Reports and financial analysis	<p>Financial Evaluation Report</p> <ul style="list-style-type: none"> o Financial evaluation write up along with the financial output sheets
Cost Estimation	Approval sheet and basis of estimate in sealed envelope along with transmittal sheet
Cost Monitoring	Control estimate for all major cost heads
Cost Monitoring	Expenditure schedule with clearly marked budget allocation over the project construction period

Proposal Inputs	Proposal Input report at overall level with drill-down to individual proposal level including (but not limited to): o Man-hour estimates, man-effort estimates based on master data type and nature of work o Approval status o Traceability to compiled proposal
Technical Bid Evaluation	Technical Queries report: No. of queries raised, status and details.
Requisition to Order	Number of purchase orders are created in a month
Requisition to Order	Number of purchase orders are created with single Bid
Requisition to Order	No. of service contract created in a month
Requisition to Order	Total value of purchase issued in financial year
Requisition to Order	Number of domestic purchase order and its value (Monthly, Annually, Quarterly)
Local Purchase and Store Management	Number of purchase order are created which having value more than 1lac (Month wise &Department Wise)
Local Purchase and Store Management	Number of purchase order are created with single Bid
Local Purchase and Store Management	Number of purchase order are created with cost variation (More than 15% or Less than 20%) and approving authority
Local Purchase and Store Management	How many Service contract are created in month wise
Local Purchase and Store Management	Annually report required for the number of the purchase order has been created for the Foreign vendors
Local Purchase and Store Management	Total value of purchase issued in financial year
Local Purchase and Store Management	Number order issued on nomination basis
Local Purchase and Store Management	Number order issued on OEM basis
Resource Management	BUDGET-Approved budget for site facilities and overhead & project jobs

Resource Management	Manpower planning- o Manpower forecast, Deployment Schedule o List of employees undergoing specialized training.
Resource Management	Field tendering/purchasing- List of orders issued from site for some threshold value.
Execution of Work	Quarterly quality management system report (QMS), audit and compliance report.
Execution of Work	Project Risks- Risk register and Monthly status report or Risk management report for different projects.
Execution of Work	Contract administration- Contract closure report.
Timesheet and Cost Allocation	Suspense report
Treasury Management	Statement of short term investments with details of maturity and rate of return
Treasury Management	Statement of long term investments with details of maturity and rate of return
Treasury Management	Cash and bank position during the month
Treasury Management	Bank Reconciliation Statement
Treasury Management	Statement of BG outstanding
Treasury Management	Statement of LC outstanding
Treasury Management	Collections during the month
Accounts Payable	Number of invoices received, processed, pending on fortnightly basis
Accounts Payable	Creditors ageing report segment wise/category wise/location wise
Accounts Payable	Cash flow forecasts for targeted payments
General Ledger	Project wise profitability report
General Ledger	Job wise cost status report
General Ledger	Variance analysis report (estimate v/s actual)
Direct Taxation	Statutory calendar to monitor due date and payment date

Direct Taxation	Details of tax liabilities and payment under Income tax and Wealth tax Act
Indirect Taxation	Statutory calendar to monitor due date and payment date
Indirect Taxation	Details of tax liabilities and payment under Service tax and State wise VAT Act or GST (as applicable)
Indirect Taxation	Report regarding monthly payment of various indirect taxes / GST (as applicable)
Indirect Taxation	Projection of future outflows towards indirect taxes
Budgeting	Quarterly performance review – information as desired by CMD/EdCIL Board
Budgeting	Monthly reports to CMD as per the predetermined format
PF, Gratuity and Pension	Statutory calendar to monitor due date and payment date
PF, Gratuity and Pension	Details of PF/Pension liabilities and payment to Trust/LIC
PF, Gratuity and Pension	Member contribution and movements during the year
PF, Gratuity and Pension	Comparison of year-on-year interest on investment portfolio based on sector/institution/rating category
Financial Vetting of Marketing Proposals	Details of financial concurrence provided during the month and compliances verified
Financial Vetting of Purchase Proposals	Details of financial concurrence provided during the month and compliances verified
Pre Audit Activities	Ability for the creation of Audit plan for a particular year
Pre Audit Activities	Ability of the Selection of the most important sites based on various parameters
Pre Audit Activities	Ability on the confirmation of the date for the actual Audit process
Actual Audit Activity	Ability on the Briefing of the Audit activities with the checklist
Actual Audit Activity	Ability to Conduct Audit and the generation of Audit Report

Post Audit activities	Ability to identify the root cause of the issues in Audit report with various department heads
Internal feedback system	Ability to screen the relevant feedback
Internal feedback system	Ability to assign the feedback according to their category to various departments
Internal feedback system	Ability to backtrack the issue resolution
External customer process	Ability for the online feedback from the client
External customer process	Ability to study the feedback and take corrective measures for the same
Management Review committee	Ability to Analyse the Audit Result, the Feedback (External/ Internal)
Management Review committee	Ability to analyse the quality objectives of the firm
Risk Identification	Ability to identify the potential risk
Risk Assessment	Ability to rate the Risk as critical, important and non-critical based on said parameters.
Addition to Risk Register	Ability to segregate the risk
Addition to Risk Register	Ability to add the approved risk to the Risk register
Control Assessment workflow	Ability to evaluate the control design
Control Assessment workflow	Ability to Identify and Remediate the deficiency
Control testing and Compliance assessment workflow	Ability to identify control testing
Control testing and Compliance assessment workflow	Ability to prepare the testing calendar
Control testing and Compliance assessment workflow	Ability to capture control and compliance testing results
Control testing and Compliance assessment workflow	Ability to capture multiple levels of review comments
Quarterly Risk review	Ability to Submit quarterly risk review report
Quarterly Risk review	Ability to categorize and consolidate the questionnaire
Annual Risk review	Ability to measure/ highlight the changes in Risk portfolio

Annual Risk review	Ability to capture multiple levels of review comments
Project Risk Management	Ability to monitor and capture the success factor where the risk is successfully worked upon
Project Risk Management	Ability to warn the upcoming risk activities in a project life
Risk Identification	Ability to identify and document the potential risk in various operations of client
Risk Assessment	Ability to rate the Risk as per the criticality based on various parameters
Addition to Risk Register	Ability to prioritize the risk
Addition to Risk Register	Ability to add the approved risk to the Risk register
Control Assessment workflow	Ability to evaluate the control design
Control Assessment workflow	Ability to Identify and Remediate the deficiency
Control testing and Compliance assessment workflow	Ability to identify, document control testing requirements
Control testing and Compliance assessment workflow	Ability to prepare the testing calendar
Control testing and Compliance assessment workflow	Ability to capture control and compliance testing results
Control testing and Compliance assessment workflow	Ability to capture multiple levels of review comments
Quarterly Risk review	Ability to measure/ highlight the changes in Risk portfolio
Quarterly Risk review	Ability to capture multiple levels of review comments
Quarterly Risk review	Ability to generate quarterly risk review report
Bi-annual Risk review	Ability to measure/ highlight the changes in Risk portfolio
Bi-annual Risk review	Ability to capture multiple levels of review comments
Bi-annual Risk review	Ability to generate bi-annual risk review report
Project Risk Management	Ability to provide inputs to Projects for identifying risks across the project lifecycle

Project Risk Management	Ability to monitor and capture the success factor where the risk is successfully worked upon
Revenue Recognition	Ability to generate project wise revenue and profitability statement
Revenue Recognition	Ability to generate debtors ageing report project wise/segment wise/Category wise/Client wise
Revenue Recognition	Ability to generate project wise/Category wise revenue and debtors report
Revenue Recognition	Project wise details of amount billed, amount received and amount outstanding
Revenue Recognition	Ability to generate project wise details of excess/short billing
Revenue Recognition	Impact on revenue and project cost due to change in estimates in different reporting periods

Unique section of functional requirements system for Skill Development		
S. No.	Business Process	Particulars
SD-01	Project execution & monitoring	Ability to capture the finalized training agency name and instructions issued to the agency
SD-02	Project execution & monitoring	Ability to upload the list of the candidates provided by client
SD-03	Project execution & monitoring	Ability to keep the status that list of candidates have been shared with training agency
SD-04	Project execution	If local governing body is to shortlist candidates, ability to upload

	& monitoring	shortlisted candidates given by local administration
SD-05	Project execution & monitoring	If EdCIL requires to shortlist candidates, ability to upload the final list of candidates
SD-06	Project execution & monitoring	Ability to capture start date and end date of the training
SD-07	Project execution & monitoring	Ability to capture report on training status, tests/assessments conducted
SD-08	Project execution & monitoring	Ability to capture the project inspection data e.g. project is on track or running behind the schedule etc.
SD-09	Project execution & monitoring	Ability to capture the progress update/feedback on training
SD-10	Project execution & monitoring	Ability to upload bank account details of candidates for disbursal of stipend
SD-11	Project execution & monitoring	Ability to approve request for disbursal of stipend for the students
SD-12	Project execution & monitoring	Ability to forecast that the milestone is due and Invoice should be raised to the client as per the contract
SD-13	Project execution & monitoring	If Invoice is not raised on time, system should generate an escalation mail up to 3 levels e.g. mail to Project manager, HoD, CA at the interval of 2 days

SD-14	Project execution & monitoring	Ability to allow the project manager to put the reason for which Invoice has not been raised
SD-15	Project execution & monitoring	Ability to forecast that payment milestone for client / vendor is due and vendor may raise the Invoice to EdCIL and EdCIL may raise the Invoice to its client
SD-16	Project execution & monitoring	Ability to capture the expenses incurred on project (such as for Travel, honorarium for sectorial expert any procurement etc.) and this should be linked with project code
SD-17	Project execution & monitoring	Ability to capture the placement details of the students e.g. name of the candidates, company wherein candidates got placed
SD-18	Project execution & monitoring	Ability to capture the corrective actions taken for improvements in vendor service delivery or corrective actions suggested by client
SD-19	Project execution & monitoring	Ability to give view access to the Project manager/HoD about the vendor payment so that PM/HoD is aligned with status of the payment 'Done or To be done' and it should be linked with account payables
SD-20	Project execution & monitoring	Ability to capture the risk forecasted and mitigation strategies planned by Project manager at project execution level

Unique section of functional requirements specification for ICT		
Sl. No.	Business Process	Particulars
ICT-01	Project execution, Monitoring and control	Ability to upload the project plan as per the MoU/WO
ICT-02	Project execution, Monitoring and control	Ability to allow the iterations done by the project manager to execute and control the project
ICT-03	Project execution, Monitoring and control	Ability to route a mail to HoD for the approval of the project plan
ICT-04	Project execution, Monitoring and control	Ability to generate the status of the project considering the project plan
ICT-05	Project execution, Monitoring and control	system to allow the project manager to change the status of the deliverables after the approval of the HoD
ICT-06	Project execution, Monitoring and control	Ability to capture the risk identified by the project manager at the execution phase
ICT-07	Project execution, Monitoring and control	Ability to capture the feedback taken from the client about the deliverables of the project
ICT-08	Project execution, Monitoring and control	Ability to forecast that payment is due or coming milestone is in the coming 15 days
ICT-09	Project execution, Monitoring and	Ability to upload the Statement of Expenditure submitted to client along with the service charges of EdCIL at quarterly basis

	control	
ICT-10	Project execution, Monitoring and control	Ability to upload the project closure certificate of the project

Functional requirements specification for Technical Assistance		
Sl. No	Business Process	Particulars
TA-01	Project execution and Monitoring	Ability to capture the name of the expert engaged for the specific project and date of the kick off held/going to happen
TA-02	Project execution and Monitoring	Ability to raise the request for Site visit for self or Expert
TA-03	Project execution and Monitoring	Ability to approve/reject the request raised for site visit
TA-04	Project execution and Monitoring	Ability to upload the site visit report submitted by expert
TA-05	Project execution and Monitoring	Ability to upload the travel and lodging expense incurred during the site visit by the managers/HoD/CA/Expert(If applicable)
TA-06	Project execution and Monitoring	Ability to capture the inputs taken from experts
TA-07	Project execution and Monitoring	Ability to upload the updated project plan after experts visit to the site
TA-08	Project execution and Monitoring	Ability to generate the weekly/fortnightly status report of project basis the milestones/Contract
TA-09	Project execution and Monitoring	Ability to capture the observation given by HoD, CA. System should trigger a mail to PM capturing the observations logged.

TA-10	Project execution and Monitoring	Ability to upload the PPT prepared for internal review
TA-11	Project execution and Monitoring	Ability to capture the feedback of the stakeholders taken after the presentation at client site
TA-12	Project execution and Monitoring	Ability to forecast that the milestone is about to reach and Invoice should be raised as per the contract
TA-13	Project execution and Monitoring	In case of Invoice is not raised on time, system should generate an escalation mail up to 3 levels like mail to Project manager, HoD, CA at the interval of 2 days
TA-14	Project execution and Monitoring	Ability to capture the status updates of the projects on the regular basis
TA-15	Project execution and Monitoring	Ability to generate the weekly/fortnightly status report of project basis the milestones/Contract
TA-16	Project execution and Monitoring	Ability to capture the risk and quality issues on regular interval of time and system to trigger a mail that quality is being compromised/risk is high
TA-17	Project execution and Monitoring	Ability to raise the request for release of payment for the experts
TA-18	Project execution and Monitoring	Ability to capture the project closure data

Unique section of functional requirements specification for Civil & Procurement

Sl. No.	Business process	Particulars
INFRA-01 Civil	Project execution and monitoring	Ability to capture the finalized name of the Architect and Geotechnical agency for Civil work
INFRA-02 Civil	Project execution and	Ability to capture the due date, current status and any iterations / updates on the deliverables to be submitted by Architect and Geotechnical agency like Survey Report from Survey Agency ,

	monitoring	Geotechnical Report from Geotechnical Agency , Architect's design Report
INFRA-03 Civil	Project execution and monitoring	Ability to capture the comments/suggestions given by HoD on the deliverables provided by the agency
INFRA-04 Civil	Project execution and monitoring	Ability to capture the feedback given by the client about the 3 reports (Survey Report from Survey Agency , Geotechnical Report from Geotechnical Agency , Architect's design Report)
INFRA-05 Civil	Project execution and monitoring	Ability to capture the name of the Quality Management Organization
INFRA-06 Civil	Project execution and monitoring	Ability to capture inputs given by quality management observation e.g. quality may not meet or lagging area of from the quality perspective
INFRA-07 Civil	Project execution and monitoring	Ability to capture the list of and status of clearances taken from regulatory authorities along with the due date, and name of regulatory authority
INFRA-08 Civil	Project execution and monitoring	Ability to capture the updates given by Project manager/quality agency on the deliverables, timelines, quality etc. of the Project
INFRA-09 Civil	Project execution and monitoring	Ability to send alerts that milestone of the project is due and vendor may raise the Invoice to EdCIL
INFRA-10- Civil	Project execution and monitoring	In case Invoice is not raised on time, system should generate an escalation mail up to 3 levels e.g. mail to Project manager, HoD, CA at the interval of 2 days
INFRA-11 Civil	Project execution and monitoring	Ability to allow the project manager to capture project progress monitoring data e.g. actual end date of activity, projected revised timelines, etc.

INFRA-12 Civil	Project execution and monitoring	Ability to capture the project closure certificate
INFRA-13 Procurement	Project execution and monitoring	Ability to capture iterations of the project plan wherein project manager may update the details related to project deliverables, timelines etc.
INFRA-14 Procurement	Project execution and monitoring	Ability to forecast that milestone of the project is about to reach and vendor may raise the Invoice to EdCIL
INFRA-15 Procurement	Project execution and monitoring	In case of Invoice is not raised on time, system should generate an escalation mail up to 3 levels like mail to Project manager, HoD, CA at the interval of 2 days
INFRA-16 Procurement	Project execution and monitoring	Ability to capture the post go-live support data as per the contract

Unique section of functional requirements specification for Overseas services		
Sl. No.	Business Process	Particulars
OS-EFM01	Project execution and monitoring	Ability to upload the annual plan finalized for the event to be organized abroad
OS-EFM02	Project execution and monitoring	Ability to create the project code and cost centre for each of the locations finalized
OS-EFM03	Project execution and monitoring	Ability to capture the deliverables identified against each location
OS-EFM04	Project execution and monitoring	Ability to capture the expense data taken from local event manager
OS-EFM05	Project execution and monitoring	Ability to upload cost sheets covering the expenses prepared to organize the event
OS-EFM06	Project execution and monitoring	system to route a mail to HoD for the

		approval/ of the cost sheet prepared
OS-EFM07	Project execution and monitoring	If approved, ability to capture the project performance data e.g. Accounts Payables and Account Receivables ,Project Health (Cost and Schedule)
OS-EFM08	Project execution and monitoring	Ability to capture the participation fee taken by event manager
OS-EFM09	Project execution and monitoring	Ability to capture the Event plan, detailed expenses, roles and responsibilities prepared by event manager
OS-EFM10	Project execution and monitoring	Ability to allow project manager to review the event plan, detailed expenses, R&R and system to route a mail to HoD for review/approval
OS-EFM11	Project execution and monitoring	Ability to upload the Plan forwarded to participating institutes
OS-EFM12	Project execution and monitoring	Ability to capture the data pertaining to execute the event
OS-EFM13	Project execution and monitoring	Ability to capture the feedback, interest and registration details from interested students (for Placement) / institutes (for Secondment)
OS-EFM14	Project execution and monitoring	Ability to update the status of expenses etc.
OS-EFM15	Project execution and monitoring	Ability to link with Account Payables and Account Receivables
OS-EFM16	Project execution and monitoring	Ability to close the project code for the particular event
OS-SFS17	Project execution and monitoring	Ability to upload and store the admission calendar for each institute
OS-SFS18	Project execution and monitoring	Ability to upload the plan for the placement of the students
OS-SFS19	Project execution and monitoring	Ability to integrate with the online Application portal for SFS (specific

		group of countries) applicants
OS-SFS20	Project execution and monitoring	Ability to track progress of each applicant profile in terms of the institutes that the profile has been shared with, outcome - acceptance / rejection, etc.
OS-SFS21	Project execution and monitoring	Ability to capture the payment made to EdCIL by the students
OS-SFS22	Project execution and monitoring	Ability to capture the offer letter which is to be sent by the institute to the registered mail ID of the applicant
OS-SPON23	Project execution and monitoring	Ability to upload the list of applicants, preferences of institutions with courses, marks etc.
OS-SPON24	Project execution and monitoring	Ability to upload the cost of Study and the no. of students who have been confirmed for the admission
OS-SPON25	Project execution and monitoring	Ability to capture the status of the offer acceptance by each student
OS-SEC26	Project execution and monitoring	Ability to capture the offer letter sent to students who have accepted the offer letter and system should also be able to capture the list of students who have declined the offer
OS-SEC27	Project execution and monitoring	If applicant is rejected, system should be capable of capturing the no. of students rejected with reason of rejection
OS-SEC28	Project execution and monitoring	System should be capable of capturing the travel details of each students
OS-SEC29	Project execution and monitoring	System should allow to keep the record of students who have been declined by the Institutes and the alternatives provided to the students for the admission
OS-SEC31	Project execution and monitoring	System should allow to keep the status of the students who have

		confirmed through email about the date of admission, travel etc.
OS-SEC32	Project execution and monitoring	Ability to generate the invoice for the Client including EdCIL service fee
OS-SEC33	Project execution and monitoring	Ability to track/update the status of Invoice raised to the Client and it should be linked with the account receivables
OS-SEC34	Project execution and monitoring	Ability to capture the name of the consultant/third party who will help in the secondment process (If required)
OS-SEC35	Project execution and monitoring	Ability to capture the job description given by the foreign university and draft of the advertisement which will get published after the approval of HoD
OS-SEC36	Project execution and monitoring	After the approval of the HoD, system should route a mail to CA for the approval and system should also allow the user to maintain the CA approved documents sent to the Client
OS-SEC37	Project execution and monitoring	Normal hiring process should be supported as captured in HR and IS Online portal

Unique section of functional requirements specification for RSD		
Sl. No.	Business process	Particulars
RSD-01	Project execution and monitoring	Ability to capture the tentative Exam date, exam pattern and status of the admit cards & Online application design, Syllabus, final result format etc.
RSD-02	Project execution and monitoring	Ability to capture the name of the 3rd party/Vendor
RSD-03	Project execution and	Ability to generate a report for the status of the parameters like exam date, exam pattern, admit card etc.

	monitoring	
RSD-04	Project execution and monitoring	System should allow to update the status of the online portal creation, admit card etc.
RSD-05	Project execution and monitoring	Ability to allow the project manager to update the status of the testing of the application , admit card etc. prepared by third party
RSD-06	Project execution and monitoring	Ability to capture the date of the launching portal which will allow candidate to fill the details for the exam
RSD-07	Project execution and monitoring	Ability to raise the request for deputing officials of EdCIL for exam duty and system to route a mail to the HoD and CA for its approval
RSD-08	Project execution and monitoring	Ability to capture the approved TA amount which is to be given to the officials of EdCIL for the exam duty
RSD-09	Project execution and monitoring	Ability to capture the activities done by the officials at the exam centre e.g. disburse the honorarium etc.
RSD-10	Project execution and monitoring	Ability to keep the status of the activities done by vendor e.g. Vetting of the exam paper, independent expert. Include proof for deviation and certificate for validation of the paper, post exam data taken from the vendor and submitted to the Client
RSD-11	Project execution and monitoring	Ability to generate the status report after the exam
RSD-12	Project execution and monitoring	Ability to upload the list of candidates who have been selected for the interview and it would be given by vendor
RSD-13	Project execution and monitoring	System should allow to upload the draft communicator letter which is to be sent to the Candidate for the interview
RSD-14	Project execution and monitoring	Ability to capture the details of the candidate who have been selected for the interview
RSD-15	Project execution and	Ability to raise the request for interview panel to be set up and system to route a mail to HoD and CA for its approval

	monitoring	
RSD-16	Project execution and monitoring	Ability to upload result taken from interview panel and system should allow the HoD to put his comments/observations
RSD-17	Project execution and monitoring	Ability to keep the status of the Invoiced raised or due
RSD-18	Project execution and monitoring	Ability to upload the closure certificate of the project

Unique section of functional requirements specification for TSG		
Sl. No.	Business Process	Particulars
TSG-01	Project execution, Monitoring and control	Ability to upload the project plan as per the MoU/WO
TSG-02	Project execution, Monitoring and control	Ability to allow the iterations done by the project manager to execute and control the project
TSG-03	Project execution, Monitoring and control	Ability to route a mail to HoD for the approval of the project plan
TSG-04	Project execution, Monitoring and control	Ability to generate the status of the project considering the project plan
TSG-05	Project execution, Monitoring and control	system to allow the project manager to change the status of the deliverables after the approval of the HoD
TSG-06	Project execution, Monitoring and control	Ability to capture the risk identified by the project manager at the execution phase
TSG-07	Project execution, Monitoring and control	Ability to capture the feedback taken from the Client about the deliverables of the project
TSG-	Project execution,	Ability to forecast that payment is due or coming milestone is in the

08	Monitoring and control	coming 15 days
TSG-09	Project execution, Monitoring and control	Ability to upload the Statement of Expenditure submitted to Client along with the service charges of EdCIL at quarterly basis
TSG-10	Project execution, Monitoring and control	Ability to upload the project closure certificate of the project
Functional requirements specification for HR		
Sl. No.	Business Process	Particulars
HR-01	Recruitment for staff	Ability to allow Project managers to create the requisition for new hiring need / vacancy for their respective department. System should allow project manager to create / attach the Job description etc. and submit the request to the respective HoD for the approval.
HR-02	Recruitment for staff	Ability to allow HoD to approve / reject the request post which system should send a notification to HR manager notifying about the new hire request
HR-03	Recruitment for staff	Ability to allow HR manager to validate the new hire request for parameters such as scale, designation, and route to HoD HR for approval
HR-04	Recruitment for staff	Ability to send a notification to HoD HR state that request for new hiring has been validated by HR manager
HR-05	Recruitment for staff	Ability to send a notification to CA when a particular new position is approved by HoD(HR). Once the request is approved by CA, system should send a notification to HoD(HR), Respective(HoD) and HR manager informing about the approval.

HR-06	Recruitment for staff	Ability to capture the action plan for new hiring by HR manager, which should include Job Description, Recruitment type (Defined Replacement / New Hire / Roster), Turn-around-Time for each activity / Recruitment timeline and Source of Recruitment
HR-07	Recruitment for staff	Ability to capture the data for new hire like Cost per hire - Broken down cost estimates for the recruitment process (Rate card for advertisement available, medical etc.), Details of engaging head hunters / recruitment agencies / Campus / Job Portals (Naukri/Linkedin), if any and route to HoD(HR) for approval
HR-08	Recruitment for staff	Ability to capture the client approvals for recruitment in case of PRU/TSG wherein additional approval from client is required
HR-09	Recruitment for staff	Ability to capture the status of the new position e.g. details of job description uploaded in Linkedin/Naukri, engaged with head hunters(MoU/Contract signed),advertisement designed using rate card
HR-10	Recruitment for staff	Ability to raise request for publishing the advertisement by selecting the vendor, corresponding rate card and total cost. System should send a notification to Admin for getting the advertisement published and Admin should be able to update the request status.
HR-11	Recruitment for staff	Ability to send a notification to Information System (IS) department to upload details of the position on the EdCIL website along with the Job description, scale etc. as approved by HoD/CA
HR-12	Recruitment for staff	Ability for HR Manager to provide a report Job Opening details published along with their status at any given point

		of time.
HR-13	Receiving applications and assessment	Ability to capture the no. of applications received against each new hire request and send a notification to Recruitment Manager for respective department, along with details of number of applications, resumes, etc.
HR-14	Receiving applications and assessment	Ability to capture the details of preliminary screening of applicants by Recruitment manager based on pre-defined criterion as per Job Description
HR-15	Receiving applications and assessment	Ability to capture the interview details for shortlisted candidates by Recruitment manager e.g. interview dates and panel, SME if required
HR-16	Receiving applications and assessment	Ability to capture the inputs pertaining to events organized for conducting the interviews e.g. Venue etc.
HR-17	Receiving applications and assessment	Ability to capture the documentary proof of the candidates who are to be interviewed e.g. UG/PG certificate, work experience, previous employer(s), details etc.
HR-18	Receiving applications and assessment	Ability to capture the signed-off candidate assessment scores and Minutes of Meeting from the interview panel into the system, based on SOP / DoA e.g. CGM / DGM scores would be captured by HR Manager
HR-19	Receiving applications and assessment	Ability to capture the TA/DA for the candidates and Honorarium for the SME, to be captured by HR Manager
HR-20	Receiving applications and assessment	Ability to capture the updated application status and details of the selected candidate details by the HR manager
HR-21	Receiving applications and assessment	Ability to capture the offer details and status i.e. accepted or rejected by the candidate, along with the date accepted

HR-22	Receiving applications and assessment	Ability to capture the background verification details of the candidates e.g. clearance status, vigilance inputs, mode of enquiry done etc.
HR-23	Receiving applications and assessment	Ability to capture the final Date of Joining of the candidate along with acceptance
HR-24	Receiving applications and assessment	Ability to generate a report capturing the status of offers accepted along with final date of joining
HR-25	On boarding and Confirmation	Ability to generate a notification to IS, Admin, Visitor Management Desk, HoDs about the date of joining along with candidate details for IS to provide Desktop/Laptop, Admin to provide Workstation etc. a given number of days before the Date of Joining (DOJ)
HR-26	On boarding and Confirmation	Ability to capture the mandatory on boarding details e.g. PAN Card number, Bank Account number and other details mandatory for on boarding
HR-27	On boarding and Confirmation	Ability to generate a request to IS once mandatory on boarding details have been captured, so that Emp Id , user name/Password etc. can be created
HR-28	On boarding and Confirmation	Ability to send a notification to Payroll to allow the payroll team to add the employee(s) in the payroll master and provide details like bank account number, benefits/perks(as per the entitlement) etc.
HR-29	On boarding and Confirmation	Ability to send a notification to respective HoD as and when the on boarding formalities and system requests (IS, Payroll) have been completed and workstation, Laptop/Desktop etc. have been provided to the employee
HR-30	On boarding and Confirmation	Ability to generate the request for Biometric access and track its approval and completion status by the HR

		Manager
	On boarding and Confirmation	After the on boarding, system to notify HR and HoD to review the probation status of the employee after the defined period for the Employee's role / designation
HR-31	On boarding and Confirmation	System should allow the HoD to review Employee's probation status and either confirm the employee or extend the probation duration. In case the probation is being extended, the system should have the ability to capture the revised probation review date. In either of the cases, system should send a notification to the employee about the outcome of probation review.
HR-32	Learning and Development	Ability to send a notification to all the employees to fill development plan as part of annual appraisal cycle, Development/Training Needs.
HR-33	Learning and Development	Ability to allow the employees to fill the details pertaining to Goals, learning and steps to bridge the gaps in the competence
HR-34	Learning and Development	Ability for the HoD to approve / reject the development plan submitted by the employees of respective department
HR-35	Learning and Development	Ability to provide a consolidated view of the training and development needs across the departments, based on the development plans submitted by employees
HR-36	Learning and Development	Ability to capture the training calendar details which includes both mandatory, elective courses as well as list of employees for each training scheduled
HR-37	Learning and Development	Ability to capture Budget and related expenses for the Learning and Development

HR-38	Learning and Development	Ability to send a notification to HoD along with scheduled training calendar
HR-39	Learning and Development	Ability to notify employees about their respective scheduled trainings
HR-40	Learning and Development	Ability to send confirmation to employee on training registration along with logistics / venue details.
HR-41	Learning and Development	Ability to capture the details like Arrangements for training, engagement with training agencies, logistics arrangements etc.
HR-42	Learning and Development	Ability of system to capture list of attendees for each of the trainings and system should be sync-up with Attendance system for On-Duty regularization
HR-43	Learning and Development	Ability to capture employee feedback for each of the training based on a standard defined template
HR-44	Learning and Development	Ability to capture Quarterly reporting of trainings organized and success rates based on employee feedback
HR-45	Performance management	Ability to capture the department goals/KRA as agreed between Competent Authority and HoDs which is derived from the KRA given by DPE
HR-46	Performance management	Ability to send a notification to all employees to discuss and finalize annual goals. Goals/targets will vary according to grade
HR-47	Performance management	Ability to capture the goals discussion between resource and reporting manager
HR-48	Performance management	Ability to capture, for managers and above, the targets to be allocated /goals at individual levels

HR-49	Performance management	Ability to allow employees to update their individual goal plan on the system and submit for approval to their respective reporting manager
HR-50	Performance management	In case of non-executive staff , ability to allow the Manager to enter the goals on behalf of staff
HR-51	Performance management	Ability to allow the manager to approve / reject the goals by capturing comments, as required.
HR-52	Performance management	Ability to send a notification to all employees for mid-year assessment
HR-53	Performance management	Ability to capture the performance review discussion by the manager e.g. perform assessment, determine next steps, correction plan, improvement areas etc.
HR-54	Performance management	Ability to allow all the employees to submit mid-year self-assessment
HR-55	Performance management	Ability to allow the managers to review employee self-assessment and submit the final assessment
HR-56	Performance management	At year end, ability to send a notification to all employees to update year-end self-assessment
HR-57	Performance management	Ability to capture Updated self-assessment of employees and after the submission, system to send a mail to employee and reporting manager that updated self-assessment has been submitted
HR-58	Performance management	Ability to upload joint meeting MoM which is prepared with senior leadership for finalizing rating of all employees by the manager
HR-59	Performance management	Ability to allow HR manager to update final rating given by manager as per the Bell curve criteria and consensus arrived

		during meeting with senior leadership
HR-60	Performance management	Ability to generate notification to employees on completion of a given number of years of service
HR-61	Performance management	Ability to generate the band wise list of employees who are eligible to get promotion based on completed years of service, as per EdCIL policies and send to HR Manager
HR-62	Performance management	Ability to capture the vigilance inputs for employees taken from vigilance department e.g. No police case, documents/Certificate submitted by employee etc.
HR-63	Performance management	Ability to generate a notification via email for each batch of employees eligible for promotion to their respective HoDs, once Vigilance clearance has been provided.
HR-64	Performance management	Ability to capture the details pertaining to formation of Evaluation committees (CPC) by HR, including details like meeting dates, venue etc.
HR-65	Performance management	Ability to upload MoM which is prepared during meeting for evaluation of all employees eligible to get promotion and system should allow CPC representative(HR) to update it
HR-66	Performance management	Ability to send the list of employees being promoted to HoD (HR) and CA for approval
HR-67	Performance management	Ability to capture the comments given by HoD & CA regarding promotion of the employee
HR-68	Performance management	System should allow the HR Manager to revise the list of promotes based on HoD (HR) and CA feedback and share again

		for approval.
HR-69	Performance management	Ability to allow HR manager to upload the draft letter for promotions and pay revision of employee
HR-70	Performance management	Ability to send the draft letter of promotion to HoD(HR) for review and system should allow HoD to give observation/comment
HR-71	Performance management	If promotion letter is approved by HoD, ability to send a notification to HR & finance to update pay structure of the employee
HR-72	Performance management	Ability to send a notification to employee with the details of revised pay structure
HR-73	Performance management	Ability to upload the promotion letter of the employee finally approved by HoD, Fin and HR
HR-74	Contract renew	Ability to generate a notification for contractual employee about the upcoming contract expiry
HR-75	Contract renew	Ability to allow the appraisal input or feedback of the employee given by the respective department
HR-76	Contract renew	Ability to send a notification to respective HoD to review the contract(approve/terminate) and system should allow the HoD to give his comments (Mandatory)
HR-77	Contract renew	In some of the cases, system should allow to capture the comments/observation of CA
HR-78	Contract renew	Ability to allow HR to update the inputs taken from Respective HoD, CA
HR-79	Contract renew	Ability to upload the contract extension/termination , compensation

		revision of the employee
HR-80	Contract renew	In the case of Contract renewal of the employee, ability to capture the approval of HoD HR which is to be sent by HR manager
HR-81	Contract renew	In the case of Contract renewal or termination, In both the scenario system should send a notification to Respective HoD, CA, employee and HR that contract is terminated/extended
HR-82	Leave and Time management	Ability to allow all the employees to raise the leave request
HR-83	Leave and Time management	Ability to categorize the type of leaves that can be raised e.g. Paid leave, Casual Leave, Sick Leave, Maternity / Paternity leaves, Leave without Pay (LWP) / Sabbatical, study Leave, Official work travel / meetings for regularizing the biometric data (On Duty – OD)
HR-84	Leave and Time management	Ability to send a notification to respective HoD about the raised leave request and system should be capable of sending an acknowledgement to the requester
HR-85	Leave and Time management	Ability to send a mail to the employee that leave/time regularization is approved or rejected
HR-86	Leave and Time management	Ability to show the no. of leaves remaining for the employees in the different categories of leaves as mentioned above
HR-87	Leave and Time management	Ability to integrate the leave with payroll
HR-88	Timesheet and cost allocation	Ability to enable employees to fill timesheets on daily basis
HR-89	Timesheet and cost allocation	Ability to enable data flow to leave accounting

HR-90	Timesheet and cost allocation	Ability to enable electronic linkages and seamless data flow from time recording to timesheet system
HR-91	Timesheet and cost allocation	Ability to generate report of employee/department/job wise timesheets not filled
HR-92	Timesheet and cost allocation	Ability to message/ inform employee who has not filed his timesheet
HR-93	Timesheet and cost allocation	Ability to enable report employee wise for days present/absent/chargeable/non-chargeable
HR-94	Timesheet and cost allocation	Ability to validate Project Id no, division, department, total hours of day/week/fortnight, leave codes, holiday hours, days of restricted holidays, division/department wise man hour control, employee wise job restriction of man hour booking
HR-95	Timesheet and cost allocation	Ability to generate utilization report of each employee based on above parameters
HR-96	Timesheet and cost allocation	Ability to control division/department wise hours allocated and utilised
HR-97	Timesheet and cost allocation	Ability to provide access rights to concerned Project manager/HR only as per SOPgen
HR-98	Timesheet and cost allocation	Ability to generate flags for timesheets not approved
HR-99	Timesheet and cost allocation	Ability to provide view rights of all employee timesheets to accounts
HR-100	Timesheet and cost allocation	Ability to enable edit authority with competent authorities
HR-101	Timesheet and cost allocation	Ability to enable creation of suspense man hours and reversal facility
HR-102	Timesheet and cost allocation	Ability to enable adjustments of job to job, job to leave, leave to job, leave to leave

HR-103	Timesheet and cost allocation	Ability to enable automatic calculation of man hour rate based on current month gross salary
HR-104	Timesheet and cost allocation	Ability to provide job wise cost details
HR-105	Timesheet and cost allocation	Ability to provide balance hours left in a project
HR-106	Timesheet and cost allocation	Ability to provide accurate details for Billing
HR-107	Timesheet and cost allocation	Ability to calculate additives and allocation of expenses
HR-108	Timesheet and cost allocation	Ability to integrate with time punching machine currently being used in EdCIL
HR-109	Medical support	Ability to allow employees to initiate the claim for medical re-imbursement
HR-110	Medical support	Ability to allow employees to upload the filled/Scanned copies of the medical bills with other relevant documents
HR-111	Medical support	Ability to send a mail to respective HR stating that a new medical reimbursement request has been raised by the employee
HR-112	Medical support	Ability to allow HR manager to check the entitlement of the employee for the medical reimbursement
HR-113	Medical support	Ability to capture the payable amount to be entered by HR manager for the reimbursement
HR-114	Medical support	Ability to send a mail to CA for approval, if it is beyond entitlement and it should be forwarded by HR manager
HR-115	Medical support	If medical reimbursement is approved by CA, system should be capable of sending a mail to the employee that reimbursement cost has been approved by CA

HR-116	Medical support	If medical reimbursement is declined by CA, system should be capable of sending a mail to HR manager and employee about the same
HR-117	Medical support	Ability to send a mail notification to payroll that medical reimbursement has been approved and the same can be given to the employee with the salary of the same month
HR-118	Cashless Hospitalization	Ability to upload the annually contract signed between EdCIL and other hospitals for Cashless Hospitalization with multiple hospitals / Health Service Provider for covering grade-wise medical expenses
HR-119	Cashless Hospitalization	Ability to capture the distributed cashless Hospitalization Cards among all Employees with list of empanelled hospitals
HR-120	Cashless Hospitalization	Ability to integrate the employee id of EdCIL along with unique no. of cashless hospitalization cards taken from the hospitals
HR-121	Cashless Hospitalization	In the case of Non empanelled list of hospital, system should allow uploading the prepared authorization note for the Hospital to facilitate cashless hospitalization and system should be capable of sending a mail to HoD(HR) & CA for approval
HR-122	Cashless Hospitalization	Ability to capture the authorization letter given to employee to go ahead for the Non empanelled Hospital
HR-123	Cashless Hospitalization	Post discharge from the Hospital, system should be capable of capturing details of the ailments, case-history of the treatment and attach scanned copies of relevant documents including bills received from the Hospital

HR-124	Cashless Hospitalization	Ability to allow the HR manager to approve or decline the request stating the reason
HR-125	Cashless Hospitalization	Ability to refer the claiming amount and SOPgen(EdCIL) for the final approval
HR-126	Cashless Hospitalization	Ability to send a notification to employee and HR manager that finally claim has been settled and the ticket is closed
HR-127	Vigilance and employee relationship	Ability to upload the documents/Reports from Vigilance team like corrupt behaviour/bribery , physical harassment, Abusive language, Sexual harassment
HR-128	Vigilance and employee relationship	Ability to allow employees for raising online complaint/grievances
HR-129	Vigilance and employee relationship	Ability to raise a complaint request on behalf of other employees as well
HR-130	Vigilance and employee relationship	Ability to send a notification to vigilance/HR for the complaint raised
HR-131	Vigilance and employee relationship	Ability to capture the comments given by HR manager and system should allow HR manager level itself to close the complaint if the complaint is frivolous in nature
HR-132	Vigilance and employee relationship	In case of complaint is genuine, system should be capable of capturing the data pertaining to enquiry/actions, as defined in the SOP
HR-133	Vigilance and employee relationship	Ability to show the status of the complaint like open/closed
HR-134	Vigilance and employee relationship	Ability to send an escalation mail to CA if any complaint is pending for more than 2 weeks
HR-135	Vigilance and employee relationship	Ability to upload/capture the status of the complaint on the monthly basis
HR-136	Exit Management	Ability to allow the employees to initiate the separation process

HR-137	Exit Management	Ability to send mail to HoD(HR),finance, admin and IT whenever the exit has been initiated
HR-138	Exit Management	Ability to show the status of the documents to employee such as Full & Final settlement, asset management, clearance from Library, Admin etc. as per the policy of EdCIL
HR-139	Exit Management	At the time of exit, ability to capture the no dues status of the employee, deactivation of account, exit interview data of the employee
HR-140	Exit Management	Ability to upload the relieving letter and other documents of the employees
HR-141	Manpower Planning	Ability to maintain employee database for all type of employees including retired, contract, hired, trainees etc.
HR-142	Manpower Planning	Employee database must contain: Personnel information, Promotion history, Level, Training, Payroll, email, address, postings, qualification etc.
HR-143	Manpower Planning	Ability to capture project manpower requirements based on number of resources required / committed versus available resources
HR-144	Manpower Planning	Ability to capture manpower requirements based on skill-set types, experience in area/ industry type required versus available skill sets
HR-145	Manpower Planning	Ability to project manpower requirement based on inputs from different divisions
HR-146	Manpower Planning	Ability to project manpower trends required based on expected separations and induction at various level
HR-147	Manpower Planning	Ability to track past manpower plans and relate the same to financial parameters of the company. (E.g. employee strength to turnover).

HR-148	Manpower Planning	Ability to support Query generation based on user inputs
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Functional requirements specification for Administration		
S No.	Business Process	Particulars
AD-01	Security	Ability to raise request for engaging security staff for EdCIL
AD-02	Security	Ability to approve/reject request for engaging security staff
AD-03	Security	Ability to capture scope of the work and quotation taken from the empanelled vendors
AD-04	Security	Ability to capture the status of the schedule interviews with agency representatives
AD-05	Security	Ability to capture the start date of the work and system should be capable of keeping the status that start date has been conveyed to security agency
AD-06	Security	Ability to keep the record of expectations, rule and regulations shared with security agency
AD-07	Security	Ability to capture the Date of joining of the security personnel, joining formalities data as captured in the HR section
AD-08	Security	Ability to capture the status of the uniform, id card of the security personnel
AD-09	Security	Ability to capture the data pertaining to the logistic arrangements for the on-boarding of the security personnel
AD-10	Printing	Ability to allow to raise the request for the printing (Stationery / reports etc.)
AD-11	Printing	Ability to approve/reject the request for the stationary item and system should be capable of sending the reason to the initiator if the request is rejected
AD-12	Printing	Ability to capture generic requirements of Admin like predefined rate contract from the

		empanelled agency and system should be capable of sending design and estimate to the user along with time-line
AD-13	Printing	Ability to capture the categorization of the requirements like niche/specific, TAT for the requirements, Description of the requirements
AD-14	Printing	Ability to allow admin manager to capture the final quotation given by respective department manager
AD-15	Printing	Ability to send a confirmation sent by Respective manager to Admin looping respective department HoD with the rate, design etc.
AD-16	Printing	Ability to capture the comments given by Respective department HoD, if applicable
AD-17	Printing	Ability to send a notification to finance for concurrence to go ahead for printing
AD-18	Printing	Ability to send a notification to HoD(Admin) and competent authority that request for printing is approved
AD-19	Printing	Ability to capture the status that work has been allotted to printing agency
AD-20	Printing	Ability to capture the status that report / stationary is delivered to EdCIL
AD-21	Printing	Ability to capture the expenses incurred and bill the cost to the cost centre provided by the department manager
AD-22	Printing	Ability to send a notification to department, HoD (Admin) & Competent Authority that service has been rendered to the department
AD-23	Travel and Lodging	Ability to raise the request for Travel and Lodging for the employee/staff
AD-24	Travel and Lodging	Ability to generate the request no. for the travel and lodging
AD-25	Travel and Lodging	Ability to show the status of the request that

		it is approved/rejected/pending
AD-26	Travel and Lodging	Ability to show the entitlement of the employee for the travel and lodging
AD-27	Travel and Lodging	Ability to capture the CA approval when the mode of travel/Lodging is beyond the entitlement of the employee
AD-28	Travel and Lodging	Ability to capture expenses to the cost centre provided in the request
AD-29	Travel and Lodging	Ability to capture the data like mode of the travel of the employee, stay in hotel/lodge
AD-30	Travel and Lodging	Ability to notify to employee for payment plan (Corporate payable / employee payable & reimbursable)
AD-31	Travel and Lodging	Ability to send a notification to Competent Authority
AD-32	Travel and Lodging	Ability to send the reservation details to the employee
AD-33	Travel and Lodging	Post return of the employee, system should allow to upload travel expenses report (TER) for the reimbursements within 5 days from the return
AD-34	Travel and Lodging	Ability to send travel expenses report to the respective HoD for Approval/Rejection and system should allow respective HoD to his observations/Comments
AD-35	Travel and Lodging	Ability to link this reimbursements amount with payroll and employee should get notification that reimbursement amount is approved and it would be credited with current/next month of the salary
AD-36	Publishing of advertisement	Ability to raise the request for printing advertisement in the newspaper / other media channel
AD-37	Publishing of advertisement	Ability to show the status of the raised request that it is approved/rejected/pending

AD-38	Publishing of advertisement	Ability to link the details of the above requirement with the rate (based on rate contract) from empanelled agency.
AD-40	Publishing of advertisement	Ability to allow the admin manager to send the design and estimate to the requester
AD-41	Publishing of advertisement	Ability to capture the confirmation quote given by department manager and system should send a mail to HoD for approval and then it should go to Admin manager
AD-42	Publishing of advertisement	Ability to send a notification to HoD (Admin) & Competent Authority with mention of project code (if applicable)
AD-43	Publishing of advertisement	Ability to capture that confirmation sent to media agency
AD-44	Publishing of advertisement	Ability to capture the status that advertisement is published in the desired media channel
AD-45	Publishing of advertisement	Ability to capture that Invoice has been received after publishing
AD-46	Publishing of advertisement	Ability to capture the expenses incurred for publishing and this cost should be linked by cost center provided by department manager
AD-47	Publishing of advertisement	Ability to send a confirmation to all the stakeholders
AD-48	Stores	Ability to raise the request for procurement of items
AD-49	Stores	Ability to show the status of procured item like approved/rejected
AD-50	Stores	Ability to link the purchasing item with the empanelled agency
AD-51	Stores	Ability to take the special approval if the items to be procured are not from the empanelled agency
AD-52	Stores	Ability to capture the data of Request for quotation from different vendors

AD-53	Stores	Ability to send the Purchase requisition to Finance department
AD-54	Stores	Ability to send an approval/rejection mail from Finance department with the description to Admin manager
AD-55	Stores	Ability to generate a purchase order for the items to be procured
AD-56	Stores	Ability to keep the status of the purchase order sent to supplier
AD-57	Stores	Ability to capture the items received from the supplier
AD-58	Stores	Ability to capture the invoice received from the supplier
AD-59	Stores	Ability to send mail to finance department about the payment stating that items received

Functional requirements specification for Finance		
Sl. No.	Business Processes	Particulars
FIN-001	Account Receivables	Ability to maintain billing master for Projects, reimbursements, Salary etc.
FIN-002	Account Receivables	Ability to integrate between finance, BD, projects, planning, HR, Contracts and procurement, costing etc.
FIN-003	Account Receivables	Ability to provide view access to finance and project team
FIN-004	Account Receivables	Ability to capture all information related to customer in a single place for easy referral
FIN-005	Account Receivables	Ability to integrate with project division for billing schedule
FIN-006	Account Receivables	Ability to track back-to-back procurement and billing and identify gaps
FIN-007	Account Receivables	Ability to automatically generate of billing report and AR projection for the month

FIN-008	Account Receivables	Ability of checks and controls to back track customer/Vendor PO/WO reference
FIN-009	Account Receivables	Ability to capture and monitor change order requests
FIN-010	Account Receivables	Ability to maintain and retrieve supporting documents with respect to milestone based billing from the Document Management System
FIN-011	Account Receivables	Ability to capture real time exchange rates from external websites(Forex)
FIN-012	Account Receivables	Ability of system to generate digitally signed invoices
FIN-013	Account Receivables	Ability of system to store all attachments of invoice in soft form
FIN-014	Account Receivables	Ability to forecast the invoice before 14 days of milestone/ period completion to comply with service tax / GST regulations(as applicable)
FIN-015	Account Receivables	Ability of EDI interface with major customers
FIN-016	Account Receivables	Ability to do billing for different type of projects like lump sum, etc.
FIN-017	Account Receivables	Ability to billing of reimbursements through system
FIN-018	Account Receivables	Ability of taxes codification inbuilt in billing system – tax liability quantification and recoverability/expense
FIN-019	Account Receivables	Ability to generate automatic accounting entry of projects
FIN-020	Account Receivables	Ability to provide raising of credit note/debit note
FIN-021	Account Receivables	Ability to allow reversing of revenue
FIN-022	Account Receivables	Ability to raise invoices for cost plus/lump sum/reimbursements/price variations/supplies/reimbursable taxes
FIN-023	Account Receivables	Ability to handle TDS receivable
FIN-	Account	Ability to maintain record of TDS receipts collected

024	Receivables	
FIN-025	Account Receivables	Ability to generate automatic accounting entry of collections
FIN-026	Account Receivables	Ability of automatic matching of collections to invoices
FIN-027	Account Receivables	Ability to generate automatic dunning letters to be issued to the Client/Vendor as per the contract
FIN-028	Account Receivables	Ability to do automatic flagging and reporting of high risk accounts
FIN-029	Account Receivables	Integrated systems to facilitate customer query handling through projects
FIN-030	Account Receivables	Ability to forecast cash receipts available for treasury purposes
FIN-031	Account Receivables	Ability to enable automatic generation of reconciliations and returns - Service Tax, TDS, VAT, etc. Or GST as applicable
FIN-032	Account Receivables	Calculation of provision for doubtful debts through system
FIN-033	Account Receivables	Calculation of provision of warranty/guarantee obligations through system
FIN-034	Account Receivables	Foreign exchange fluctuations computation
FIN-035	Account Receivables	Ability to provide industry/segment wise revenue and receivables (As per EdCIL's revenue recognition Policy)
FIN-036	Account Receivables	Ability to provide Impact of variation in contract revenue and contract cost recognised between different reporting periods
FIN-037	Account Receivables	Report to classify current/non-current portion of AR as per Revised Schedule
FIN-038	Fixed Assets	The system should be able to conduct 3 way matching (matching the PO, invoice and stock register for consistency) on the vendor invoices
FIN-039	Fixed Assets	The system should allow user to set a minimum value for reporting of errors during invoice
FIN-040	Fixed Assets	System should be able to identify self-constructed assets

FIN-041	Fixed Assets	Ability to integrate assets module and finance for additions, deletion
FIN-042	Fixed Assets	Integrate property register at given location, Sites, given location on real time basis
FIN-043	Fixed Assets	Ability to integrate depreciation in assets and finance modules
FIN-044	Fixed Assets	Ability to provide income tax , depreciation computation also same can be used in financial books as specified in Accounting Standards
FIN-045	Fixed Assets	System documentation of asset movement through system source documents
FIN-046	Fixed Assets	System integration for asset transfers
FIN-047	Fixed Assets	System integration of asset disposals/retirement
FIN-048	Fixed Assets	Discrepancies report from system
FIN-049	Fixed Assets	Ability to generate automatic entry for discrepancies post approval
FIN-050	Payroll	Ability to maintain payroll directories
FIN-051	Payroll	Ability to maintain details of basic pay, perks, recoveries towards loan etc.
FIN-052	Payroll	Ability to compute stipend payable to Management trainees
FIN-053	Payroll	Ability to handle activities for HR and finance functions as defined – promotions, increments, resignations, transfers
FIN-054	Payroll	Ability to handle payment of bonus, ex-gratia etc.
FIN-055	Payroll	Ability to handle all types of reimbursements
FIN-056	Payroll	Ability to enable electronic linkages between payroll and time recording system, payroll and AP team
FIN-057	Payroll	Ability to enable seamless data flow and approvals

FIN-058	Payroll	Ability to stop salary processing for identified employees
FIN-059	Payroll	Ability to warn if data captured is inconsistent with master data
FIN-060	Payroll	Ability to highlight the basic Pay if deviated from the top of the scale at particular level
FIN-061	Payroll	System to maintain details of employee and his family as per Company policy
FIN-062	Payroll	System to capture insurance benefits extended to employees
FIN-063	Payroll	System to support superannuation scheme
FIN-064	Payroll	Ability to integrate HR and Finance functions for adjustments
FIN-065	Payroll	Ability to handle adjustment entries
FIN-066	Payroll	Ability in HR to enable time recording system to capture overtime details
FIN-067	Payroll	Ability of employee claims like medical, loans to have integration with finance and HR
FIN-068	Payroll	System integration for net payment computation
FIN-069	Payroll	Ability to capture deductions towards PF,FPS, DCS voluntary PF, input from HR records
FIN-070	Payroll	Ability of Payroll system to disburse pay slips post completion
FIN-071	Payroll	Ability to enable tax computations based on masters created
FIN-072	Payroll	Ability to generate Periodic Returns of Tax/FPS through data from Payroll
FIN-073	Payroll	Ability to provide CTC details location/function/job wise as per designation
FIN-094	Treasury Management	Ability to enable receipts from clients/others (e-payments, cheques, cash) against receivables/advance

	nt	
FIN-095	Treasury Management	System functionality for receipts of other income like interest, dividend and TDS
FIN-096	Treasury Management	Ability to enable payments vendors/employees towards invoices/reimbursements
FIN-097	Treasury Management	Ability to facilitate extensive security and password features
FIN-098	Treasury Management	Ability to capture currency rates for conversions
FIN-099	Treasury Management	Ability to generate actual cash flow on daily, monthly and yearly basis and its comparison with previous year(s) data
FIN-100	Treasury Management	Ability to provide forecast cash requirements
FIN-101	Treasury Management	Ability to enable control on access rights
FIN-102	Treasury Management	Cash in safe beyond the insurance value limit be flagged
FIN-103	Treasury Management	Ability to generate reminder for renewal of Cash Insurance policy – Fidelity, cash-in-transit, cash in safe
FIN-104	Treasury Management	Integrated LC/BG modules with accounting system
FIN-105	Treasury Management	System functionality to handle LC generation in format prescribed
FIN-106	Treasury Management	Ability to provide automatic LC/BG monitoring reports/flagging/reminders

FIN-107	Treasury Management	Ability to raise flag/exception after reaching 95% utilization of non-fund based support
FIN-108	Treasury Management	Ability to generate report of non-fund based limits available, utilised and balance – bank wise
FIN-109	Treasury Management	Ability to generate report of outstanding guarantees/corporate guarantees
FIN-110	Treasury Management	Ability to provide repository of floating enquiries to banks for various purpose like BG /LC rates, Dividend cashback, Liquid returns etc.
FIN-111	Treasury Management	Automated reminders to project manager before the expiry of BG
FIN-114	Treasury Management	System report for funds available for investments
FIN-115	Treasury Management	System flagging (red, amber, green) in customer master and projection of AR to optimise investment returns
FIN-116	Treasury Management	Ability to compile quantitative data of investment in the field identified by EdCIL
FIN-117	Treasury Management	Ability to capture the data pertaining to investment
FIN-118	Treasury Management	Ability to classify Cash, Bank, Investments as required by Revised Schedules
FIN-119	Treasury Management	Ability to enable repository of documents – Approval note, FDR should be stored in Electronic Form
FIN-120	Treasury Management	Ability to enable electronic reconciliation of bank statement and cash book
FIN-	Treasury Management	System interface to upload bank statement

121	nt	
FIN-122	Treasury Management	System report to give details of matched list and unmatched list
FIN-123	Treasury Management	Preparation of bank reconciliation through system
FIN-125	Treasury Management	Report to classify current/non-current portion of Investments as per Revised Schedules
FIN-126	Treasury Management	Ability to allow and maintain record of charge on assets
FIN-127	Treasury Management	Ability to provide list of authorised signatories
FIN-128	Treasury Management	Ability to generate list of request for change of authorised signatories
FIN-129	Treasury Management	Ability to generate list of authorised signatories retiring in next 2 months
FIN-130	Treasury Management	Report of List of Bank Account and the authorised signatories with payment authorisation limit
FIN-131	Treasury Management	Ability to enable data base of list of banks, account number, name of the branch manager, their contact numbers, etc.
FIN-132	Treasury Management	In case of foreign exchange purchase, Ability to automatically prepare LERMS letter in favour of Authorised Dealer
FIN-133	Treasury Management	Integration of Sale of unspent foreign exchange with Authorised Dealer
FIN-134	Treasury Management	Ability to enable payment to Authorised Dealer (AD) through Vendor Package

FIN-135	Account Payables	Ability to integrate tender monitoring system with Projects and Finance modules
FIN-136	Account Payables	Ability to enable transaction of purchase invoices via EDI with major suppliers
FIN-137	Account Payables	Ability to interface with General Ledger, Purchasing, Fixed Assets and Project Accounting
FIN-138	Account Payables	Ability to restrict vendor creation rights with supply chain group
FIN-139	Account Payables	Ability to allow vendor creation only after entry of mandatory fields
FIN-140	Account Payables	System should not allow creation of duplicate vendor masters
FIN-141	Account Payables	Ability to capture details of Vendor – whether Small and Medium Enterprise/Small Scale Industry
FIN-143	Account Payables	Seamless work flow documentation of PR-Contract-PO-GRN/SE-IV- Payment
FIN-144	Account Payables	Ability of on-line approval
FIN-145	Account Payables	Ability of on-line matching of invoices
FIN-146	Account Payables	Ability to have set tolerance limits for invoice verification
FIN-147	Account Payables	Ability to enable reconciliation of material/services received and paid
FIN-148	Account Payables	Ability to store forex rates to certify foreign invoices
FIN-149	Account Payables	Ability to enable forex reconciliation
FIN-150	Account Payables	Ability to provide computation of forex fluctuations as required
FIN-151	Account Payables	Provisioning details at period end be driven through system
FIN-152	Account Payables	Ability to enable electronic payments/advances to vendors/sub-contractors//employees

FIN-153	Account Payables	Ability to enable automatic accounting entries
FIN-154	Account Payables	Ability of use of workflow software to resolve queries and monitor process
FIN-155	Account Payables	Ability to generate forward payment entry schedules to aid cash flow management
FIN-156	Account Payables	Ability to enable TDS payable accounting
FIN-157	Account Payables	Ability for correct codification of taxes – whether expense or recoverable
FIN-158	Account Payables	Ability to generate automatic accounting entries of indirect taxes
FIN-159	Account Payables	Ability to enable TDS returns compilation
FIN-160	Account Payables	Report to classify current/non-current portion of AP as per Revised Schedule
FIN-161	GL	Ability to integrate various functions and extend across all business units
FIN-162	GL	Ability to enable common chart of accounts
FIN-163	GL	Ability to enable multiple books of accounts based on legal entities
FIN-164	GL	Ability to do line by line consolidation of accounts
FIN-167	GL	Ability to enable drill down functionality on reports
FIN-168	GL	Ability to automate inter unit company transactions
FIN-169	GL	Ability to facilitate multiple currency transactions
FIN-170	GL	Ability to allow journal entries
FIN-171	GL	Ability to store lease agreements in system

FIN-172	GL	Ability to provide lease monitoring reports
FIN-173	GL	Ability to generate automatic bank reconciliation, intercompany reconciliation
FIN-174	GL	Ability to generate provision entries for accrual of income, expenses
FIN-175	GL	Ability to generate XBRL return
FIN-176	GL	Ability to provide report on estimated direct cost
FIN-177	GL	Ability to provide report on cost progress based on cost data
FIN-178	GL	Ability to provide report on work-in-progress and automate accounting
FIN-179	GL	Ability to provide report on warranty/guarantee provision and write back
FIN-180	GL	Ability to enable segmental reporting
FIN-181	GL	Ability to provide profitability reports – division/department/job wise
FIN-182	GL	Ability to generate Project wise profitability reports
FIN-183	GL	Financials (TB, P&L, Balance Sheet)
FIN-184	GL	For Ind AS - System to generate three balance sheets namely - 31st March of current year close, 31st March of previous year close and adjusted opening balance sheet for current year (as per Ind AS requirements/reclassifications)
FIN-185	GL	For Ind AS – System to enable Financial statements - Balance sheet comprising of statement of changes , P&L account comprising of other comprehensive income, Statement of cash flow
FIN-186	GL	For Ind AS – System to enable Segmental reporting - as per business i.e. consultancy , Training, Civil and procurement, TSG etc. projects (geographical presentation not required)
FIN-	GL	For Ind AS – System to enable related party disclosures - Report

187		from system for transactions with related parties. In addition, transaction with Government related entity is also required to be disclosed. Additional disclosure of compensation paid to Key Management Personnel by category
FIN-189	GL	System to generate Cost Record
FIN-190	GL	Comparison of Actuals with Budgets as well as Variance
FIN-191	GL	System to provide data for Tax Audit
FIN-192	Direct Taxation	System to provide computation of income
FIN-193	Direct Taxation	System to provide the liability of current tax and deferred tax
FIN-194	Direct Taxation	System to prepare income tax return electronically
FIN-197	Direct Taxation	Ability to do electronic computation of advance tax
FIN-198	Direct Taxation	System to provide report to capture TDS certificates collected
FIN-199	Direct Taxation	System to provide report on TDS credit available in Forms but TDS certificates not collected
FIN-200	Direct Taxation	System to provide computation of assessable wealth and wealth tax liability
FIN-201	Direct Taxation	System to generate Wealth tax return electronically
FIN-202	Indirect Taxation	System to have automated work flow between AP, AR and indirect tax
FIN-203	Indirect Taxation	System to maintain codification of category wise indirect taxes
FIN-204	Indirect Taxation	Ability of system to compute service tax/VAT / GST (as applicable)
FIN-205	Indirect Taxation	System to have in-built approval mechanism
FIN-	Indirect	System to enable automated payment of service tax/VAT / GST (as

206	Taxation	(as applicable)
FIN-207	Indirect Taxation	System to enable generation of automatic returns
FIN-208	Indirect Taxation	System to automate and record VAT / GST (as applicable) compliance related procedural forms
FIN-209	Indirect Taxation	System to provide linkage of multiple invoices with particular forms
FIN-210	Budgeting	System to be Integrated across functions to aid budget process, including inputs from all contributing departments for all overheads and revenue-bearing jobs
FIN-211	Budgeting	Ability to test different budget scenarios
FIN-212	Budgeting	Ability to have defined budget heads for income and expenditure (revenue, including man-hours and capital budget)
FIN-213	Budgeting	Ability to have link between budget heads and actual heads of expenditure/income
FIN-214	Budgeting	Ability to support on-line forecasting by operational management
FIN-215	Budgeting	Ability to retain revised budget numbers
FIN-216	Budgeting	System to enable consolidation of budgets received
FIN-217	Budgeting	System to enable checks and controls while uploading the input budget files
FIN-218	Budgeting	System to capture budget details including man hours from all contributor departments and report variances against actuals
FIN-219	Budgeting	System to facilitate manpower forecast by all contributor departments
FIN-220	Budgeting	System allows automatic calculation of KRA's and holds non-financial data
FIN-221	Budgeting	Ability to provide wide-ranging on line variance reporting
FIN-222	Budgeting	System reporting includes on-line graphics and non-financial data where appropriate

FIN-223	Budgeting	Electronic work flow of budgeting documents and approval
FIN-224	Budgeting	SOP (SOP) matrix to be stored in system
FIN-225	Budgeting	System to raise flags/escalations for variations in costs be raised to concerned supervisors
FIN-226	Budgeting	On-line report for budget v/s actual Project wise
FIN-227	Budgeting	On-line report for forecasts v/s actual Project wise
FIN-228	Budgeting	On-line report for actual v/s actual (for the month, quarter, YTD, etc.)
FIN-229	Budgeting	System to generate contribution for each Project
FIN-230	Budgeting	System to generate budgeted financials (P&L, Balance Sheet)
FIN-231	Budgeting	System to generate budgeted man hour cost
FIN-232	Budgeting	System to generate report of variation between original and revised budget
FIN-233	PF, Gratuity, Pension	System to enable electronic work flow for all transactions
FIN-234	PF, Gratuity, Pension	System to capture receipts/payments from/to members – contributions/withdrawal/loan/advance/settlement
FIN-235	PF, Gratuity, Pension	PF and accounting system be integrated
FIN-236	PF, Gratuity, Pension	System to link source documents with accounting entries
FIN-237	PF, Gratuity, Pension	System to integrate and account for PF loan disbursements/refund

FIN-238	PF, Gratuity, Pension	Ability to do interest computation
FIN-239	PF, Gratuity, Pension	Surplus funds report be available in system
FIN-240	PF, Gratuity, Pension	Movement of funds script wise be available through system
FIN-241	PF, Gratuity, Pension	System to provide details of interest earned through various investment options
FIN-242	PF, Gratuity, Pension	System report on investment yield for different investment options
FIN-243	PF, Gratuity, Pension	Financials (TB, Receipt and Expenditure, Balance Sheet) and MIS reports through system
FIN-244	PF, Gratuity, Pension	System to enable electronic work flow for all transactions
FIN-245	PF, Gratuity, Pension	On-line records of members for receipts, payments, claims
FIN-246	PF, Gratuity, Pension	Financials (TB, Receipt and Expenditure, Balance Sheet) and MIS reports through system
FIN-247	PF, Gratuity, Pension	System to maintain details of gratuity policy, premium paid
FIN-248	Financial vetting of BD proposals	System to enable electronic work flow and approval system
FIN-249	Financial vetting of BD proposals	System to enable central storage of all marketing proposals

FIN-250	Financial vetting of BD proposals	System to provide necessary access control rights based on SOP
FIN-251	Financial vetting of BD proposals	System to enable automatic man-hour rate computation based on link with payroll, overhead data and allowing fields for profit margin etc. Further, it should be possible to differentiate these rates based on industry, geographical territories, differential profit margins etc. by allowing these options in the package itself
FIN-252	Financial vetting of BD proposals	Ability to enable automatic data flow from the project system received by the relevant projects team and allow a comparative input of the man-hour data for similar / same Projects in the past 'x' no of years so as to standardize the efforts as much as possible. The man-hour costing should have minimal manual intervention
FIN-253	Financial vetting of BD proposals	Other expenses (OPEs) such as travel etc. should also be automatically computed based on inputs of say number of visits by the projects team
FIN-254	Financial vetting of BD proposals	Loadings carried out in every proposal for charges against bank guarantee, insurance premium, agency commission etc. be computed automatically based on the data already fed in the system
FIN-255	Financial vetting of BD proposals	Ability to store exchange rate in case of overseas proposals, loading of taxes or tax differentials
FIN-256	Financial vetting of BD proposals	Key terms of the tender / proposal such as liability clause, payment terms, taxes, insurance be visible along with the proposal in the system
FIN-257	Financial vetting of BD proposals	Ability to report exceptions/ deviations
FIN-258	Financial vetting of BD proposals	Ability to enable electronic work flow and approval system
FIN-	Financial vetting of	Ability to enable central storage of all proposals for C&P department

259	BD proposals	
FIN-260	Financial vetting of BD proposals	Ability to provide necessary access control rights based on SOP

Functional requirement specifications for IS unit		
Sl. No.	Business Process	Particulars
ITS-001	Management of computer operations	Ability to maintain checklists for conducting operational checks
ITS-002	Management of computer operations	Ability to record/log status of maintenance checks for network, servers, etc. based on pre-defined checklists
ITS-003	Management of computer operations	Ability to log incident requests with Maintenance Agency and update status etc.
ITS-004	Management of computer operations	Ability to raise issue/fault incident requests for software/hardware/network related issues
ITS-005	Management of computer operations	Ability to create/edit categories of incidents
ITS-006	Management of computer operations	Ability to define impact and severity of incidents, along with details such as contact person, location etc.
ITS-007	Management of computer operations	Ability to add/edit remarks
ITS-008	Management of computer operations	Ability to add/edit attachments such as image or document files to incident requests
ITS-009	Management of computer	Ability to define parameters of incidents such as status (open, on hold, closed with resolution, closed without resolution etc.), business impact, severity, no. of users affected, whether

	operations	known/recurring issue, etc.
ITS-010	Management of computer operations	Ability to generate MIS reports and filter on parameters including, but not limited to the above
ITS-011	Management of computer operations	Ability to track and monitor incidents based on various parameters, including, but not limited to the above
ITS-012	Acquisition of hardware and software	Ability to create/edit requirements for IT products and services – hardware/software/services
ITS-013	Acquisition of hardware and software	Ability to create/edit categories of various requirements
ITS-014	Acquisition of hardware and software	Ability to consolidate all ITS requirements at an enterprise level
ITS-015	Acquisition of hardware and software	Ability to create technical specifications for all ITS requirements
ITS-016	Acquisition of hardware and software	Ability to perform workflows related to administrative review and approvals as per SOPgen
ITS-018	Software development	Ability to generate/edit/track new development requests/enhancement requests for software
ITS-021	Software services for products	Ability to receive project inputs electronically through the ERP system
ITS-022	Software services for products	Ability to define various categories of IT Services requirements such as Hardware, Software, network connectivity etc. for estimation in the ERP system
ITS-023	Software services for products	Ability to provide IT cost and man-hour estimates to concerned department(s) electronically through the ERP system
ITS-026	ERP Interface	Ability to perform vendor/supplier enlistment/creation and associated updates
ITS-	IT Asset life	Ability to capture the data pertaining to IT Asset life cycle

027	cycle	maintenance
ITS-029	Online application Portal	Ability to allow TSG or any project division/HR to raise the request for new Hire to get the IT provisions (Laptop / workstation, etc.)
ITS-30	Online application Portal	Ability to integrate with current portal of EdCIL which is being used for the new hire and other applications in EdCIL IT Landscape
ITS-31	Online application Portal	Ability to capture the status of the new position (e.g. signed off or pending as on date)
ITS-30	Online application Portal	Ability to de-provision the IT assets associated with specific employee upon contract termination / exit.

Functional requirements specification for Document management system		
Sl. No.	Business Process	Particulars
DMS-01	Document management	The solution must provide check-in / check-out capability along with document level security
DMS-02	Document management	There should be version control capability (for major and minor versions) within the solution
DMS-03	Document management	The solution should have the capability to capture document meta data automatically and should be able to support generation and assembly of compound documents
DMS-04	Document management	The solution should be able to support a distributed repository architecture along with replication of content across distributed architectures
DMS-05	Document management	There should be a provision to support Lightweight Directory Access Protocol (LDAP) and Active Directory (AD). The solution should also possess document linking capabilities (static / dynamic etc.)

DMS-06	Document management	The solution should allow enforcement and change of retention policies for an entire class of content making it easier to deal with corporate policy or regulatory changes. It should allow storage administrator to assign a retention period in the event that an application does not or cannot assign one
DMS-07	Document management	The solution should have a document capture component which should support scanning / capture via multifunctional peripheral devices
DMS-08	Document management	The solution should be able to import/export small and big quantities of documents in various image formats such as TIFF, PDF, XML etc.
DMS-09	Document management	The solution should also have the ability to associate electronic signatures with files
DMS-10	Document management	The solution should have the capability to search documents across multiple servers / document databases and should also be able to support search queries using Boolean operators, operators that address nearness of terms and the results should exportable in excel or any other format.
DMS-11	Document management	Solution should support customization of indexing parameters. It should have UNICODE based server that supports search in any language.
DMS-12	Document management	The solution should allow searches to be performed against third party content stores/repositories.
DMS-13	Document management	The solution should have the ability to integrate with third party tools such as MS Project etc.
DMS-14	Document management	The solution should include capabilities for document/content routing (should include routing through emails and web). There should be a provision to route documents through a multi-level hierarchy for authorization.
DMS-15	Document management	Provision for creating an audit trail of all actions carried out on workflow package should be supported by the solution.
DMS-16	Document management	The solution should have the ability to archive content (in categories of folders, sub-folders). The content might be in the form of report data, static images, files

		etc.
DMS-17	Document management	The solution should support document purging capabilities.
DMS-18	Document management	The solution should support industry standards such as XACML, WEBDAV, CMIS etc.
DMS-19	Document management	The solution should support APIs (such as .NET, Java APIs etc.) for integrating with external applications for storing artefacts and creating link for the stored artefact.
DMS-20	Document management	The solution should support mobile devices for browsing content repository, capturing images etc. The solution should also provide off the shelf integration capabilities (open APIs) for integration with major ERP, CRM products.
DMS-21	Document management	The solution should support document confidentiality and should support access only to authorized users using rights management

Annexure 4

Technical Requirements Specifications

Bidder needs to provide the compliance of Proposed ERP solution to the Technical Requirement specifications captured in this Annexure, in a spreadsheet as per the format below:

Format for response to TRS

Technical Requirement Specification			SI Response on Technical Compliance	
Sl. No.	Business process	Particulars	SI Response (Response Key)	Comments
TRS-001	Application capability	Ability to provide automatic time out (Server timing) for entry transaction		
TRS-002	Application capability	Ability to provide time restriction (server timing) on transactions		
TRS-003	Application capability	Ability of application to support distributed databases		

Bidder needs to fill in the response as per the format above for each of the Technical requirement, capturing:

- The compliance of ERP solution proposed by the bidder in format above, with the following guidelines:
 - The Column name “SI Response (Response Key)” should only have the response indicators – “SD” or “SC” or “TP” or “NS”.
 - The interpretation for each of these Response indicators is listed below:

Response	Explanation
SD	Standard product feature and supported as delivered out of box
SC	Supported by customization/custom objects. This will involve changes to source code
TP	Possible to be supported through 3rd party software
NS	Not supported

- If the response is "SD" or "SC", bidder has to specify the ERP Product module name that will meet the requirement. In case the response is "TP", bidder should provide the details in Comments column.
- Comments to provide additional details explaining any customization / third party plug-in / reasons for non-compliance (Column name “Comments”) in the format above.

Technical Requirements Specifications

Sl.No.	Area	Technical Requirements Specifications
TRS-001	Application capability	Ability to provide automatic time out (Server timing) for entry transaction

Sl.No.	Area	Technical Requirements Specifications
TRS-002	Application capability	Ability to provide time restriction (server timing) on transactions
TRS-003	Application capability	Ability of application to support distributed databases
TRS-004	Application Capability	Ability to support GUI and Web based User Interface for entire functionality
TRS-005	Application Capability	Ability of data replication at transaction level
TRS-007	Application Capability	Ability to attach soft and scanned copies of documents and URLs/Hyperlinks to master and transaction records
TRS-008	Application Capability	Ability of end user to login issues from the activity performing transaction screen itself to the internal support help desk or to ERP vendor's 24/7 online support organization
TRS-009	Application Capability	Ability to support data archiving (with tools)
TRS-010	Application Capability	Ability to have criteria based backups and archiving
TRS-011	Application Capability	Ability to define & store large objects with the flexibility to place large objects separately from the rest of the data in tables and queried using in built tools for adhoc querying
TRS-012	Application Capability	Ability of GUI Tool to visually explain the sequence/path taken by the query during execution.
TRS-013	Application Capability	Ability to tailor error messages
TRS-014	Application Capability	Ability to provide Online Documentation, On-line help, Field-level help, Screen-level help, Configuration/Customization/Development related help etc.
TRS-015	Application Capability	Ability to allow fresh login to ERP solution while online data backup is going on

Sl.No.	Area	Technical Requirements Specifications
TRS-016	Application Capability	Ability of retaining the data structure and format even after release/loading of future updates/upgrades
TRS-017	Application Capability	Ability of maintaining data on continuous basis without purging and without affecting system performance
TRS-018	Application Capability	Ability to support Single/batch printing facility
TRS-019	Application Capability	Availability of application development tools to support the continuous development/refinement of application
TRS-020	Application Capability	Ability to integrate with mobile application development environment and deployment of enterprise mobility
TRS-021	Application Capability	Availability of inbuilt Implementation Tool to be used by the Project Team. Implementation and Administrative tool should be available as seamlessly integrated with core ERP and Cross Components of ERP. This should have ability to <ul style="list-style-type: none"> - Enable build - up of Test Plans as per the scenarios/processes to be tested - Enable testing of required transactions and recording of results - Enable recording test scripts as part of repository - Enable storage of documentation (with any file formats) with multiple versions created throughout ERP lifecycle - Facilitate training
TRS-022	Application Capability	Ability to handle "Changes to be done in Configuration or Customization" through a structured inbuilt Change Request Management <ul style="list-style-type: none"> - Should provide the tracking and auditability - Should provide the function to handle the adhoc emergency change request requirements - Should provide the tool for Change Administration like - Change request categorization, Change impact analysis, approval workflow, status reporting & complete change history
TRS-023	Application Capability	Ability to build controls on system changes related to technical configuration across all platforms and integration with other applications

Sl.No.	Area	Technical Requirements Specifications
TRS-024	Application Capability	Ability to manage licenses across organization i.e. ability to view licenses, users, usage history, pattern etc.
TRS-025	Application Capability	Ability to support DR mechanism i.e. It should support all processes related to have a DR site
TRS-026	Application Capability	Ability of database to provide solution of storing data types like Text, Audio, Video, Images, Time Series, Hyperlinks/URLs & biometrics etc.
TRS-027	Application Capability	Ability of database to provide high availability & disaster recovery through cost effective option of automatically synchronizing the transaction logs to disaster site. This in case of failover, the other node provides the availability of all data. This flexibility of log synchronization should be supported from enterprise to entry level server edition of the database.
TRS-028	Application Capability	Ability of database to support replication
TRS-029	Application Capability	Ability of database to have a graphical and distributed database administration control centre to prevent mistakes in DBA tasks
TRS-030	Workflow	Ability to provide workflow across functions including approval with thresholds. This should be an integral part of the solution and shall interface with email systems supporting SMTP and IMAP. This capability should be available without any extra infrastructure requirements on email systems side
TRS-031	Workflow	Ability to support multi-dimensional analysis of historical data & transactional data collected for various workflow processes to enable identification of bottlenecks and improvements in business process.
TRS-032	Workflow	Ability to track the position of the work-flow (where it is pending) - diagrammatically, with/without showing the contents, as the case may be
TRS-033	Workflow	Ability to route the item to an authority who is not part of the work-flow and to whom it has to be referred

Sl.No.	Area	Technical Requirements Specifications
TRS-034	Workflow	Ability to automatically re-route (rule based) the item to alternate authority in absence of the initial authority after a defined period
TRS-035	Workflow	Ability to nominate members involved in a particular committee/approval cycle through work-flows
TRS-036	Workflow	Ability to have workflow integration with Messaging/Mobile solutions
TRS-037	Workflow	Ability to form user groups as committee and dynamically change members within it by super user
TRS-038	Offline data management	Ability to integrate interactive PDF documents into business processes driven by ERP
TRS-039	Offline data management	Ability to allow offline forms-based input combined with workflow to start automated follow-up steps
TRS-040	Offline data management	Ability to generate forms that contain data extracted from ERP systems
TRS-041	Offline data management	Ability to allow to download the form in the local hard drive
TRS-042	Offline data management	Ability to complete forms offline
TRS-043	Offline data management	Ability to submit data from the form back to ERP systems
TRS-044	Offline data management	Ability to support offline scenarios combining forms with data stored in an ERP system
TRS-045	Portal Capability	Availability of Web portal as part of the basic ERP product
TRS-046	Portal Capability	Ability to extend capability to support secure (128/256 bit encryption) access to the portal over the Internet/Intranet through a secure remote access (VPN etc.) on-demand access to applications (Web and TCP/IP) without the need to add any EdCIL software on the desktops

Sl.No.	Area	Technical Requirements Specifications
TRS-047	Portal Capability	Ability to provide portal behavior which is requested and expected from Web sites (browser functionality, indexing by search engines, etc.)
TRS-048	Portal Capability	Ability to perform & simplify the customization of the portal look and feel
TRS-049	Portal Capability	Ability to accomplish portal scalability and availability through load balancing and “fail-over” mechanisms
TRS-050	Portal Capability	Ability of web server to have hardware and software load balancing
TRS-051	Portal Capability	Availability of Portal development kit (PDK) to provide tools for rapid portal development and deployment.
TRS-052	Portal Capability	Ability of portal to support a variety of Internet and Web services standards, such as Java, J2EE, XML, JCA, JAAS, X.509, LDAP, WSDL, WSRP, SOAP, and UDDI, as well as support for Microsoft .NET.
TRS-053	Portal Capability	Availability of Portal run time features should include a portal server, user management engine, connectors and EdCIL frameworks and the unification server.
TRS-054	Portal Capability	Ability of portal to support multiple databases
TRS-055	Portal Capability	Ability to back up and restore services along with the portal server to recover from a complete system loss.
TRS-056	Portal Capability	Ability to support a wide range of languages including regional languages in India.
TRS-057	Portal Capability	Ability to integrate with Mobile applications. E.g. User would like to use some MIS reports on Handset(Mobile)
TRS-058	Portal Capability	Availability of a model driven content development tools that should be provided as part of the infrastructure to build content.
TRS-059	Portal Capability	Ability of the portal to manage and access applications via a terminal protocol like {X11, RDP or ICA}?

Sl.No.	Area	Technical Requirements Specifications
TRS-060	Portal Capability	Ability of portal server to have full support for session management.
TRS-061	Portal Capability	Ability of portal to support task management through workflow automation.
TRS-062	Portal Capability	Ability of portal to support transport management as part of its life cycle management capabilities.
TRS-063	Portal Capability	Ability of portal to support MDMP compliant applications.
TRS-064	Portal Capability	Ability of portal to support Web Access Management tools.
TRS-065	Portal Capability	Ability of portal to support localization features for currency, time and date, depending on where the portal is accessed from.
TRS-066	Portal Capability	Ability of portal to support optimization techniques like caching.
TRS-067	Portal Capability	Ability of portal to support applications running on AJAX models.
TRS-068	Portal Capability	Ability of portal to support embedding of modules or other modular development and integration capabilities.
TRS-069	Portal Capability	Ability of navigation tools in the portal like the navigation panel and the history bar.
TRS-070	Portal Capability	Ability of portal to support remote performance monitoring.
TRS-071	Portal Capability	Ability to connect several systems to one portal environment and to use single sign-on to log onto these systems.
TRS-072	Portal Capability	Ability of portal to provide Web-based administration of the portal.
TRS-073	Portal Capability	Ability of portal to support data encryption using digital certificates etc.

Sl.No.	Area	Technical Requirements Specifications
TRS-074	Portal Capability	Ability of portal to allow access to user data from read only external directory.
TRS-075	Portal Capability	Ability of Portal to support access to information put for general viewing without log-on
TRS-076	Portal Capability	Availability of broad set of preconfigured portal content dedicated to the needs of business users (work sets of information, applications, services) that are Web deployed. Publish and subscribe facility for web content delivery
TRS-077	Portal Capability	Ability to support a global or federated portal across different vendors
TRS-078	Application Architecture	The ERP solution offered should be Service Oriented Architecture compliant
TRS-079	Application Architecture	Ability to support N-tier and Internet architecture
TRS-080	Application Architecture	Ability to support high availability with application and database clustering and load balancing at application layer
TRS-081	Application Architecture	Ability to restrict data updation/deletion/creation only through application layer
TRS-082	Application Architecture	Ability of the solution to support failover to other server in case of server failure
TRS-083	Application Architecture	Ability to support TCP/IP, HTTP and Https, SOAP, SMTP for all traffic between the user screens and the package
TRS-084	Application Architecture	Ability of the solution software to be accessible through leading web browsers like Internet Explorer, Firefox, and Chrome & Safari etc.
TRS-085	Application Architecture	Ability to be accessible through various channels like Mobile, Thin clients & Tablets etc.

Sl.No.	Area	Technical Requirements Specifications
TRS-086	Application Architecture	Ability of the system to support the following network types - LAN - Leased Lines - ADSL Lines - Wireless Networks - Satellite Networks - MPLS based networks - VPNs
TRS-087	Application Architecture	Ability of the ERP solution to support migration to newer versions
TRS-088	Deployment Architecture	Ability to ERP solution system architecture to enable ERP Transformation and development processes across Production, Test/QA and Development environments.
TRS-089	Deployment Architecture	Ability of provision for data transfer between different systems of the landscape like configuration data along with master data, based on particular period/financial period/particular business node/company code data/specific business process etc.- Deployment architecture
TRS-090	Deployment Architecture	Availability of transport management and tracking tool for configuration requests transport in ERP landscape like Development, Quality Assurance and Production systems and also across cross components environment
TRS-091	Deployment Architecture	Ability to configure the production database to allow connections only from the production application servers
TRS-092	Deployment Architecture	Ability of ERP solution to ensure high availability in the event of the failure of one or more database servers.
TRS-093	Deployment Architecture	Ability to have automatic failover and the system should be accessible without any human intervention till the last active server is up
TRS-094	Deployment Architecture	Ability to access all data in the database as long as there is one surviving server.

Sl.No.	Area	Technical Requirements Specifications
TRS-095	Integration	Ability of application architecture to integrate with third party/ legacy applications using the built-in integration technology as well as 3rd party technology
TRS-096	Integration	Ability to have Application Programming Interface (API) based integration
TRS-097	Integration	Ability to provide a complete set of integration services, including integration with Web Services, HTML & XML sources and syndicated content – without modifying the underlying applications
TRS-098	Integration	Ability to provide XML based web-services which can be used by other applications
TRS-099	Integration	Ability to support B2B protocols like EDI etc.
TRS-100	Integration	Availability of framework and tools to build custom adapters in the product
TRS-101	Integration	Ability to support both synchronous and asynchronous integration flows
TRS-102	Integration	Ability to import data from various formats (Text, Excel, CSV, XML etc.)
TRS-103	Integration	Ability to use desktop applications with which end users are already familiar like Microsoft Excel, Microsoft Word, or Microsoft Project, to download, model, modify, and upload ERP data, after validating the data
TRS-104	Integration	Ability to provide interface to the leading mail servers in marketplace like Lotus Domino, Exchange etc.
TRS-105	Integration	Ability to support interactive voice response (IVR)/computer telephony (CT) interface software without any additional infrastructure requirements at IVR/Computer Telephony side
TRS-106	Integration	Ability to integrate with Mobile devices (Android, Windows, iOS), SMS Gateway, GPS, RFID systems, Bio-metric, bar code, RFID, RSA authentication devices without any additional infrastructure requirements at Mobile devices, SMS Gateway, GPS, bio-metric, bar code, RFID, RSA authentication devices side

Sl.No.	Area	Technical Requirements Specifications
TRS-107	Integration	Ability to provide queries/messaging facilities through IVRS on Intercom telephone, mobile SMS based application, Feedback triggers similar to tele-banking
TRS-108	Integration	Availability of a catalogue/directory of all the interfaces available for integration
TRS-109	Integration	Availability of an integration tool to integrate the various components of system being proposed as well as 3rd party applications
TRS-110	Inter-operability	Availability of adapters for most commonly used applications. For example Oracle EBS, SAP, People soft, Siebel, JD Edwards and databases like Oracle Database, SQL Server, DB2, Sybase, Informix etc.- categorize apps and DB
TRS-111	Inter-operability	Availability of in build adapters for PRIMAVERA, MS Project etc.
TRS-112	Inter-operability	Ability to work concurrently with any other software for functioning without any interference e.g. Anti-Virus, Firewall MSOffice etc.
TRS-113	Inter-operability	Ability to integrate with third party instant messenger
TRS-114	Inter-operability	Ability to support for LDAP standard based user identity repository that should support the security standards LDAP v3, SSL v3, TLS 1.0, SASL.
TRS-115	Inter-operability	The directory should be Open-Group LDAP certified
TRS-116	Inter-operability	Compatibility with other directories such as Lotus Domino directory, Microsoft Active Directory and SunOne/iPlanet Directory Server, Oracle Internet Directory and
TRS-117	Inter-operability	Ability to support bulk loading and export of directory entries – LDAP
TRS-118	Inter-operability	Ability to support rule based synchronization of users from Identity Management (IDM) to LDAP and vice versa

Sl.No.	Area	Technical Requirements Specifications
TRS-119	Inter-operability	Ability to integrate the user management to the LDAP
TRS-120	Inter-operability	Ability to support integration with standard mail messaging solutions
TRS-121	Application Security Access Control	Ability to support role based access control
TRS-122	Application Security Access Control	Ability to have two level User authentication- Validating User Name and Password;
TRS-123	Application Security Access Control	Ability to provide access level security for transactions/entry forms/reports/data based on pre-defined user role and authorization
TRS-124	Application Security Access Control	Ability to facilitate assignment of user roles, modification of user access rights as part of application security control mechanism
TRS-125	Application Security Access Control	Ability to support configurable Password policies including but not limited to <ul style="list-style-type: none"> - Password expiry - Rules of password composition - Password history and reuse policy - Forced password change on first log on - Capability of self-service reset of passwords in case of forgotten passwords or locked accounts. - number of permissible log-in attempts
TRS-126	Application Security Access Control	Ability to provide adequate security to download any component of ERP, Patches, regular housekeeping activities like support packages

Sl.No.	Area	Technical Requirements Specifications
TRS-127	Database Security	Ability to restrict application users direct access to the database
TRS-128	Database Security	Ability of database support for row level security so that only the database super user has access to all rows. No other user should have access to all rows
TRS-129	Database Security	Ability to track database super user activity in operating system files
TRS-130	Database Security	Database certified at EAL4 level for security
TRS-131	Database Security	Ability to have selective auditing on table columns to support reduction of disk space requirements
TRS-132	Database Security	Ability for audit to only record the changed columns and not the entire row
TRS-133	Database Security	Ability to support verification of data integrity before the data is loaded into the package tables through any integration medium
TRS-134	Audit Trails	Ability to maintain log of transactions
TRS-135	Audit Trails	Ability to have audit trails at the data level
TRS-136	Audit Trails	Ability to record changes to data in a separate table and should be stamped with the identity of the user/program and the time of the creation/change
TRS-137	Audit Trails	Ability to have views for reporting on data changes
TRS-138	Audit Trails	Ability to support auditing of users; Ability to audit users at the form level, user level, application module level and at the organizational role level.
TRS-139	Administration	Ability to support remote operation of System administration
TRS-140	Administration	Ability to support remote operation of Security Management

Sl.No.	Area	Technical Requirements Specifications
TRS-141	Application Administration	Ability to provide integrated management for all the components proposed as part of the solution, including but not limited to: <ul style="list-style-type: none"> - Database - Application Servers - Integration Servers - Web servers - Portal - User Identity Management
TRS-142	Application Administration	Ability to have central user administration for entire solution landscape
TRS-143	Application Administration	Ability to provide Secure access to application maintenance activities which includes updating release content, monitoring of critical business processes and technical parameters
TRS-144	Application Administration	Availability of tools/mechanism for System, Database and performance measurement activities
TRS-145	Application Administration	Ability to provide performance statistics for the CPU/ Memory, database, Application servers
TRS-147	Application Administration	Ability to provide information to support configuration management
TRS-148	Application Administration	Ability to provide information to support Performance Tuning
TRS-149	Application Administration	Ability to provide information to support System Diagnostics & bottlenecks
TRS-150	Application Administration	Ability to provide information to support Capacity Planning
TRS-151	Application Administration	Ability to send alerts to system administrator in case of defaults/ failure/ bottlenecks through various media like emails, sms etc.
TRS-152	Application Administration	Ability to provide concise overview of parameters like configuration changes, performance, required system maintenance activities, potential security issues, status of business flows and diagnostic test results

Sl.No.	Area	Technical Requirements Specifications
TRS-153	Application Administration	Availability of a built in software in the solution to manage automated database backups and restore
TRS-154	Application Administration	Availability of a built in software to manage application software backups and restore with Source Control
TRS-155	Application Administration	Ability to maintain historical data like configuration change history, workflow details etc.
TRS-156	Application Administration	Ability to have a GUI based configuration of infrastructure components to configure functions like HTTP load balancing, SSL configuration etc.
TRS-157	Application Administration	Ability of direct integration with the customer support systems of the package vendor to download patches and to upload system details to help support analysts in solving system problems.
TRS-158	Application Administration	Ability to be configured to create various types of users. This would warrant need for User-Wise Menu and separate screen for Read/Write permission changes.
TRS-159	Application Administration	Medium for the 24/7 support team of ERP Vendor to access the ERP landscape or any component of ERP for issue resolution activities- to move to operations
TRS-160	Application Administration	The ERP OEM support services for issue resolution should provide Status report of the resolution process <ul style="list-style-type: none"> • Plans for the next steps needed for resolution • Activities that must be undertaken • Results of actions taken to date • Date and time of next status update • Schedule of future activities to resolve the issue
TRS-161	Application Administration	Ability to provide support on Custom Code by analyzing the root cause and conflicts between the custom code and standard programs
TRS-162	Application Administration	Ability of provision for automated deployment of support patches/packages considering current patch levels and DB, OS versions

Sl.No.	Area	Technical Requirements Specifications
TRS-163	Application Administration	Ability to support version control of code, configuration, GUI etc. to maximize the productivity
TRS-164	Application Administration	Ability to achieve the objective of Information system security policy through following information security processes:- (a) Identification – the process of distinguishing one user from all others. (b) Authentication – the process of identifying the identity of the user. (c) Authorization and Access control – the means of establishing and enforcing user rights and privileges. (d) Administration – the functions required to establish, manage and maintain security. (e) Audit – the process of reviewing and monitoring activities that enables the reconstruction and examination of events to determine if proper procedures have been followed for all of the above.
TRS-165	Application Administration	Ability to provide the facility to maintain service level agreement parameters tracking and monitoring throughout the project implementation and post implementation
TRS-166	Application Administration	Ability to provide the function of "Issue Tracking & Monitoring" mechanism to log issues and track the issue closure with different set of predefined status
TRS-167	Application Administration	Ability to facilitate to create issue messages through additional input channels like emails etc.
TRS-168	Application Administration	Ability to automatically assign issue messages or automatic notification of message to the target help desk personnel as per the internal support desk procedure to be defined
TRS-169	Application Administration	Ability to track the entire issue message flow from end user to logical closure to monitor the service level engagements
TRS-170	User Administration	Ability to assign users to roles and then define what each role can or cannot see, as well as which fields can be edited and which are read-only.

Sl.No.	Area	Technical Requirements Specifications
TRS-171	System Administration	Ability of a centrally monitored & browser based GUI administration tool to be available with the RDBMS to create, delete & manipulate databases/ tables/ and also schedule queries priorities centrally.
TRS-172	System Administration	Availability of bundled Database Performance Monitoring & Tuning Tools - Tools must be able to monitor performance of CPU Usage, Cache Hit Ratio, I/O Usage, and also automatically Tune the Parameters for Optimum Performance of the System.
TRS-173	System Administration	Availability of tools / mechanism for application, Database and network performance monitoring activities
TRS-174	System Administration	Ability to configure the data replication synchronously or asynchronously.
FTRS-175	System Fine Tuning	Availability of H/W including CPU, Memory etc. usage monitoring tools
TRS-176	System Fine Tuning	Availability of DB tuning tools like query optimization tools etc.
TRS-177	Reporting/Querying	Availability of own DW/BI tool and should support Data Warehousing/ Business Intelligence tools from other OEMs
TRS-178	Reporting/Querying	Availability of an ETL tool that can assist, online extraction, transformation and loading of data from disparate source systems and perform the necessary transformations to establish a common format on-line data extraction, transformation and loading
TRS-179	Reporting/Querying	Ability to support multiple levels of reporting including transactional reporting etc.
TRS-180	Reporting/Querying	Ability to generate report output directly in excel, PDF, text, XML, HTML or such other file types
TRS-181	Reporting/Querying	Ability to provide/display data in tabular form / text form /graphical form
TRS-182	MIS	Ability to modify the selection parameters of the report to provide different output

Sl.No.	Area	Technical Requirements Specifications
TRS-183	MIS	Ability to perform arithmetic calculation on the input data
TRS-184	MIS	Ability to add comments in the report (editing of reports)
TRS-185	Reporting/Querying	Ability to allow users to select column, apply filters and sort orders, apply aggregate functions, drill down/ drill up for creating their own views or reports and charts with ease
TRS-186	Reporting/Querying	Ability to do conditional formatting based on thresholds or data ranges for any cell in the report
TRS-187	Reporting/Querying	Ability to create custom objects/ formulas for repeated use in reporting tool
TRS-188	Reporting/Querying	Ability to create ad-hoc reports
TRS-189	Reporting/Querying	Ability to create, store and select standard report templates from technology standpoint
TRS-190	Reporting/Querying	Ability to configure/ parameterize the meta data/data for field creation/report generation/ queries
TRS-191	Reporting/Querying	Ability to schedule and prioritize reports while execution
TRS-192	Reporting/Querying	Ability to send the reports using electronic methods such as e-mail etc.
TRS-193	MIS	Ability to maintain historical data for reporting
TRS-194	MIS	Ability to generate reports at different levels of the Org structure mapped in the ERP system, such as EdCIL, TSG
TRS-195	MIS	Ability to generate reports in a matrix of divisions, functions and project codes (Project / WBS)

- Bidders shall respond to the compliance of ERP solution to the Functional Requirement Specifications (FRS) & Technical requirement Specifications (TRS) as per the following response keys.

(i) Bidder rating for FRS

SI Response (Response Key)	Response Depiction	Rating
SD	Standard product feature and supported as delivered out of box or through configuration	5
SC	Supported by customization/custom objects.	3
TP	Possible to be supported through 3rd party software	1
NS	Not supported	0

(ii) Bidder rating for TRS

SI Response (Response Key)	Response Depiction	Rating
SD	Standard product feature and supported as delivered out of box or through configuration	5
SC	Supported by customization/custom objects.	3
TP	Possible to be supported through 3rd party software	1
NS	Not supported	0

Annexure 5

Format: List of compatible Hardware

Sl .No.	List of compatible Hardware with specifications	OS compatibility with Hardware	References of installation and contact points to check for reference	List of compatible Software, Antivirus, Security solutions, Firewalls etc.

Annexure 6

Format: Undertaking on hardware sizing certification by OEM

Company letter head of ERP OEM

[Date]

To
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India
Ref: EdCIL/IS/ERP/2017

Sub: Undertaking on Sizing

Sir,

1. We have acted as System Integrators of server hardware for the System Integration for Server components to run the ERP Solution being sized and provided, pursuant to the Request for Proposal (RFP) document relating to providing of the ERP Solution, Implementation, training & maintenance services, Information Technology Infrastructure and System Integration services to EdCIL.
2. We have sized the hardware and all other equipment and software based on information provided by EdCIL in its RFP document, information provided by EdCIL as part of due-diligence, and in accordance with the tender and Service Level requirements and assure EdCIL that the sizing is adequate and correct for the locations and departments envisaged in the RFP document.
3. However, if the sizing of any of the proposed solutions is found to be inadequate in meeting the tender and the Service Level requirements given by EdCIL, then we will upgrade the proposed solution without any additional cost to EdCIL.
4. We herewith enclose the detailed bill of material for the hardware proposed for the solution.
5. We herewith enclose the certificate issued by the ERP OEM that the sizing of hardware is complete and adequate for the proposed solution.

Yours faithfully,

Authorized Signatory

Designation

SI's corporate name

Enclosures:

1. Hardware Bill of Material
2. Certificate by ERP product OEM

Format: Bill of Material (BOM) for entire ERP solution (with Commercial Prices)

Date:

To:

<Contact Person Name>

<Complete Address>

Dear Sir,

Ref.: Your Tender no._____

	Original Supplier / make & model	Item Description	Unit of Measurement	Number of Units	Unit Price	Total Amount
Software Licenses						
Core ERP Solution						
<<Please insert details as required>>						
Advanced ERP Modules						
<<Please insert details as required>>						
Hardware						
<<Please mention line item wise detailed bill of material with units and prices						
Database						
<<Please insert details as required>>						
Operating System (if required)						
<<Please insert details as required>>						
Other (Please insert other Components)						

Yours faithfully,

EdCIL (India) Ltd.

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January 2017

[Signature of Authorized Representative of SI]

[Title]

[Organization stamp/seal]

[Date]

Certificate by ERP OEM

The aforementioned proposed Bill of Material is hereby certified approved for operation based on our understanding of EdCIL's requirements in this RFP.

Yours faithfully,

[Signature of Authorized Representative of ERP OEM]

[Title]

[Organization stamp/seal]

[Date]

Format: Bill of Material (BOM) for entire ERP solution (without Commercials)

Date:

To:

<Contact Person Name>

<Complete Address>

Dear Sir,

Ref.: Your Tender no._____

	Original Supplier/ make & model	Item Description	Unit of Measurement	Number of Units
Software Licenses				
Core ERP Solution				
<<Please insert details as required>>				
Advanced ERP Modules				
<<Please insert details as required>>				
Hardware				
<<Please mention line item wise detailed bill of material with units and prices				
Database				
<<Please insert details as required>>				
Operating System (if required)				
<<Please insert details as required>>				
Other (Please insert other Components)				

Yours faithfully,

[Signature of Authorized Representative of SI]

[Title]

[Organization stamp/seal]

[Date]

Certificate by ERP OEM

The aforementioned proposed Bill of Material is hereby certified approved for operation based on our understanding of EdCIL's requirements in this RFP.

Yours faithfully,

[Signature of Authorized Representative of ERP OEM]

[Title]

[Organization stamp/seal]

[Date]

Format: Certification of ERP Solution and Authorization by ERP OEM

Date:

To:

<Contact Person Name>

<Complete Address>

Dear Sir,

Ref.: Your Tender no._____

1. The complete EdCIL ERP Implementation Solution proposed by the Implementation Partner is reviewed and vetted, and meets all Functional and Technical Requirement Specifications (FRS & TRS) as specified in the Tender document.
2. The contracted Licenses price(s), covering Users, Named Users, and Business Partners, all add-on engines and percentage charges for Annual Technical Support (ATS) / Annual Maintenance Contract (AMC) will be valid for a period of _____ years from the date of signing the First License buying agreement.
3. Add-on engines have sufficient provision to meet the functionality and business requirements utilizing the ERP user licenses to be acquired by EdCIL.
4. EdCIL has exchange or swap rights for the ERP licenses and add-ons, permitting the future trade-in of unused licenses or add-ons in exchange for more usable licenses or add-ons of the same value with same discount being applicable.
5. Core ERP licenses will be interchangeable amongst modules, to allow all users to use all the modules of the ERP (_____) dependent on their role authorizations
6. The supplied licenses will be interchangeable across the supplied hardware brought in by the bidder for the required phases of the project, as well as the development, test and production environment to be procured by EdCIL for deployment during implementation.
7. Wherever EdCIL's required functionality cannot be met using our standard ERP solution and add-on engines, Third Party software is included in the EdCIL ERP Implementation Solution (as also captured in FRS responses),.
8. All review and audit reports as specified in the Tender document shall be submitted directly to EdCIL
9. This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below.
10. I/We confirm that <name of SI> ("SI") is a certified partner to provide implementation services of our solution and have due authorization from us to provide services, to EdCIL that are based on our product(s) listed below as per Request for Proposal (RFP) document relating to providing of the ERP Solution Application, Implementation, training & maintenance services, and System Integration services to EdCIL.
11. We further endorse the warranty, technical support and licensing terms provided by our authorized SI to EdCIL. The same support will be extended for entire period of contract as per the tender conditions in the referred tender number: _____
12. This would be applicable to products mentioned below:

Sr. No.	Product Name	Version
1.		
2.		
3.		

Yours faithfully,

Title

[Signature of Authorised Representative]

[Organisation stamp/seal]

[Date]

Format: Authorization by OEM

(Company letter head of ERP OEM)

[Date]

To
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India
Ref: EdCIL/IS/ERP/2017

Sub: Authorization of <Name of SI> to Provide Services Based on Our Product(s)

Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that <name of SI> ("SI") is a certified partner to provide implementation services of our solution and have due authorization from us to provide services, to EdCIL that are based on our product(s) listed below as per Request for Proposal (RFP) document relating to providing of the ERP Solution Application, Implementation, training & maintenance services, and System Integration services to EdCIL. We further endorse the warranty, technical support and licensing terms provided by our authorized SI to EdCIL. The same support will be extended for entire period of contract as per the tender conditions in the referred tender number:

This would be applicable to products mentioned below:

Sr. No.	Product Name	Version
1.		
2.		
3.		

Yours faithfully, Authorized Signatory Designation

OEM's company name

[Date]

CC: SI's corporate name

Format: Certification from ERP Product Vendor / OEM - Implementation

(Company letter head of ERP OEM)

[Date]

To
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India
Ref: EdCIL/IS/ERP/2017

We would like to provide the following information on our customer base in India to confirm that we have been offering our packaged solution to public sector units in India for the last _____ years.

Name of the ERP solution/ERP Product Vendor	
Product Name	
The customers in Public sector for the ERP Solution	
Name of client	
Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e- mail id	
The year of project initiation	
The year of project completion	
Version of the product implemented	
The solution / modules / functions implemented	
Supporting documents: Relevant experience certificates /documents issued by the Customer organizations indicating the successful completion of the project	

Dated this day of 2017

Yours sincerely,
on behalf of [ERP Solution OEM's Name] Authorized Signature [In full and initials]: Name and Title of Signatory:
Name of Firm: Address:
Seal/Stamp of ERP solution OEM

Format: Certification from ERP Product Vendor / OEM – Support Capability

(Company letter head of ERP OEM)

[Date]

To
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India
Ref: EdCIL/IS/ERP/2017

We would like to declare the following information on support capabilities in India.

Name of the ERP Product Vendor	
Product Name	
Support Center	
Date of Commencement of operations	
Address of the support center	
Number of Employees in the Support Center	
Details on 24X7 support services	
Authorized Training Center	
Date of Commencement of operations	
Address of the training center	

Dated this day of 201_

Yours sincerely,

on behalf of [ERP Solution OEM's Name] Authorized Signature [In full and initials]: Name and Title of Signatory:

Name of Firm: Address:

Seal/Stamp of ERP solution OEM

Annexure 7

Bid Form

I. Addressed to

a.	Name of the tendering Authority	EdCIL (India) Limited
b.	Address	EdCIL House 18-A, Sector 16-A NOIDA – 201301 (U.P.), India
c.	Telephone	0091-120-2512001 to 006
d.	Tele-Fax	0091-120-2512010 / 2512372

II. Tender No. EdCIL/IS/ERP/2017 dated 6th January 2017

III. Other related details: -

1.	Name of Bidder				
2.	Name & Designation of Authorized Signatory				
3.	Registered/Head Office Address				
4.	Delhi Office	Address			
		Phone		Fax:	
		Contact Person			
		Phone		Fax:	
5.	Year of Establishment				
6.	Type of Firm (Put Tick mark)	Public Limited	Private Limited	Partnership	Proprietary
7.	Telephone Number(s)/ Mobile				
8.	Website URL				
9.	Fax No.				
10.	Email Address				
11	Indicate if organization has been blacklisted or not.				

- IV. The Tender document fee amounting to Rs. 10,000/- (Rupees Ten Thousand Only) and EMD Rs. 12,00,000/- (Rupees Twelve Lakh Only) has been remitted vide DD/ Banker's cheque No. _____ dated _____ in favour of EdCIL (India) Limited, Payable at, NOIDA, India.
- V. We agree to abide by all the conditions mentioned in this Tender Document issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).
- VI. The prices for the services as prescribed in financial document are given separately in the financial bid.
- VII. Reproduced / re-word-processed formats or Bidder own formats for the price bids will disqualify the tender. However the Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.
- VIII. The rates quoted are applicable up to period of contract from the date of opening of bid. The validity can be extended with mutual agreement.
- IX. No Advance payment shall be made. Payments shall be made as per payments terms.
- X. Bid duly filled and signed is enclosed with this tender form with Terms & Conditions in token of acceptance along with duly filled letter of undertaking / declaration.

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Annexure 8

Format for Bid Queries

Bidders requiring specific points of clarification may communicate with EdCIL during the specified period using the following format:

Bidder					
Company Name					
Date					
Query Details					
Sl. No.	RFP Page No.	Section No. & Title	Sub-Section No. & Title	Clause Statement as per RFP	Query by Bidder

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Annexure 9

Format: Letter of undertaking

(Company letter head)

[Date]

To
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India
Ref: EdCIL/IS/ERP/2017

Sir,
Sub: Undertaking on Non-disclosure of contract documents

I/We do hereby undertake that we shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake that except with the written consent of the Buyer/Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake not to copy the AS-IS documentation captured in this tender document in any form Xerox, electronic, or via DMS or any other physical/electronic means.

For and on behalf of the Bidder

(Signature)

(Name of the Authorized Signatory)
Date
Address
Location

Annexure 10

Undertaking towards NON BLACKLISTING

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

To,
Executive Director (Corporate Planning)
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A
NOIDA – 201301 (U.P.), India

Sir,

In response to the **Tender No.....** Dated for Request for Proposal (RFP) for ERP Implementation. I/We hereby declare that presently our Company/Firm _____ is having unblemished record and is not declared ineligible or black listed for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body on the date of bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD may be forfeited in full and the tender if any, to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

Annexure 11

Format: Turnover Statement by System Integrator

Sl. No.	Financial Year	Annual Turnover (In Crore Rupees)
1.		
2.		
3.		

Note: Certificate from Chartered Accountant certifying turnover for all three years to be attached.

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Format: Quality Assessment Details

(Company letter head)

[Date]

To
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India
Ref: EdCIL/IS/ERP/2017

We would like to provide/confirm the following information on the quality certification of our organization.

Quality Assessment Details	
Level of CMMi Assessment/ISO	
Date of Assessment	
Validity of the Assessment	
Name of the Assessing company and their contact details	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Assessment issued by auditors	

We have attached a copy of the certificate in support of the above information.

Dated this day of 2017

Yours sincerely,

[On behalf of Implementation Agency's Name] Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm: Address:
Seal/Stamp of System Integrator:

Annexure 12

Format: Details of Past Work Experience of System Integrator - Summary

Summary of experience of the Bidder in executing ERP Implementation projects

Sl. No	Organization	Product modules deployed	Value	Date of Award	Completion Status
1.					
2.					
3.					
4.					
5.					
6.					

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Format: Implementation Experience of System Integrator - Detailed

S.No.	ERP Implementation Project Information (Use a separate sheet for each project)
1	Client Information
2	Name and Contact information of client (for reference checks and verification)
3	Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id,
4	Nature of business / operations of client
5	Revenue/Budget (in case of Government dept.) of the client
6	Size of operations of customer impacted by the solution in terms of turnover, number of locations, number of employees etc.
7	Project Details
8	Brief description of the Project
9	Functional areas of business covered in the project
10	Implementation Geographical Location/ Number of Locations / business units at which the project is implemented
11	Duration of engagement (with Start date and end-date/expected end-date)
12	Scope of the Project (Consulting, EPR product procurement, ERP Implementation, H/W sizing and procurement, Networking, Training, Post- Implementation,)
13	Modules implemented
14	Version of Product Implemented
15	Number of Users of the solution
16	Relevance of the implementation to the current project (Indicate clearly which of the above projects is similar in scope to the current project)
17	Supporting Documents
18	Relevant experience certificates /documents issued by the Customer organizations indicating the successful completion of the Project

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Annexure 13

Schedule of Delivery

The ERP Implementation project at EdCIL 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 EdCIL's implementation plan as mentioned in **Section 5.3**.

Format: Certificate by the Firm for Delivery Schedule

The undersigned on behalf of **<Name of firm>** certify that the following activities of the ERP Implementation Project would be completed satisfactorily including completion of Stabilization period, as prescribed after commissioning, on the dates specified below, and that, in accordance with the terms of the Contract.

Activity No.	Activity Title	Scheduled Date of Start of Activity	Scheduled Date of Delivery/Completion of Activity
1	Hardware Procurement, Software Licenses and Installation		
2	Project Initiation		
3	Requirements gathering workshops		
4	Business Blueprinting		
5	Technical solution design		
6	Data migration		
7	System Development		
8	Testing		
9	Trainings and Change Management		
10	Cutover & Go-Live		
11	Post Go-Live Stabilization Support		
12	Project Management		

Yours faithfully,

Title
[Signature of Project Manager]
[Organisation stamp/seal]
[Date]

Format: Work Schedule

(For each component of work as mentioned in the detailed scope, please provide breakdown of work schedule. The Reports / deliverables mentioned should be in conformance with the Deliverables as captured in this RFP)

S. No .	Activity/ Submission of reports	Months									
		1	2	3	4	5	6	7	8	9	10-12

1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as EdCIL approvals. Indicate activities, delivery of reports, and benchmarks separately for each phase.

2 Duration of activities shall be indicated in the form of a bar chart.

Annexure 14

Format: Month-wise 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>			<Project Phase>
		Month 1	Month 2	...			
1	Project Director(PM)	<No. of hours>	<No. of hours>	...	<No. of hours>	...	
	Project manager						
2	Solution Architect (SA)						
3	Technical Architect						
4	Functional Lead						
5	Technical Lead						
7	Technical Consultant (TC)						
8	Functional Consultant						
10	Training and Change Management Lead						
	Total						

Signature:

Name:

Designation:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Format: Curriculum Vitae (CV) for Proposed Professional Staff

Project Manager

1. Name of the person	
2. Role in the Project	
3. Qualification	
4. Total number of years of experience	
5. Number of years with the current company (the bidder)	
6. Functional area / expertise	
7. Area of ERP certification	
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	

Finance/Cost Accountancy/HR/Business Development / Projects / etc. (Please add a separate sheet for each resource)

1. Name of the person	
2. Role in the Project	
3. Qualification	
4. Total number of years of experience	
5. Number of years with the current company (the bidder)	
6. Functional area / expertise	

Format: Certification by the Firm

Certification by the firm

The undersigned on behalf of **<Name of firm>** certify that the qualification and experience details of Mr/Ms - **<name of the proposed personnel and address>** as described in the CV has been checked and found to be correct. It is also certified that Mr/Ms **<name of proposed personnel>** to the best of our knowledge has neither been debarred by EdCIL nor left his assignment with any other consulting firm engaged by EdCIL / Contracting firm (firm to be supervised now) for the ongoing projects. We understand that if the information about leaving the past assignment is known to EdCIL, EdCIL would be at liberty to remove the personnel from the present assignment and debar him for an appropriate period to be decided by EdCIL.

.....
[Signature of authorized representative of the Firm]

Date: [Day/Month/Year]

Annexure 15

Format: Power of Attorney

Know all men by these presents, we..... (name of firm and address of the registered office) do hereby constitute, nominate appoint and authorize Mr./Ms.....son/daughter/wife of and presently residing at....., who is presently employed with /retained by us and holding position of.....as our true and lawful attorney

(hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for and selection as the <project title> for the <name of the EdCIL>.....project, proposed to be developed by the

..... (the "EdCIL") including but not limited to signing and submission of all applications, proposals and other documents and writings and other conferences and providing information /responses to the EdCIL, representing us in all matters before the EdCIL, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the EdCIL in all matter in connection with or relating to or arising out of our Proposal for the said project /or upon award thereof to us till the entering into of the Agreement with the EdCIL.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawful done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this power and Attorney and that all acts, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

[IN WITNESS WHEREOF WE.....THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THISDAY OF2017.

For (Name and registered address of EdCIL)

(Signature, name, designation, and address)

Witness:

1. (Signature, name and address)
2. (Signature, name and address)

Notarised

Accepted

.....
(Signature, name, designation, and address of the attorney)

Notes:

1. The mode of the execution of the power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the applicant should submit for verification the extract of the charter documents and other documents such as a resolution/Power of Attorney in favour of the person executing this Power of Attorney for delegation of power hereunder on behalf of the applicant.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by the applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

Format: Performance Guarantee Format

Name of the Bank: -----

To

EdCIL (India) Ltd

In consideration of the Chairman and Managing Director EdCIL acting through---- (Designation & address of Contract Signing Authority), (hereinafter called "The EdCIL (India) Ltd") having agreed under the terms and conditions of agreement/Contract Acceptance letter No.-----dt..... Made between..... (Designation & address of contract signing Authority) and (here in after called "the said Service Provider" for the work..... (here in after called "the said agreement") having agreed for submission of a irrevocable Bank Guarantee Bond for ₹ ₹only)) as a performance security Guarantee from the Service Provider for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We.....(indicate the name of the Bank) hereinafter referred to as the Bank, undertake to pay to the EdCIL (India) Ltd an amount not exceeding ₹ (₹only) on demand by the EdCIL (India) Ltd.

2. We..... (indicate the name of the bank, further agree that (and promise) to pay the amounts due and payable under this guarantee without any demur merely on a demand from the EdCIL (India) Ltd through the General Manager, EdCIL (India) Ltd, Noida or ----- (Designation & Address of contract signing authority), stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the EdCIL (India) Ltd by reason of any breach by the said Service Provider of any of the terms of conditions contained in the said agreement or by reason of the Service Provider failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹ .. (₹ Only).

3. (a) We (indicate the name of Bank) further undertake to pay to the EdCIL (India) Ltd any money so demanded notwithstanding any dispute or dispute raised by the Service Provider in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.
- (b) The payment so made by us under this Performance Guarantee shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.
4. We,..... (indicate the name of bank) to 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 agreement and that it shall continue to be enforceable till all the dues of the EdCIL (India) Ltd under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by (Designation & Address of contract signing authority) on behalf of the EdCIL (India) Ltd, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said Service provider and accordingly discharges this guarantee.
5. (a) Not withstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the EdCIL (India) Ltd or until (date of validity/ extended validity) which ever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the EdCIL (India) Ltd within validity/ extended period of validity of guarantee from the date aforesaid.
(b) Provided always that we..... (indicate the name of the Bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of the guarantee, as the case may be on being called upon to do so by the EdCIL (India) Ltd. If the guarantee is not renewed or the period extended on demand, we (indicate the name of the Bank) shall pay the EdCIL (India) Ltd the full amount of guarantee on demand and without demur.
6. We, (indicate the name of Bank) further agree with the EdCIL (India) Ltd that the EdCIL (India) Ltd shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the EdCIL (India) Ltd against the said service provider and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said service provider for any bearing act or omission on the part of the EdCIL (India) Ltd or any indulgence by the EdCIL (India) Ltd to the said service provider for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relieve us from the liability.

7. This guarantee will not be discharged by any change in the constitution of the Bank or the Service Provider.
8. We, (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the EdCIL (India) Ltd in writing.
9. This guarantee shall be valid upto (Date of Completion plus Handholding Period). Unless extended on demand by EdCIL (India) Ltd. Notwithstanding anything to the contrary contained hereinbefore, our liability under this guarantee is restricted to Rs..... (Rs.....only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities under this guarantee thereafter.

Dated: The day of for

(indicate the name of bank)

Signature of Banks Authorized official

Witness (Name)-----

Designation with Code No. -----

1 Full Address-----

2.

Format: Proforma Pre Contract Integrity Pact

GENERAL

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ____ day of the month of 2017, between, on one hand, acting through Shri/Smt. _____, Designation, EdCIL (India) Limited (hereinafter called the "BUYER"/ "EdCIL" interchangeably, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part
And

M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the EdCIL proposes to procure services towards Implementation and maintenance of ERP for EdCIL for the Period 2016- 17 To 2020- 21, and BIDDER/Seller is willing to offer the said services and related items as referred to in the tender document No./2017
dated.....2017.

WHEREAS the BIDDER is a private company /public company / Government undertaking / partnership / registered expert agency, constituted in accordance with the relevant law in the matter and the EdCIL is a Public Sector Undertaking under Ministry of Human Resource Development performing its functions.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the EdCIL to obtain the desired services as referred to in the tender documents No. dated2017 at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the EdCIL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the EdCIL

- 1.1 The EdCIL undertakes that no official of the EdCIL, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
 - 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.
 - 1.3 All the officials of the EdCIL will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the EdCIL with full and verifiable facts and the same is *prima facie* found to be correct by the EdCIL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the EdCIL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the EdCIL the proceedings under the contract would not be stalled.

3. Commitments of Bidders

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL or otherwise in procuring the Contract or forbearing to do or having

done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

- 3.3 Bidders shall disclose the name and address of agents and representatives and Indian BIDDERs shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the EdCIL that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the EdCIL or any of its functionaries, whether officially or unofficially to the award to the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation, as the case may be for satisfactory performance of the proposed terms of Tender.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the EdCIL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the EdCIL as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the EdCIL, or alternatively, if any relative of an officer of the EdCIL has financial interest / stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of Bid.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the EdCIL.

4. PREVIOUS TRANSGRESSION

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject. BIDDER can be disqualified from the Bid process or the contract, if already awarded, can be terminated for such reason.

5. EARNEST MONEY DEPOSIT

- 5.1 While submitting Technical bid, the BIDDER shall deposit an amount of INR 12,00,000 as Earnest Money with the EdCIL through Account Payee Bank Draft or a Pay Order in favour of EdCIL (India) Limited, payable at Noida.
- 5.2 The instrument for Security Deposit made shall be valid up to the specified period and the bidder shall be liable to keep the said instrument valid for such extended period as the case may be for satisfactory performance of the terms of Tender above referred till the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the EdCIL, including warranty period, whichever is later.
- 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining of Performance Bond in the corresponding Contract governing such agreement that the provisions of Sanctions for Violation shall be applicable for encashment of Performance Bank Guarantee deposited towards forfeiture of said amount in case of a decision by the EdCIL to forfeit the same without assigning any reason for imposing such sanction.
- 5.4 No interest shall be payable by the EdCIL to the BIDDER on Earnest Money Deposit for the period of its currency.

6.0 **SANCTIONS FOR VIOLATIONS**

- 6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the EdCIL to take all or any one of the following actions, wherever required:
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit / Performance Bond (Bank Guarantee) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the EdCIL and the BUYER (EdCIL) shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) To recover all sums already paid by the EdCIL, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR as the case may be. If any outstanding payment is due to the BIDDER from the EdCIL in connection with any other contract for any other stores or on any account whatsoever and by whatsoever name called, such outstanding payment could also be utilized to recover the aforesaid sum and interest thereto.
 - (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the EdCIL, along with interest.
 - (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the EdCIL resulting from such cancellation/rescission and the EdCIL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the EdCIL.
 - (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the EdCIL with the BIDDER, the same shall not be opened.
 - (x) Forfeiture by way of encashment of Performance Bond in case of a decision by the EdCIL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The EdCIL will be entitled to take all or any of the actions mentioned at Para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of any offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the EdCIL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, an Independent Monitor(s) shall be appointed by EdCIL, in case of breach of the provisions of the pact.

7 INDEPENDENT MONITORS

- 7.1 An Independent monitor (s) shall be appointed by EdCIL, in case of breach of the provisions of the pact.
- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project / procurement, including minutes of meetings.
- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the EdCIL.
- 7.6 The BIDDER(s) accept that the Monitor has the right to access without restriction to all Project documentation of the EdCIL including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-bidders. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Sub-bidder(s) with confidentiality.
- 7.7 The EdCIL will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the EdCIL / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

8. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the EdCIL or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the EdCIL.

10. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

11. VALIDITY

11.1 The validity of this Integrity Pact shall be governed by the terms of the **Tender No.....** towards complete execution of the contract to the satisfaction of both the EdCIL and the BIDDER/Seller, including < > whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after < > years from the date of the signing of the contract awarding the tender with successful bidder.

11.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

12. The parties hereby sign this Integrity Pact at _____ on _____.

EdCIL (India) Limited BIDDER
Name of the Officer CHIEF EXECUTIVE OFFICER
Designation

Witness

1. _____

2. _____

Witness

1.

2.

(The Pre Contract Integrity Pact shall be modified based in line with the conditions of the Bid Documents).

Format: Proposal Covering Letter

[Date]

To,
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India

Dear Sir,

Ref: EdCIL/IS/ERP/2017

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the implementation and support of ERP solution at EdCIL.

We attach hereto the response as required by the RFP, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to EdCIL is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of six months from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in the Annexure _____ of this RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2017

(Signature)

(In the capacity of)(Name)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:

Witness Name: Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,....., the Company Secretary of,

certify that who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.

Date: Signature:

(Company Seal)

(Name)

Format: Conflict of Interest

[Date]

To,
EdCIL (India) Limited,
EdCIL House, Plot No. 18A, Sector-16A,
Noida – 201301 (UP), India

Dear Sir,

Ref: EdCIL/IS/ERP/2017

Sub: Undertaking on Conflict of Interest regarding Implementation of ERP solution at EdCIL

I/We do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with EdCIL.

I/We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold EdCIL harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals) by EdCIL and/or its representatives, if any such conflict arises later.

Yours faithfully, Authorized Signatory Designation

Company Seal

Format: Agreement

An AGREEMENT made this _____ day of _____ two thousand and one _____, between **EdCIL (India) Limited**, EdCIL House, Plot No. 18A, Sector-16A, Noida – 201301 (UP), India acting in the premises through Director/Projects or his successor _____ of M/s EdCIL (India) Limited, Noida - 201301 (hereinafter referred to as 'EdCIL ') of one part and M/s _____ (hereinafter referred to as 'contractor') of the other part.

Whereas in response to a call for Tender for Supply, Installation, Testing and commissioning of equipment as per Tender papers at Annexure _____ hereto the Contractor has submitted a Tender as per Annexure _____ hereto and whereas the said Tender of the Contractor has been accepted for _____ as per copy of Letter of Acceptance of Tender No. _____ dated _____ complete with enclosures at the accepted rates and agreed deviations from Tender Papers _____ as per Annexure _____ hereto and at an estimated contract value of Rs. _____ (Rupees Only).

Now this agreement witnesses that in consideration of the premises and the payment to be made by the Purchaser to the Contractor provided for herein below the Contractor shall supply all equipment and been accepted strictly according to the various provisions in Annexure _____ and _____ hereto and upon such supply, executer and performance to the satisfaction of the purchaser and purchaser shall pay to the Contractor at the rates accepted as per the said Annexure _____ and in terms of the provisions therein.

In the witness where of the parties have hereunto set and subscribed their respective hands and/or seals day and year respectively mentioned against their respective signatures.

Signed and delivered at _____ by Shri _____ for and on behalf of M/s. _____

The contractor within named in the presence of:

1. Signatures
Date
Name in Block Capitals

2. Signatures
Date
Name in Block Capitals
Address

Signed and delivered at _____ for and on behalf of EdCIL by Shri _____ (Director / Projects or his successor) in the presence of :-

1. Signatures
Date
Name in Block Capitals

2. Signatures
Date
Name in Block Capitals
Address

Annexure 16

Format: Description of Approach, Methodology and Work Plan

Technical approach, methodology and work plan are key components of the Project. You are suggested to present your Technical Proposal (inclusive of charts and diagrams) divided into the following sections, but not limited to:

- Table of Content
- Executive Summary
- Bidders Company Background
- Scope of Work
- Detailed Project Scope
- Application Landscape
- Solution Fitment
- Approach to delivery of Implementation and Support services
- Responses to mandatory pre-qualification criteria
- Responses to Functional Requirement Specifications
- Responses to Technical Requirement Specifications
- Team Attributes
- Deliverables and milestones
- Terms & Conditions
- Forms & Annexure
- Exceptions to the RFP, if any.

Annexure 17

Financial Bid Format

Bidder should provide the Financial bid in the itemized format, as per the scope already captured as part of RFP, covering:

- Hardware required for ERP Solution
- Software Licenses
- ERP Implementation
- Post Go-Live stabilization support
- Maintenance support (3 years after Post Go-Live stabilization support)
- Development Change Requests (3 years, as per man days requirements defined)
- AMC for Software licenses (5 years after stabilization) and AMC for Hardware (5 years after stabilization)
- Extension of Maintenance Support (additional 2 years, at the discretion of EdCIL)

The format for capturing Financial bid is provided on the next page. Please indicate the prices in both – words and figures.

S.No	Component	Total Price (INR)
A. Hardware Procurement and Installation (to cover section 6.5.1 in this tender document)		
A.1	Hardware Procurement and Installation (Component wise complete bill of material)	
Total price for A. Hardware Procurement and Installation		
B. Software Licenses (to cover section 6.5.2 in this tender document)		
B.1	ERP package	
B.2	Other components	
Total price for B. Software Licenses (=B.1+B.2)		
C. ERP Solution Implementation (to cover section 6.5.3 in this tender document)		
C.1	ERP Solution Implementation	
Total price for C. ERP Solution Implementation		
D. Operations and Maintenance (for 3 years after Post Go-Live Stabilization support)		
D.1	Maintenance Support (Total price for 3 years) (to cover section 6.5.4.1)	
	Maintenance Support - Year 1	
	Maintenance Support - Year 2	
	Maintenance Support - Year 3	
D.2	Development Change Requests (Total price for 3 years) (to cover section 6.5.4.2)	
	Development Change Requests - Year 1	
	Development Change Requests - Year 2	
	Development Change Requests - Year 3	
Total price for D. Operations and Maintenance (=D.1+D.2)		
E. Annual Maintenance Contract (for 5 years after stabilization, to cover section 6.5.7)		
E.1	AMC for Software licenses (Total Price for 5 Years)	
	AMC for Software licenses – Year 1	
	AMC for Software licenses – Year 2	
	AMC for Software licenses – Year 3	
	AMC for Software licenses – Year 4	
	AMC for Software licenses – Year 5	
E.2	AMC for Hardware procured (Total Price for 5 Years)	
	AMC for Hardware procured – Year 1	
	AMC for Hardware procured – Year 2	
	AMC for Hardware procured – Year 3	
	AMC for Hardware procured – Year 4	
	AMC for Hardware procured – Year 5	
Total price for E. Annual Maintenance Contract (for 5 years)		
F. Maintenance Support Renewal (for additional 2 years after expiry of in-scope 3 years term)		
F.1	Maintenance Support Renewal	
Total (A+B+C+D+E+F)		

Signature:

Name & Designation:

Company Seal with Date:

Annexure 18

Checklist for Bid Qualification Criteria

This checklist is meant to help the bidder in ensuring completeness of response and captures the relevant document submission needs and is only indicative. Bidder is encouraged to review the respective section and instructions available throughout this document (including Annexures) on the Pre-Qualification criteria.

Criteria	Details	Documentary Evidence to be attached	Bidder's Response	Compliant (Yes / No)
Qualification Criteria for ERP product vendor				
Company profile of ERP Product vendor / OEM	<p>6. The company must have revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 years.</p> <p>7. Should be registered as a company in India</p> <p>8. OEM should have a minimum of 10 implementation partners in India</p> <p>9. One authorized training center in North India which provides training on the ERP Solution.</p> <p>10. ERP product vendor must have its own development and support centers in India.</p>	<ul style="list-style-type: none"> • Attach Balance sheet and P/L statement for last financial 3 years (i.e. 2015-16, 2014-15, 2013-14) • Certificate of Incorporation from Registrar of Companies (ROC) • Self-certificate along with list of authorized implementation partners in India • Self-certificate along with list and address of authorized training centers India • Self-certificate from OEM for development and support centers details in India 	•	•
Customer base	<p>3. Must have installed across 20 customers in India.</p> <p>4. Worldwide unique user base of > 30,000</p>	<ul style="list-style-type: none"> • Self-certificate from OEM along with customer list • Self-certificate from OEM 	•	•

Implementation in Government sector in India	Must have successfully implemented in 5 government/PSU customers in India. At least 2 out of these 5 Projects implemented should cover at least 4 functions from following list: Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement.	• Duly signed and stamped Completion Certificate with details as per Annexure 6 (Certification from ERP Product Vendor / OEM – Implementation)	•	•
Customer support in India	OEM product vendor should have helpdesk in India manned by qualified professionals and internet support to provide 24X7 support through a toll free support line.	• Certificate from ERP Product Vendor / OEM – Support as per Annexure 6	•	•
Technical Criteria for ERP product				

Product	<p>7. The Proposed product should offer all the functions like finance, HR/employee self-service, project management, payroll, business development and planning as a single integrated solution with no Bolt On applications.</p> <p>8. The proposed integrated product should be commercial off the shelf product (COTS).</p> <p>9. The proposed integrated product should provide wide range of security features such as Authentication, Single Sign-On (SSO), Authorization and Integrated User management.</p> <p>10. Offered ERP package should be web enabled and standard internet browser driven.</p> <p>11. The offered ERP should be able to work on each of the following OS: Sun Solaris, HP Unix, IBM AIX, Linux family, Windows Family etc.</p> <p>12. The proposed user licenses should be full and complete in all respect, there should be a provision to create, modify, delete, inquire records and create transactions with each user.</p>	<ul style="list-style-type: none"> • Self-Certificate from OEM • 		
Requirements for System Integrator				

Company profile of the System Integrator	<p>3. The bidder must have a turnover of Rs.1000 Crores per year in the last three completed financial years and should be a profit-making in the last three completed financial years</p> <p>4. The bidder should be a registered company in India</p>	<ul style="list-style-type: none"> • Audited balance sheets and P&L to be attached for the last three completed financial years (i.e. 2015-16, 2014-15, 2013-14) • Certificate of Incorporation from Registrar of Companies (ROC) 		
Experience in ERP Implementation	<p>4. Should have successfully implemented at least 5 ERP projects in last 5 completed financial years.</p> <p>Out of 5 ERP project credentials at least 2 ERP implementations should be of ERP product as proposed in current RFP response.</p> <p>5. Should have at least 100 full time consultants of proposed ERP product.</p> <p>6. Should have at least 800 personnel in IT services.</p>	<ul style="list-style-type: none"> • Duly signed and stamped Completion Certificate details as per formats available in Annexure 12 (Summary as well as Detailed) • Undertaking should be provided by authorized signatory of the bidder company (SI). 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Experience in Government/PSU Sector	<p>Should have successfully implemented at least One ERP projects in government / PSU sector in last 5 completed financial years.</p> <p>Project(s) implemented should be a turnkey project. Projects implemented should cover at least 4 functions from following list:</p> <p>Finance, Business development, asset management, sourcing, HR, payroll, tendering, projects, operations, inventory, procurement.</p>	<ul style="list-style-type: none"> Duly signed and stamped Completion Certificate with details as per formats available in Annexure 12 (Summary as well as Detailed) 	•	•
Quality certification	<p>The bidder must have been assessed for a CMMi Level 5 and (ISO 27001 & ISO 20000) for IT services. The assessment should be valid for next six months, as on the last date of bid submission.</p>	<ul style="list-style-type: none"> Certificate copy and details of Quality certification as per Annexure 11 	•	•
Authorization from OEMs	<p>The Bidder must produce Manufacturer/OEM authorization certificate for solution proposed from ERP OEM and Hardware OEM.</p>	<ul style="list-style-type: none"> Duly filled in forms as per Annexure 6 (Certificate of ERP Solution and Authorization by OEM, Authorization by OEM) 	•	•

Annexure 19

Format: Deviation Sheet to be provided by Bidder

Bidder must provide its compliance to the clauses captured in this RFP document as per the format below:

Clause No.	Deviation Detail

Signature:

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Annexure 20

Checklist of documents to be submitted by the Bidder

This checklist is meant to help the bidder in ensuring completeness of response and captures the relevant document submission needs and is only indicative. Given that this checklist is not meant to be exhaustive, Bidder / SI is required to go through the entire RFP document and respond to the requirements captured in each of the sections.

Sl. No.	Section	Content	Page No. in RFP Response
1	General Information	Cover Letter for proposal Bid response (Annexure 15)	
		Power of Attorney (Annexure 15)	
		Performance Bank Guarantee (Annexure 15)	
		Proforma Pre contract integrity pact (Annexure 15)	
		Bid Form (Annexure 7)	
		Checklist for deviation sheet to be provided (Annexure 19)	
2. Pre-Qualification / Eligibility Requirements			
2.1	Eligibility Requirements for ERP Product Vendor OEM (as defined in Chapter 8 of this RFP document)	Attach Balance sheet and P/L statement for last financial 3 years (i.e. 2015-16, 2014-15, 2013-14)	
		Certificate of Incorporation from Registrar of Companies (ROC)	
		Self-certificate along with list of authorized implementation partners in India	
		Self-certificate along with list and address of authorized training centers India	
		Self-certificate from OEM for development and support centers details in India	
		Self-certificate from OEM along with customer list	
		Self-certificate from OEM for worldwide unique user base	
		Duly signed and stamped Completion Certificate with details as per Annexure 6 (Certification from ERP Product Vendor / OEM – Implementation) for implementation in Government sector	
		Certificate from ERP Product Vendor / OEM – Support as per Annexure 6 for Customer support in India	

2.2	Eligibility Requirements for ERP Product (as defined in Chapter 8 of this RFP document)	Self-certificate from OEM for the compliance with Technical criteria	
2.3	Eligibility Requirements for System Integrator / Bidder (as defined in Chapter 8 of this RFP document)	Audited balance sheets and P&L to be attached for the last three completed financial years (i.e. 2015-16, 2014-15, 2013-14)	
		Certificate of Incorporation from Registrar of Companies (ROC)	
		Duly signed and stamped Completion Certificate details as per formats available in Annexure 12 (Summary as well as Detailed) for experience in ERP implementation	
		Undertaking should be provided by authorized signatory of the bidder company (SI) for number of full time consultants and IT personnel	
		Duly signed and stamped Completion Certificate with details as per formats available in Annexure 12 (Summary as well as Detailed) for experience in Government / PSU sector	
		Certificate copy and details of Quality certification as per Annexure 11	
		Duly filled in forms as per Annexure 6 (Certificate of ERP Solution and Authorization by OEM, Authorization by OEM) for authorization from OEM	
3. Details for Technical Functional and Financial Evaluation			
3.1	Technical Functional Evaluation	Checklist for ERP BQC (Annexure 18)	
		Response to Functional Requirement Specifications (Annexure 3)	
		Response to Technical Requirement Specifications (Annexure 4)	
		Self-certificate from OEM along with customer list, user base, date of go-live and current operational status for ERP Product credibility	
		Self-certificate from the authorized signatory of the ERP Product OEM providing the list of authorized implementation partners	
		Statement of annual turn-over by the bidder (authorized signatory) as per Annexure 11 (Turnover statement by System Integrator)	
		Copy of work / service orders capturing scope & revenue and Client Completion / Implementation certificate to be attached for Bidder's experience in implementation in India	

		<p>Implementation experience with details as per formats provided in Annexure 12 (summary as well as detailed) for Number of ERP projects implemented in government / PSU in India</p> <p>Undertaking should be provided by authorized signatory of the bidder company (SI) for number of functional consultants</p>	
3.2	Financial Evaluation	Annexure 17 – Financial Bid Response	
4	Understanding EdCIL's requirement	<p>Detailed write up to be provided including the following along with the proposed business, functional and IT architecture:</p> <ul style="list-style-type: none"> ▪ Solution (Modules offered - Software BOM) for meeting EdCIL's functional and technical requirements as per BOM formats (Annexure 6) ▪ Details of third party components offered as per BOM format(Annexure 6) ▪ List of compatible hardware and software as per attached format(Annexure 5) ▪ Landscape, sizing criteria and deployment architecture for hardware to be procured for development, testing and production environment. ▪ Integration with existing software like time punching machine etc. 	
5	Implementation approach and methodology	<p>Detailed write up to be provided covering the following (as per the instructions in Annexure 16), but not limited to:</p> <ul style="list-style-type: none"> • Methodology and expertise in business process realignment • Methodology and approach for ERP solution implementation, data conversion and migration • Approach for ERP project management • Expertise and resource deployment plans including the CVs of all personnel as per format available in Annexure 14. • Resource requirements from EdCIL including manpower deployment along with their functions, IT infrastructure, space requirement, necessary procedures and approval cycle etc. • Testing strategy and approach • End to End Service delivery plan for ERP Implementation at EdCIL (as per instructions in Annexure 16 and Annexure 13) 	
6	Approach to training and change management	Detailed write up to be provided along with compliance to the change management and training requirements highlighted in this RFP document	

7	Post implementation support and maintenance	Detailed write up to be provided including deployment plan and conformance to the SLAs recommended	
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Signature:

Authorized Signatory: -

Seal of the Organization: -

Date: